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Welcome to WOW!

Dear Valued Customer,

First of all, let me personally thank you for choosing WOW!. We look forward to serving you and delivering an experience that lives up to our name.

We're a company of people who derive genuine satisfaction from taking care of our customers. Which means doing things a little differently than most cable companies. Like treating people as members of the human race, for starters. Fostering positive customer experiences throughout our relationship with you. And taking a more personalized approach to serving you. We hope you enjoy getting to know us.

We like to make it simple to get help. Should you have any questions, feel free to visit our website, wowway.com, for more information. Or call us any time if you'd like to share your comments with a real live person. Our toll-free customer service line is 1-866-496-9669. We're available around the clock to take your call.

Again, welcome to the WOW! family.

Your WOW! Care Team

WOW! Payment Options

How Do I Pay My Bill?

Each month you will receive a monthly statement which includes the amount due for the current billing cycle and any past due amount. You can mail us your payment, pay automatically with AutoPay (our automatic payment system), make a payment at one of our local payment locations or pay your bill online at login.wowway.com. You can also pay your bill by check or credit card with our automated system at 1-866-4WOW-NOW (1-866-496-9669).

For more information on how to sign up for AutoPay or to get a list of our local payment locations, please visit our website at wowway.com or call us toll-free at 1-866-4WOW-NOW (1-866-496-9669).

Note: If you choose to set up auto payment with your financial institution, please use this return mail address:

P.O. Box 4350
Carol Stream, IL 60197-4350

Dothan:
P.O. Box 6018
Carol Stream, IL 60197-6018

Taxes, Charges, Fees

Cable Modem	
Personal Property Lease Transaction Tax	This is a tax assessed on customers (lessees) for the lease of personal property, in this case cable modems, leased in the City of Chicago or leased outside the City of Chicago but used in the City of Chicago.
Jurisdiction: City of Chicago, Illinois	
Phone Service	
E911 Surcharge	This tax helps states and localities fund the 911 and E911 systems and networks that facilitate provision of emergency services such as fire, police and rescue. The tax is owed to the state or local government by the subscriber and WOW! acts as a collection and remittance agent.
E911 Surcharge	This charge helps states fund the 911 and E911 systems and networks that facilitate provision of emergency services such as fire, police and rescue. The charge is owed to the state by the subscriber and WOW! acts as a collection and remittance agent.
FCC Phone Fee	The FCC Phone Fee covers the costs of enforcement activities, policy and rulemaking activities, user information services, and international activities performed by the FCC. Federal statute requires the FCC to "assess and collect" fees to recover the costs of these activities. Service providers are permitted to pass them on to consumers as a line item on the bill.
Subscriber Line Charge (Also Sometimes Called Line Access Fee)	This is a subscriber line charge that covers the costs of the local phone network. This fee is authorized by the FCC to interconnection carriers to collect to support customers' ability to make and receive interstate and international calls. The charge will apply and vary depending upon your service location and the type of phone services to which you subscribe. This charge is not a tax or government-mandated charge and is subject to change.
Network Line Fee	In order to offset rising direct costs associated with connecting customers to the telephone network, WOW! Phone customers in the Michigan, Ohio, and Illinois markets will see a "Network Line Fee". This fee offsets part of the Subscriber Line Charge that WOW's affiliated interconnection carrier (Sigecom, LLC) or any other interconnecting carriers are authorized by the FCC to collect to support customers' ability to make and receive interstate and international calls. The charge will apply and vary depending upon your service location and the type of phone services to which you subscribe. This charge is not a tax or government-mandated charge and is subject to change.
Federal Excise Tax	This is a three percent tax imposed by the federal government.
Federal Universal Service Fund	The Federal Universal Service Fund Charge supports the telecommunications needs of consumers living in high-cost service areas, low-income households, schools, libraries and rural healthcare providers. The charge is set by the FCC and is adjusted on your WOW! bill quarterly as the costs charged by the fund change. This fee supports a federal fund that ensures the availability of affordable communications services to low income and rural customers as well as eligible schools, libraries and health care providers. The FCC does not require but allows this charge be passed on to customers.
Indiana Universal Service Fund Fee	This state charge helps to keep basic exchange rates affordable to all customers who live in the state of Indiana. The funds collected are remitted to the state utility commission.
Jurisdiction: Indiana	

Taxes, Charges, Fees (continued)

