



Offer Availability and Terms

Limited time offer available to qualified new residential, serviceable customers in select markets. Offer requires enrollment in AutoPay and paperless billing. AutoPay credit of \$10 per month applies only after enrollment and may take up to one billing cycle from time of AutoPay enrollment to appear on your bill. Your bill for WOW! services automatically increases if you fail to maintain AutoPay (\$10 per month) and Paperless Billing (\$4 per month). Prices exclude taxes, fees and other charges (e.g., equipment, installation, service-call and other usage based or separately billed charges) which are subject to change during and after a promotion period without notice.

Not all services are available in all service areas. The WOW! services (including equipment) are subject to terms and conditions and use policies, which you must accept in order to use the service. Before using the service, you should carefully review WOW!'s acceptable use, network management, copyright, privacy and other policies adopted by WOW!, as well as the terms and conditions of subscription (the "Terms"). The current Terms are available for your review online by clicking [here](#). Those Terms are incorporated herein by this reference, and you understand and agree that they require that most disputes between us be resolved through individual arbitration. By establishing an account, installing, activating, or using the service, or otherwise indicating your agreement to the Terms or intention to use the service and/or equipment, you agree to be bound by the Terms (including any amended, revised or restated terms) and to use the service and equipment in compliance with the Terms. If you provide us with a phone number or email address, you agree that we may call, text or email you, which might include auto-dialed calls and texts, and/or pre-recorded or artificial voice messages.

If you do not accept the Terms, you must not use the service and must immediately return any WOW! equipment. WOW! may charge you for services and unreturned equipment in accordance with the Terms. Offers not valid with any other discount unless expressly approved in writing by WOW!. Offers and services subject to change. Unless otherwise agreed to by WOW! as part of a specific offer, rates, services, equipment, pricing, taxes, fees, and other charges subject to change at any time during and after any promotional period. In the event of a conflict between this description of applicable terms and The Terms, the Terms will control.



Visa® Prepaid Reward Card

Limited time offer. Incentive paid by VISA® Prepaid Reward Card. Amount of reward varies by service. Customers must purchase a qualifying speed and maintain service in good standing for at least 90 days to be eligible for the VISA® Prepaid Reward Card. Customers must provide a valid email address at the time of the agreement in order to receive the VISA® Prepaid Reward Card. Customers must be installed by the 15th of the month following the promotional expiration date. The customer will have 1 year to redeem the reward card offer. WOW! is not responsible for late or lost cards. LIMIT ONE VISA® REWARD CARD OFFER PER WOW! RESIDENTIAL CUSTOMER ACCOUNT. At 90 days past WOW! service activation date, customer must be current in their payments or the reward card offer will be denied. Other terms and restrictions apply. Visa, Inc. is not a sponsor or co-sponsor of this promotion. This card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc.

Pricing, Taxes, & Fees

Unless otherwise indicated, prices exclude applicable taxes, fees, surcharges and cost recovery fees, and other applicable charges (such as equipment, installation and service call charges, and measured, or other usage-based, or separately billed charges, together referred to as "Separate Charges"), all of which are subject to change.

Money-Back Guarantee

Any applicable money-back guarantee given at the time Customer subscribes to the WOW! service is available only to first-time subscribers for refund of the first regular monthly payment made by Customer for the WOW! service (excluding taxes and other fees, equipment charges, optional service charges, and long-distance and other usage-based charges). Subject to applicable law, to be eligible for a money-back guarantee refund, Customers must: (i) timely pay for all services, taxes and fees, comply with applicable service agreement(s) and have returned all equipment; and (ii) disconnect and request a refund at the same time within 30 days of service activation. The refund will not apply if service is reestablished by Customer within 180 days of disconnection. WOW!'s money-back guarantee policies are subject to change.



Equipment

Equipment requirements and prices vary depending upon your service, service level and service location. Equipment requirements and pricing are subject to change. Modem lease included at no cost with a continuously maintained subscription in good standing unless there is a service or service package change, at which time then current pricing and package offers apply. Where applicable, a customer may provide their own modem. A customer-supplied modem will not change or discount the monthly Internet rate. WOW! equipment must be immediately returned to WOW! by customer if WOW! Internet service is disconnected for any reason. A WOW! supplied optical network terminal is required in select areas and is included at no cost with a continuously maintained subscription in good standing unless there is a service or service package change, at which time then current pricing and package offers apply. Offer not valid in connection with any other discount. Offers and services, along with rates, equipment pricing, data allowances and charges, taxes, fees and other charges, subject to change.

