



Atlantic Broadband Residential Subscriber Agreement

Last revised: April 10, 2018

This Residential Subscriber Agreement (“Agreement”) sets forth the terms and conditions under which Atlantic Broadband Finance, LLC, and its applicable operating subsidiary that owns and/or operates the cable television system in your area (“Atlantic Broadband”) will provide residential subscribers (“you”, “your” or “Subscriber”) with Atlantic Broadband broadcast and cable television and digital music service (“Video Service”), Atlantic Broadband high speed Internet service, including wireless Internet and email services (“Internet Service”), and/or Atlantic Broadband voice over Internet protocol service (“Voice Service”) (each a “Service” and collectively the “Services”) and associated equipment used in connection with the Services (“Atlantic Broadband Equipment”) at your premises where the Services will be installed and used (“Premises”). **Your use of the Services constitutes your acknowledgement and agreement that you have read and that you understand the terms and conditions of this Agreement and that you agree to be bound by the terms of this Agreement.** If you do not agree to comply with all of the terms of this Agreement, your sole and exclusive remedy is to discontinue your use of the Services.

THIS AGREEMENT CONTAINS: (1) A BINDING ARBITRATION PROVISION, WHICH PROVIDES THAT YOU AND ATLANTIC BROADBAND AGREE TO RESOLVE CERTAIN DISPUTES THROUGH ARBITRATION; AND (2) A WAIVER OF YOUR RIGHT TO BRING CLAIMS AS CLASS ACTIONS. YOU HAVE THE RIGHT TO OPT OUT OF THE FOREGOING PROVISIONS.

- 1 AGREEMENT.** By signing up for, activating, using or paying for the Services, you agree to the terms and conditions set forth in this Agreement and the prices, charges, terms and conditions which Atlantic Broadband has posted or may in the future post on its website, www.atlanticbb.com (“Website”), all of which are incorporated herein by reference. If you do not agree to the pricing or to any terms or conditions, you may cancel the Services by calling us on our customer service line (listed in Section 14.7 below) during normal business hours. The updated, online version of this Agreement shall supersede any prior version of this Agreement. You may not modify this Agreement by making any typed, handwritten, or any other changes to it for any purpose. You warrant that you are at least eighteen (18) years of age and that the Subscriber information that you have provided, and will provide, to Atlantic Broadband during the term of this Agreement, including without limitation, your legal name, address, telephone number(s), and payment data, if applicable (e.g. credit card numbers and expiration dates and bank account information) is accurate, complete, and current.

2 **USE OF SERVICE.** You shall not resell or redistribute access to the Services in any manner without the express prior written consent of Atlantic Broadband. You agree that the Services and Atlantic Broadband Equipment will only be used by you or by any other person, whether authorized by you or not, for lawful purposes and agree that it will not be used for transmitting or receiving any communication or material that in Atlantic Broadband's sole judgment may constitute a crime, give rise to civil liability, or otherwise violate any applicable local, state, or federal law or regulation. You understand that Atlantic Broadband reserves the right to act immediately and without notice to you to terminate or suspend the Services and/or to remove from the Services any information transmitted by you or to you if Atlantic Broadband (i) determines that such use or information does not conform with the requirements set forth in this Agreement; (ii) determines that such use or information interferes with Atlantic Broadband's ability to provide the Services to you or others; (iii) determines that such information or use interferes with the rights of other subscribers; or (iv) reasonably believes that such use or information may violate any law or regulation. You understand that Atlantic Broadband's action or inaction does not constitute review or approval of your or any other user's use or information.

3 **CHARGES AND PAYMENT.**

3.1 **Fees and Charges:** Subscriber will pay all charges and fees for the Services, including, but not limited to, installation/service call charges, monthly service charges, Atlantic Broadband Equipment charges, measured and per-call charges, applicable federal, state, and local taxes and fees (however designated), regulatory recovery fees for municipal, state and federal government fees or assessments imposed on Atlantic Broadband, permitted fees and cost recovery charges, or any programs in which Atlantic Broadband participates, including, but not limited to, public, educational, and governmental access, universal service fund, telecom relay services for the visually/hearing impaired, rights-of-way access, and programs supporting the 911/E911 system and any fees or payment obligations imposed by governmental or quasi-governmental bodies for the sale, installation, use, or provision of the Services. You will be responsible for paying any governmental or quasi-governmental imposed fees and taxes that become applicable retroactively. Atlantic Broadband will provide you with notice and an effective date of any change in our prices or fees, unless the change in price is related to a change in governmental or quasi-governmental taxes, fees, or assessments, in which case Atlantic Broadband may elect not to provide notice except where required by applicable law. Not all fees apply to all Services. Atlantic Broadband may charge additional service-related fees and surcharges, including without limitation, a Local TV Surcharge, a Sports Programming Surcharge and a High-Speed Network Recovery Fee (collectively, "Surcharges"). The "Local TV Surcharge" recovers a portion of the fees that Atlantic Broadband pays to local broadcast stations for the right to carry such stations. The "Sports Programming Surcharge" recovers a portion of the fees that Atlantic Broadband pays to various content providers for access to sports programming. The "High-Speed Network Recovery Fee" recovers a portion of our investment to expand network capacity to deliver faster Internet Service. Such Surcharges may be increased by Atlantic Broadband at any time to reflect increases in Atlantic Broadband's costs, even if you have subscribed to a promotional package for a set rate for a certain period of time. Promotional pricing is exclusive of these Surcharges, taxes and governmental or regulatory fees. Subscriber acknowledges receipt of the schedule of applicable fees and charges for the Services. Atlantic Broadband may charge additional fees, including fees for returned checks, fees for paying by phone through a live agent, and fees for providing paper bills. A list of applicable fees is available from your local Atlantic Broadband office or by calling our customer service number listed in Section 14.7. Subject to applicable law, Atlantic Broadband will have the right from time to time to change the amount of fees and charges and/or its method of invoicing for Services at its discretion. Such changes may include imposing fees and charges for new services or features. Monthly service, equipment and other fees will be payable monthly in advance while usage based charges (for example, international calls associated with Voice Service) will be billed in arrears. Installation and other charges will be billed according to Atlantic Broadband's then current invoicing policies.

3.2 **Monthly Invoices:** Atlantic Broadband will issue a summary invoice statement to you monthly. All charges are due on the date specified on your monthly invoice. Unless you are subject to a minimum term arrangement, Services are provided to you on a month-to-month basis. You will generally be invoiced monthly, in advance, for recurring service charges, Atlantic

Broadband Equipment charges, and fees. Your first invoice may include pro-rated charges from the date you first begin receiving Services, as well as monthly recurring charges for the next month and charges for non-recurring services you have received. You may be invoiced for some Services individually after they have been provided to you; these include, but are not limited to, measured and per-call charges and charges for pay-per-view movies or events, interactive television and e-commerce. If you receive Services under a promotion, then-current standard charges for the Services will apply after the promotional period ends. Atlantic Broadband does not waive its rights to collect the full balance owed to Atlantic Broadband by accepting partial payment. Atlantic Broadband will apply the partial payment to the outstanding charges in the amounts and proportions that Atlantic Broadband determines.

- 3.3 Credit Cards; Direct Debit/Electronic Funds Transfer:** Subject to acceptance by Atlantic Broadband, Subscriber may opt to authorize Atlantic Broadband to charge all amounts payable by Subscriber to Atlantic Broadband via Subscriber's credit card, direct debit, or electronic funds transfer. By choosing any of these options, Subscriber authorizes Atlantic Broadband to continue charging, debiting or transferring amounts due for all monthly fees (including, without limitation, monthly service fees and Atlantic Broadband Equipment charges, as well as applicable taxes and fees), and any other charges incurred by Subscriber which are payable to Atlantic Broadband pursuant to this Agreement, until you withdraw consent. You agree to inform Atlantic Broadband immediately of any change in your credit card (including without limitation, a change in expiration date), direct debit, electronic funds transfer or bank account information. Use of any credit card to pay for the Service is governed by the applicable card issuer agreement. If we do not receive payment from your credit card issuer, you agree to pay all amounts due upon demand. If you pay by check you authorize us to collect your check electronically. You agree that you may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), or other statements or releases on or accompanying checks or other payments accepted by us and any such notations shall have no legal effect.
- 3.4 Late Payments or Failure to Pay:** If payment is not received by the due date stated on your invoice, late fees and/or collection charges may be assessed against you and your Services may be suspended, restricted, cancelled, or terminated without notice. Service suspension, restriction, or termination could result in loss of your Atlantic Broadband provided telephone number and/or email address associated with your Services. You may be required to pay a reconnect fee, activation fee, and/or a security deposit, in addition to all past due charges, before the Services are reconnected.
- 3.5 Collection Costs:** If Atlantic Broadband is required to use a collection agency or attorney to collect moneys owed by you or to assert any other right Atlantic Broadband may have against you, you agree to pay the reasonable costs of collection or other action. These costs include, but are not limited to, any collection agency's fees, reasonable attorney's fees, and arbitration or court costs.
- 3.6 Fees Not Considered Interest or Penalties:** Any late fees and related fees, charges, and assessments due to late payment or nonpayment are not interest, credit service charges, or finance charges. Such fees, charges, and assessments are not penalties. Rather, they are liquidated damages intended to be a reasonable advance estimate of Atlantic Broadband's costs resulting from late payments and nonpayment. These costs will be difficult to calculate or to predict at the time such late fees and related fees, charges, and assessments are set, because Atlantic Broadband cannot know in advance (i) whether you will pay for the Services on a timely basis; (ii) if you do pay late, when you will actually pay; and (iii) what costs Atlantic Broadband will incur because of your late payment or nonpayment.
- 3.7 Invoicing Errors:** Subject to applicable law, you must notify Atlantic Broadband of any invoicing errors or other requests for refund within thirty (30) days of the date on the invoice. You understand that, from time to time, Atlantic Broadband may inadvertently fail to invoice you for charges or fees incurred by you in connection with your use of the Service. In such an event, you agree to pay any such charges or fees when invoiced by Atlantic Broadband, without regard to when those charges or fees were incurred by you.

3.8 Our Right to Make Credit Inquiries: YOU AUTHORIZE ATLANTIC BROADBAND TO MAKE INQUIRIES AND TO RECEIVE INFORMATION ABOUT YOUR CREDIT HISTORY WITH OTHERS, ENTER THIS INFORMATION IN YOUR FILE, AND DISCLOSE THIS INFORMATION TO CREDIT REPORTING AGENCIES AND SIMILAR THIRD PARTIES.

3.9 Voice Service; Minutes of Use Rounded up to the Next Full Minute: Any fractional minute of use of the Voice Service will be rounded up to the next full minute at the end of each call for usage and invoicing purposes and, if applicable, for calculating International calling minutes. For example, if the first call lasts 1 minute and 5 seconds and the next call last 3 minutes and 38 seconds, the first call will be counted as 2 minutes and the second call would be counted as 4 minutes, for a total of 6 minutes for usage, plan and invoicing purposes.

