

# WOW! NETWORK MANAGEMENT PRACTICES

(Pursuant to 47 C.F.R. § 8.1)

WOW! Internet, Cable and Phone (through its operating affiliates, Sigecom, LLC, WideOpenWest Michigan, LLC, WideOpenWest Mid-Michigan, LLC, WideOpenWest Georgia, LLC, Knology of Alabama, Inc., Knology of Florida, LLC, Knology of Georgia, Inc. Knology of South Carolina, Inc., Knology of Tennessee, Inc., Valley Telephone Company, LLC, Knology of the Valley, Inc., Knology Total Communications, Inc., Knology Community Telephone, Inc., Wiregrass Telecom, Inc., Globe Telecommunications, Inc., and NuLink) ("WOW!") has developed the following network management practices with respect to its broadband Internet access services in these operating areas: Alabama, Florida, Georgia, Michigan, South Carolina, and Tennessee. This document is intended to meet the Transparency requirements and regulations promulgated by the Federal Communications Commission ("Commission") (codified in 47 C.F.R. §§ 8.1). This document is in addition to and supplements any other existing terms, policies and procedures relating to WOW!'s broadband Internet access services (sometimes referred to as "BIAS"). **WOW!'S NETWORK MANAGEMENT PRACTICES, AS WELL AS THE PERFORMANCE CHARACTERISTICS AND TERMS OF SERVICE, FOR ITS BROADBAND INTERNET ACCESS SERVICES ARE SUBJECT TO CHANGE.** We will provide updates to this document, the most recent version of which is located at:

*Residential Customers:* [www.wowway.com/experience/network-management](http://www.wowway.com/experience/network-management)

*Business Customers:* [www.wowforbusiness.com/network-management](http://www.wowforbusiness.com/network-management), and in other appropriate locations if we make important or significant changes to our network management practices.

## I. OVERVIEW

The purpose of this document is to disclose information regarding WOW!'s network management practices, performance, and commercial terms of its broadband Internet access service (the "Service") sufficient for consumers to make informed choices regarding use of such Service and for content, application, service, and device providers to develop, market, and maintain Internet offerings, consistent with Commission regulations. High-speed bandwidth and network resources are limited and managing the network is essential to promote the use and enjoyment of the Internet by all of our customers. WOW! is committed to providing the best online experience possible for all of its customers and uses reasonable network management practices to ensure that the WOW! Service is used in ways that are consistent with the specifications of a shared network, and the standards of our local municipalities and the Internet community. WOW! also aims to ensure that the Internet access resources we provide are used in a manner that benefits everyone. The network management practices used by WOW! are consistent with industry standards. For example, we use tools and practices to reduce the negative effects of spam, viruses or other harmful code or content, security attacks, network congestion (including utilizing Subscriber Traffic Management (STM) technology to prioritize traffic during times of peak congestion and limiting speeds during periods of extended congestion), and other risks and degradations of the Service. In some instances, the techniques that we use may affect the throughput rate at which customers may send and receive data, non-customers' ability to establish session connections within the network (such as peer-to-peer sessions), or result in the delay of certain traffic during times of peak congestion. However, by engaging in reasonable and responsible network management, WOW! can deliver the best possible broadband Internet experience to all of its customers.

WOW! also maintains an Acceptable Use Policy located at:

*Residential Customers:* [www.wowway.com/experience/terms-and-conditions/internet-terms-service](http://www.wowway.com/experience/terms-and-conditions/internet-terms-service)

*Business Customers:* Acceptable Use Policy (referred to as the "AUP" or "AUPs") located at:  
<https://wowforbusiness.com/business-acceptable-use>

The AUPs contain a series of use policies, guidelines and restrictions that WOW! expects its customers to adhere to as they use the Service. WOW! also has terms and conditions of service that apply to both its residential and business customers, which are located at:

*Residential Customers:* [www.wowway.com/experience/terms-and-conditions/internet-terms-service](http://www.wowway.com/experience/terms-and-conditions/internet-terms-service)

*Business Customers:* [www.wowforbusiness.com/business-customer-general-terms](http://www.wowforbusiness.com/business-customer-general-terms) (the "Terms").

Overall, the AUPs, the terms and conditions of service and this Network Management Practices disclosure address WOW!'s (and where applicable its providers') network management techniques and approaches. WOW!'s use of various tools and techniques to manage its network, deliver its service, and ensure compliance with the AUPs and its terms and conditions of service, can and do change periodically. As the Internet and related technologies continue to evolve and advance, WOW!'s network management practices, techniques and tools will also change so that we can deliver a reliable and safe service to all of our customers. We will provide updates to this document, the most recent version of which is located at:

*Residential Customers:* [www.wowway.com/experience/network-management](http://www.wowway.com/experience/network-management)

*Business Customers:* [www.wowforbusiness.com/network-management](http://www.wowforbusiness.com/network-management) and in other appropriate locations if we make important or significant changes to our network management practices.

## II. NETWORK PRACTICES

Overall, WOW! follows these network management practices:

- WOW! does not block access to legal content, applications, services or non-harmful devices, subject to reasonable network management. As part of its reasonable network management, however, WOW! implements safety and security practices or features that may include blocking websites that it determines in its sole discretion contain content that violates federal, state, or local law, including websites that depict child pornography, or is otherwise harmful or malicious or introduces web-based threats. These practices are further described below in the "Security" section of this document.

- WOW! does not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices, subject to reasonable network management. As described further below, WOW! reserves the right as part of its AUP and network management practices to limit speeds during periods of extended congestion, and limit the speed of excessive bandwidth users, which WOW! defines as: consumption of data that WOW! determines in its sole but reasonable discretion significantly exceeds typical usage of a typical residential or small business user or usage that places an unusually large burden on the network.

#### *A. Bandwidth Consumption:*

In some service areas, WOW! may offer usage-based Internet service packages, under which you will be charged additional fees once you consume a specified amount of data. WOW! may also offer Internet service packages that apply monthly data consumption thresholds. If you subscribe to an Internet service package with specified data limits and you exceed those limits, WOW! reserves the right to: (i) suspend, terminate or limit your service; (ii) require that you subscribe to a different service level or package that is more suitable to your data usage; and/or (iii) impose additional fees for use beyond the agreed-upon data usage limits. WOW! may in the future adopt different data consumption thresholds or usage limits. Certain data features may not count against the high-speed data usage allowance of some plans, including data usage associated with YouTube TV and WOW! tv+. WOW! may in the future alter which, if any, data features are excluded from counting against any applicable high-speed data usage allowance limits. WOW! will update this policy and post a new version of it to our website if we make a material change to our data usage policies.

