

PROMOTIONAL OFFER TERMS, CONDITIONS AND DISCLAIMERS

General Disclaimers

Trademarks (applies to all Services)

Straight Up, Breezeline, and the Breezeline logo are registered trademarks of Cogeco US Finance, LLC.

Plume and SuperPod are trademarks or registered trademarks of Plume Design, Inc.

TiVo, the TiVo logo and the TiVo silhouette logo are registered trademarks of TiVo Inc. and its subsidiaries worldwide. © 2015 TiVo Inc. All rights reserved.

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Breezeline Internet Services (applies to all Internet Services)

Speeds are stated for download and/or upload only over wired connections. Actual Internet speeds, including wireless speeds, may vary due to conditions outside of network control and congestion, including customer location, equipment, and access through a wireless connection, and are not guaranteed; please see Breezeline's Network Management Disclosure at breezeline.com for details. Actual speeds for Unlimited GigaFast Internet Service may vary due to subscriber device limitations. WiFi Your Way™ provides a leased wireless router and at least one (1) additional device to support enhance wireless coverage.

Breezeline Video Services (applies to all Video Services)

Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Separate third-party streaming memberships are required to use TiVo integrated streaming functionality. High Definition ("HD") service and specific channels subject to availability. HD receiver required for HD service and your television must be HD capable. On Demand programming varies by level of service; pricing, ratings & scheduling are subject to change. Some Video Services not available in all areas. Video Services are also available with CableCARD, however, interactive features such as Video On Demand are not available.

Breezeline Stream TV

Service subject to availability. Subscription to Breezeline Stream TV requires a continuous Breezeline Internet Service subscription. Products, programming content, services and pricing differ by market. Separate third-party streaming memberships are required to use any integrated streaming functionality. High Definition ("HD") service and specific channels subject to availability. HD receiver required for HD service and your television must be HD capable.

Breezeline Unlimited Voice Service (applies to all Voice Services)

Subscription to Breezeline Unlimited Voice Services requires a continuous Breezeline Internet Service subscription. Products, services and pricing differ by market and pricing include the Auto Pay Discount. Unlimited Phone service includes one phone line with direct-dialed, unlimited local and long distance calls from your home phone to anywhere in the U.S., Canada and Puerto Rico plus 16 calling features. Number portability is not available in all areas. Other international calls are billed at an additional per-minute rate. Additional terms and conditions apply.

Auto Pay & Eco Save Discount (applies to all Services)

A total discount of \$10 per month shall apply when you enroll in both electronic billing and automatic payments using a debit card, credit card or bank account. Only a single \$10 per month Auto Pay & Eco

Save discount applies regardless of the number of subscribed services. Enrollment requires sign up for an Ecare account in the “My Services” section of Breezeline.com or by calling customer support, and by providing a verified email address. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 rate increase. Breezeline reserves the right to modify Auto Pay and Eco Save discounts and availability at its sole discretion with or without notice to customers. When you activate Auto Pay & Eco Save, you authorize Breezeline to send your monthly invoice electronically to your provided email address and to charge the payment card or banking account after we establish payment verification with your financial institution. You may need to make 1-2 one-time manual payments before automatic payment begin. By providing your payment information, you certify that you have the authority to authorize debits or charges to the payment identified and you authorize Breezeline to electronically debit or charge the payment method each month in the amount due for your monthly service. Your authorization will remain in effect until you notify us that you wish to revoke this authorization and we have a reasonable opportunity to act on your notice, or this authorization may also be terminated by your card issuer or Breezeline. Discontinuation of Auto Pay & Eco Save will result in the discontinuation of the \$10 per month discount.

Carefree Guarantee Disclaimer

Residential customers only. All services not available in all areas. No term length contract required. Hidden Fees do not include applicable federal or state taxes or other charges. Request for money-back must occur within thirty (30) days of installation or change of service date; limit of one money-back request per eligible service within any single 90 day period. Customer shall receive a statement credit for services applied against outstanding account balances, if any, and shall receive a refund for any remaining amount. Money-back is not available for non-standard installation, device purchases or transactional TV or Phone purchases. Please contact Breezeline for more details.

