

PROMOTIONAL OFFER TERMS, CONDITIONS AND DISCLAIMERS

General Disclaimers

Trademarks (applies to all Services)

Breezeline and the Breezeline logo are registered trademarks of Cogeco US Finance, LLC.

Plume and SuperPod are trademarks or registered trademarks of Plume Design, Inc.

All other trademarks are the property of their respective owners.

Breezeline Internet Services (applies to all Internet Services)

Speeds are stated for download and/or upload only over wired connections. 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 enhanced wireless coverage. Subscription to Breezeline Internet service includes free self-installation kit. Residential customers only. Self-Installation kit available at serviceable locations only. Limit one self-installation kit per customer.

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 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. \$15 per month multi product discount applies when you subscribe to Internet Service along with Video Service.

Breezeline Stream TV

Service subject to availability. Subscription to Breezeline Stream TV requires a continuous Breezeline Internet Service subscription. Products, programming content, services and pricing differ by market. Separate third-party streaming memberships are required to use any 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.

Breezeline Unlimited Voice Service (applies to all Voice Services)

Subscription to Breezeline Unlimited Voice Services requires a continuous Breezeline Internet Service subscription. Products, services and pricing differ by market and pricing include the Auto Pay Discount. 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.

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 ACH Checking or Savings bank account. Discount is applicable in the month following enrollment. Only a single 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 will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount. Breezeline reserves the right to modify Auto Pay and Eco Save discounts and availability at its sole discretion with or without notice to customers. 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 bank account after we establish payment verification with your financial institution. You may need to make 1-2 one-time manual payments before automatic payment begins. By providing your payment information, you certify that you have the authority to authorize debits to the payment identified and you authorize Breezeline to electronically debit 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 bank or Breezeline. Discontinuation of Auto Pay & Eco Save will result in the discontinuation of the applicable discount.

Free Installation

Subscription to Breezeline Internet service includes free self-installation kit. Residential customers only. Self-Installation kit available at serviceable locations only. Limit one self-installation kit per customer.

Carefree Guarantee Disclaimer

Residential customers only. All services not available in all areas. No term length contract required. Hidden Fees do not include applicable federal or state taxes or other charges. Request for money-back must occur within thirty (30) days of installation or change of service date; limit of one money-back request per eligible service within any single 90 day period. Customer shall receive a statement credit for services applied against outstanding account balances, if any, and shall receive a refund for any remaining amount. Money-back is not available for non-standard installation, device purchases or transactional TV or Phone purchases. Please contact Breezeline for more details.

Gift Cards

Services subject to availability and may be discontinued at any time in Breezeline's sole discretion. One gift card reward per household with purchase of eligible Internet Service at the same service address, when applicable and promotionally active: a \$100 gift card with purchase of 500 Mbps or a \$250 gift card with purchase of 1 Gig, 1.5 Gig, or 2.5 Gig. You will receive an e-mail with instructions on how to redeem a gift card, if you remain a customer in good standing and have no outstanding balance on the account one hundred twenty (120) days after service installation. You must claim the gift card within ninety (90) days of receiving that e-mail. A physical gift card will be mailed to the address provided. Breezeline is not responsible if the gift card is lost or stolen after it is sent to Customer, and is not responsible to replace the gift card in such an event. Breezeline disclaims any and all liabilities associated with the gift card. Rewards Cards may be issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc.

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Breezeline Short Term Bill Credit Promotions and Discounts, 2025

Service subject to availability and may be discontinued at any time in Breezeline's sole discretion. For new residential customers only. When applicable and promotionally active, offers of one (1) or two (2) months free on 500/50 Mbps, 500/500 Mbps, 1000/50 Mbps, or 1000/1000 Mbps internet service speeds applied as monthly bill credits in the amount of the monthly recurring charge, beginning in the second billing cycle (30 days after service installation), subject to good standing and no outstanding balance on the account. Offer of 50% off on 500/50 Mbps, 500/500 Mbps, 1000/50 Mbps, or 1000/1000 Mbps internet service speeds for 2, 4, or 6 months and offer of 50% off on 1500/1500 Mbps or 2500/2500 Mbps for 12 months automatically applied as monthly discounts for the duration of the promotional period, subject to good standing and no outstanding balance on the account. Taxes and other fees not included.

Breezeline Mobile Internet Discount

Services subject to availability. Not available in all areas. For residential subscribers only. Breezeline customers who subscribe to Mobile services will also receive discounts on their existing Breezeline services in the amount of \$5/month for internet and \$5/mo. for TV (and/or phone), or up to \$10/mo. for multiple services. Discount will be applied one billing cycle after activation of Mobile Service and HSD Service. Termination of service will result in removal of applicable discount(s).

Western Union Promotion (Florida Only)

One gift card reward per person and/or per household. A physical gift card will be provided as part of the gift card selection process. Breezeline is not responsible if the gift card is lost or stolen after it is delivered to Customer, and is not responsible to replace the gift card in such an event. Breezeline disclaims any and all liabilities associated with the gift card.

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 have any past due balances with Breezeline; 2) have not been disconnected from any Breezeline service within the last twelve (12) months due to non-payment; and 3) 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), Special Supplemental Nutrition Program for Women, Infants and Children (WIC) and/or Affordable Connectivity Program (ACP). Customers will be required to provide proof of eligibility subject to the review and discretion of Breezeline. Internet Assist product includes 50 Mbps download and 10 Mbps 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.

New Customer Promotions

Internet Services

Internet 100

Service subject to availability. For new residential customers only. Offer includes Internet Service speeds of 100/10 Mbps or 100/100 Mbps for \$20 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount. Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Promotional rate applies at time of purchase. Additional terms & conditions apply.

Internet 200

Service subject to availability. For new residential customers only. Offer includes Internet Service speeds of 200/20 Mbps or 200/200 Mbps for \$30 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount. Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Promotional rate applies at time of purchase. Additional terms & conditions apply.

Internet 250 (where available)

Service subject to availability. For new residential customers only in the following areas: Clearfield, PA; Shippenville, PA; and Grasonville, MD. Offer includes Internet Service speeds of 250/20 Mbps for \$30 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount. Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Additional terms & conditions apply. Promotional rate applies at time of purchase. Additional terms & conditions apply.

Internet 500

Service subject to availability. For new residential customers only. Offer includes Internet Service speeds of 500/50 Mbps or 500/500 Mbps for \$40 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount. Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Promotional rate applies at time of purchase. Additional terms & conditions apply.

1 Gig

Service subject to availability. For new residential customers only. Offer includes Internet Service speeds of 1000/50 Mbps or 1000/1000 Mbps for \$45 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco

Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Promotional rate applies at time of purchase. Additional terms & conditions apply.

1.5 Gig (where available)

Service subject to availability. For new residential customers only. Offer includes Internet Service speeds of 1500/1500 Mbps for \$55 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Promotional rate applies at time of purchase. Additional terms & conditions apply.

2.5 Gig (where available)

Service subject to availability. For new residential customers only. Offer includes Internet Service speeds of 2500/2500 Mbps for \$80 per month for 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 modem is free for the first 24 months, and converts to the then-current retail price in month 25. Enrollment in Auto Pay & Eco Save service is required. Failure to enroll in Auto Pay & Eco Save will result in a \$10 monthly rate increase; the removal of Auto Pay & Eco Save will result in a rate increase equal to the customer's current Auto Pay & Eco Save discount Applicable equipment fees (after the first 24 months), installation fees, taxes and other fees are not included. Promotional rate applies at time of purchase. Additional terms & conditions apply.