Even if you subscribe to a plan without a specified data consumption limit, excessive or sustained bandwidth consumption may burden the network and such usage may be limited or restricted by WOW!. The WOW! network for the provision of BIAS is designed for typical usage by a typical residential or small business computer user. Bandwidth on our network is a limited, shared resource among subscribers. Because we seek to provide the Service at a reasonable cost to the largest number of users, the use of our network is subject to certain usage limitations. Users must ensure their activity conforms to the WOW! AUP and does not improperly restrict, inhibit, or degrade any other user's use of the Service, nor represent (in the sole but reasonable judgment of WOW!) an unusually large burden on the network itself. In addition, users must ensure that their activity does not improperly restrict, inhibit, disrupt, degrade or impede WOW!'s ability to deliver the Service and monitor the Services, backbone, network nodes, and/or other network services.

If WOW!, in its sole but reasonable discretion, determines that a customer is an excessive bandwidth user or is using the Service in violation of WOW!'s AUP or service terms, WOW! reserves the right to impose limits on excessive bandwidth consumption via any means available to WOW!, which may include: (a) adjusting, suspending or terminating Service accounts; (b) requiring the user to upgrade service and/or pay additional fees in accordance with WOW!'s then-current, applicable rates and charges for such Service; (c) using any technology to be chosen by WOW! at its sole discretion to slow the user's service for purposes of conserving or managing bandwidth; and (d) requiring customers to utilize a specific modem that provides efficient use of the network.

#### *B. Congestion Management:*

WOW! monitors its network on a continual basis to determine if an area of congestion could occur. The area of possible congestion will be identified and network improvements will attempt to be made prior to any congestion occurring. These network improvements may include: the addition of network hardware or network segregation to accommodate additional traffic. If a period of congestion occurs, customers may experience things like: longer times to download or upload files, surfing the Web may seem somewhat slower, or playing games online may seem somewhat sluggish. WOW! does not manage congestion based on the online activities, protocols or applications a customer uses; it only focuses on the areas with the heaviest usage and works to alleviate any congestion prior to any customer impact. The purpose is to eliminate periods of congestion as quickly as possible.

Congestion in the WOW! network most often occurs during the evening hours between 5pm and 11pm, although congestion may occur at any time. WOW!'s congestion management goal is to ensure your connection is as stable as possible so that you receive the bandwidth you are expecting. In the event periods of congestion necessitate network management, WOW! has available tools and practices that include: (i) STM technology, which temporarily moderates overall bandwidth, to facilitate the best possible user experience for our larger subscriber base; (ii) spam filtering and detection techniques; and (iii) measures to protect the security and integrity of its network, resources and subscribers. In some instances if employed, these techniques may affect the throughput rate at which subscribers may send and receive data or result in the delay of certain traffic during times of peak congestion.

The criteria or indicators that we use to determine if WOW! should implement a congestion reducing practice is when utilization has reached a predetermined level, we begin developing a network design to accommodate the additional traffic as well as calculating for future growth.

#### *C. Application-Specific Behavior:*

WOW! does not block P2P traffic or applications like BitTorrent, Gnutella, or others as part of its current network congestion management technique.

WOW! does not discriminate against particular types of lawful online content. WOW! provides its customers with full access to all the lawful content, services, and applications that the Internet has to offer. However, we are committed to protecting customers from spam, phishing, and other unwanted or harmful websites, online content and activities. In that connection, we use industry standard tools and generally accepted practices and policies to help ensure that our customers are protected from unwanted or harmful content and activities. WOW!'s use of these tools, techniques and policies help to identify and restrict certain harmful and unwanted online content, such as spam or phishing Web sites. In

other cases, these tools, techniques and policies may permit customers to identify certain content that is not clearly harmful or unwanted, such as bulk email or Web sites with questionable security ratings, and enable those customers to inspect the content further if they want to do so.

#### *D. Device Attachment Rules:*

WOW! allows for customer owned equipment to be used on the network, so long as such devices do not interfere with, harm, or compromise the WOW! network or WOW!'s ability to provide the Service. These devices are not supported or managed by WOW!, unless it is in the best interest of WOW! and the operation of the network.

#### *E. Security:*

WOW! employs a number of practices to help prevent unwanted communications such as spam as well as protect the security of our customers and network. WOW! limits the number of login, SMTP, DNS, and DHCP transactions per minute (at levels far above "normal" rates) that customers can send to WOW!'s servers in order to protect them against Denial of Service (DoS) attacks. We do not disclose the exact rate limits in order to maintain the effectiveness of these measures, which ensure that these critical services are available for all of our customers. In order to further protect our customers, WOW! blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information, for example, SQL Exploits and Microsoft communication protocol ports. In addition, WOW! conducts several security initiatives, and offers security tools for our customers, such as DoS monitoring and Virus Scanning software. WOW! also offers optional third party security services to its Whole-Home and Whole-Business WiFi customers. Those security services are subject to terms and conditions of the third party service provider.

WOW! may in its sole discretion also use a targeted threat protection solution that helps protect against DNS and web-based threats (such as malicious domains and URLs, malware, ransomware downloads and zero-day phishing attacks) by blocking such domains and URLs and other threats (the "Blocking Feature"). The Blocking Feature automatically blocks certain websites and web-based threats that are determined by WOW! in its sole discretion to be likely malicious or otherwise harmful (the "Blocked Sites"). The Blocking Feature will automatically block the Blocked Sites, so that those websites are not accessible by use of the WOW! Internet Service. You will receive a notification from WOW! when a Site is blocked. WOW! may use information sources over which it has no control (such as third party databases) to implement the Blocking Feature, which information may change from time to time. There is a risk that the Blocking Feature will block websites that you may want to access. VISIT OUR WEBSITE AT [WWW.WOWWAY.COM](http://WWW.WOWWAY.COM) UNDER HELP AND SUPPORT, INTERNET & STREAMING TV, TROUBLESHOOTING, OR CALL US AT 1-866-496-9669 FOR MORE INFORMATION ABOUT HOW TO ACCESS A BLOCKED WEBSITE. The Blocking Feature is subject to change or discontinuance at any time by WOW!.

#### *F. User or Application-Based Practices and Likely Effect on End Users:*

We do not presently employ any practice that is applied to traffic associated with a particular user or user group, including any application-agnostic degradation of service to a particular end user.