3.10 Early Termination Charges: Atlantic Broadband may offer promotional discounted rates that require you to agree to a term commitment as a condition of receiving service at a discount. If you entered into a term commitment contract, you have received certain benefits from us in exchange for any Service commitment greater than one month. If we terminate your service for nonpayment or other default before the end of the Service commitment period, or if you terminate your service for any reason other than (a) in accordance with our cancellation policy; or (b) pursuant to a change of terms, conditions or rates as set forth herein, you agree to pay us, in addition to all other amounts owed, an early termination fee in the amount specified in the promotion to which you subscribed ("Early Termination Charge"). The Early Termination Charge is not a penalty, but rather a charge to compensate us for your failure to satisfy the Service commitment on which your promotional rate is based. AFTER YOUR SERVICE COMMITMENT PERIOD ENDS, THIS AGREEMENT SHALL AUTOMATICALLY RENEW ON A MONTH-TO-MONTH BASIS AT ATLANTIC BROADBAND'S THEN-CURRENT RETAIL RATE FOR THE APPLICABLE SERVICES UNTIL EITHER PARTY GIVES NOTICE PURSUANT TO THE TERMINATION PROVISIONS HEREIN. Such Early Termination Charges may be waived, at the sole discretion of Atlantic Broadband, and may be waived if you can demonstrate that you have moved outside of Atlantic Broadband's service area. You may terminate any term commitment agreement within ten (10) days of entering into such agreement without paying the Early Termination Charge.

3.11 Prior Accounts: Subscriber warrants that no outstanding balances are owed to Atlantic Broadband from previous accounts with Atlantic Broadband. If Atlantic Broadband finds a prior account with Subscriber that has outstanding balances owed to Atlantic Broadband, then Atlantic Broadband may apply any funds received to that prior account or transfer the outstanding balance from the prior account to the new Subscriber account.

3.12 Charges for Online Services, Internet Transactions or Additional Third Party Charges: Through use of the Internet Service, you may access certain information, content, products, and services of other third-parties, for which there is a charge. You agree that you are solely responsible for all fees or charges for these online services, products or information. In addition, you are solely responsible for protecting the security of credit card information provided in connection with any such transactions.

4 EQUIPMENT AND HOME WIRING.

4.1 Atlantic Broadband Equipment: The set-top box unit, cable modem and/or other Atlantic Broadband Equipment delivered to you and/or installed on your Premises to receive the Services shall remain the property of Atlantic Broadband. You assume the risk of loss, theft or damage to Atlantic Broadband Equipment at all times prior to the removal of Atlantic Broadband Equipment by Atlantic Broadband or return of Atlantic Broadband Equipment by you. A valid credit card or cash deposit may be required as a condition for the provision of certain equipment. You must use Atlantic Broadband Equipment to access the Services. The monthly rental fee is listed on the price list. Please contact our Customer Service team, as set forth in Section 14.7, to obtain a price list. You agree to return Atlantic Broadband Equipment to Atlantic Broadband within ten (10) days, if your Service is terminated or cancelled by either you or Atlantic Broadband. You agree not to sell, transfer, lease, encumber, or assign all or any part of Atlantic Broadband Equipment to any third party. You agree to pay Atlantic Broadband the cost of the full replacement of any Atlantic Broadband Equipment if such

Atlantic Broadband Equipment or part thereof is lost, stolen, unreturned, damaged (excluding normal wear and tear), sold, transferred, leased, encumbered, assigned or if for any other reason you fail to return Atlantic Broadband Equipment at the end of your Service. You further agree not to tamper with Atlantic Broadband Equipment or change its identifier or electronic serial number or address. You acknowledge that Atlantic Broadband Equipment is merely a means for Atlantic Broadband to provide you the Service and that Atlantic Broadband may remove or change it at Atlantic Broadband's discretion. You agree not to use Atlantic Broadband Equipment for any purpose other than to use the Service in accordance with this Agreement.

- 4.2 **Subscriber Owned Equipment:** Subscriber agrees that Atlantic Broadband is not responsible for the operation, maintenance, service or repair of Subscriber's television, computer, media players, speakers, receivers, cable modem, wireless router, cellphones, tablets, mobile devices, radio or any other consumer electronics, which may, from time to time, be connected to the Services. "Customer Equipment" means software, hardware or services that you elect to use in connection with the Service(s) or Atlantic Broadband Equipment that is not provided or leased by us. You agree to allow us and our agents the rights to insert CableCARDS and other hardware in the Customer Equipment, send software and/or "downloads" to the Customer Equipment and install, configure, maintain, inspect and upgrade the Customer Equipment. You warrant you are either the owner of the Customer Equipment or that you have the authority to give us access to the Customer Equipment. If you are not the owner of the Customer Equipment, you are responsible for obtaining any necessary approval from the owner to allow us and our agents to access the Customer Equipment to perform the activities described in this paragraph. Customer Equipment that does not meet our minimum technical or other specifications constitutes "Incompatible Equipment", including, but not limited to, modems not currently certified by us as compatible with Internet Service or Voice Service; Customer Equipment, including, but not limited to: certain fax machines, dial-up modems, rotary-dial phone handsets, answering machines, and traditional Caller ID units. We reserve the right to deny support for the Service(s) and/or terminate Service(s) if you use Incompatible Equipment. NEITHER WE NOR ANY OF OUR AFFILIATES, SUPPLIERS OR AGENTS WARRANTS THAT INCOMPATIBLE EQUIPMENT WILL ENABLE YOU TO SUCCESSFULLY INSTALL, ACCESS, OPERATE OR USE THE SERVICE(S). YOU ACKNOWLEDGE THAT INSTALLATION, ACCESS, OPERATION OR USE OF INCOMPATIBLE EQUIPMENT COULD CAUSE CUSTOMER EQUIPMENT TO FAIL TO OPERATE OR CAUSE DAMAGE TO CUSTOMER EQUIPMENT, YOU, YOUR PREMISES OR ATLANTIC BROADBAND EQUIPMENT. NEITHER WE NOR ANY OF OUR AFFILIATES, SUPPLIERS OR AGENTS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SUCH FAILURE OR DAMAGE.
- 4.3 **Home Wiring:** You may install wiring inside your Premises ("Home Wiring"), such as additional cable wiring and outlets, provided it does not interfere with the normal operations of Atlantic Broadband's wiring and network. If you have Atlantic Broadband install or repair Home Wiring, Atlantic Broadband will charge you for that installation or repair. Regardless of who installed it, Atlantic Broadband considers the Home Wiring your property or the property of whomever owns the Premises. Accordingly, you are responsible for the repair and maintenance of the Home Wiring, unless you and Atlantic Broadband have agreed otherwise in writing. If you do not own the Premises, contact your landlord or building manager about the installation, repair or maintenance of Home Wiring. For multiple dwelling units or commercial installations, the Home Wiring shall not be deemed a fixture or part of the Subscriber's Premises unless the Subscriber purchases the Home Wiring when Services are terminated.
- 5 **ACCESS.** Subscriber authorizes Atlantic Broadband and its employees, agents, contractors, and representatives to enter your Premises in order to install, activate, deactivate, maintain, inspect, repair and remove Atlantic Broadband Equipment and the Services. Atlantic Broadband will arrange access at reasonable times agreeable to you and Atlantic Broadband. You warrant that you are either the owner of the Premises or that you have the authority to give Atlantic Broadband access to the Premises. If you are not the owner of the Premises, you are responsible for obtaining any necessary approval from the owner to allow us and our agents into the Premises to perform the activities specified above. In addition, you agree to supply Atlantic Broadband or its agent, if requested, the owner's name, address, and phone number and/or evidence that the owner has authorized you to grant access to us and our agents to the Premises. Atlantic Broadband shall not be liable for any damage, loss or destruction to your Premises or your property or associated equipment

during installation, including but not limited to any damage to, or loss or destruction of, any property, hardware, software, files or data. YOU UNDERSTAND THAT THE INSTALLATION, ACTIVATION, DEACTIVATION, USE, INSPECTION, MAINTENANCE, REPAIR, REPLACEMENT OR REMOVAL OF THE SERVICES OR ATLANTIC BROADBAND EQUIPMENT MAY RESULT IN DAMAGE TO YOUR TELEVISION, COMPUTER(S) OR OTHER HARDWARE, INCLUDING SOFTWARE, SOFTWARE CONFIGURATION AND DATA FILES STORED THEREON. YOU SHALL BE SOLELY RESPONSIBLE FOR BACKING UP ALL EXISTING COMPUTER FILES PRIOR TO THE PERFORMANCE OF ANY OF THE FOREGOING ACTIVITIES.

6 CHANGES TO SERVICES. Subject to applicable law, Atlantic Broadband has the right to change our Services, Atlantic Broadband Equipment and rates or charges, at any time with or without notice. We also may rearrange, delete, add to, or otherwise change programming or features or offerings contained in the Services, including, but not limited to, content, functionality, hours of availability, subscriber equipment requirements, speed, and upstream and downstream rate limitations. Atlantic Broadband may notify you of any change by any of the following ways, as determined in our discretion: (1) by posting it at www.atlanticbb.com; (2) by sending you an email to the address for your account in our records; (3) by mail or delivery service to your address of record; or (4) by including it on or with your bill for Services. You agree that any one of the foregoing will constitute sufficient and effective notice under this Agreement. Because we may from time to time notify you about important information regarding the Service by these methods, you agree it is your responsibility to regularly check your postal mail, email and all postings at www.atlanticbb.com. If any material change negatively affects your Services, you have the right to cancel your Service. If you continue to receive the Services for more than 30 days after the change, you agree to accept the change(s).

7 ACKNOWLEDGMENTS AND CONSENTS REGARDING RECORDING OF COMMUNICATIONS, USE OF AUTOMATED DIALING SYSTEMS AND METHOD OF CONTACTING YOU.

7.1 Recording of Communications: You acknowledge and agree that all communications between you and Atlantic Broadband may be recorded or monitored by Atlantic Broadband for quality assurance or other purposes, subject to applicable law.

7.2 Consent to Phone Calls and Texts: You consent to Atlantic Broadband calling or texting you or authorizing others to call or text you on its behalf, including but not limited to, at any number you provide to Atlantic Broadband (or that Atlantic Broadband issues to you) for any purpose, including marketing Atlantic Broadband's services. You acknowledge that being included in any state or federal "do not call" list(s) will not be sufficient to remove you from Atlantic Broadband's phone marketing list. If you ask to have your number placed on our "do not call" list, we will not call you at that number for marketing purposes. You acknowledge that you are responsible for charges for incoming text messages on your wireless phone(s).

