

## **Information Regarding Terms and Policies**

### **APPLICABILITY OF THIS WEBSITE AND TERMS**

WideOpenWest Finance, LLC purchased Knology, Inc, and its affiliates in July 2012. The terms, conditions, policies and other information contained on this website apply to WOW!'s customers located in the following operating regions: Alabama, Florida, Georgia, Iowa, Minnesota, South Carolina, South Dakota, and Tennessee. The services are provided to you in these areas by one these WOW! affiliates that operate in your local service area: Knology of Alabama, Inc., Knology of Florida, LLC, Knology of Georgia, Inc. Knology of South Carolina, Inc., Knology of Tennessee, Inc., Knology of the Plains, Inc., Knology of the Black Hills, LLC, Valley Telephone Company, LLC, Knology of the Valley, Inc., Knology Total Communications, Inc., Knology Community Telephone, Inc., Wiregrass Telecom, Inc., Knology of Kentucky, Inc., and Globe Telecommunications, Inc. (these affiliates are collectively referred to in this Guide as "WOW!"). The terms and policies provided on this website are subject to change.

We periodically adopt new terms, policies or procedures, or change our existing policies, procedures or the terms and conditions that apply to your subscription to our services. When this happens and if this change applies to you, we will provide you with notice of the new or changed policy, procedure or term consistent with applicable law. For significant changes to our cable services terms, the notice may be provided on your monthly bill, as a bill insert, by hand delivery, in a newspaper, by mail, by email, by video transmission over our cable system, or by other permitted communication. For changes to our internet terms and, where applicable, our phone terms and Tariffs, and our privacy, acceptable use and service policies, the notice may be provided by posting the notice or a new version of the terms, Tariffs or policies on our website. For this reason, you should regularly visit the "Terms and Conditions" or "Policies" section of our website to ensure that your use of our services conforms to the most recent terms and policies. In most cases, if you find a change unacceptable, you have the right to cancel your services. However, if you continue to receive services after the change, we will consider this your acceptance of the change.

### **BINDING ARBITRATION**

As fully described in our subscriber terms and conditions, in the event we are unable to resolve in an informal manner a dispute between us with respect to the services that we provide to you, you or WOW! may elect to arbitrate the dispute in accordance with the arbitration provision of our terms, as opposed to litigating the dispute in court.

### **Pricing Policy**

All of our prices are subject to change. If we are required by law to give you notice of a change in our prices, it may be provided on your monthly bill, as a bill insert, by mail, by e-mail, in a newspaper, by transmission over our cable system, by posting to our website or other communication permitted under applicable law. Prices and price guarantees exclude taxes and fees, however designated (including, as applicable, regulatory, PEG and franchise fees, and regulatory recovery fees), Subscriber Line Charges, Line Access charges and/or Network Line Charges, the Broadcast TV Fee, other cost recovery charges, surcharges, excises, program related fees (such as universal service, telecom relay services for the visually/hearing impaired, rights-of-way access, and programs supporting the 911/E911 system), equipment, installation and service call charges, and measured, per call or other usage-based, or separately billed charges (collectively, the "Separate Fees and Charges"). **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. Effective on or after January 1, 2015, WOW! imposes a Sports Surcharge on those customers who subscribe (whether alone or as part of a bundle of services) to WOW! cable television service. This surcharge offsets a portion of the costs that WOW! pays for sports programming. The current applicable Subscriber Line Charge, Network Line Fee, Broadcast TV Fee, and Sports Surcharge will apply and vary depending upon your service**

**location and the type of phone and cable television services to which you subscribe. The Subscriber Line Charge, Network Line Fee, Broadcast TV Fee and Sports Surcharge are not government mandated taxes or fees, and are subject to change. The surcharges are in addition to other charges associated with the WOW! cable television services.** Customers who participate in a promotional offer with a discount on monthly service fees will revert back to the standard monthly fee for the service at the end of the promotional period. Any discount or promotional rate will end if service is terminated for any reason. Any promotional, discounted or guaranteed price for service applies only to the price of the particular service or services identified, and excludes the Separate Fees and Charges.  
**CUSTOMER IS RESPONSIBLE FOR PAYING ANY GOVERNMENT IMPOSED FEES AND TAXES THAT BECOME APPLICABLE RETROACTIVELY OR THAT RELATE TO PERIODS PRIOR TO THE DATE OF ASSESSMENT.**

**Changes in Services and Charges:** Subject to applicable law, we have the right to change our service and equipment and our prices and fees, at any time. We also may rearrange, delete, add to or otherwise change the Service provided on our Basic Service or other levels of Service. If the change affects you, we will provide you advance notice of the change and its effective date. The notice may be provided on your monthly bill, as a bill insert, in a newspaper, by video transmission on the cable system itself, by email or by other reasonable method of communication consistent with applicable law. If you find the change unacceptable, you have the right to cancel your Service. However, if you continue to receive Service after the effective date of the change, we will consider this your acceptance of the change. Changes requested by you for the Services you receive may result in upgrade, downgrade or change of service charges. Please refer to the Services Price List we have supplied to you for details or call us at the number on your monthly bill if you have questions.

**NOTICE OF ELECTRONIC CHECK CONVERSION:** When you pay your bill by check, you authorize us to either use the information from your check to make a one-time electronic funds transfer (EFT) from your account or to process the payment as a check transaction. When we use information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from the bank. If your payment is returned unpaid, you agree to pay a fee of up to \$30. Returned checks may be represented electronically.

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