### **III. PERFORMANCE CHARACTERISTICS**

#### *A. Service Description:*

WOW! is a cable television provider that offers high speed cable modem Internet service. WOW! provides residential and business customers with a variety of high speed Internet plans from which to choose, ranging from our lowest tier (with wired download speeds up to 10 megabits per second ("Mbps"), and upload speeds up to 1 megabits per second ("Mbps") to our highest tier (with wired download speeds up to 5Gbps, and upload speeds up to 5Gbps). The speeds offered by WOW! are maximum "wired" speeds. Wired connections use Ethernet cables plugged into the Ethernet port of the approved modem. These connections provide the best performance. We recommend using a Cat6a or better Ethernet cable. As explained further below, wireless speeds may vary. WOW! provisions the modems that it leases to customers and engineers its network to help ensure that its customers can enjoy the speeds to which they subscribe. However, WOW! does not guarantee that a customer will actually achieve those speeds at all times. Without purchasing an expensive, dedicated Internet connection, no Internet Service Provider ("ISP") can guarantee a particular speed at all times to a customer. WOW! advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. If you use your own modem in connection with WOW! service, you should verify that it has sufficient capability to achieve the speed tier that you purchase from WOW!. Due to technical limitations, changes to our network, discontinued support by manufacturers, regulatory obligations, or defects, certain cable modem models may no longer be suitable for our network. If you own your modem and in our sole but reasonable discretion it becomes unsuitable for any of these or other reasons, it will be your responsibility to replace it with a suitable modem.

#### **Expected and Actual Speeds**

The "actual" speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of an ISP such as WOW!. These conditions include:

- 1. Performance of a customer's computer or other device**, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware and viruses. You should make sure you are running the most up-to-date operating system your Internet connected device can handle (with all available patches installed) to maximize your connection speeds. Also, speeds are shared among all the devices connected to your WiFi gateway, so more devices connecting at the same time may result in slower speeds. In order for an individual device to receive the maximum wired speed that you have purchased, that device must have exclusive use of the Internet service within the home or business and all equipment between WOW!'s network and the device must be capable of supporting the maximum speed.

**2. Type of connection between a customer's device and modem.** WOW! generally advertises "wired" speeds. Wired connections use Ethernet cables plugged into the Ethernet port of the approved modem. These connections provide the best performance. This is especially true for higher speed tiers (e.g, 1Gbps or higher), which often require a direct Ethernet connection (and equally capable equipment) to support maximum internet speed. As a result, even if you purchase 1Gbps or higher speeds from WOW!, actual speeds to a device will be limited by the location, number and capability of the WiFi device and your connected equipment. We recommend using a Cat6a or better Ethernet cable. If there is a wireless router between your modem and your Internet connected device (whether that router is provided by you or WOW!), the connection speed you experience can often be slower than direct connections into a router or modem, and depends on the model and configuration of the router that you use. Certain routers are able to pass data to your Internet connected device more quickly than others. Wireless connections are also subject to limitations of wireless network protocols (i.e., wireless network protocols have lower actual speeds than the theoretical maximum connection speed), and may be subject to greater fluctuations, interference and congestion. Wireless modem connections used with higher speed tiers may be particularly impacted, as many wireless connections do not or are unable to perform at the speeds delivered by these tiers. Consequently, for example, if you subscribe to 1Gbps or higher Internet service and use a WOW! wireless router, your connection speed to a wireless connected device will not reach maximum speeds, for this and other reasons described in this section. WiFi connection speeds are also subject to limitation of WiFi network protocols and the capability of the device on the network. WOW! WiFi uses equipment that can support wireless and wired speeds that vary depending on the specific device type and other operating conditions.

**3. Performance of non-WOW! Networks.** Traffic between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path are not within WOW! control. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.

**4. Congestion or high usage levels at the website or destination.** If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.

**5. Gating of speeds or access by the website or destination.** In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.

**6. The performance of the cable modem or Fiber Terminal you have installed; Limitations of Ethernet Ports.** Modem performance may degrade over time, and certain modems are not capable of handling higher speeds. For speeds exceeding 20Mbps, a DOCSIS 3.0 modem is required. For up to 1Gbps service, a DOCSIS 3.1 modem with 1Gbps Ethernet ports is required. For up to 2Gbps service, a DOCSIS 3.1 modem with 2.5Gbps Ethernet ports is required. For up to 5Gbps service, a WOW! provided Fiber Terminal capable of 10Gbps is required. 1Gbps or higher service may be particularly impacted by computer and communications limitations. For example, as with most providers that offer a 1Gbps service, your actual speed to a single device will generally be up to 940Mbps over a hardwired connection, unless you have an Ethernet port rated for multi-Gbps speeds. This is because of technological limitations of 1Gbps Ethernet ports. Data overhead (i.e. the data used to run the system) will automatically require some bandwidth, which will reduce actual speeds. However, multiple devices simultaneously connected to the cable modem gateway can push aggregate usage up to the advertised rate. To reach speeds above 1Gbps for a single device you must use at least a Cat6a cable plus an Ethernet port rated for multi-Gbps speeds. As noted, some Ethernet cables, ports, routers, and gateways may not be capable of supporting speeds above 1Gbps to a single device.

We encourage you to promptly contact WOW! customer service if you have any concerns about your modem performance or speed capabilities, whether the modem is supplied by you or WOW!.

**7. The performance of off-net facilities.** With some WOW! services (e.g., WOW! Ethernet Services), we may use certain off-net facilities of carriers not affiliated with WOW! in connection with our delivery of the service to you. "Off-net" means that WOW! may use third-party carriers' facilities to connect back to the WOW! network for delivering services to a customer location. WOW! does not control these off-net facilities and consequently the performance of the WOW! service may be impacted by disruption, interruption or limitation of the off-net facilities.

**8. WOW! Business Continuity/Wireless Failover Equipment.** In some markets, WOW! may offer Wireless Failover services for speeds up to 1Gbps. Wireless Failover service provides a backup wireless service that allows for essential functionality of the WOW! Internet service in the event that the wired Internet connection is interrupted. The service is not available in all areas. Wireless Failover equipment can limit expected and actual HSD speeds, even when the Wireless Failover service is not engaged. Devices connected to the Wireless Failover equipment cannot receive Gig speed. Expected wired download speed for 1Gbps speed is limited to approximately 800Mbps to 850Mbps, under normal operation. When Wireless Failover service is engaged, speed is limited further to peak download of 150Mbps (LTE)/42.4Mbps in areas where 4G is not available, and peak upload 50Mbps (LTE)/5.76Mbps in areas where 4G is not available.

**9. Type of Wired Service.** In some service areas, WOW! provides fiber-based Internet service, which requires certain specialized equipment from WOW! and offers symmetrical upload and download speeds. WOW!'s advertised speeds for fiber Internet services reflect maximum wired speeds delivered to a Fiber Terminal that is installed by WOW! at your location. After the Fiber Terminal point, the location, number, capabilities and limitations of WiFi equipment, connected Customer provided equipment and other factors will determine maximum speed to a device.