7.3 Consent to Contact by Email: You consent to Atlantic Broadband emailing you, at any email address, including that of a wireless or mobile device, that you provide to Atlantic Broadband (or that Atlantic Broadband issues to you in connection with Internet Service), for any purpose, including the marketing of Atlantic Broadband's current and future services. If your wireless or mobile provider charges you for receipt of such messages, you acknowledge and agree that you are responsible for paying such charges. You may revoke this authorization insofar as it relates to marketing messages at any time by calling or writing Customer Service, as set forth in Section 14.7.

7.4 Consent to Electronic Notice: You agree that unless otherwise specified, all notices required or contemplated hereunder will be provided by Atlantic Broadband by such means as Atlantic Broadband shall determine in its discretion. Without limiting the foregoing, you agree that Atlantic Broadband may provide any notices required or contemplated hereunder or by applicable law, including notice of changes to any of the following: 1) this Agreement; 2) the Customer Privacy Notice; or 3) Atlantic Broadband's rates and services, by electronic means (including email or online posting). An online version of this Agreement and the Customer Privacy Notice, as so changed from time to time, will be accessible at www.atlanticbb.com or another online location designated by Atlantic Broadband, or can be obtained by calling Customer Service, as set forth in Section 14.7.

- 7.5 **Consent to Use of Automated Dialing System:** Atlantic Broadband (or persons acting on Atlantic Broadband's behalf) may use automated dialing systems or artificial or recorded voices to contact you or leave you messages if the call goes to voicemail. Atlantic Broadband may use automated dialing systems to call and/or text you regarding service outages impacting your area, confirm service appointments, conduct customer satisfaction surveys or to remind you to pay overdue invoices, as well as other service-related matters.
- 7.6 **YOUR RIGHT TO WITHDRAW CONSENT TO USE OF AUTOMATED DIALING SYSTEM.** IF YOU DO NOT WISH TO RECEIVE CALLS, MESSAGES OR TEXTS FROM ATLANTIC BROADBAND VIA AUTOMATED DIALING SYSTEMS OR PRE-RECORDED MESSAGES ON YOUR CELLULAR PHONE, YOU MAY CONTACT US BY PHONE, MAIL OR THE WEBSITE THROUGH THE CONTACT INFORMATION SET FORTH IN SECTION 14.7 BELOW TO OPT OUT OF SUCH AUTOMATIC CALLS. YOU AGREE TO ALLOW ATLANTIC BROADBAND THIRTY (30) DAYS TO HONOR YOUR REQUEST, AND FURTHER AGREE THAT ATLANTIC BROADBAND WILL NOT BE LIABLE FOR ANY CALLS OR TEXTS TO YOU IN THE INTERIM.
- 7.7 **Other Consents:** Atlantic Broadband may ask you to provide consents or authorizations through electronic means, such as email, the Website or through your equipment (for instance, using your remote control to purchase a VOD movie, to request information regarding an advertiser's products or to "opt in" to a consumer study, and any consent or authorization Atlantic Broadband receives through electronic means from your Premises shall be deemed to have been authorized by you.
- 7.8 **Email Address for Notice:** Upon Atlantic Broadband's request, you will provide Atlantic Broadband with a current email address that you regularly check so that Atlantic Broadband may provide notices and communications to you at that address.
- 7.9 **Survival of Contact Rights:** Atlantic Broadband's right to contact you as described in this Section survives the termination of this Agreement.

8 TERMINATION, SUSPENSION, AND TRANSFER OF SERVICE.

- 8.1 **Termination of Service by Subscriber:** Subject to any obligations under a minimum term agreement, you may terminate this Agreement for any reason at any time by providing notice of termination to Atlantic Broadband in person at a local Atlantic Broadband cable system office or by calling Atlantic Broadband's customer service department. To avoid any invoicing misunderstanding, telephone requests for termination should be followed up either in writing or in person. Upon termination, Atlantic Broadband may charge additional fees on any unpaid balance. Atlantic Broadband reserves the right to continue invoicing for Services through the end of the invoice cycle or until all Atlantic Broadband Equipment has been returned, whichever occurs first. The replacement costs for any unreturned Atlantic Broadband Equipment and any early termination fees will be posted to Subscriber's account once invoicing ends. In the event that Atlantic Broadband Equipment is destroyed, damaged, lost or stolen, or not returned to Atlantic Broadband upon termination of Services, Subscriber shall be liable to Atlantic Broadband for the full replacement cost of any unreturned Atlantic Broadband Equipment. Subscriber understands and agrees that any security deposit amounts may be used solely at the discretion of Atlantic Broadband to offset any outstanding balance and/or the cost of any unreturned Atlantic Broadband Equipment. Further, Subscriber understands and agrees that Atlantic Broadband may charge Subscriber's credit card on file at termination of Services in the amount of any outstanding balance and/or for the cost for any unreturned Atlantic Broadband Equipment, in accordance with applicable law. All applicable fees and charges will accrue until the date of termination, including any applicable Early Termination Charges if applicable.
- 8.2 **Suspension or Termination of Services by Atlantic Broadband:** Atlantic Broadband may suspend Services or terminate this Agreement for any reason. If Atlantic Broadband suspends Services or terminates this Agreement because you failed to comply in full with any term of this Agreement, Atlantic Broadband may do so at any time with or without notice to you. If you reinstate any or all Services after suspension or termination, Atlantic Broadband may require you to pay a reconnection fee, installation fee and/or service activation fee. These fees are

in addition to all past due charges and other fees. Reconnection of the Services is subject to Atlantic Broadband's credit policies, this Agreement and applicable law.

- 8.3 Obligation Upon Termination of Agreement:** You agree that upon termination of this Agreement you will (i) immediately cease use of the Services and Atlantic Broadband Equipment; (ii) pay in full all applicable outstanding charges; and (iii) promptly return Atlantic Broadband Equipment to Atlantic Broadband.

9 DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY.

- 9.1 No Warranty:** YOU AGREE THAT YOUR USE OF THE SERVICES AND ANY ATLANTIC BROADBAND EQUIPMENT IS AT YOUR SOLE RISK. THE SERVICES AND ATLANTIC BROADBAND EQUIPMENT ARE PROVIDED ON AN "AS-IS" BASIS, WITHOUT WARRANTIES OF ANY KIND, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF NON-INFRINGEMENT, PERFORMANCE, FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY. ATLANTIC BROADBAND DOES NOT WARRANT UNINTERRUPTED USE OF THE SERVICES OR THAT THE SERVICES OR ATLANTIC BROADBAND EQUIPMENT WILL OPERATE AS REQUIRED, UNINTERRUPTED, OR ERROR FREE. EXCEPT AS PROVIDED BELOW, YOUR SOLE REMEDY FOR SERVICE INTERRUPTION SHALL BE LIMITED TO A PRORATED CREDIT UPON REQUEST ONLY IN THE EVENT OF COMPLETE FAILURE OF THE SERVICES DUE TO A TECHNICAL MALFUNCTION FOR TWENTY-FOUR (24) CONSECUTIVE HOURS OR MORE. TO QUALIFY FOR SUCH CREDIT, YOU MUST REQUEST THE CREDIT FROM ATLANTIC BROADBAND WITHIN FIFTEEN (15) DAYS OF THE FAILURE. CREDITS SHALL BE APPLIED ONLY AGAINST CURRENT AND FUTURE FEES PAYABLE BY YOU FOR THE SERVICES AND ANY CREDITS PROVIDED BY ATLANTIC BROADBAND ARE AT OUR SOLE DISCRETION AND IN NO EVENT SHALL CONSTITUTE OR BE CONSTRUED AS A COURSE OF CONDUCT BY ATLANTIC BROADBAND. ATLANTIC BROADBAND DOES NOT WARRANT THAT THE SERVICES OR ATLANTIC BROADBAND EQUIPMENT WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. ATLANTIC BROADBAND DOES NOT WARRANT THAT ANY INFORMATION, DATA OR FILES YOU SEND OR RECEIVE VIA THE SERVICES WILL BE FREE FROM UNAUTHORIZED ACCESS BY OTHERS OR THAT OTHER USERS WILL BE UNABLE TO GAIN ACCESS TO SUCH INFORMATION, DATA OR FILES. ATLANTIC BROADBAND DOES NOT WARRANT THAT ANY DATA OR FILES SENT BY OR TO YOU WILL BE TRANSMITTED IN UNCORRUPTED FORM OR WITHIN A REASONABLE PERIOD OF TIME.

For Connecticut Residents: In the event of an interruption of Video Service of more than twenty four (24) consecutive hours and of which we have received actual notice, a credit will be issued to your Video Service monthly service charges for the length of time Video Service was interrupted. Please contact Customer Service (as listed in Section 14.7) to request a credit.

For Maine Residents: In the event Video Service is interrupted for more than six (6) consecutive hours in a thirty (30) day period, you may request a pro-rata credit or refund by calling us at the number set forth in Section 14.7.

For New York Residents: In the event Video Service is interrupted for at least four (4) continuous hours, except where caused by Subscriber, a credit equal to one day will be issued to your Video Service monthly service charges. Please call us at the number set forth in Section 14.7 to request a credit.

- 9.2 Limitation of Liability:** ATLANTIC BROADBAND SHALL HAVE NO LIABILITY, AND WE EXPRESSLY DISCLAIM ANY RESPONSIBILITY WHATSOEVER, FOR ANY DAMAGES TO OR LOSS OR DESTRUCTION OF ANY SOFTWARE, SOFTWARE CONFIGURATION, HARDWARE, DATA OR FILES. IN NO EVENT WILL ATLANTIC BROADBAND BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, MULTIPLE, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION ANY LOSS OF PROFITS, LOSS OF EARNINGS, LOSS OF BUSINESS OPPORTUNITIES OR PERSONAL INJURY OR DEATH ARISING OUT OF OR OTHERWISE ARISING IN CONNECTION WITH THE USE OF OR INABILITY TO USE THE SERVICES, THE INSTALLATION, MAINTENANCE, REMOVAL OR FAILURE OF THE SERVICES OR ANY ATLANTIC BROADBAND EQUIPMENT. ATLANTIC BROADBAND SHALL NOT BE LIABLE FOR ANY LOSSES, CLAIMS, DAMAGES, EXPENSES, LIABILITIES OR COSTS (INCLUDING LEGAL FEES) RESULTING, DIRECTLY OR INDIRECTLY, OUT OF, OR IN CONNECTION WITH, ANY ALLEGATION, CLAIM, SUIT OR OTHER

PROCEEDING ALLEGING IN WHOLE OR IN PART THAT THE USE OF THE SERVICES OR ATLANTIC BROADBAND EQUIPMENT BY SUBSCRIBER OR ANY OTHER PERSON OR ENTITY INFRINGES THE COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, CONFIDENTIALITY, PRIVACY, OR OTHER INTELLECTUAL PROPERTY RIGHTS OR CONTRACTUAL RIGHTS OF ANY THIRD PARTY. ATLANTIC BROADBAND'S ENTIRE LIABILITY AND SUBSCRIBER'S EXCLUSIVE REMEDY WITH RESPECT TO THE USE OF THE SERVICES OR ANY BREACH BY ATLANTIC BROADBAND OF ANY OBLIGATION ATLANTIC BROADBAND MAY HAVE UNDER THIS AGREEMENT OR APPLICABLE LAW SHALL BE SUBSCRIBER'S ABILITY TO TERMINATE THE SERVICES OR TO OBTAIN THE REPLACEMENT OR REPAIR OF ANY DEFECTIVE ATLANTIC BROADBAND EQUIPMENT. IN NO EVENT SHALL ATLANTIC BROADBAND'S LIABILITY TO SUBSCRIBER FOR ANY CLAIM ARISING OUT OF THIS AGREEMENT EXCEED THE AMOUNT PAID BY SUBSCRIBER DURING THE PRECEDING THIRTY (30) DAY PERIOD. IN NO EVENT SHALL ATLANTIC BROADBAND BE LIABLE FOR ANY DAMAGES ARISING OUT OF THE ACTS OR OMISSIONS OF THIRD PARTIES, INCLUDING UNDERLYING SERVICE PROVIDERS, OR ANY THIRD-PARTY EQUIPMENT OR SERVICES NOT PROVIDED BY ATLANTIC BROADBAND.