Phone Service (continued)	
Municipal Excise Tax	The rate for these taxes varies by state and/or locality. These taxes are levied on WOW! and service providers are permitted to pass them on to consumers as a line item on the bill.
Ohio TRS Fee	This is a surcharge to fund the Ohio Telecommunications Relay Service Fund which is required to be funded for communication services for hearing or speech impaired individuals.
Jurisdiction: Ohio	
Federal Telecom Relay Service Fee	This charge helps to pay for the relay center which transmits and translates calls for hearing-impaired and speech-impaired individuals.
ITAC Fee	The Illinois Telecommunications Access Corporation (ITAC) fee supports programs that provide telecommunications access to people who are Deaf, Hard of Hearing, Late Deafened, Speech-Disabled and Deaf-Blind in Illinois. The tax is owed to ITAC by the subscriber and WOW! acts as a collection and remittance agent.
Jurisdiction: Illinois	
Video Service	
FCC Reg Fee	The FCC Regulatory Fees cover the costs of enforcement activities, policy and rulemaking activities, user information services, and international activities performed by the FCC. Federal statute requires the FCC to "assess and collect" fees to recover the costs of these activities. Service providers are permitted to pass them on to consumers as a line item on the bill.
Broadcast TV Fee	WOW! pays "retransmission consent" fees to broadcasters so that we can carry those broadcast channels on our cable systems. WOW! imposes a Broadcast TV Fee on those customers who subscribe (whether alone or as part of a bundle of services) to any WOW! cable television service. This fee recovers costs associated with retransmitting television broadcast signals. It will apply and vary depending upon your service location and the type of cable services to which you subscribe. It is not a government mandated tax or fee and is subject to change. The fee is in addition to other charges associated with the WOW! cable services.
Ohio VSA Assessment Fee	The Video Service Authorization Assessment Fee provides revenue for the VSA to offset their administrative operating costs for the team that governs the Ohio VSA and related matters. Service providers are permitted to pass them on to consumers as a line item on the bill.
Jurisdiction: Ohio	
Michigan Uniform Recovery Fee	The MI Uniform Recovery Fee provides revenue for the Michigan Public Service Commission (PSC) to offset their administrative operating costs for the team that governs the Michigan PSC and related matters. Service providers are permitted to pass them on to consumers as a line item on the bill.
Jurisdiction: Michigan	
Sport Surcharge	The Sports Surcharge is imposed on customers who subscribe (whether alone or as part of a bundle of services) to any WOW! cable television service (except Limited Basic). The Sports Surcharge offsets some of the costs WOW! must pay to sports programming networks. This surcharge is not a government mandated tax or fee and is subject to change. The surcharge is in addition to other charges associated with the WOW! cable television services.

Taxes, Charges, Fees (continued)

Various - Including Video, Phone and Equipment

Sales Tax The rate for sales taxes varies by state and/or locality. The tax is owed to the state or local government by the subscriber and WOW! acts as a collection and remittance agent.

Franchise Fee WOW! operates its cable television systems pursuant to state or local franchises or similar authorizations. In most areas in which we operate, we pay the local community a franchise fee for the rights to operate within municipal boundaries. Service providers are allowed to pass this fee on to consumers as a line item on the bill. The fee will vary depending upon your service location and the services to which you subscribe.

PEG Access Fee In many areas in which we operate, we pay the local community a PEG fee to maintain and enhance Public, Education, and Government (PEG) channels and access services. Service providers are permitted to pass this fee on to consumers as a line item on the bill. The fee will vary depending upon your service location and the services to which you subscribe.

City Amusement Tax The amusement tax is charged to consumers for any paid television service.

Jurisdiction: City of Chicago, Illinois

How Service Changes Impact Your WOW! Monthly Billing Statement

Billing Cycle

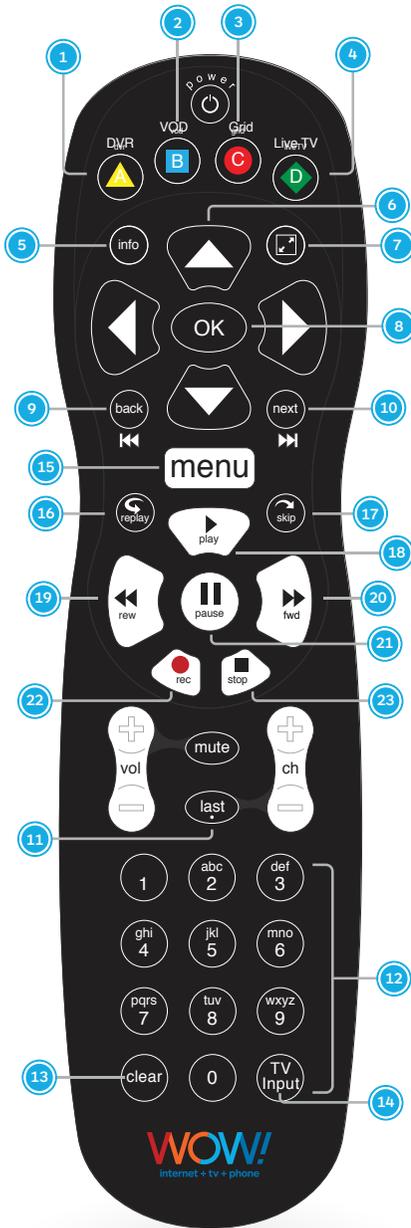
Your billing cycle is the time period for which your services are billed.

What is Prorating?