For the reasons described above, WOW!, like other ISPs, advertises speeds as "up to" a particular level, and does not guarantee them. See below for additional information.

### **Provisioned Speeds**

WOW! provisions modems and Fiber Terminals and engineers its network to help ensure that its customers can enjoy the speeds to which they subscribe. In some cases, WOW! "over provisions" its customers' modems/Fiber Terminals. This is intended to provide an extra burst of speed. As a result, in some circumstances WOW! customers experience speeds in excess of that provisioned as part of their chosen speed tier.

### **Latency**

Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

In general, WOW!'s SLO for average round-trip latency in any metro market is less than or equal to 45ms and is measured from the customer premise demarcation where service is provided to the nearest interconnection location in 15-minute samples throughout the month. See below for additional information.

### **IP Packet Delivery and Loss**

Packet loss is defined as the percentage of packets that are dropped between the customer premise demarcation where service is provided to the nearest interconnection location and is measured in 15-minute samples throughout the month. Like latency, packet loss varies based upon a number of factors and to it is not possible to provide customers with a single figure that will define packet loss as part of a user experience. In general, WOW!'s SLO for IP packet delivery is 99.9% in any given month, which equates to a packet loss percentage of less than or equal to 0.1%. See below for additional information.

### **Recent Performance Metrics**

Below is a summary of speed, and latency test results conducted and collected by WOW!. The information is based upon median WOW! cable modem customer speed test results. As explained in further detail above, although WOW! engineers its network to achieve the "up to" speeds for each of the service levels offered, we cannot guarantee that individual customers will always experience those speeds. At any point in time, a customer's actual speed may be faster or slower than the "up to" speed.

Please note that WOW! sometimes changes its available service tier packages or offers some service tier packages only in certain service locations, and so the service tiers reflected below may not be available in all of WOW!'s service locations. We expect to further update and augment this information as additional data becomes available.

#### ***Residential Performance Metrics –***

*Auburn\* Central Florida, Dothan\*, Greenville, Huntsville\*, Panama City\**

Advertised Up to Speed	6pm – 11pm			
	Download Speed (Mbps/Gbps)	Upload Speed (Mbps/Gbps)	Latency (ms)	Packet Loss
100/100Mbps	97	97	3	<1
500/500Mbps	482	492	3	<1
1/1Gbps	966	983	3	<1
3/3Gbps	2,890	2,890	3	<1
5/5Gbps	4,593	4,614	3	<1

*Based on tests conducted January 4, 2023.*

*\*In applicable WOW! fiber areas.*

#### ***Business Performance Metrics – Central Florida & Dothan\****

Advertised Up to Speed	10am - 2pm			
	Download Speed (Mbps/Gbps)	Upload Speed (Mbps/Gbps)	Latency (ms)	Packet Loss
300/300Mbps	320	302	5	0
600/600Mbps	640	604	5	0
1/1Gbps	1,061	1,007	5	0
3/3Gbps	3,140	3,011	4	0
5/5Gbps	5,078	4,446	4	0

*Based on tests conducted July 21, 2023.*

*\*In applicable WOW! fiber areas.*

**Residential Performance Metrics – All Other Markets**

Advertised Up to Speed	6pm - 11pm			
	Download Speed (Mbps/Gbps)	Upload Speed (Mbps)	Latency (ms)	Packet Loss
50/5Mbps	43	5	22	0
200/10Mbps	236	8	19	0
300/20Mbps*	350	20	21	0
600/50Mbps*	650	47	13	0
1Gbps/50Mbps	1093	43	22	0
1Gbps/1Gbps^	943	948	12	0
1.2Gbps/50Mbps	1,200	48	22	0
2Gbps/200Mbps	2,302	251	22	0

Speeds not available in all areas.

Based on test conducted October 22, 2023 – October 28, 2023, unless otherwise noted below.

\*Based on test conducted January 24, 2024.

^Based on test conducted January 10, 2023.

**Business Performance Metrics – All Other Markets**

Advertised Up to Speed	6pm - 11pm			
	Download Speed (Mbps)	Upload Speed (Mbps)	Latency (ms)	Packet Loss
60/10Mbps	70	11	11	0
120/15Mbps	170	17	11	0
300/20Mbps	370	21	11	0
600/40Mbps	760	51	11	0
1G/50Mbps	1,400	54	11	0
1.2Gbps/50Mbps	1,700	60	11	0

Based on test conducted November 13, 2023 - November 20, 2023.

Packet loss statistics were determined by sending packets between customer demarcations (modems) from its nearest interconnection location.

**Customer Speed Test**

WOW! offers its customers the ability to test the speeds that they are receiving on WOW!'s network from the customer's computer to a test site on WOW!'s network. Simply go to the speed test site for your service location to test your connection at: [wowway.speedtestcustom.com](http://wowway.speedtestcustom.com)

Please note that this and other commercially available speed tests are dependent on several of the factors outlined above, especially the customer's in-home Wi-Fi network. Therefore, these tests do not necessarily reflect the performance of the WOW! network alone.

The limitations will particularly affect our 1Gbps and higher speed tiers. Our 1Gbps and higher speed tiers generally will not test and respond the same as our other service tiers for reasons related to technological limitations of Ethernet ports in current hardware. Most personal computers today have only a 1Gbps Ethernet port, which has a theoretical limit of 1G. However, if you take into account packet overhead, you will never see 1Gbps as a test result. Consequently, due to this Ethernet overhead, actual download speeds to a device for our 1Gbps service are limited to 940Mbps over a hardwired connection, unless you have an Ethernet port rated for multi-Gbps speeds. The modem is also limited by the same 1G port limitation. For this reason, two 1G interfaces are provided on the modem and the user must spread traffic over both ports to truly utilize the full 1G offering. This service is best thought of as providing the 1G for many devices in your home to share. Also, any medium (such as a Wi-Fi router) other than directly connected wired Ethernet will result in lower performance. Any speed tests completed over Wi-Fi are subject to actual limitations of the Wi-Fi network and the lowest capability of devices on the network. For example, wireless routers using the 802.11n protocol are limited to 300Mbps and, depending on your signal strength, will likely give you significantly slower connection speeds. An 802.11n network typically operates no faster than about 50 percent of its theoretical peak, or around 150Mbps. Other wireless network protocols also have much lower actual speeds than the theoretical maximum speed. As explained in detail above, wireless connections also may be subject to greater fluctuations in speed and latency and may be affected by interference, congestion, distance and other factors.