Online Cart Gift Card Promotion

Offer expires 10/31/23 for new residential customers only in select markets where advertised. Not available for all markets and service areas. New customers who meet the service area qualifications in good standing after 91 days from initial service installation date are eligible to receive the applicable advertised gift card when selecting the associated promotional Internet Service. One gift card reward per person and/or per household. Eligible customers will receive an email explaining the gift card reward process and enabling gift card selection within 45 days of service. Customers have up to two (2) weeks after eligibility to claim their gift card reward. Customer must provide a valid email at the time of Customer’s initial purchase/contract date in order to be eligible to receive the gift card reward. A physical gift card will be mailed to the address provided as part of the gift card selection process. Breezeline is not responsible if the gift card is lost or stolen after it is sent to Customer, and is not responsible to replace the gift card in such an event. Breezeline disclaims any and all liabilities associated with the gift card. Breezeline is not affiliated with any gift card vendors, nor are these companies a sponsor. For rewards related customer support email Support@BreezelineRewards.com or call (888) 689-3420.

New Customer Promotions (All Markets)

Internet Services

Breezeline Internet Assist

Services subject to availability. Internet Assist product may be discontinued at any time in Breezeline’s sole discretion with or without notice to customers. Only available to residential customers who meet all of the following qualifications: residential customers who 1) do not currently subscribe to a Breezeline Internet Service and who have not subscribed to Breezeline Internet Service in the last one hundred and twenty (120) days; 2) do not have any past due balances with Breezeline; 3) have not been disconnected from any Breezeline service within the last twelve (12) months due to non-payment; and 4) are eligible for any of the following public assistance programs: National School Lunch Program (NSLP), Public Housing Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP), and/or Special Supplemental Nutrition Program for Women, Infants and

Children (WIC). Customers will be required to provide proof of eligibility subject to the review and discretion of Breezeline. Internet Assist product includes 15 Mbps download and 1Mbps upload speed Internet service. Additional services, receivers, equipment, installation fees, taxes, and other fees may not be included, and may be subject to increases. Credit check and/or deposit may be required. Additional terms and conditions apply. Call Breezeline for more details.

Breezeline Internet Assist Plus

Services subject to availability. Internet Assist Plus product may be discontinued at any time in Breezeline's sole discretion with or without notice to customers. Only available to residential customers who meet all of the following qualifications: residential customers who 1) have enrolled or are pending enrollment in the Affordable Connectivity Program (ACP) with Breezeline as the selected service provider; 2) do not have any past due balances with Breezeline; 3) have not been disconnected from any Breezeline service within the last twelve (12) months due to non-payment; and 4) are eligible for any of the following public assistance programs: National School Lunch Program (NSLP), Public Housing Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP), and/or Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Failure to enroll in the ACP for any reason may result in ineligibility for the Internet Assist Plus service and/or a change in your monthly price. Customers will be required to provide proof of eligibility subject to the review and discretion of Breezeline. Internet Assist Plus product includes 100 Mbps download and 10 Mbps upload speed Internet service with one (1) leased wireless modem. Additional services, receivers, equipment, installation fees, taxes, and other fees may not be included, and may be subject to increases. Credit check and/or deposit may be required. Additional terms and conditions apply. Call Breezeline for more details.

New Customer Promotions (OH only)

Internet Services

Base Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 100 Mbps / 10 Mbps for \$19.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Please contact Breezeline for more details.