Self-Installation of Services and Equipment

For some services and in some market areas, WOW! may allow (or require) self-installation and activation of WOW! equipment to be used in connection with WOW! services. If you have agreed to self-install equipment to be used in connection with WOW! services, you further agree that: (A) you will adhere to the self-installation requirements specified by WOW!, which will be provided to you, at WOW!'s discretion: (i) as written instructions included as part of the self-installation kit provided to Customer; and/or (ii) within an online, an email or other communication by WOW! to you. In this connection, you agree that WOW! may require that you provide to WOW! a valid email address (to receive communications from WOW!, including the self-installation instructions) and/or provide a telephone number so that a WOW! technician may assist in the installation process; and/or (iii) on WOW!'s website; and (B) WOW! has no responsibility for the condition, operation, functioning, compatibility, repair, maintenance or any other aspect of the equipment provided by you or others. You will be responsible for your customer-provided equipment and any damages (to WOW! equipment, customer equipment or otherwise) that may be caused by you or otherwise result from your failure to adhere to the self-installation instructions; and (C) billing will begin when service is connected by WOW!, whether or not you have installed and activated the Service; and (D) your use of WOW! services is subject to WOW!'s terms of subscription, and acceptable use, network management and other policies that



WOW! has implemented in connection with the services; and (E) installation and/or activation fees may apply. If you are unable for any reason to successfully install your equipment, please contact us and we will assist you in your installation, which may require an additional installation charge.

For more information about equipment requirements, installation options and prices, please [contact us](#).

Internet Speed Availability & Limitations

Internet speed reflects wired speeds that are provisioned up to the speed indicated. Internet speeds are not guaranteed and may vary by your equipment, number of users/devices and other factors outside of WOW!'s control. 1 Gig and higher speeds may require a direct ethernet connection (and supported equipment) to support maximum Internet speed. WiFi connection speeds may vary from wired connection speeds and are subject to limitations of WiFi network protocols, and the location, number and capability of the devices on the network. Internet use and speeds subject to WOW!'s acceptable use and network management practices and may be restricted when network usage is heavy or otherwise exceeds normal use. Not all speeds are available in all service areas.

Streaming Requirements and Restrictions

Streaming service providers are not affiliated with WOW!. Streaming services require a separate subscription and agreement to streaming service terms and policies, which are subject to change by the streaming service provider. WOW! is not responsible for streaming services or their contents.

If you use your WOW! Internet service to access video programming or other content ("Streaming Services"), you agree and understand that Streaming Services providers are third parties not affiliated with WOW!, and may require additional subscription and/or payments to access, and may be subject to their own terms, conditions and policies. You understand and agree that WOW! is not responsible for your access to or use of such third-party Streaming Services, including their subscription or payment requirements, their content, terms and policies, or any other aspect of the third-party Streaming Service, or for the use, storage or disclosure of information that you provide



to a such a third party. You assume all risks associated with such third-party Streaming Services.

WOW!'s provision of links or other direct access to a third-party Streaming Service provider does not imply endorsement by WOW! of the third-party site, service or its contents, or affiliation with its operators. You alone are responsible for viewing and abiding by any applicable privacy statements and terms of use of the third-party Streaming Service. You expressly acknowledge that you assume all responsibility related to the security, privacy, and confidentiality risks inherent in sending any content or information over the internet, or providing personal information to a third party. Netflix streaming membership is required to stream Netflix using any WOW! video or Internet services. Dlna™ software is required to access personal content between your computer and TV.

YouTube TV

YouTube TV offer also requires that you: (i) subscribe to a WOW! Internet service; (ii) establish and maintain a Google account; and (iii) provide and maintain a credit card that will be used to automatically process YouTube TV payments. WOW! Internet customers who are not current or previous YouTube TV subscribers, inclusive of participation in a YouTube TV trial, are eligible for the standard YouTube TV (English base plan only) free trial which can be canceled at no charge at any time before trial is over. After free trial period, subscribers will be billed for YouTube TV services by WOW!, receiving a \$10/mo promotional discount off of YouTube TV's standard base subscription price for 12 months. Standard paid subscription rate applies after 12 months, subject to change. YouTube TV is offered on a pre-paid, monthly subscription basis. User can cancel the YouTube TV paid subscription at any time but no refunds for partial billing periods are available. Must be 18 years or older to order. Eligible participants must use the activation link provided by WOW! and complete activation through WOW!'s online account manager to claim offer. YouTube TV is not affiliated with WOW!. The offers from YouTube TV described here are subject to YouTube TV terms of service, equipment requirements, pricing, privacy and use policies, which are subject to change by YouTube TV. YouTube TV service is compatible with a Smart TV or a customer-supplied streaming digital media player device. WOW! is not responsible for YouTube TV services or their contents, pricing or features. See YouTube TV's website for complete and current features, pricing, terms and conditions [here](#).