**Suitability of the Service for Real-Time Applications**

WOW! offers a variety of Service plans, with different speeds. Some of WOW!'s low tier plans would not be suitable for certain real time applications. Generally speaking, real-time applications such as streaming video or video conferencing may require subscription to WOW!'s Service plans with speeds at or above 50Mbps.

**B. Impact of Non-BIAS Data Services:**

We provide Quality of Service for our Voice platform, which gives priority access for voice traffic throughout the network. This helps to ensure your calls will remain as clear and error free as possible. If congestion has met the maximum capacity for last mile traffic, there may be a temporary delay in last mile HSD traffic. We use congestion management techniques to prevent or minimize such delays. We also give priority access for business customers that subscribe to our Ethernet virtual private line services. We do not similarly prioritize traffic from BIAS services.

**IV. COMMERCIAL TERMS**

As stated above, WOW! provides a range of residential Internet Services, which are subject to our AUPs and Terms. The Terms can vary depending upon the service location. WOW! also has AUPs and "standard" terms of service that apply to our business customers, but those terms can vary from customer to customer based upon individual negotiations. Prospective residential and business customers should read both agreements before purchasing Services from WOW!. The Terms and the AUPs may be changed at WOW!'s discretion in accordance with the terms of the agreements. The current versions of the AUPs and Terms are posted on our website at [wowway.com](http://wowway.com) (residential) and [wowforbusiness.com](http://wowforbusiness.com) (business).

**A. Pricing:**

#### General Pricing Policy.

All prices for WOW! Internet services are provided to customers at the point of sale and before services are provided to the customer. **ALL OF WOW!'S PRICES ARE SUBJECT TO CHANGE.** Prices for WOW! broadband Internet access services vary by region and often change over time or based on current promotions. Current subscribers can find pricing information concerning their service on their monthly bill, by contacting a customer service representative, or by accessing their accounts through the "My Account" portal, available at <https://login.wowway.com/>.

Residential Prospective customers can obtain pricing information for broadband Internet access service by contacting a WOW! sales representative or by visiting [www.wowway.com](http://www.wowway.com), and clicking on the "Offers" tab.

Business Prospective customers can obtain pricing information for broadband Internet access service by contacting a WOW! Business sales representative. WOW! typically sells its broadband Internet access service to business customers for a specified term (generally ranging from 1-5 years). Pricing may vary depending upon the length of the agreed upon service term. Customers that agree upon a longer service term may receive more favorable pricing. In most cases, our Business agreements automatically renew for an additional term (usually one year) at the end of the initial term. **All of WOW!'s prices are subject to change.**

WOW! offers a variety of service plans in its operating regions, which include pricing for Internet Services that vary depending upon the plan and whether the Internet Services are bundled with WOW!'s other service offerings. All of WOW!'s current pricing and offers are located at: residential customer pricing and offers: [www.wowway.com](http://www.wowway.com) and business customer pricing and offers: contact a WOW! Business sales representative.

#### Promotional Rates.

WOW! periodically offers promotional rates, which are most often available to new customers. The length of the promotional rate varies depending upon the offer. At the end of the promotional rate period, pricing will be adjusted to reflect WOW!'s then current standard rate. In some service areas, WOW! offers to its residential customers the option to enter into an agreement with a specified minimum term. Customers that agree upon a minimum term arrangement may receive more favorable pricing. At the end of the minimum term, the agreement will automatically continue (if not terminated) on a month to month basis and **pricing will be adjusted to reflect WOW!'s then current standard rates. If the Agreement is terminated early by the Customer without cause (or by WOW!, for cause), EARLY TERMINATION FEES WILL APPLY, AS DESCRIBED FURTHER BELOW.**

We typically agree with our business customers that the agreed upon BIAS pricing will not change for the initial term of our agreement. After the initial term, pricing is subject to change.

#### Standard Fees and Charges.

**Residential.** For our residential services BIAS customers, our standard fees and charges vary depending on the service location, but can include:

<b>Residential Installation &amp; Other Service Rates</b>		
	<b>Auburn*, Central Florida, Dothan*, Greenville, Huntsville*, Panama City*</b>	<b>All Other Markets</b>
Internet Self-Installation Activation	N/A	\$10.00
Professional Installation	\$100.00	\$99.00
Technician Visit (Service Call)	\$64.00	\$64.00
Wall Fish (includes one outlet)	\$75.00	\$75.00
+/Rework Outlet	\$20.00	\$20.00
Installation of Ethernet (North & Dothan)	\$50.00	\$50.00
Internet Outlet Work (Southeast)	\$50.00	\$50.00
Installation of Ethernet + Wall Fish (North & Dothan)	\$75.00	\$75.00
Internet Outlet Work + Wall Fish (Southeast)	\$75.00	\$75.00
Aerial Drop Bury	\$50.00	\$50.00
Bury move / aerial to bury / bury outlet	\$75.00	\$75.00
Transfer Service	\$30.00	\$30.00
Reactivation Fee (soft disco)	\$22.00	\$22.00
Restart Fee (hard disco)	\$40.00	\$40.00
Late Payment Fee	\$10.00	\$10.00
Downgrade Fee (no truck roll)	\$2.50	\$2.50
Downgrade Fee (truck roll required)	\$20.00	\$20.00
Upgrade Fee	\$50.00	\$50.00
Payment Convenience Fee (Over the Phone)	\$5.00	\$5.00
Paper Statement Fee	\$4.00	\$4.00
Missed Appointment Charge	\$50.00	\$50.00

Equipment Return UPS (not available in all markets)	\$25.00	\$25.00
Equipment Pick Up Truck Roll	\$50.00	\$50.00
WOW! Service Protection Plan	N/A	\$5.00 per month
eero Secure^	\$3.00 per month	\$2.99 per month
eero Plus^	\$10.00 per month	\$9.99 per month
YouTube TV Base Plan	\$72.99 per month	\$72.99 per month

\*In applicable WOW! fiber areas.

^Must be a WOW! Whole-Home WiFi customer or have a WOW! Access Point with Fiber 1Gbps or lower to add these services. Not available with 3Gbps or 5Gbps.

**WOW! Internet Residential Pricing - WOW! Monthly Plan**

Residential Internet Services Monthly Rates – Auburn*, Central Florida, Dothan*, Greenville, Huntsville*, Panama City*				
Fiber 100	Fiber 500	Fiber 1Gbps	Fiber 3Gbps	Fiber 5Gbps
\$35.00	\$55.00	\$85.00	\$105.00	\$190.00

\*In applicable WOW! fiber areas.

