

We offer a variety of video service plans. Our currently available video service plans through Stream TV require a continuous Breezeline Internet service subscription and a Breezeline gateway or a previously set-up Internet modem as Stream TV video services are delivered over the Internet. The programming included in each plan varies on a community-by-community basis and is subject to change at any time. Please consult the channel lineup for a full listing of channels and services offered in each of our service plans. As required by federal law, in each market we offer a basic Limited Service that includes broadcast stations and any franchise-required public, educational and government access channels that each customer must subscribe to in order to subscribe to any of our other video service plans. Information about the rates, channels, and premium options for our video packages and our video-on-demand and other video services is available at <https://breezeline.com/tv>. Information on how to use our service through TiVo experience is available at <https://www.breezeline.com/support/how-to-video-guides>. If you have other questions about how to set up or use our service, please contact us. Breezeline may charge additional service-related fees and surcharges such as a Local TV Surcharge and Sports Programming Surcharge. Bills for services are issued monthly and payment is due by the date specified in the invoice. The Residential Subscriber Agreement that sets the terms of services is posted at <https://breezeline.com/support/policies-and-agreements> and includes a class action waiver and a mandatory arbitration clause. Please read the Residential Subscriber Agreement in its entirety and check our website regularly for important updates.

**EQUIPMENT NEEDED TO ACCESS SERVICE.** All our video services, including local broadcast stations, are encrypted so that services are viewable only by authorized subscribers. To decrypt and access the services on Stream TV, you must use one set top box for each television you wish to use with our service. On our legacy video platform, you must use a digital television adapter (DTA), set-top box, TiVo digital video recorder, TiVo mini or CableCARD that you rent from us on each television. Subscribers may also access our services using the Breezeline TV or Breezeline Stream TV apps through select compatible devices such as tablets and smartphones. Certain features and functionalities of the Website and Mobile Applications are based on your geolocation and may not be available if you are located outside of your primary service address area.

**COMPATIBILITY WITH HOME ELECTRONICS.** You may not be able to use certain features or functions of your home equipment with our service. Stream TV does not require additional equipment for the use of unlimited cloud services for recording programs. Our older set top boxes may require the use of a VCR to record programs or additional equipment, such as signal splitters or bypass switches, to enable older features like TV's picture-in-picture feature. The additional equipment can be purchased from an electronics store. We cannot guarantee that additional equipment will meet your expectations or that it will not interfere with other equipment or services, especially if not installed properly. Please call us if you would like to discuss equipment compatibility issues or upgrade to Stream TV.

**INSTALLATION AND SERVICE MAINTENANCE POLICIES.** By ordering service, you agree to allow our employees and agents to access your premises at reasonable times to install, inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. Someone over 18 years of age must be home during any installation or repair of your service. You may also choose to self-install your service. You can find more information about the self-installation at [www.breezeline.com/readyssetinstall](http://www.breezeline.com/readyssetinstall). You, or the owner of your premises, are responsible for the repair and maintenance of wiring inside the home. Breezeline will charge you for any installation or repair of home wiring that you request outside of any Home Wire Service Plan you purchase from Breezeline. Before you move, contact us to arrange for your service to be disconnected and to schedule an installation at your new home if it is in our service area.

**REMOTE CONTROLS.** Our set-top box and TiVo rentals include a compatible remote control. Information regarding this use of these remotes is available at <https://breezeline.com/support/remote-control>. You may also purchase compatible remote controls at retail. We cannot guarantee that these remotes will remain compatible in the future. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

**COMPLAINTS PROCEDURE.** Our goal is to provide our customers quality Service. Our customer service representatives are available by telephone, email, and chat during regular business hours. Requests made outside of normal business hours may be handled by a call center, a contracted service or an automatic recording device. Our representatives are available to answer billing questions, provide you with programming information, schedule a service call or to change service. Breezeline strives to resolve any complaints concerning its Service as expeditiously as possible. If a complaint remains unresolved, the Customer may write a brief explanation of the complaint and the actions taken and bring them to the attention of the Vice President, Customer Operations, Breezeline, 3 Batterymarch Park, Suite 200, Quincy, MA 02169. Additionally, local governments designate individuals, councils, boards, committees or commissions to resolve complaints and ensure compliance with all laws and regulations. The address and number of your local franchise authority is listed on your bill statement.

For West Virginia Residents: The West Virginia Public Service Commission offers a complaint form that can be provided upon request. To request a formal hearing in front of the Commission learn more about the formal complaint procedure, visit <https://www.psc.state.wv.us/complaints/formalcomplaintprocedures.htm>. The Commission will act upon all unresolved cable television

problems other than those dealing with programming and channel selection. The Commission will also consider rate level complaints when a rate increase case is being processed by the Commission.

**CREDIT FOR SERVICE INTERRUPTIONS.** You are entitled to a pro-rata credit if cable service is interrupted for more than twenty-four continuous hours. The credit will be calculated based upon the proportionate share of the service not received in the applicable billing period, provided the interruption is due to a failure of the facilities of the cable television operator. To qualify for such credit, you must request the credit from Breezeline within thirty (30) days of the service interruption.

For West Virginia Residents: When service interruption of more than 24 hours occurs, contact the Public Service Commission of West Virginia promptly with pertinent facts regarding the outage.

**BASIC SERVICE TIER AVAILABILITY.** Our Locals+ service is the most basic level of cable service. Locals+ includes broadcast stations, franchise-required public, educational and government access channels, if any, and any additional video programming signals or services as determined by Breezeline. Please consult the channel lineup for a full listing of channels and services offered in each of our service plans. All such programming varies on a community-by-community basis and is subject to change at any time. Because of requirements of federal law, a cable customer must subscribe to Locals+ to subscribe to any of our other video service plans.

**CABLECARD.** A CableCARD supplied by Breezeline can be used with a CableCARD-compatible retail device that you obtain from a source other than Breezeline. Customers using a CableCARD device will only be able to receive one-way digital cable service and will not be able to receive video-on-demand or Breezeline's interactive programming guide. Prices for CableCARDS are set forth in the current rate cards. The use of CableCARDS is not applicable to Stream TV.