Unlimited Fast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 20 Mbps, for \$29.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 500 Mbps / 50 Mbps for \$39.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not

included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 1000 Mbps / 50 Mbps for \$59.99 per month for months 1 through 24 after installation date. In month 25, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Video Services

Stream TV with Unlimited UltraFast Internet

Service subject to availability. Offer includes discount of \$15.00 per month for 12 months on Stream TV Service with purchase of 500 Mbps / 50 Mbps Internet Service. In month 13, the price will convert to the then current retail price for the applicable Video Service. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Locals+ and Stream TV with Unlimited GigaFast Internet

Service subject to availability. Offer includes free Locals+ and Stream TV Video Service for 12 months with purchase of 1000 Mbps / 50 Mbps Internet Service. In month 13, the price will convert to the then current retail price for the applicable Video Service. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

New Customer Promotions (Somersworth, NH; Concord, NH; Dover, NH; Madbury, NH; and Morgantown, WV only)

Internet Services

Unlimited Super Fast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 200 Mbps for \$29.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 12 months, and converts to the then-current retail price in month 13. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™(after the first 12 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 500 Mbps / 500 Mbps for \$39.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 12 months, and converts to the then-current retail price in month 13. Enrollment in Auto Pay & Eco Save service is

required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™(after the first 12 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 1000 Mbps / 1000 Mbps for \$59.99 per month for months 1 through 24 after installation date. In month 25, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™(after the first 24 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

New Customer Promotions (CT, FL, NH, ME, SC, Altoona, PA only)

Internet Services

Base Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 100 Mbps / 10 Mbps for \$19.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited Fast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 20 Mbps, for \$29.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 500 Mbps / 50 Mbps for \$39.99 per month for months 1 through 12 after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 1000 Mbps / 50 Mbps for \$59.99 per month for months 1 through 24 after installation date. In month 25, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

New Customer Promotions (DE, MD, NY, PA (excluding Altoona, PA), VA & WV only)

Internet Services

Base Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 100 Mbps / 10 Mbps for \$19.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited Fast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 20 Mbps for \$29.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited Super Fast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only in the following areas: Clearfield, PA; Shippenville, PA; Grasonville, MD; and Saluda, VA. Offer includes Internet Service speeds of 250 Mbps / 20 Mbps for \$39.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Not available for residential customers only in the following areas: Clearfield, PA; Shippenville, PA; Grasonville, MD; and Saluda, VA. Offer includes Internet Service speeds of 500 Mbps / 50 Mbps for \$39.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Not available for residential customers only in the following areas: Clearfield, PA; Shippenville, PA; Grasonville, MD; and Saluda, VA. Offer includes Internet Service speeds of 1000 Mbps / 50 Mbps for \$59.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Video Services (DE, MD, SC, VA Only)

TiVo Experience Smartbox Locals+ and TiVo Smartbox

Services subject to availability. Offer expires 10/31/2023. New residential customers only. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Offer includes the Locals+ channel tier and one (1) TiVo Smartbox. Additional services, receivers, equipment, installation fees, taxes, and other fees are not included, and may be subject to change. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. \$15.00 per month multi product discount applies when you subscribe to Internet Service along with Video Service. Credit check and/or deposit may be required. If customer discontinues any service during the promotional period, prices will revert to the then current retail rate for remaining services. Additional terms and conditions apply. Call Breezeline for more details.

Unlimited TiVo Experience TiVo DVR Locals+ and TiVo DVR

Services subject to availability. Offer expires 10/31/2023. New residential customers only. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Offer includes the Locals+ channel tier and one (1) TiVo DVR. Additional services, receivers, equipment, installation fees, taxes, and other fees are not included, and may be subject to change. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. \$15.00 per month multi product discount applies when you subscribe to Internet Service along with Video Service. Credit check and/or deposit may be required. If customer discontinues any service during the promotional period, prices will revert to the then current retail rate for remaining services. Additional terms and conditions apply. Call Breezeline for more details.

Internet Services

Unlimited Super Fast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 200 Mbps for \$29.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 12 months, and converts to the then-current retail price in month 13. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™(after the first 12 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 500 Mbps / 500 Mbps for \$39.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 12 months, and converts to the then-current retail price in month 13. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™(after the first 12 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 10/31/2023. For new residential customers only. Offer includes Internet Service speeds of 1000 Mbps / 600 Mbps for \$59.99 per month for months 1 through 6 after installation date. In month 7, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™(after the first 24 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.