Residential Internet Services Monthly Rates – All Other Markets								
	Internet 50*	Internet 200*	Internet 300	Internet 600	Internet 1000	Internet 1000 Symmetrical	Internet 1200~	Internet 2000*
Auburn	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Augusta	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Charleston	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Columbus, GA	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Dothan**	N/A	N/A	\$40.00	\$55.00	\$70.00	\$70.00	\$105.00	N/A
Ft Gordon	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Huntsville**	N/A	N/A	\$40.00	\$55.00	\$70.00	\$70.00	\$105.00	N/A
Knoxville	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Mid-Michigan	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
SE Michigan	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Montgomery**	N/A	N/A	\$40.00	\$55.00	\$70.00	\$70.00	\$105.00	N/A
Newnan**	\$20.00	\$40.00	\$40.00	\$55.00	\$70.00	\$70.00	\$105.00	N/A
Panama City**	N/A	N/A	\$40.00	\$55.00	\$70.00	\$70.00	\$105.00	\$105.00
Pinellas	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A
Valley	N/A	N/A	\$40.00	\$55.00	\$70.00	N/A	\$105.00	N/A

\*Internet 50, Internet 200, and Internet 2000 only available in limited areas.

~Internet 1200 not available in Fiber to the Home areas.

\*\* Not all speeds are available in Fiber to the Home areas.

**Internet service pricing excludes fees, installation, and service call charges. Internet Modem/Optical Network Terminal included with Internet Plan.**

Residential Internet Services Monthly PRICE LOCK Rates – All Other Markets						
	Internet 300	Internet 600	Internet 1000	Internet 1000 Symmetrical	Internet 1200~	Internet 2000*
Auburn	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Augusta	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Charleston	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Columbus, GA	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Dothan**	\$45.00	\$60.00	\$75.00	\$75.00	\$110.00	N/A
Ft Gordon	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Huntsville**	\$45.00	\$60.00	\$75.00	\$75.00	\$110.00	N/A
Knoxville	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Mid-Michigan	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A



SE Michigan	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Montgomery**	\$45.00	\$60.00	\$75.00	\$75.00	\$110.00	N/A
Newnan**	\$45.00	\$60.00	\$75.00	\$75.00	\$110.00	N/A
Panama City**	\$45.00	\$60.00	\$75.00	\$75.00	\$110.00	\$110.00
Pinellas	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A
Valley	\$45.00	\$60.00	\$75.00	N/A	\$110.00	N/A

~Internet 1200 not available in Fiber to the Home areas.

\*Internet 2000 only available in limited areas.

\*\*Not all speeds are available in Fiber to the Home areas.

**Internet service PRICE LOCK pricing excludes fees, installation, and service call charges. Standard Internet equipment included. WOW!'s Internet Price Lock Promise valid for base monthly Internet service rate only. It does not apply to non-recurring charges (like installation fees), optional equipment charges or government imposed or authorized taxes, fees and other pass-through charges. Base monthly Internet rate will not change with a continuously maintained subscription in good standing unless there is a service or service package change, at which time then current pricing will apply. Service change or termination for any reason voids current WOW!'s Price Lock Promise Internet rate.**

Residential Internet Equipment Monthly Lease						
	Wireless/Advanced Modem/EMTA	Optical Network Terminal (ONT)/Fiber Terminal*	WOW! Whole-Home WiFi	WOW! Whole-Home WiFi Additional Device	WOW! WiFi Access Point(s)	WiFi Range Extender~
Auburn	Included	N/A	\$9.99	\$5.99	N/A	N/A
Auburn fiber	N/A	Included	N/A	N/A	First - included Additional - \$5.00 each^	\$10.00
Augusta	Included	N/A	\$9.99	\$5.99	N/A	
Central Florida	N/A	Included	N/A	N/A	First - included Additional - \$5.00 each^	\$10.00
Charleston	Included	N/A	\$9.99	\$5.99	N/A	N/A
Columbus, GA	Included	N/A	\$9.99	\$5.99	N/A	N/A
Dothan	Included	Included	\$9.99	\$5.99	N/A	N/A
Dothan fiber	N/A	Included	N/A	N/A	First – included Additional - \$5.00 each^	\$10.00
Ft Eisenhower	Included	N/A	\$9.99	\$5.99	N/A	N/A
Greenville	N/A	Included	N/A	N/A	First – included Additional - \$5.00 each^	\$10.00
Huntsville	Included	Included	\$9.99	\$5.99	N/A	N/A
Huntsville fiber	N/A	Included	N/A	N/A	First – included Additional - \$5.00 each^	\$10.00
Knoxville	Included	N/A	\$9.99	\$5.99	N/A	N/A
Mid-Michigan	Included	N/A	\$9.99	\$5.99	N/A	N/A
SE Michigan	Included	N/A	\$9.99	\$5.99	N/A	N/A
Montgomery	Included	Included	\$9.99	\$5.99	N/A	N/A
Newnan	Included	Included	\$9.99	\$5.99	N/A	N/A
Panama City	Included	Included	\$9.99	\$5.99	N/A	N/A
Panama City fiber	N/A	Included	N/A	N/A	First- included Additional - \$5.00 each^	\$10.00
Pinellas	Included	N/A	\$9.99	\$5.99	N/A	N/A
Valley	Included	N/A	\$9.99	\$5.99	N/A	N/A

**Internet Equipment excludes service pricing, fees, installation, and sales tax.**

\*Required to receive WOW! service with Fiber to the Home locations.

^Not available with 3Gbps or 5Gbps.

~Only available with 3Gbps or 5Gbps.

**Business.** For our business services BIAS customers, our standard the fees and charges vary depending on the service location, but can include:

Business Internet Services Monthly Rates – Central Florida & Dothan*				
Premium Fiber 300	Premium Fiber 600	Premium Fiber 1Gbps	Premium Fiber 3Gbps	Premium Fiber 5Gbps
\$70.00	\$100.00	\$170.00	\$240.00	\$310.00

\*In applicable WOW! Business fiber areas.

Business Internet Services Monthly Rates – All Other Markets						
	60Mbps/10Mbps	120Mbps/15Mbps	300Mbps/20Mbps	600Mbps/50Mbps	1000Mbps/50Mbps	1200Mbps/50Mbps
Auburn	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Augusta	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
Charleston	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Columbus, GA	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Dothan	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
Ft Gordon	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
Huntsville	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Knoxville	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
Mid-Michigan	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
SE Michigan	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
Montgomery**	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Newnan**	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Panama City**	\$59.99	\$84.99	\$104.99	\$144.99	\$204.00	\$284.00
Pinellas	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00
Valley	\$49.99	\$54.99	\$64.99	\$104.99	\$204.00	\$284.00

\*\* Not all speeds are available in Fiber areas.

Internet service pricing excludes equipment, fees, installation and service call charges.

