

PROMOTIONAL OFFER TERMS, CONDITIONS AND DISCLAIMERS

General Disclaimers

Trademarks (applies to all Services)

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Breezeline Internet Services (applies to all Internet Services)

Speeds are stated for download and/or upload only over wired connections. Wireless speeds will be substantially lower. Actual Internet speeds, including wireless speeds, may vary due to conditions outside of network control and congestion, including customer location, equipment, and access through a wireless connection, and are not guaranteed; please see Breezeline's Network Management Disclosure at breezeline.com for details. Actual speeds for Unlimited GigaFast Internet Service may vary due to subscriber device limitations. WiFi Your Way™ provides a leased wireless router and at least one (1) additional device to support enhance wireless coverage.

Breezeline Video Services (applies to all Video Services)

Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Separate third-party streaming memberships are required to use TiVo integrated streaming functionality. High Definition ("HD") service and specific channels subject to availability. HD receiver required for HD service and your television must be HD capable. On Demand programming varies by level of service; pricing, ratings & scheduling are subject to change. Some Video Services not available in all areas. Video Services are also available with CableCARD, however, interactive features such as Video On Demand are not available.

Breezeline Unlimited Phone Service (applies to all Phone Services)

Subscription to Breezeline Phone Services requires a continuous Breezeline Internet Service subscription. Unlimited Phone service includes one phone line with direct-dialed, unlimited local and long distance calls from your home phone to anywhere in the U.S., Canada and Puerto Rico plus 16 calling features. Number portability is not available in all areas. Other international calls are billed at an additional per-minute rate. Additional terms and conditions apply.

Visa® Prepaid Reward Card Offer

Incentive paid by VISA® Prepaid Reward Card. Offer expires 9/30/22. For new residential customers only in select markets where advertised. Not available for all markets and service areas. Except in Ohio, only customers who place their orders online at www.breezeline.com will qualify. New customers who meet the service area qualifications in good standing after 91 days from initial service installation date are eligible to receive the applicable advertised VISA® Prepaid Reward Card when selecting the associated promotional Internet Service. LIMIT ONE VISA® REWARD CARD OFFER per person and/or per household. Eligible customers will receive an email explaining the reward card process and enabling reward card selection within 105 days of service. Customers have up to one (1) year after eligibility to claim the reward card offer. Customer must provide a valid email at the time of Customer's initial purchase/contract date in order to be eligible to receive the reward card. A physical reward card will be mailed to the address provided as part of the reward card selection process. Breezeline is not responsible if the reward card is

lost or stolen after it is sent to Customer, and is not responsible to replace the reward card in such an event. Breezeline disclaims any and all liabilities associated with the reward card. Other terms and restrictions apply. Breezeline is not affiliated with Visa, Inc. and 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. For rewards related customer support email Support@Breezeline.com

Auto Pay & Eco Save Discount (applies to all Services)

A total discount of \$10 per month shall apply when you enroll in both electronic billing and automatic payments using a debit card, credit card or bank account. Only a single \$10 per month Auto Pay & Eco Save discount applies regardless of the number of subscribed services. Enrollment requires sign up for an Ecare account in the "My Services" section of Breezeline.com or by calling customer support, and by providing a verified email address. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 rate increase. When you activate Auto Pay & Eco Save, you authorize Breezeline to send your monthly invoice electronically to your provided email address and to charge the payment card or banking account after we establish payment verification with your financial institution. You may need to make 1-2 one-time manual payments before automatic payment begin. By providing your payment information, you certify that you have the authority to authorize debits or charges to the payment identified and you authorize Breezeline to electronically debit or charge the payment method each month in the amount due for your monthly service. Your authorization will remain in effect until you notify us that you wish to revoke this authorization and we have a reasonable opportunity to act on your notice, or this authorization may also be terminated by your card issuer or Breezeline. Discontinuation of Auto Pay & Eco Save will result in the discontinuation of the \$10 per month discount.