- 9.3 **Customer's Sole Remedies:** Your sole and exclusive remedies under this Agreement are as expressly set forth in this Agreement. Certain of the above limitations may not apply if your state does not allow the exclusion or limitation of implied warranties or does not allow the limitation or exclusion of incidental or consequential damages. In those states, our liability and of our employees, affiliates, suppliers, agents, contractors, distributors, licensors and business partners is limited to the maximum extent permitted by law.
- 9.4 **Survivability:** All representations, warranties, indemnifications and limitations of liability contained in this Agreement will survive the termination of this Agreement, as well as any other obligations of the parties hereunder which, by their terms, would be expected to survive such termination or which relate to the period prior to termination.
- 10 **INDEMNIFICATION.** You agree to indemnify and hold harmless Atlantic Broadband from any claims brought against Atlantic Broadband related to: (a) your (including multiple users) use of the Services or the violation of this Agreement including, without limitation, the Acceptable Use Policy; (b) the negligence, willful misconduct, violation of a third party's rights, or failure to comply with applicable law; (c) libel or slander resulting from any use of the Service; (d) infringement or misappropriation of any patent, copyrights, trademark, trade name, service mark, trade secret, or other intellectual property rights by you or any other person using the Service through you, including without limitation through combination of the Service with facilities, equipment or services provided or used by you or obtained from third parties; (e) any unauthorized, unlawful or fraudulent use of or access to the Service, except as otherwise provided by applicable law; and (f) any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition or use of the 911 or E-911 service features and the equipment associated therewith, or by the use of any voice services furnished by Atlantic Broadband in connection with the 911 or E-911 service, including but not limited to, the telephone number, address or name associated with the telephone used by persons accessing 911 or E-911 service thereunder, and/or that which arises out of the negligence or other wrongful act of you or anyone using the Service through you. The foregoing indemnity obligations exclude damages to the extent caused by the gross negligence or willful misconduct of Atlantic Broadband. You agree to pay any attorneys' fees incurred by Atlantic Broadband in bringing any action related to the Services or a breach of the terms of this Agreement by you or any other user of your Services or Atlantic Broadband Equipment.
- 11 **SUBSCRIBER INFORMATION AND PRIVACY.** Atlantic Broadband will respect your privacy interests, including your right to limit disclosure of certain information to third parties in the manner described in Atlantic Broadband Customer Privacy Notice. This document was delivered to you together with other documents relating to the Services, and Atlantic Broadband will deliver it to you annually as long as you are receiving Atlantic Broadband's Services. You acknowledge that you have received Atlantic Broadband's Customer Privacy Notice and that you expressly consent to the terms of that policy. You can view the most current version of the Customer Privacy Notice on the Website. Atlantic Broadband reserves the right to amend its policies from time to time.

12 THEFT OF SERVICE, LIMITATIONS OF USE, AND INTELLECTUAL PROPERTY RIGHTS.

- 12.1 Obligation to Report Theft of Service:** You are liable for all use of the Services, using your Atlantic Broadband Equipment and for any and all stolen Services or unauthorized use of the Services or Atlantic Broadband Equipment. You agree to notify Atlantic Broadband immediately in writing or by calling Atlantic Broadband's Customer Service line, as listed in Section 14.7, if you become aware at any time that Atlantic Broadband Equipment is stolen or that your Service is being stolen or used without your authorization. If you fail to notify Atlantic Broadband in a timely manner, your Services may be terminated without notice, with additional charges to you.
- 12.2 Limitations of Use:** The Services and Atlantic Broadband Equipment, including any firmware or software embedded in Atlantic Broadband Equipment or used to provide the Services, are protected by trademark, copyright, and/or other intellectual property laws and international treaty provisions. You are granted a limited, non-sublicensable, non-transferable revocable license to use such firmware and software in object code form (without making any modification thereto) strictly in accordance with this Agreement. You acknowledge and understand that you are not granted any other license to use the firmware or software embedded in Atlantic Broadband Equipment or used to provide the Services. You expressly agree that you will use Atlantic Broadband Equipment exclusively in connection with the Services. You shall not reverse, compile, disassemble, or reverse engineer or otherwise attempt to derive the source code from the binary code of the firmware or software. If you decide to use the Services through an interface device not provided by Atlantic Broadband, which Atlantic Broadband reserves the right to prohibit in particular cases or generally, you warrant and represent that you possess all required rights to use that interface device with the Services, including all software and firmware licenses. You will indemnify and hold harmless Atlantic Broadband against any and all liability arising out of your use of such interface device with the Services.
- 12.3 Protection of Intellectual Properties:** All Atlantic Broadband's Service information, documents, and materials on Atlantic Broadband's Website are protected by trademark, copyright, or other intellectual property laws and international treaty provisions. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names of Atlantic Broadband are, and shall remain, the exclusive property of Atlantic Broadband, and nothing in this Agreement shall grant you the right or license to use any of Atlantic Broadband's intellectual properties.

12.4 ADDITIONAL TERMS APPLICABLE TO TIVO PRODUCTS AND SERVICES.

- 12.4.1 TiVo Set-Top Boxes:** Certain software is contained in your TiVo set-top box. Other software programs may be delivered to your TiVo set-top box by Atlantic Broadband or its suppliers from time to time, which your TiVo set-top box will automatically accept. You may use such software solely in executable code form and solely in conjunction with your TiVo set-top box. You must not use any unauthorized software on the TiVo set-top box.
- 12.4.2 The TiVo Service:** In the event you have subscribed to services that Atlantic Broadband is providing in conjunction with TiVo ("TiVo Service"), you may access and use such TiVo Service only with a product that is authorized to receive the TiVo Service.

Atlantic Broadband retains the absolute right to immediately suspend or terminate TiVo Service, and terminate this Agreement, if you breach any provision in this Agreement, if you misuse the TiVo Service, or if you alter your TiVo-enabled software or use the TiVo Service in such a manner as to infringe upon the intellectual property rights of Atlantic Broadband, its suppliers or any third party.

- 12.4.3 TiVo Web App or other TiVo Soft Client:** TiVo applications are provided for your personal, non-commercial use.

Except to the extent that any such restrictions are prohibited by applicable law, you may not: (i) interfere or attempt to interfere with the proper working of the TiVo appli-

cation; (ii) attempt to decipher, decompile, reverse engineer, or disassemble any of the software of the TiVo application; (iii) take any steps to defeat any security measures of the TiVo application; or (iv) attempt to copy or download any audio, video, text, or other content from the TiVo application.

12.4.4 General Provisions: Any attempt to disassemble, decompile, create derivative works of, reverse engineer, modify, sublicense, distribute or use the TiVo Service, software, application or set-top box (collectively, "TiVo Products") for other purposes is strictly prohibited (except to the extent that any such restrictions are prohibited by applicable law).

Atlantic Broadband and its suppliers retain title to and ownership of the TiVo Products and certain intellectual property rights in and to the TiVo Products. Atlantic Broadband and its suppliers also retain ownership of all copyrights and trademarks in and on the TiVo Products. Without limiting the foregoing, all TiVo copyrights and trademarks are the exclusive property of TiVo Inc. TiVo Inc. is an intended third-party beneficiary of these terms and conditions.

If you fail to comply with these terms, Atlantic Broadband may terminate this license to use the TiVo Products.

For TiVoToGo™ functionality: Use of the TiVoToGo™ functionality is for your personal and private use. Unauthorized transfers or distribution of copyrighted works is a violation of these terms and may be a violation of copyright. There are penalties for copyright infringement if you violate applicable copyright laws.

To the extent required by the license for the open source components ("Open Source Software") of the TiVo Products: (i) the terms of such license will apply to such Open Source Software instead of the terms of the license grant in this Section 12.4; and (ii) any restrictions prohibited by such license that are contained in this agreement will not apply to such Open Source Software.

You understand and agree that Atlantic Broadband and Atlantic Broadband's suppliers have no warranty obligations or other liabilities to you. Except for those liabilities that may not be disclaimed under applicable law, Atlantic Broadband disclaims all liability for any liabilities, losses, damages, costs or expenses (whether arising in contract, tort (including negligence) or under any other cause of action) suffered or incurred by any person in connection with the TiVo Products or any act or omission of Atlantic Broadband or any of its personnel in connection with the license agreement set forth in this Section 12.4: (i) on behalf of and for the benefit of Atlantic Broadband's suppliers; and (ii) for itself.

13 BINDING ARBITRATION, WAIVER OF CLASS ACTION AND JURY TRIAL.

13.1 Arbitration: Except as expressly permitted by this Agreement, any Dispute (as defined below) involving you and Atlantic Broadband that cannot be mutually resolved shall be resolved through individual arbitration rather than through litigation of the Dispute in court. By agreeing to this binding arbitration provision, you may be waiving constitutional or statutory rights. Arbitration means you will have a fair hearing before a neutral arbitrator instead of in a court by a judge or jury. Proceeding in arbitration may also result in limited discovery. An arbitration award is subject to limited review by a court.