Business Internet Equipment Monthly Lease Rates – Central Florida & Dothan*			
Fiber Terminal	WOW! WiFi Access Point Primary	WOW! WiFi Access Point Additional^	WiFi Range Extender~
Included	Included	\$10.00 each	\$20.00 each

\*In applicable WOW! Business fiber areas.

^Not available with 3Gbps or 5Gbps.

~Only available with 3Gbps or 5Gbps.

Business Internet Equipment Monthly Lease Rates – All other markets					
	Advanced/Cable Modem	Wi-Fi Modem	Wi-Fi Advanced Modem	WOW! Whole-Business WiFi* Package (Includes: 2 devices)	WOW! Whole-Business WiFi** Additional Device
Auburn	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Augusta	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Charleston	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Columbus, GA	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Dothan	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Ft Gordon	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Huntsville	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Knoxville	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Mid-Michigan	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
SE Michigan	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Montgomery	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Newnan	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Panama City	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Pinellas	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99
Valley	\$11.00	\$11.00	\$11.00	\$19.99	\$13.99

\*\*Agreement Required.

Internet Equipment excludes service pricing, fees, installation and sales tax.

WOW!'s "standard" rates that apply to business customers often vary from customer to customer based upon individual negotiations.

Business Installation & Other Service Rates		
	Central Florida & Dothan*	All Other Markets
Standard Installation	N/A	\$99.00
fiber Standard Installation	\$75.00	N/A
Technician Visit (Service Call)	\$100.00	\$100.00
Wall Fish (includes one outlet)	\$75.00	\$75.00
WOW! Whole-Business WiFi Activation	N/A	\$50.00
WOW! Whole-Business WiFi Professional Installation	\$350.00	\$350.00
+/Rework Outlet	\$20.00	\$20.00
Aerial Drop Bury	\$50.00	\$50.00
Bury move / aerial to bury / bury outlet	\$75.00	\$75.00
Account Transfer	\$50.00	\$50.00
Transfer Service	\$30.00	\$30.00
Reactivation Fee (soft disco)	\$22.00	\$22.00
Restart Fee (hard disco)	\$40.00	\$40.00
Late Payment Fee	\$10.00	\$10.00
Downgrade Fee (no truck roll)	\$2.50	\$2.50
Downgrade Fee (truck roll required)	\$20.00	\$20.00
Upgrade Fee	\$50.00	\$50.00
Payment Convenience Fee (Over the Phone)	\$5.00	\$5.00
Equipment Pick Up Truck Roll	\$50.00	\$50.00
Missed Appointment Charge	\$50.00	\$50.00
Coax Installation Charge - 1 Product	N/A	\$100.00
Coax Installation Charge - 2 Products	N/A	\$150.00
Coax Installation Charge - 3 Products	N/A	\$200.00
EoHFC Installation	N/A	\$1,000.00
DIA Installation (5-90Mbps)	N/A	\$500.00
DIA Installation (100Mbps+)	N/A	\$1,000.00
Ethernet Installation	N/A	\$1,000.00
Hosted VoIP Installation - Per Connected Site	N/A	\$399.00
Hosted VoIP Installation - Per Virtual Site	N/A	\$50.00
eero Plus**	\$10.00 per month	\$9.99 per month
Inside Wiring Protection Plan	N/A	\$15.00 per month

\*In applicable WOW! Business fiber areas.

\*\*Must be a WOW! Whole-Business WiFi customer or have a WOW! Access Point with Fiber 1Gbps or lower to add these services. Not available with 3Gbps or 5Gbps.

**All of WOW!'s prices are subject to change.**

Usage Based Data Plans, Usage Based Fees, and Fees for Early Termination or Additional Network Services.

As further described below, WOW! may in its discretion offer usage-based Internet service packages, under which you will be charged additional fees once you consume a specified amount of data. WOW! may also offer Internet service packages that apply monthly data consumption thresholds. If you subscribe to an Internet service package with a specified data allowance and you exceed this allowance, WOW! reserves the right to: (i) suspend, terminate or limit your service; (ii) require that you subscribe to a different service level or package that is more suitable to your data usage; and/or (iii) impose additional fees for use beyond the agreed-upon data usage allowance. WOW! may in the future adopt different data consumption thresholds or usage limits.

WOW! also does not generally impose fees for early termination for its residential service customers, unless they have entered into a minimum term plan, in which case early termination fees do apply as described further below. WOW! retains the right, however, under its AUP, terms and network management practices to impose limitations or restrictions on residential and small business customers that use excessive bandwidth,

which WOW! determines in its sole but reasonable discretion significantly exceeds typical usage of a typical residential or small business user or places an unusually large burden on the network.

WOW! imposes early termination fees upon its business services customers, as more particularly described in the Business Services General Terms and Conditions, located at <https://www.wowforbusiness.com/docs/wow/terms-and-conditions-current/business-customer-general-terms.pdf>. In general (and depending upon a customer's agreement with WOW!), WOW! imposes an early termination fee upon its business customers as follows: early termination charges are equal to: (i) the reasonable expenses and costs incurred by WOW! through the date of termination including but not limited to installation costs, survey costs, competitive contract buyout charges or other third party costs incurred by WOW!, direct labor and materials; plus (ii) the amount of any unpaid invoices; plus (iii) 75% of the agreed upon monthly service charges multiplied by the number of months remaining in the term of the service agreement. These early termination fees can vary depending upon the type of service involved, the applicable terms and conditions of service and our customer's specific agreement with WOW!.

In some service areas, WOW! may in its discretion offer to its residential customers the option to enter into an agreement with a specified minimum term (usually two years). If the Agreement is terminated after 30 days but before the end of the minimum term by the Customer without cause (or by WOW!, for cause), EARLY TERMINATION FEES WILL APPLY. Residential customers may view the Minimum Term Agreement Conditions, which includes information on the application and amount of the ETF, by clicking the link <http://www.wowway.com/docs/wow/documents-terms-and-conditions/minimum-term-plan.pdf>.

**Additional Terms for Usage Based Data Plans.** In some service areas, WOW! may bill for its Internet service based in part upon the amount of data used in a given calendar month ("Usage Based Data Plans"). For Usage Based Data Plans, WOW! applies a monthly data consumption threshold (the "Monthly Data Usage" allowance). Unlimited data plans may be added for an additional monthly charge, which charge is independent from your actual data usage but, like all other WOW! Internet customers, your use of the WOW! Internet service must be consistent with our Acceptable Use and network management policies. The Unlimited data option is not available for all service plans or packages and Usage Based Data Plans are not available in all service areas. As noted above, certain data features may not count against the high-speed data usage allowance of some plans.

