

1. What will change for WOW! customers as a result of these sales?

As we work to close the transactions with Atlantic Broadband and Astound Broadband over the next several months, we will continue to support all WOW! customers with super-fast, reliable services and award-winning customer care.

Our teams will work to establish plans for the migration of customers in our Cleveland and Columbus, Ohio, service areas and our Chicago, Evansville, Indiana, and Anne Arundel, Maryland, service areas to become customers of Atlantic Broadband and Astound Broadband, respectively. We'll provide updates at www.wowway.com as they become available.

2. I live in one of the impacted service areas. Am I still a WOW! customer?

Yes. Until the transactions close, you are still a WOW! customer. As we work to close the transaction with Atlantic Broadband and Astound Broadband over the next several months, we will continue to support all WOW! customers with super-fast, reliable services and award-winning customer care.

Once the transition is complete, customers in impacted service areas will be in excellent hands; Atlantic Broadband and Astound Broadband share our employee- and customer-centric culture.

3. How will customers benefit from these transactions?

We will continue to provide super-fast, reliable services and award-winning customer care in WOW!'s 14 remaining markets in Alabama, Florida, Georgia, Michigan, South Carolina, and Tennessee. We're excited for the opportunity this sale creates for continued growth and investment in our customer experience.

For customers in impacted service areas, with Atlantic Broadband and Astound Broadband, WOW! has found good stewards for our operations. Both companies share our employee- and customer-centric culture and values.

4. Will my day-to-day contact at WOW! change? Whom do I contact with questions about the transactions?

Your WOW! team is still available to provide award-winning customer service via Live Chat (wowway.com/chat) and phone (1-866-4 WOW-NOW).