13.2 Dispute: As used herein, the term "Dispute" means any dispute, claim or controversy between you and Atlantic Broadband, its affiliates, and/or each of their respective officers, directors, employees and agents regarding any aspect of your relationship with such parties that has accrued or may hereafter accrue, whether based in contract, statute, regulation, ordinance, tort (including, but not limited to, fraud, misrepresentation, fraudulent inducement, negligence or any other intentional tort), or any other legal or equitable theory, and includes the validity, enforceability or scope of this Arbitration Provision (as defined in Section 14.8). "Dispute" is to be given the broadest possible meaning that will be enforced.

13.3 Right to Opt Out: IF YOU DO NOT WISH TO BE BOUND BY THIS ARBITRATION PROVISION, INCLUDING WITHOUT LIMITATION, THE WAIVER OF YOUR RIGHT TO BRING CLASS ACTION CLAIMS PURSUANT TO SUBSECTION 13.4.2 BELOW, YOU MUST NOTIFY ATLANTIC BROADBAND IN WRITING WITHIN 30 DAYS FROM THE DATE THAT YOU FIRST RECEIVE THIS AGREEMENT BY WRITTEN NOTICE TO ATLANTIC BROADBAND, 2 BATTERYMARCH PARK, SUITE 205, QUINCY, MA 02169, ATTENTION: GENERAL COUNSEL. YOUR WRITTEN NOTIFICATION TO ATLANTIC BROADBAND MUST INCLUDE YOUR NAME, ADDRESS AND ATLANTIC BROADBAND ACCOUNT NUMBER, AS WELL AS A CLEAR STATEMENT THAT YOU DO NOT WISH TO RESOLVE DISPUTES WITH ATLANTIC BROADBAND THROUGH ARBITRATION. YOUR DECISION TO OPT OUT OF THIS ARBITRATION PROVISION WILL HAVE NO ADVERSE EFFECT ON YOUR RELATIONSHIP WITH ATLANTIC BROADBAND OR THE DELIVERY OF SERVICES TO YOU BY ATLANTIC BROADBAND. IF YOU HAVE PREVIOUSLY NOTIFIED ATLANTIC BROADBAND OF YOUR DECISION TO OPT OUT OF ARBITRATION, YOU DO NOT NEED TO DO SO AGAIN.

13.4 RESTRICTIONS.

13.4.1 Waiver of Right to Bring Claims After One Year: TO THE EXTENT PERMITTED BY APPLICABLE LAW, YOU MUST CONTACT US WITHIN ONE (1) YEAR OF THE DATE OF THE OCCURRENCE OF THE EVENT OR FACTS GIVING RISE TO A DISPUTE OR YOU WAIVE THE RIGHT TO PURSUE ANY CLAIM BASED UPON SUCH EVENT, FACTS OR DISPUTE. FAILURE TO DO SO WILL RESULT IN YOUR WAIVER OF ALL CLAIMS ARISING FROM THAT DISPUTE.

13.4.2 Waiver of Right to Bring Class Action Claims: ALL PARTIES TO THE ARBITRATION MUST BE INDIVIDUALLY NAMED. THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED OR LITIGATED ON A CLASS ACTION OR CONSOLIDATED BASIS OR ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY ON BEHALF OF THE GENERAL PUBLIC (SUCH AS A PRIVATE ATTORNEY GENERAL), OTHER SUBSCRIBERS, OR OTHER PERSONS SIMILARLY SITUATED. FURTHER, UNLESS BOTH YOU AND ATLANTIC BROADBAND AGREE OTHERWISE, THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS WITH YOUR CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. THE ARBITRATOR MAY AWARD RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT INDIVIDUAL PARTY'S CLAIM. THE ARBITRATOR MAY NOT AWARD RELIEF FOR OR AGAINST ANYONE WHO IS NOT A PARTY. THIS WAIVER OF CLASS ACTIONS AND COLLECTIVE RELIEF IS AN ESSENTIAL PART OF THIS ARBITRATION PROVISION AND CANNOT BE SEVERED FROM IT.

13.4.3 Waiver of Consequential Damages: ALL PARTIES WAIVE ANY CLAIM TO INDIRECT, CONSEQUENTIAL, PUNITIVE, EXEMPLARY OR MULTIPLIED DAMAGES ARISING FROM OR OUT OF ANY DISPUTE WITH ATLANTIC BROADBAND UNLESS THE STATUTE UNDER WHICH THEY ARE SUING PROVIDES OTHERWISE.

13.4.4 Selection of Arbitrator, and Applicable Rules and Law: The arbitration proceeding shall be administered by the American Arbitration Association ("AAA") under the AAA's Commercial Arbitration Rules and the Supplementary Procedures for Consumer-Related Disputes that are in effect when the arbitration is initiated (collectively, "AAA Rules"). The AAA Rules are available at www.adr.org or by calling 800-778-7879. The Services provided to you by Atlantic Broadband concern interstate commerce, so the Federal Arbitration Act ("FAA"), not any state arbitration law, shall govern the arbitrability of all Disputes and the application and enforceability of this Arbitration Provision. Applicable federal law or the law of the state where you receive the Services from Atlantic Broadband, however, shall apply to and govern the substance of any Disputes. No state arbitration statute shall apply to the arbitration proceeding. If there is a conflict between this Arbitration Provision and the rules of the arbitration organization, this Arbitration Provision shall govern. If the AAA will not enforce this Arbitration Provision as written, it cannot serve as the arbitration organization to resolve your Dispute with Atlantic Broadband. If this situation arises, the parties shall agree on a substitute arbitration organization. If the parties are unable to agree, the parties shall

mutually petition a court of appropriate jurisdiction to appoint an arbitration organization that will enforce this Arbitration Provision as written. If there is a conflict between this Arbitration Provision and the rest of this Agreement, this Arbitration Provision shall govern.

- 13.4.5 Arbitration Procedures:** The party initiating the arbitration proceeding may open a case with the American Arbitration Association, Case Filing Services, by sending an email to casefiling@adr.org or through the following website: <https://www.adr.org/Support>. An explanation of the procedures for initiating an arbitration proceeding are available at www.adr.org or by calling 877-493-4185. A single arbitrator will resolve the Dispute. The arbitrator will honor claims of privilege recognized by applicable law and will take reasonable steps to protect customer account information and other confidential or proprietary information. The arbitrator may award on an individual basis any relief that would be available in a court, including injunctive or declaratory relief and attorneys' fees. The arbitrator will make any award in writing but need not provide a statement of reasons unless requested by a party or required by applicable law. An award granted by the arbitrator may be enforced in any court with appropriate jurisdiction over the parties. If an award granted by the arbitrator exceeds \$75,000, either party may appeal that award to a three-arbitrator panel administered by the same arbitration organization by a written notice of appeal filed within thirty (30) days from the date of entry of the written arbitration award. The members of the three-arbitrator panel will be selected according to the rules of the arbitration organization. The arbitration organization will then notify the other party that the award has been appealed. The three-arbitrator panel will issue its decision within one hundred and twenty (120) days of the date of the appealing party's notice of appeal. The decision of the three-arbitrator panel shall be final and binding, except for any appellate right that exists under the FAA.
- 13.4.6 Arbitration Hearing and Location:** If the Dispute is for \$10,000 or less, you may choose whether to conduct the arbitration solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If the Dispute exceeds \$10,000, the AAA Rules will determine the right to a hearing. Any in-person hearing will take place at a location convenient to you in the area where you receive the Services from Atlantic Broadband, unless you and Atlantic Broadband agree or the arbitrator orders otherwise under the AAA Rules.
- 13.4.7 Payment of Arbitration Fees and Expenses:** Payment of all arbitration fees and expenses will be governed by AAA Rules. Atlantic Broadband will promptly reimburse you for payment of your filing fee, and Atlantic Broadband will pay all filing, administration, and arbitrator fees and arbitrator expenses for the Dispute (unless the arbitrator determines that the Dispute is frivolous) if the following three conditions are met: (i) if you provide Atlantic Broadband with 30 days' prior explicit written notice of your intent to seek arbitration, addressed to Atlantic Broadband, 2 Batterymarch Park, Suite 205, Quincy, MA 02169; Attention: General Counsel; (ii) if we are unable to resolve the dispute within the thirty-day time period, notwithstanding your good faith cooperation in seeking to resolve the dispute; and (iii) if you thereafter initiate an arbitration proceeding regarding the Dispute described in your prior notice. You are responsible for paying fees and expenses for your attorneys, witnesses, and experts in arbitration, unless applicable law requires otherwise. Atlantic Broadband will not seek attorneys' fees and expenses in arbitration, unless the arbitrator determines the Dispute is frivolous. If the arbitrator determines that the Dispute is frivolous, you agree to reimburse Atlantic Broadband for previous payments it made that are otherwise your obligation to pay under the AAA Rules and applicable law.
- 13.4.8 Severability:** If any clause within this Arbitration Provision is found to be illegal or unenforceable, that clause will be severed from this Arbitration Provision, and the remainder of this Arbitration Provision will be given full force and effect. If the class action and class arbitration waiver in subsection 13.4.2 of this section is found to be illegal or unenforceable, the entire Arbitration Provision will be unenforceable, and the Dispute will be decided by a court. If this entire Arbitration Provision is determined to be illegal or unenforceable for any reason, or if a claim is brought in a Dispute

that is found to be excluded from the scope of this Arbitration Provision, YOU AND ATLANTIC BROADBAND EACH HEREBY AGREE TO WAIVE, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY TRIAL BY JURY.

13.4.9 Survival: This Arbitration Provision will survive the termination of your Services with Atlantic Broadband.

13.4.10 Small Claims Exclusion from Arbitration: YOU AND ATLANTIC BROADBAND AGREE THAT ANY CLAIM FILED BY YOU OR BY ATLANTIC BROADBAND THAT IS NOT AGGREGATED WITH THE CLAIM OF ANY OTHER SUBSCRIBER AND WHOSE AMOUNT IN CONTROVERSY IS PROPERLY WITHIN THE JURISDICTION OF A SMALL CLAIMS COURT WILL NOT BE SUBJECT TO ARBITRATION.

13.4.11 Exclusion from Arbitration: The following will not be subject to arbitration: (1) any claim filed by Atlantic Broadband to collect outstanding balances for unpaid service or the theft of any service or equipment; or (2) any dispute over validity of either party's intellectual property rights or Atlantic Broadband's licenses to operate its business.

For our customers in New York State: If you experience a problem with your Service, please contact us first and give us an opportunity to resolve your problem. If your Video Service concerns have not been resolved, contact the New York Public Service Commission at 1-800-342-3377, or write to: Customer Service Representative, New York State Public Service Commission, Office of Customer Services, Three Empire State Plaza, Albany, New York 12223-1350.

For our customers in Connecticut: If a Video Service matter is not resolved to your satisfaction, please contact the Public Utilities Regulatory Authority at 1-800-382-4586 (toll free within Connecticut) or 1-860-827-2622 (outside Connecticut) or TDD 1-860-827-2837.