NFL Sunday Ticket

For existing and new WOW! and YouTube TV users, NFL Sunday Ticket on YouTube TV is available for a promotional price of \$276 (with NFL Red Zone \$318) through Sep 22, 2025. This promotional price does not include a free trial and is non-refundable. You must maintain your YouTube TV Base Plan to access your NFL Sunday Ticket membership. Users must have WOW! and YouTube TV subscription to access NFLST. Must activate and access through YouTube TV. Promotional value of subscription(s) are non-transferable, not for resale, and not redeemable for cash. Offer only available in markets where YouTube TV is available. Offer requires a Google account, and a current form of payment. YouTube reserves the right to change or cancel the offer at any time, and for any reason with or without notice to you. Once your payment method has been charged, you won't be able to get a refund for the season you paid for. To manage your membership go to your YouTube TV Settings. Locally broadcast Fox and CBS games, Sunday Night Football on NBC, select digital-only games and international games excluded from NFL Sunday Ticket. Some US territories and commercial use excluded. Offer and billing subject to WOW! Terms and Conditions. The YouTube Paid Service Terms of Service, the Additional Terms for NFL Sunday Ticket on YouTube and the Additional Terms for YouTube TV apply: <https://tv.youtube.com/learn/offer-terms/>

Credit Check and Service Availability

WOW! may require a check of your credit history. If you refuse a credit check or if the result of your credit check does not satisfy WOW!'s criteria, WOW! may in its discretion: (i) refuse or limit your services; and/or (ii) require additional terms and conditions of service, such as a deposit, prepayment of charges and/or payment of additional activation, enrollment or other fees.

Privacy Policy

WOW! is committed to maintaining robust privacy protections for users of its services. Our Privacy Policies ("Privacy Policies") are designed to help you understand how we collect, use and safeguard the information you provide to us or that we otherwise obtain from you as you use the service and to assist you in making informed decisions when using our services. We have a Privacy Policy for our customers who subscribe to our services, and we have a separate Privacy Policy for persons who visit and use our



website, whether they are WOW! customers or not. Our Privacy Policies are available on our website for you to review. As described more fully in those Policies, we collect Non-Personal Information and Personal Information. Non-Personal Information includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information that we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks. Personal Information includes information that can personally identify you such as your email, name and phone number, which you may submit to us through a registration process at our website or otherwise as a customer of WOW!.

Please [contact us](#) for more details.

WOW! Broadband Phone Limitations; Battery Back-up Availability

WOW!'s broadband-enabled phone service (including access to 911) is not available if you lose your broadband connection, due to a loss of power or otherwise. In the event of a power failure, your WOW! phone service will not function beyond the duration of any battery backup (or other external power) resources. For certain WOW! phone service modems, new residential customers may purchase a battery backup from WOW! (or from another third party retailer), which will provide power to the WOW! modem for a limited period of time in the event of a power outage. The battery backup does not supply power to the phone itself. If the battery backup does not provide power, the services will not function until normal power is restored. AS A CONDITION TO SUBSCRIBING TO WOW! PHONE, YOU AGREE TO ASSUME ALL RISK AND LIABILITY ASSOCIATED WITH OBTAINING, INSTALLING AND MONITORING A BATTERY OR OTHER EXTERNAL POWER SOURCE. The address associated with an E911 call is the authorized address where Service was originally provided. If the WOW! phone equipment is moved, an E911 call will still identify the original service location. Movement of the advanced cable modem from the original service location is prohibited without WOW!'s prior written approval.

Offers and services, along with rates, equipment pricing, taxes, fees and other charges, subject to change. 99.9% network reliability based on average HFC Availability, October 2024 - December 2024.



See WOW!'s complete terms and conditions [here](#) or call WOW! for further information regarding services and offers.

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