WOW! services are billed a month in advance. For instance, a billing date of 4/23 actually charges for services to be delivered 4/23-5/22. If you make a service change in the middle of your billing cycle, your next bill will reflect an adjustment for the charges associated with service(s) from the date of the change to your next billing cycle date. This adjustment is called prorating. Prorating will sometimes produce an amount due that is larger than expected. This is because you will see charges on your bill at your new rate for one full month in advance, plus the adjusted changes for the difference of service since the service change date.

If you have difficulty understanding a prorated invoice please contact WOW! Customer Care at 1-866-4WOW-NOW (1-866-496-9669). Thank you for being a WOW! customer.

Your WOW! Remote



Shortcut Buttons

- 1. DVR**
Brings you to the Recorded TV category.
- 2. VOD**
Brings you to the WOW! OnDemand category.
- 3. GRID**
Alternates between the Grid Guide view of programming and the Smart Menu setup.
- 4. LIVE TV**
Brings you to full-screen, live TV.

Navigation

- 5. INFO**
Brings up an action menu of options related to the item in focus.
- 6. ARROWS**
Navigates the Smart Menu. Holding an arrow down activates turbo scroll, increasing your browsing speed.
- 7. SCREEN SIZE**
Alternate between full-screen and the Smart Menu.
- 8. OK**
Press **OK** to select a menu item or confirm an action.
- 9. BACK**
Takes a list displaying TV programming back to the previous half hour. Also pages back through an info note.
- 10. NEXT**
Takes a list displaying TV programming forward to the next half hour. Also pages forward through an info note.
- 11. LAST**
Return to the last channel viewed.
- 12. NUMBER KEYS**
Entering numbers will take you directly to the corresponding channel.
- 13. CLEAR**
Deletes a character during text/number entries. Also removes the Flip Bar.
- 14. TV INPUT**
Enables easy switching between TV input options.*

*Not available on all TV models.

Player Controls

Control your recorded or live program with the following buttons:

- 15. MENU**
From wherever you are, **MENU** returns you one step at a time back to the Category Cards. Press **MENU** twice to go directly to TV Channels category.
- 16. REPLAY**
Rewinds the program seven seconds, so you can check out what you missed. Also moves the time slot a day back.
- 17. SKIP**
Skips forward in your program the number of seconds that you predefine in settings. Also moves the time slot a day ahead.
- 18. PLAY**
Begins playing the selected program.
- 19. REWIND**
Press up to three times (for three speeds) to rewind the show.
- 20. FAST-FORWARD**
Press up to three times (for three speeds) to fast-forward.
- 21. PAUSE**
Pauses the show you are watching.
- 22. RECORD**
Press while watching a show or when a show is in focus to record.
- 23. STOP**
Exits out of a recorded show or stops a recording in progress if you're watching that show full-screen.

Your WOW! Remote



Shortcut Buttons

- 1. DVR**
Brings you to the Recorded TV category.
- 2. VOD**
Brings you to the WOW! OnDemand library.
- 3. GRID**
Alternates between the Grid Guide view of programming and the Smart Menu setup.
- 4. LIVE TV**
Brings you to full-screen, live TV.

Navigation

- 5. TV INPUT**
Enables easy switching between TV input options.*
- 6. EXIT**
Takes you back to where you were previously in the menu.
- 7. NETFLIX**
Netflix button for quick easy access to your account.
- 8. INFO**
Brings up an action menu of options related to the item in focus.
- 9. ARROWS**
Navigates the Smart Menu. Holding an arrow down activates turbo scroll, increasing your browsing speed.
- 10. OK**
Press **OK** to select a menu item or confirm an action.

*Not available on all TV models.

11. BACK

Takes a list displaying TV programming back to the previous half hour. Also pages back through an info note.

12. SEARCH

Search for programs by title, keyword or category.

13. NEXT

Takes a list displaying TV programming forward to the next half hour. Also pages forward through an info note.

14. LAST

Return to the last channel viewed.

15. NUMBER KEYS

Entering numbers will take you directly to the corresponding channel.

16. CLEAR

Deletes a character during text/number entries. Also removes the Flip Bar.

Player Controls

Control your recorded or live program with the following buttons:

17. GUIDE

Brings up the viewing guide.

18. MENU

From wherever you are, the **WOW! button** returns you one step at a time back to the Category Cards. Press the **WOW! button** twice to go directly to TV Channels category.

19. REPLAY

Rewinds the program seven

seconds, so you can check out what you missed. Also moves the time slot a day back.

20. SKIP

Skips forward in your program the number of seconds that you predefine in settings. Also moves the time slot a day ahead.

21. PLAY

Begins playing the selected program.

22. REWIND

Press up to three times (for three speeds) to rewind the show.

23. FAST-FORWARD

Press up to three times (for three speeds) to fast-forward.

24. PAUSE

Pauses the show you are watching.

25. RECORD

Press while watching a show or when a show is in focus to record.

26. STOP

Exits out of a recorded show or stops a recording in progress if you're watching that show full-screen.

27. MUTE

Instantly silences the program. Press **MUTE** again to resume sound.