For our customers in New Hampshire and Maine: The Office of the Attorney General Consumer Protection and Antitrust Bureau has the authority to enforce consumer protection laws and provide assistance in the mediation of consumer complaints. Customers should file written complaints concerning any alleged misrepresentations and unfair or deceptive practices of the cable company to:

Maine – Office of the Attorney General, Department of Consumer Fraud and Antitrust, State House Station #6, Augusta, ME 04333

New Hampshire – Office of the Attorney General, Department of Consumer Fraud and Antitrust, 25 Capital Street, Concord, NH 03301

14 MISCELLANEOUS.

14.1 Entire Agreement: This Agreement and the policies and postings referenced in this Agreement, along with the rates of your particular Service, any term commitments and Early Termination Charges associated with any promotion for your particular Services, constitute the entire agreement with respect to the Services. This Agreement supersedes and nullifies all prior understandings, promises and undertakings, if any, made orally or in writing by or on behalf of you and/or Atlantic Broadband or any predecessor in interest to Atlantic Broadband with respect to the subject matter of this Agreement.

14.2 No Rights or Remedies for Third Parties: Except as expressly stated herein, this Agreement is not intended to give and does not give any rights or remedies to any person other than you and Atlantic Broadband.

14.3 Severability: This Agreement is subject to all applicable federal, state and local laws and regulations in effect in the relevant jurisdiction(s) in which you receive your Services. If any provision of this Agreement is in conflict with any such law or regulation, or if you are entitled to more favorable rights under any such law or regulation than are set forth in any provision

of this Agreement, then the terms of such law or regulation, or the rights to which you are entitled under such law or regulation, shall take priority over the relevant provision of this Agreement. If the relevant law or regulation applies to some but not all of your Services, then such law or regulation will take priority over the relevant provision of this Agreement only for purposes of those Services to which the law or regulation applies. If any part of this Agreement shall be determined to be invalid or unenforceable by a Court of competent jurisdiction, said part shall be ineffective to the extent of such invalidity or unenforceability only, without in any way affecting the remaining parts of this Agreement.

- 14.4 Changes to the Agreement:** Atlantic Broadband may change, amend, alter, or modify this Agreement at any time. Atlantic Broadband may notify you of any change by any of the following ways, as determined in our discretion: (1) by posting it on <https://atlanticbb.com/support/policies-and-agreements>; (2) by sending you an email to the address for your account in our records; (3) by mail or delivery service to your address of record; or (4) by including it on or with your bill for Services. You agree that any one of the foregoing will constitute sufficient and effective notice under this Agreement. Because we may from time to time notify you about important information regarding the Agreement by these methods, you agree it is your responsibility to regularly check your postal mail, email and all postings at www.atlanticbb.com. If you find any material change to this Agreement to be unacceptable, you have the right to cancel your Service, subject to term commitment obligations. If you continue to use the Services for more than 30 days after notice has been made of a change, you agree to accept those changes.
- 14.5 No Assignment:** You may not assign this Agreement or your rights or obligations under this Agreement without Atlantic Broadband's prior written consent.
- 14.6 Waiver:** Except as otherwise provided herein, the failure of any party to enforce any provision of this Agreement will not constitute or be construed as a waiver of such provision or of the right to enforce such provision.
- 14.7 Contact Information:** Atlantic Broadband's contact information is provided on the Website. Please do not mail written correspondence with your invoice statement. Please submit all written correspondence to Atlantic Broadband address below:

Customer Service:
Atlantic Broadband
Customer Care
120 Southmont Blvd.
Johnstown, PA 15905
Attention: Vice President of Customer Operations

Customer Service Number: 888-536-9600

Email us through our Website: <https://atlanticbb.com/email-us-form>

Legal Notices:
Atlantic Broadband
2 Batterymarch Park, Suite 205
Quincy, MA 02169
Attention: Legal Department

- 14.8 Governing Law and Jurisdiction:** You agree that any dispute with Atlantic Broadband under this Agreement will be governed by the law of the state in which your Services are provided, without regard to any conflicts of law principles. You agree that all for matters other than those addressed in, and subject to, Section 13 ("Arbitration Provision"), the courts of such state will have exclusive jurisdiction over any legal action not subject to the Arbitration Provision, and you hereby subject yourself to the jurisdiction of such courts. All matters with respect to this Agreement, including, without limitation, matters of validity, construction, effect and performance, shall be governed by the internal laws of such state applicable to agreements made and to be performed therein between the residents thereof (regardless of the laws that might otherwise be applicable under principles of conflicts of law).

- 14.9 Force Majeure:** You agree that Atlantic Broadband will not be liable for any inconvenience, loss, liability or damage resulting from any failure or interruption of service, directly or indirectly caused by circumstances beyond its control, including but not limited to denial of use of poles or other facilities of a utility company, fiber or cable cuts, labor disputes, acts of war, natural causes, fires, floods, storms, mechanical or power failures, unavailability of rights-of-way or materials; strikes, labor difficulties, or any order, law or ordinance in any way restricting the operation of the Services.
- 14.10 Survival of Terms:** In addition to the terms that are specifically noted in this Agreement as surviving termination of this Agreement, all representations, warranties, indemnifications, and limitations of liability shall survive this Agreement. Atlantic Broadband's right to contact you shall also survive this Agreement. All other obligations of you and Atlantic Broadband under this Agreement also survive termination if they relate to the period before termination or, if by their terms, they would be expected to survive such termination.
- 14.11 Customer Information:** You represent and warrant that you have provided to us information that is accurate, complete and current, including without limitation, your legal name, address, telephone number(s), the number of devices on which or through which the Service is being used, and payment data (including without limitation, information provided when authorizing recurring payments). YOU AGREE TO NOTIFY US IMMEDIATELY IF THERE IS ANY CHANGE IN THE INFORMATION THAT YOU HAVE PROVIDED TO US, INCLUDING WITHOUT LIMITATION ANY CHANGE IN YOUR TELEPHONE NUMBER OR MOBILE TELEPHONE NUMBER. FAILURE TO DO SO IS A BREACH OF THIS AGREEMENT. IF YOU OWE ANY OUTSTANDING AMOUNTS FOR THE SERVICE OR HAVE ANY UNRETURNED EQUIPMENT, THIS OBLIGATION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT AND SHALL CONTINUE UNTIL YOU PAY ALL OUTSTANDING AMOUNTS IN FULL AND RETURN ALL EQUIPMENT. YOU AGREE THAT YOU SHALL INDEMNIFY, DEFEND AND HOLD US HARMLESS FROM ANY CLAIM OR LIABILITY RESULTING FROM YOUR FAILURE TO NOTIFY US OF A CHANGE IN THE INFORMATION YOU HAVE PROVIDED, INCLUDING ANY CLAIM OR LIABILITY UNDER THE TELEPHONE CONSUMER PROTECTION ACT (47 U.S.C. SEC. 227), AND ANY REGULATIONS PROMULGATED THEREUNDER RESULTING FROM US ATTEMPTING TO CONTACT YOU AT THE MOBILE TELEPHONE NUMBER YOU PROVIDED.

15 ADDITIONAL PROVISIONS APPLICABLE TO VIDEO SERVICE.

- 15.1 Parental Control:** Parental control features are available for use with the Video Service to block certain video programming channels and/or filter certain Internet content. You will find information in your subscriber guide on how to enable these features.
- 15.2 Restrictions:** Subscriber may not order or request pay-per-view ("PPV"), digital music or any other programming for receipt, exhibition or taping in a commercial establishment. Subscriber may not exhibit or assist in the exhibition of PPV programming in a commercial establishment unless explicitly authorized to do so by agreement with an authorized program provider. If Subscriber fails to abide by this restriction, Subscriber accepts liability for any and all claims made against Subscriber or Atlantic Broadband on account of any commercial exhibition.
- 15.3 Programming:** Subscriber acknowledges and agrees that Atlantic Broadband has the right at any time to preempt specific programs and to determine what substitute programming, if any, shall be made available. Atlantic Broadband may in its discretion make additions, deletions or modifications to its channel line-up without liability to Subscriber.

16 ADDITIONAL PROVISIONS APPLICABLE TO INTERNET SERVICE.

- 16.1 Customer Equipment:** The personal computer and/or other devices that you use to access the Internet Service must meet minimum configuration standards. Please refer to the Website for the current specifications. Atlantic Broadband does not install, support, maintain, repair or replace third-party hardware, including but not limited to home networks. Any questions concerning third-party hardware should be directed to the manufacturer of that hardware product.

- 16.2 Cable Modem:** You may provide your own cable modem at your own cost, or you may rent the cable modem from Atlantic Broadband. If you rent the cable modem from Atlantic Broadband, upon termination of the Internet Service for any reason, you must return the cable modem to Atlantic Broadband in substantially the same condition as it was in when Atlantic Broadband originally provided it to you, normal wear and tear excepted. If you choose to provide your own modem, it must be DOCSIS compliant; provided however, that Atlantic Broadband makes no representation about whether or to what extent any Subscriber provided modem will operate with the Internet Service. Atlantic Broadband will have no obligation to install, support, maintain, repair or replace any cable modem that you provide. Any questions concerning a cable modem that you supply should be directed to the manufacturer of that product.
- 16.3 Software:** If Atlantic Broadband provides any third-party software and/or to the extent Atlantic Broadband licenses any software, including installation tools, such software is provided for the limited purpose of facilitating your use of the Internet Service. You will not engage in, or permit any additional copying, or any translation, reverse engineering, or reverse compiling, disassembly or modification of or preparation of any derivative works based on such software, all of which are prohibited. You agree to comply with the terms and conditions of all end user license agreements accompanying any software and any such licenses will terminate upon the termination of this Agreement, and, at such time, you shall destroy all versions and copies of all software received by you in connection with the Internet Service. You are solely responsible for ensuring compatibility of the Internet Service with any devices, including without limitation smart home devices.
- 16.4 Acceptable Use Policy:** You agree not to use the Internet Service for any unlawful purpose and to comply with all policies and terms of Atlantic Broadband's Acceptable Use Policy, as posted on the Website. You also agree that Atlantic Broadband may change the Acceptable Use Policy from time to time without notice by posting updated versions on the Website or another website about which you have been notified. The Acceptable Use Policy is incorporated into this Agreement by this reference. If you, and/or any user of your Service, fail to abide by any of the terms of the Acceptable Use Policy, as updated, Atlantic Broadband may terminate this Agreement and the provision of the Internet Service to you. Additionally, Atlantic Broadband reserves the right to charge you for any direct or indirect costs we may incur in connection with your failure to abide by this section or the Acceptable Use Policy. You and other users of the Internet Service should periodically review the Acceptable Use Policy to conform to the most recent version.
- 16.5 Multiple Users:** The Internet Service and Atlantic Broadband Equipment shall be used only by you and by members of your immediate household living with you at the same address. You acknowledge that you are executing this Agreement on behalf of all persons who use the Internet Service. You shall have sole responsibility for ensuring that all other users understand and comply with the terms and conditions of this Agreement and provisions incorporated herein by reference. You further acknowledge and agree that you are solely responsible for and liable for any and all breaches of the terms and conditions of this Agreement, whether the breach is the result of use of the Internet Service and/or Atlantic Broadband Equipment, by you or by any other user.
- 16.6 MONITORING THE SERVICES, SECURITY AND PRIVACY.**
- 16.6.1 Theft of Service:** You acknowledge that any unauthorized receipt of the Service constitutes theft of service, which is a violation of federal law and can result in both civil and criminal penalties. In addition, if the violations are willful and for commercial advantage or private financial gain, the penalties may be increased.
- 16.6.2 Responsibility for Content:** You acknowledge that there is some content and material on the Internet or otherwise available through the Internet Service that may be offensive to some individuals, may be unsuitable for children, may violate federal, state or local laws, rules or regulations, or may violate your protected rights or those of others. We assume no responsibility for this content or material. Anyone who accesses such content and material does so at his or her own risk. NEITHER ATLANTIC BROADBAND NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS,

