

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), cost recovery charges, Subscriber Line Charges, Line Access charges and/or Network Line Fees, the Broadcast TV Fee (which recovers costs associated with retransmitting television broadcast signals and is in addition to other charges associated with WOW! Cable services), Sports Surcharge (which offsets a portion of the costs that WOW! pays for sports programming and is in addition to other charges associated with WOW! Cable services), carrier fees and/or other access fees, 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), additional equipment, installation, service call charges, and usage-based and separately billed charges (collectively, the "Separate Fees and Charges"). **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 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.** 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, unless the customer's service is earlier 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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