Customers subscribing to one of the following Usage Based Data Plans shall be subject to the Monthly Data Usage allowance amount for their service plan as set forth in the table below. WOW! RETAINS THE RIGHT IN ITS SOLE DISCRETION TO CHANGE OR ADOPT DIFFERENT OR ADDITIONAL SERVICE OR USAGE PLANS, DATA CONSUMPTION THRESHOLDS, OVERAGE CHARGES OR OTHER USAGE PLAN TERMS FOR THE SERVICE AT ANY TIME. IF WE DO THIS, WE WILL NOTIFY CUSTOMERS AND, IF NECESSARY, UPDATE APPLICABLE POLICIES AND TERMS.

Plan	Monthly Data Usage Allowance	Overage Charge per 50 GB of Additional Data Allowance
Internet 50	1024 GB	\$10.00 each up to 5 per month
Internet 100	1536 GB	\$10.00 each up to 5 per month
Internet 200	1536 GB	\$10.00 each up to 5 per month
Internet 300	1536 GB	\$10.00 each up to 5 per month
Internet 500	2560 GB	\$10.00 each up to 5 per month
Internet 600	2560 GB	\$10.00 each up to 5 per month
Internet 1000	3072 GB	\$10.00 each up to 5 per month
Internet 1200	N/A (Includes Unlimited Data)	N/A (Includes Unlimited Data)
Internet 2000	N/A (Includes Unlimited Data)	N/A (Includes Unlimited Data)

Data usage allowances are per calendar month. You agree that WOW! may notify you of your data usage by email, SMS text message and/or other reasonable means, including automated messages that you are reaching or have exceeded your Monthly Data Usage plan amount. If you are not on an Unlimited data plan and choose to use more than the Monthly Data Usage allowance in a given month, you will automatically incur an additional charge (currently \$10 plus tax for each whole or partial block of 50 GB, up to maximum of \$50 per month (the "Overage Charge")). The charge for exceeding your Monthly Data Usage plan amount will appear on your bill statement following the last day of the month for which you exceeded your data usage plan (or on the subsequent bill statement, depending on your bill cycle date). UNUSED DATA DOES NOT ROLL OVER FROM MONTH TO MONTH. SO YOUR DATA ALLOWANCE RE-SETS THE FIRST DAY OF EACH CALENDAR MONTH REGARDLESS OF ACTUAL USAGE DURING THE PRIOR BILLING CYCLE. The amount of bandwidth usage of Customer's account is the sole responsibility of Customer, whether or not such usage was by Customer or authorized by Customer. All usage of the Service remains subject to WOW!'s Acceptable Use Policy, network management policies and Internet Terms and Conditions. Without limitation, Customer's usage of the Service cannot restrict, inhibit, interfere with or otherwise disrupt or cause disruption, performance degradation of other users or impair or threaten to impair the operation of WOW!'s systems or network.

#### B. Privacy Policies:

##### **Privacy Policy**

WOW!'s Privacy Policy is located at

*Residential Customers:* [www.wowway.com/experience/terms-and-conditions/privacy-policy](http://www.wowway.com/experience/terms-and-conditions/privacy-policy)

*Business Customers:* <https://www.wowforbusiness.com/terms-and-conditions> then select Privacy Policy

The Privacy Policy is subject to change.

##### **Inspection of Network Traffic**

WOW! automatically measures and monitors network performance and the performance of our customer's Internet connection and our network. WOW! may also monitor and record information about a customer's computer, equipment profile or settings and the installation of software it

provides. WOW! does not share information collected for the purpose of network or computer performance monitoring or for providing customized technical support outside of WOW! or its authorized vendors, contractors and agents. WOW! reserves the right to modify the password(s) for the router(s) used with the Service in order to safeguard Internet security, the security and privacy of customer information, where required by law, and/or for other good cause to provide, upgrade and maintain the Service, protect the network, other users of the Internet, or its customers.

If a customer types a Uniform Resource Locator (URL) which contains a nonexistent or unassigned domain name, or enters a search term into their browser address bar, WOW! may present the customer with a WOW! web search page containing suggested links based upon the query entered in lieu of the customer receiving an NXDOMAIN, similar error message or browser assigned query. WOW!'s provision of the web search page may impact applications that rely on an NXDOMAIN or similar error message and may override similar browser-based search results pages. Customers who prefer not to receive these pages from WOW! can follow the opt-out instructions that are available by clicking on the "About" or "Opt Out" link on the page.

*C. Redress Options:*

Edge providers and WOW! customers may submit a complaint or question to WOW! with regard to any aspect of the Service, at any time. WOW! maintains toll-free telephone numbers that are available 24 hours a day, 7 days a week:

*Residential:* 1-866-496-9669;

*Business:* 1-888-969-4249

You can also email us from the "Contact us" section at [www.wowway.com](http://www.wowway.com) or [www.wowforbusiness.com](http://www.wowforbusiness.com) for business customers, or write to us at:

*Residential Mail:* WOW! Internet, Cable & Phone, Attn: Privacy Department, 6050 Knology Way, Columbus, GA 31909-4962.

*Business Mail:* WOW! Internet, Cable & Phone, Attn: VP of Business Operations, 7887 E Belleview Ave, Suite 1000, Englewood, CO 80111-6015.

When a call is received regarding a service related issue, a customer care representative (CCR) will attempt to determine the nature of the problem. If possible, the CCR will help the customer resolve the problem over the telephone. If the problem cannot be resolved during the call, the CCR may if necessary schedule a service technician to visit the customer's home or business. If the problem cannot be resolved by the CCR, the problem will be referred to a supervisor who will make best efforts to resolve the issue immediately. If a customer has a complaint requiring further escalation, the customer can contact WOW! at our toll-free numbers or by email or postal mail. WOW!'s policy is to reply to an escalated customer complaint within thirty working days of receipt. WOW! will endeavor to include in its reply a statement of action taken, description of future work needed to resolve any issue or an explanation why the complaint is unjustified or outside the jurisdiction of WOW!.

In the event we are unable to resolve in an informal manner a dispute with a customer, the customer or WOW! may elect to arbitrate the dispute in accordance with the applicable arbitration provisions of the Terms, as opposed to litigating the dispute in court. The dispute resolution process is fully described at:

*Residential Customers:* [www.wowway.com/experience/terms-and-conditions/internet-terms-service](http://www.wowway.com/experience/terms-and-conditions/internet-terms-service)

*Business Customers:* [www.wowforbusiness.com/business-customer-general-terms](http://www.wowforbusiness.com/business-customer-general-terms)

Questions and complaints from edge providers that do not involve a service-related issue will be directed to our Vice President of Internet Technology for response.

(REVISED AS OF: February 1, 2024)