New Customer Promotions (All Markets)

Internet Services

Breezeline Internet Assist

Services subject to availability. Internet Assist product may be discontinued at any time in Breezeline's sole discretion with or without notice to customers. Only available to residential customers who meet all of the following qualifications: residential customers who 1) do not currently subscribe to a Breezeline Internet Service and who have not subscribed to Breezeline Internet Service in the last one hundred and twenty (120) days; 2) do not have any past due balances with Breezeline; 3) have not been disconnected from any Breezeline service within the last twelve (12) months due to non-payment; and 4) are eligible for any of the following public assistance programs: National School Lunch Program (NSLP), Public Housing Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP), and/or Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Customers will be required to provide proof of eligibility subject to the review and discretion of Breezeline. Internet Assist product includes 15 Mbps download and 1Mbps upload speed Internet service. Additional services, receivers, equipment, installation fees, taxes, and other fees may not be included, and may be subject to increases. Credit check and/or deposit may be required. Additional terms and conditions apply. Call Breezeline for more details.

Breezeline Internet Assist Plus

Services subject to availability. Internet Assist Plus product may be discontinued at any time in Breezeline's sole discretion with or without notice to customers. Only available to residential customers who meet all of the following qualifications: residential customers who 1) have enrolled or are pending enrollment in the Affordable Connectivity Program (ACP) with Breezeline as the selected service provider; 2) do not have any past due balances with Breezeline; 3) have not been disconnected from any Breezeline service within the last twelve (12) months due to non-payment; and 4) are eligible for any of the following public assistance programs: National School Lunch Program (NSLP), Public Housing Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP), and/or Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Failure to enroll in the ACP for any reason may result in ineligibility for the Internet Assist Plus service and/or a change in your monthly price. Customers will be required to provide proof of eligibility subject to the review and discretion of Breezeline. Internet Assist Plus product includes 100

Mbps download and 10 Mbps upload speed Internet service with one (1) leased wireless modem. Additional services, receivers, equipment, installation fees, taxes, and other fees may not be included, and may be subject to increases. Credit check and/or deposit may be required. Additional terms and conditions apply. Call Breezeline for more details.

New Customer Promotions (OH only)

Internet Services

\$29.99 for a Gig

Service subject to availability. Offer commences 5/9/2022 and expires 9/30/22. For new residential customers only. Offer allows customer to purchase any Internet Service for \$29.99 per month for the initial 12 months after installation date. In month 13, the price will convert to the then current retail price for the applicable Internet Service which consist of: Internet Service speeds of 100 Mbps / 10 Mbps for \$39.99 per month; Internet Service speeds of 200 Mbps / 20 Mbps for \$49.99 per month; Internet Service speeds of 500 Mbps / 50 Mbps for \$59.99 per month; and Internet Service speeds of 1000 Mbps / 50 Mbps for \$69.99 per month. Offer includes a \$150 gift card when selecting any Internet service; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

New Customer Promotions (Somersworth, NH; Concord, NH; Dover, NH; Madbury, NH; and Morgantown, WV only)

Internet Services

\$29.99 for a Gig

Service subject to availability. Offer commences 6/21/2022 and expires 9/30/22. For new residential customers in the following zip codes only: 03878, 03301, 03303, 03820, 03821, 03822, 03823, 03825, 26502, 26504, 26506, 26507, 26501, 26505, 26508 and 26534. Offer allows customer to purchase any Internet Service for \$29.99 per month for the initial 24 months after installation date. In month 25, the price will convert to the then current retail price for the applicable Internet Service. Monthly lease of WiFi Your Way™ modem is free for the first 12 months, and converts to the then-current retail price in month 13. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™ (after the first 12 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

New Customer Promotions (CT, FL, NH, & ME only)

Internet Services

Base Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 100 Mbps / 10 Mbps for \$19.99 per month for the first 12 months after installation date. Price increases to \$65.59 per month on month thirteen. Offer includes a \$100 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited Fast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 20 Mbps for \$39.99 per month for the first 12 months after installation date. Price increases to \$82.19 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 500 Mbps / 50 Mbps for \$39.99 per month for the first 12 months after installation date. Price increases to \$98.79 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 1000 Mbps / 50 Mbps for \$59.99 per month for the first 12 months after installation date. Price increases to \$120.39 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Video Services

TiVo Experience Smartbox Locals+ and TiVo Smartbox

Services subject to availability. Offer expires 9/30/22. New residential customers only. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Offer includes the Locals+ channel tier and one (1) TiVo Smartbox for \$44.98 per month. Additional services, receivers, equipment, installation fees, taxes, and other fees are not included, and may be subject to change. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. \$25.00 per month multi product discount applies when you subscribe to Internet Service along with Video Service. Credit check and/or deposit may be required. If customer discontinues any service during the promotional period, prices will revert to the then current retail rate for remaining services. Additional terms and conditions apply. Call Breezeline for more details.