LICENSORS OR BUSINESS PARTNERS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS, OR PROCEEDINGS ARISING OUT OF OR OTHERWISE RELATING TO ACCESS TO SUCH CONTENT OR MATERIAL BY YOU OR OTHERS. Questions or complaints regarding content or material should be addressed to the content or material provider. You acknowledge that software programs are commercially available that claim to be able to restrict access to sexually explicit or other objectionable material on the Internet. We make no representation or warranty regarding the effectiveness of such programs.

- 16.6.3 Eavesdropping:** The public Internet is used by numerous persons or entities including, without limitation, other subscribers to Atlantic Broadband's Internet Service. As is the case with all shared networks like the public Internet, there is a risk that you could be subject to "eavesdropping." This means that other persons or entities may be able to access and/or monitor your use of the Internet Service. If you post, store, transmit, or disseminate any sensitive or confidential information, you do so at your sole risk. NEITHER ATLANTIC BROADBAND NOR ITS AFFILIATES, SUPPLIERS, OR AGENTS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS, OR PROCEEDINGS ARISING OUT OF OR OTHERWISE RELATING TO SUCH ACTIONS BY YOU. You acknowledge that software programs are commercially available that claim to be capable of encryption or anonymization. We make no representation or warranty regarding the effectiveness of these programs.
- 16.6.4 Facilities Allocation:** Atlantic Broadband reserves the right to determine, in its discretion, and on an ongoing basis, the nature and extent of its facilities allocated to support the Internet Service, including, but not limited to, the amount of bandwidth to be utilized and delivered in conjunction with the Internet Service.
- 16.6.5 Security:** You are solely responsible for taking the necessary precautions to protect yourself and your equipment, software, software configurations, files and data against any risks inherent in the use of the public Internet. Without limiting this responsibility:
- 16.6.5.1 Service Setup:** You acknowledge that when using the Internet Service there are certain applications, such as a web browser or email client, that use protocols such as FTP (File Transfer Protocol) or HTTP (Hyper Text Transfer Protocol) which may be used by others to gain access to your computer and operating system including all software, files and data thereon. You are solely responsible for the security of your computer and operating system or any other equipment you choose to use in connection with the Internet Service, including without limitation any software, files or data stored thereon. Atlantic Broadband shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings resulting from, arising out of or otherwise relating to the use of such applications by you, or the access by others to your computer, operating system, or other equipment of yours or the data, software or files thereon.
- 16.6.5.2 File and Print Sharing:** The Internet Service functions in some ways as a Local Area Network (LAN) with each subscriber constituting a node on the network. As such, others may be able to access your computer, operating system, data and other equipment connected in some way to your computer and operating system. In addition, some available software includes capabilities that will permit other users to gain access to your computer, operating system, data and other connected equipment to the software, files and data stored on such equipment, even if you are not using the Internet Service. We recommend that you disable file and print sharing and other capabilities that allow outside users to gain access to your computer, operating system, or other equipment of yours or the data, software or files thereon. You acknowledge that if you choose to run these applications, you should take appropriate security measures, and that any failure by you to follow this recommendation is at your sole risk. Atlantic Broadband shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings resulting from, arising out of or

otherwise relating to access by others to your computer, operating system, or other equipment of yours or the data, software or files thereon.

16.6.5.3 Information Provided To Third Parties: The Internet Service will allow you to access third parties, including without limitation, content providers, online services and other providers of goods, services and information. Some of these goods, services and information may be accessible directly from the Internet Service and others may be accessible from the third parties referenced above. In connection with this third party access, you may be requested or required to provide your name, address, telephone number, credit card number and other personally identifiable information to such third parties. If you choose to provide this information to third parties, you understand that it is not subject to the privacy provisions of this Agreement or Atlantic Broadband's Customer Privacy Notice. You are solely responsible for any and all data, including, without limitation, encrypted data that is sent to, stored on or retrieved from any server utilized in providing the Internet Service to you. We make no representations or warranties regarding the viability, integrity or robustness of any encryption used by Atlantic Broadband or its suppliers. Atlantic Broadband shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings resulting from, arising out of or otherwise relating to access by others to your data. You assume all privacy and other risks associated with providing personally identifiable information to third parties via the Internet Service.

- 16.7 Bandwidth Monitoring and Enforcement:** We have no stated limits on usage at this time, but may implement such usage limits in the future. Any usage of bandwidth that interferes with the efficient operation of our network shall be deemed excessive for purposes of this provision. Subscriber acknowledges and agrees that Atlantic Broadband shall have the right to monitor the "bandwidth" utilization (i.e. volume of data transmitted) arising out of the Internet Service provided hereunder at any time and on an on-going basis. In its sole discretion, Atlantic Broadband may: (i) limit excessive use of bandwidth; (ii) suspend or terminate your account for excessive use of bandwidth; (iii) require you to upgrade your service level and pay additional fees in accordance with Atlantic Broadband's then-current price list; (iv) require the payment of one and a half times the Internet Service charges for past excessive bandwidth usage; and/or (v) otherwise require the payment of high bandwidth usage fees. If Atlantic Broadband determines that Subscriber has failed to comply with Atlantic Broadband's Acceptable Use Policy or limits on bandwidth utilization, Atlantic Broadband may suspend or terminate Subscriber's account immediately without prior notification. Atlantic Broadband may also immediately suspend or terminate Subscriber's account for using the Internet Service to post content to the Internet that violates the Acceptable Use Policy. If Subscriber's account is suspended, Subscriber will not be charged for that period of time. If Subscriber's account is terminated, Subscriber will be refunded any pre-paid fees minus any amount due to Atlantic Broadband for Atlantic Broadband Equipment or other applicable fees and charges. For more information regarding Atlantic Broadband's network management practices, please see the Network Management Disclosure on the Website.
- 16.8 E-Mailbox Deactivation/Ownership of Addresses:** You agree that if you do not access an Atlantic Broadband provided e-mailbox for a period of thirty (30) days, Atlantic Broadband may deactivate the e-mailbox. You understand that Atlantic Broadband may delete the contents of the e-mailbox, if any, at that time. After deactivation, Atlantic Broadband may redistribute the e-mailbox to another subscriber. You acknowledge that use of the Internet Service does not give you any ownership or other rights in any Internet/on-line addresses provided to you by Atlantic Broadband, including but not limited to Internet Protocol ("IP") addresses, email addresses and web addresses. We may modify or change IP addresses at any time without notice, modify, change or deactivate your email address and web address with notice, and shall in no way be required to compensate you for these changes.
- 16.9 Speeds Not Guaranteed:** You agree that actual upload or download speeds that are experienced at any given time will vary based on many factors, including the capabilities of your equipment and equipment you have obtained from us, Internet congestion, the performance

of network equipment, the strength of the Wi-Fi signal at your location, whether you have adequately protected your router from unauthorized use, the technical capabilities and demand for the content of the content provider, the distance between you and the content provider, the environmental factors, and any network management tools and techniques employed by Atlantic Broadband. Atlantic Broadband reserves the right to protect the integrity of its network and resources by any means it deems appropriate, including, but not limited to: port blocking, e-mail scanning, and bandwidth and e-mail usage limitations. You agree that your Internet Service is subject to Atlantic Broadband's network management practices as posted on the Website, including any provisions related to bandwidth and data usage and storage.

17 ADDITIONAL PROVISIONS APPLICABLE TO VOICE SERVICE.

- 17.1 Voice Service Provided:** The Voice Service provides a voice connection to the public switched telephone network using voice over internet protocol technology, together with various other related features and functionalities. Atlantic Broadband may offer various service options from time to time, which may include flat-rated or metered calling or combinations of flat and metered calling. Atlantic Broadband's most current services are set forth in Atlantic Broadband's product description, which may be updated or changed from time to time. The Voice Service may also include various calling features (for example, Call Waiting, Call Forwarding, Caller ID, etc.), and international calls with per minute metered rates. Subscriber provided equipment, including telephones, fax machines, and/or computer dial up modems access the Voice Service using Atlantic Broadband Equipment. You understand and agree you are prohibited from reselling the Voice Service or Atlantic Broadband Equipment or using them for dialup Internet service to a long distance number, autodialing, international dial back, continuous or extensive calling forwarding, telemarketing, fax broadcasting, fax blasting, or any use inconsistent with normal call patterns. If Atlantic Broadband determines, in its sole discretion, that your Voice Service or Atlantic Broadband Equipment is being used for any of the aforementioned activities or in the event of an excessive number of calls or minutes of use, Atlantic Broadband reserves the right to terminate your Voice Service immediately and without notice or to assess additional charges for each month in which excessive usage occurred. You understand that Atlantic Broadband will set limits, in its sole discretion, on the amount and length of time voice mail messages may be saved and that neither Atlantic Broadband nor any of its third party providers will be liable for any lost, erased or non-delivered voice mail messages.
- 17.2 Unauthorized Use:** You will be liable for all authorized and unauthorized Voice Service use at the Premises. You agree to notify Atlantic Broadband immediately in writing or by calling Atlantic Broadband's customer service line during normal business hours if your Atlantic Broadband Equipment has been stolen or your Voice Service is being stolen or used without your authorization. When you call or write, you must provide your account number and a detailed description of the circumstances of the theft of your Atlantic Broadband Equipment or unauthorized use of the Voice Service. If you fail to notify us in a timely manner, your Voice Service may be terminated without notice and you may be responsible for any charges incurred through the unauthorized use of the Voice Service.
- 17.3 Unavailability of Service:** You understand and acknowledge that you will not be able to use the Voice Service under certain circumstances, including, but not limited to, the following: (1) if our network or facilities are not operating or (2) if normal electrical power to the voice-capable modem is interrupted and the voice-capable modem does not have a functioning battery backup. You also understand and acknowledge that the performance of a battery backup is not guaranteed. If the battery backup does not provide power, the Voice Service will not function until normal power is restored. Cordless telephones powered by electricity will not function during a power outage, even if the Voice Service is functioning properly. You understand and acknowledge that Atlantic Broadband does not support priority restoration of its Voice Service. You also understand and acknowledge that you will not be able to use online features of the Voice Service (where available), under certain circumstances including, but not limited to, the interruption of your Internet connection.

