

FlexConnect Terms & Conditions

In addition to FlexConnect Terms & Conditions noted below, Knology's policies and procedures, which are incorporated by reference, apply to all FlexConnect customers. A current copy of Knology's policies and procedures are provided to all customers at time of installation and can be found at <http://www.knology.com/about/legal.cfm>. Knology reserves the right to amend or modify these terms on our website and by giving the customer notice of such revisions.

1. All pricing is subject to change. This is a month-to-month or week-to-week service, where the price is only guaranteed for the period of time that was paid for in advance.

a. If customer has not purchased the Unlimited Long Distance plan, customer will not have the ability to make any long distance calls nor operator serviced calls. Customer will only be able to make local phone calls.

b. If customer has purchased the Unlimited Long Distance plan, customer will have the ability to make domestic long distance calls only. The unlimited long distance plan does not include offshore calling, international calling, 900/976 calling, operator serviced calling nor directory assistance calling.

2. Notifications will be attempted using the contact phone numbers / e-mail address provided by the customer (daytime phone number, e-mail, and/or text message to a cellular phone). The daytime phone number will be the primary means of attempting to provide a voice notification for the customer. If the customer does not answer, a voice mail message will be left. If the customer provides a cell phone number for the daytime phone number, the customer may incur charges from their wireless service provider for the incoming call on each voice notification. If the customer provides a cell phone number in order to receive text message notifications, the customer is responsible for any charges by their wireless service provider for incoming text messages.

3. Service will be suspended when the time period pre-purchased by the customer expires (without the next sequential pre-payment being made by the expiration date). During the suspension (30 days following the expiration date), all Knology services will be temporarily discontinued, except for the ability to call 911.

a. During suspension, outside callers will be unable to reach the customer (callers will hear a message that the number is not active), and callers will be unable to leave a voice mail message. During suspension, customers will not be able to access their voice mailbox from their Knology phone. If they access the voice mailbox from another phone, the customer will only be able to listen to voice mail messages that were left before the suspension.

b. During suspension, customers will be unable to access their e-mail inbox from their home computer (via the Knology Internet connection). If the customer accesses web mail from another computer via a different connection, they will be able to see their e-mail. However, any e-mail that is retrieved is stored on the computer that the customer uses to retrieve it so the customer may not have access to those e-mail messages from their home computer.

c. During the suspension, if the customer had any Pay Per View funds remaining, they will be unable to use the funds until their service is restored.

4. A notification will be attempted near the end of the "30-day grace period" – notifying the customer that services will be permanently removed.

5. If the customer does not make their next payment during the "grace period" (30 days following the expiration date), the next day:

a. The phone service will be permanently disconnected. Customers WILL NOT have access to any services including the ability to call 911.

b. The customer's phone number will be put into the process to be recycled.

c. The customer's e-mail address will be put in the process to be reused.

d. Any unused Pay Per View funds will be lost.

e. An installation fee will need to be paid if the customer chooses to return to Knology.