Unlimited TiVo Experience TiVo DVR Locals+ and TiVo DVR

Services subject to availability. Offer expires 9/30/22. New residential customers only. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Offer includes the Locals+ channel tier and one (1) TiVo DVR for \$54.98 per month. Additional services, receivers, equipment, installation fees, taxes, and other fees are not included, and may be subject to change. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. \$25.00 per month multi product discount applies when you subscribe to Internet Service along with Video Service. Credit check and/or deposit may be required. If customer discontinues any service during the promotional period, prices will revert to the then current retail rate for remaining services. Additional terms and conditions apply. Call Breezeline for more details.

New Customer Promotions (SC, DE, MD, NY, PA, VA & WV only)

Internet Services

Base Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 100 Mbps / 10 Mbps for \$19.99 per month for the first 12 months after installation date. Price increases to \$65.59 per month on month thirteen. Offer includes a \$100 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited Fast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 200 Mbps / 20 Mbps for \$39.99 per month for the first 12 months after installation date. Price increases to \$87.19 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited Super Fast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only in the following areas: Davis, WV; Clearfield, PA; Shipperville, PA; Grasonville, MD; and Saluda, VA. Offer includes Internet Service speeds of 250 Mbps / 20 Mbps for \$39.99 per month for the first 12 months after installation date. Price increases to \$97.99 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited UltraFast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Offer includes Internet Service speeds of 500 Mbps / 50 Mbps for \$39.99 per month for the first 12 months after installation date. Price increases to \$108.79 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Unlimited GigaFast Internet

Service subject to availability. Offer expires 9/30/22. For new residential customers only. Subscription to Breezeline Video and/or Voice Services requires a continuous Breezeline Internet Service subscription. Offer includes Internet Service speeds of 1000 Mbps / 50 Mbps for \$59.99 per month for the first 12 months after installation date. Price increases to \$130.39 per month on month thirteen. Offer includes a \$150 gift card; see additional Gift Card Promotion details. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. Applicable equipment fees, including WiFi Your Way™, installation fees, taxes and other fees are not included. Additional terms & conditions apply. Please contact Breezeline for more details.

Video Services

TiVo Experience Smartbox Locals+ and TiVo Smartbox

Services subject to availability. Offer expires 9/30/22. New residential customers only. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Offer includes the Locals+ channel tier and one (1) TiVo Smartbox for \$44.98 per month. Additional services, receivers, equipment, installation fees, taxes, and other fees are not included, and may be subject to change.

Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. \$15.00 per month multi product discount applies when you subscribe to Internet Service along with Video Service. Credit check and/or deposit may be required. If customer discontinues any service during the promotional period, prices will revert to the then current retail rate for remaining services. Additional terms and conditions apply. Call Breezeline for more details.

Unlimited TiVo Experience TiVo DVR Locals+ and TiVo DVR

Services subject to availability. Offer expires 9/30/22. New residential customers only. Subscription to Breezeline Video Services requires a continuous Breezeline Internet Service subscription. Offer includes the Locals+ channel tier and one (1) TiVo DVR for \$54.98 per month. Additional services, receivers, equipment, installation fees, taxes, and other fees are not included, and may be subject to change. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save or the removal of Auto Pay & Eco Save will result in a \$10 monthly rate increase. \$15.00 per month multi product discount applies when you subscribe to Internet Service along with Video Service. Credit check and/or deposit may be required. If customer discontinues any service during the promotional period, prices will revert to the then current retail rate for remaining services. Additional terms and conditions apply. Call Breezeline for more details.