- 17.4 Relocation:** If you do not provide the correct address when you register for the Voice Services or if you relocate your Atlantic Broadband Equipment to a new address and do not register the new address with Atlantic Broadband, 911/E911 may fail in two ways: (i) 911/E911 calls may be misdirected to the wrong emergency authorities, and (ii) emergency authorities will be given the wrong address for the origin of your E911 calls. You will not relocate Atlantic Broadband Equipment associated with the Voice Service. At your request, Atlantic Broadband may relocate Atlantic Broadband Equipment within your Premises for an additional charge, at a time agreeable to you and to Atlantic Broadband. If you change service location, you must contact Atlantic Broadband for information on whether Atlantic Broadband Equipment and Voice Services can be transferred to your new location and what the relocation will cost. You understand that Atlantic Broadband will need several business days to update service location information, so that 911/E911 calls may be properly directed. If you wish to disconnect the Voice Services, you must contact Atlantic Broadband for information on the necessary procedures.
- 17.5 Power Source and Battery Back-Up:** The Voice Service does not have its own power source and will not work unless Atlantic Broadband Equipment is connected to an independent power supply (for example, an active wall socket) provided by the Subscriber. Atlantic Broadband Equipment does have an installed backup battery to supply power in the event of a power outage at the Subscriber's Premises for a limited period of time not to exceed six (6) hours. If Voice Service is also being used with Internet Service, continued use of the Internet Service during a power outage will decrease the battery backup life. Additionally, any battery included in Atlantic Broadband Equipment may enable backup Voice Service for a limited period of time or not at all, depending on the circumstances, and that inclusion of the battery does not ensure that the Voice Service will be available in all circumstances. If the voice-capable modem is equipped with a backup battery, such battery is used to provide service during a power outage to your home where power to Atlantic Broadband's network remains available. The length of time that the Voice Service will be available during a power outage will depend on the following: (i) the backup battery remains properly installed in the voice-capable modem; (ii) the condition and age of the backup battery; and (iii) the amount of Voice Service usage when the voice-capable modem is utilizing power from the backup battery. You understand and acknowledge that: (i) the performance of the backup battery is not guaranteed; and (ii) you will not be able to use the Voice Service if electrical power to the voice-capable modem is interrupted and the voice-capable modem does not have a functioning backup battery. A voice-capable modem backup battery does not power cordless phones or other equipment connected to the telephone line that require electricity from your Premises, such as telecommunications devices used to assist customers with disabilities. UNDER THE FOREGOING CIRCUMSTANCES, INCLUDING IF THE ELECTRICAL POWER AND/OR CABLE NETWORK OR FACILITIES OF ATLANTIC BROADBAND ARE NOT OPERATING, THE VOICE SERVICE, INCLUDING THE ABILITY TO ACCESS EMERGENCY 911, ALARM AND SECURITY SERVICES, AND MEDICAL MONITORING SERVICES, WILL NOT BE AVAILABLE. ATLANTIC BROADBAND WILL NOT BE RESPONSIBLE FOR ANY LOSSES OR DAMAGES ARISING AS A RESULT OF THE UNAVAILABILITY OF THE VOICE SERVICE. In the event of a power failure you may be required to reset your Atlantic Broadband Equipment or other equipment prior to utilizing the Voice Service.
- 17.6 Subscriber Equipment:** In order to use the Voice Service, you must also provide certain subscriber premise equipment, such as a telephone handset or equivalent, telephone inside wire and outlets, and a powered electrical outlet. Atlantic Broadband does not provide subscriber premise equipment as part of the Voice Service. You represent that you either own the subscriber premise equipment or have the right to use it in connection with the Voice Service. Atlantic Broadband shall have no obligation to provide, maintain, or service the subscriber premise equipment that you provide. Atlantic Broadband makes no representation that any particular type or brand of subscriber premise equipment, such as facsimile, credit card readers, data terminals, alarm or other security systems will operate with the Voice Service or Atlantic Broadband Equipment.
- 17.7 Limit of Liability for Directory Assistance, White Pages, Yellow Pages or Other Directory Errors:** Atlantic Broadband's liability arising from errors in or omissions of directory listings as a result of Atlantic Broadband's negligence, shall be limited to and satisfied by a refund not exceeding the amount of any charges associated with the directory listing in which the error or omission

occurs. Atlantic Broadband, in accepting listings as prescribed by Subscriber, will not assume responsibility for the result of the publication of such listings in directories, nor will Atlantic Broadband be a party to controversies arising between Subscriber and others as a result of such publication.

17.8 Transfer of Phone Number:

17.8.1 Switching to Atlantic Broadband from Another Provider: In order to transfer, or “port” your existing telephone number to Atlantic Broadband Voice Service, you must authorize Atlantic Broadband as your local, long distance, and international call carrier. Until your number is successfully ported, you should not cancel your telephone service with your current provider or you may lose the ability to port your number. You will be notified by Atlantic Broadband when your number has been successfully ported. You understand that, on the date your telephone number is ported from your existing telephone provider, you will no longer be able to receive telephone service on that line. You must have Atlantic Broadband Equipment and the Voice Service installed as of that date to avoid interruption to your service. Your ported number will be your primary number. Local number portability may not be available in all areas, and Atlantic Broadband makes no guaranty or warranty that you will be able to transfer, port, or retain your existing telephone number.

17.8.2 Switching from Atlantic Broadband to Another Provider: To transfer your phone number from Atlantic Broadband to another service provider, you must place the order to transfer the Voice Service through your new service provider (and not through Atlantic Broadband). Atlantic Broadband will release your phone number to your new service provider, provided that: (i) your new service provider submits a properly completed transfer request to Atlantic Broadband; (ii) your new service provider will accept transfer of the phone number without delay or charge to Atlantic Broadband; (iii) you have paid all outstanding charges to Atlantic Broadband; and (iv) transfer of your existing phone number to the new service provider would not, in Atlantic Broadband’s sole discretion, violate applicable law or Atlantic Broadband’s processes and procedures.

17.9 Phone Number Assignment: If you do not port your existing telephone number, a new phone number will be assigned to you based on the location of your Premises. The new phone number assigned will be your primary number. Once the number is assigned to you, you will generally not be able to change numbers except in extraordinary circumstances (for example, harassment, etc.) as determined by Atlantic Broadband in its sole discretion.

17.10 Third Party, Collect Calls, 900 or 976 Calling: In most areas, the Voice Service can be used to make or accept collect calls or third party calls. The Voice Service cannot be used to place 900/976 or other pay-per-call services.

17.11 Alarm and Security Systems and Other Non-Voice Communications Equipment: By using the Voice Service and thereby agreeing to this Agreement you hereby waive any claim against Atlantic Broadband and Atlantic Broadband’s third party providers in connection with your Voice Service and Atlantic Broadband Equipment, for interference with or disruption of such alarm or other security systems and any and all other communications or electronic equipment due to your Voice Service and Atlantic Broadband Equipment. Subscriber acknowledges and agrees that Voice Service may not be compatible with any or all ancillary services and systems, including, but not limited to, alarm and security systems, fire alarm and communication panels, 911/E-911 calling, or other emergency or medical monitoring devices. Additionally, Subscriber’s election to use the Voice Service with certain fire panel alarms or other emergency notification operations may violate or be out of compliance with applicable laws, codes and regulations. Subscriber’s attempt to use any such ancillary services and systems in connection with the Voice Service is solely at Subscriber’s own discretion and risk, and Atlantic Broadband shall not be liable for any damages whatsoever for any non-compliance, non-operation or damage to such ancillary services or systems. SUBSCRIBER ACKNOWLEDGES AND AGREES THAT NEITHER ATLANTIC BROADBAND NOR ITS AFFILIATES WILL BE LIABLE FOR ANY SERVICE OUTAGE, INABILITY TO DIAL 911/E911, INABILITY TO USE FIRE PANEL ALARMS AND/OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL THROUGH THE VOICE SERVICE.

SUBSCRIBER AGREES TO DEFEND, INDEMNIFY, AND HOLD HARMLESS ATLANTIC BROADBAND AND ITS AFFILIATES, DIRECTORS, MEMBERS, OFFICERS, EMPLOYEES, MANAGERS, AGENTS, REPRESENTATIVES, AND CONTRACTORS FROM ANY AND ALL ACTIONS, CLAIMS, SUITS, JUDGMENTS, DAMAGES, DEMANDS, LOSSES, OR PENALTIES, AND ANY COSTS OR EXPENSES ASSOCIATED THEREWITH (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEYS' FEES, EXPERT FEES AND COSTS) BY, OR ON BEHALF OF, SUBSCRIBER OR ANY THIRD PARTY OR USER OF THE VOICE SERVICE RELATING TO THE NON-COMPLIANCE, FAILURE OR OUTAGE OF THE VOICE SERVICE, INCLUDING THOSE RELATED TO 911/E911 OR OTHER EMERGENCY NOTIFICATION/RESPONSE SERVICES.

- 17.12 Automated Number Identification:** If Subscriber has call forwarding, locate me, do not disturb, or other features programmed and in use at the time Subscriber dials a 911 call, and Subscriber's 911 call is interrupted, the emergency dispatcher may not be able to call Subscriber back at the phone from which Subscriber dialed the call. Existing emergency response systems are not always technically capable of receiving and/or passing routing information properly. Accordingly, emergency personnel may not be able to identify your phone number in order to call you back if your call is not completed, dropped or disconnected, or if you are unable to speak to tell the emergency dispatcher or operator your phone number and/or if the Voice Service is not operational for any reason.
- 17.13 Use Of TDD Or TTY Equipment:** The Voice Service and Atlantic Broadband Equipment may not be fully compatible with all types of TDD or TTY devices for the hearing impaired and that where such devices are used to make calls, neither Atlantic Broadband nor Atlantic Broadband's third party providers, hold themselves out as providing or enabling Atlantic Broadband to provide the Voice Service, including emergency 911/E911 services compatible with any TDD/TTY devices.
- 17.14 Suspension and Termination by Atlantic Broadband:** You understand and acknowledge that all Voice Services, including 911/E911, as well as all online features of the Voice Services, where we make these features available, will be disabled if your account is suspended or terminated.