

ConnectTV Launch Promotion

Terms and Conditions

Offer available to new and existing LUS Fiber customers within the LUS Fiber service territory. This offer may not be combined with other promotional offers and/or discounts, other than the Refer-A-Friend promotion or the ConnectTV Features Package promotions for the length of the contract term.

New and existing customers who sign up for services and agree to a twenty-four (24) month commitment will receive discounted service rates for the full twenty-four (24) months of the agreement. On month twenty-five (25), the agreement will automatically renew for an additional 12 months with the promotional discounted rates for ConnectTV video service and Internet service; however, standard rates will apply for the ConnectTV DVR hours and ConnectTV Streams. The automatic roll-over of the discounted rates will go into effect unless notification of service termination is received from customer prior to Month 25 start date. The ETF will carry over throughout months 25-36. On month thirty-six (36), customers will pay standard retail rates for all services. Customers will not be allowed to downgrade service; however, customers will be allowed to upgrade or add-on services throughout the 24 or 36-month contract term. Upgraded or add-on services are subject to either standard rates or new promotional rates.

The Promotion includes three ConnectTV streams with ConnectTV Expanded or ConnectTV Plus service at no additional charge for the full twenty-four (24) month term. The Promotion also includes 50 ConnectTV DVR Hours at no additional charge; the ConnectTV Protection Plan at a discounted rate of \$5.00; as well as LUS Fiber WiFi at a discounted rate of 10.00 for the full twenty-four (24) month term. With ConnectTV, an HD Digital Receiver or HD/DVR Digital Receiver is not required.

Video service is defined as ConnectTV Expanded or ConnectTV Plus. Internet service is defined as 150x150 Mbps, 300X300 Mbps or 1,000x1,000 Mbps. It is understood that the customer has reviewed and has agreed to the Terms and Conditions of LUS Fiber's Residential Subscriber Agreement (posted at lusfiber.com). All terms of this offer will be withdrawn at such point that the customer initiates termination of any or all services included in the promotional offer within the twelve (24) month commitment. Customers will be charged an Early Termination Fee (ETF) for terminating or eliminating the services associated with this promotional offer.

Charges for a Standard Installation are valued at \$1,500.00 and are waived for standard residential ConnectTV installations. Any installation costs deemed to be above and beyond standard fees, as determined at the sole discretion of LUS Fiber, are considered additional and will be discussed with the customer at time of installation. All installation/activation fees; equipment charges; applicable state, local or federal taxes; franchise fees; other surcharges and regulatory costs; recovery fees; Pay Per View services; video event subscriptions; Video On Demand rentals; additional premium channel subscriptions; directory assistance charges; operator-assisted calls; and video, Internet or phone services not specified in your promotional offer or discount are at additional costs and the customer will be responsible for payment thereof. LUS Fiber does not guarantee uninterrupted service. LUS Fiber does not guarantee error-free high speed Internet service, or guarantee the speed of your service. Actual speeds may vary. LUS Fiber does not guarantee the intended results from ZoneAlarm services or that the ZoneAlarm Security Suite software will be error-free, free from interruptions or other failures.

LUS Fiber “Internet-Only” Bundle:

Terms and Conditions

Offer available to new LUS Fiber customers within the LUS Fiber service territory.

This offer may not be combined with other promotional offers and/or discounts, other than the Refer-A-Friend promotion.

New customers who sign up for services and agree to a 12-month commitment will receive discounted service rates for the first six (6) months of the agreement. On month seven (7), customers will pay standard retail rates for all services.

Customers agree to keep Internet services and will not be allowed to downgrade service for the duration of the twelve (12) month commitment.

Video service is defined as Expanded Basic, Digital Access, Digital Plus, or Digital Hispanic. Internet service is defined as 60x60 Mbps, 100x100 Mbps, 300X300 Mbps or 1,000x1,000 Mbps. Phone service is defined as Residential Basic Line with premium features. Basic Video Service is not available within this promotion.

It is understood that the customer has reviewed and has agreed to the Terms and Conditions of LUS Fiber’s Residential Subscriber Agreement (posted at lusfiber.com). All terms of this offer will be withdrawn at such point that the customer initiates termination of any or all services included in the promotional offer within the twelve (12) month commitment. Customers may be charged an Early Termination Fee (ETF) of \$75 for terminating or eliminating the services associated with this promotional offer.

Charges for a Standard Installation are valued at \$1,500.00 and are waived for standard residential installations. Any installation costs deemed to be above and beyond standard fees, as determined at the sole discretion of LUS Fiber, are considered additional and will be discussed with the customer at time of installation.

All installation/activation fees; equipment charges; applicable state, local or federal taxes; franchise fees; other surcharges and regulatory costs; recovery fees; Pay Per View services; video event subscriptions; Video On Demand rentals; additional premium channel subscriptions; directory assistance charges; operator-assisted calls; and video, Internet or phone services not specified in your promotional offer or discount are at additional costs and the customer will be responsible for payment thereof.

LUS Fiber does not guarantee uninterrupted service. LUS Fiber does not guarantee error-free high speed Internet service, or guarantee the speed of your service. Actual speeds may vary. LUS Fiber does not guarantee the intended results from ZoneAlarm services or that the ZoneAlarm Security Suite software will be error-free, free from interruptions or other failures.

An Optical Network Terminal (ONT) is required equipment in order to receive all LUS Fiber residential video, Internet, and phone services and is included in the residential standard installation. Backup battery power is provided by LUS Fiber for phone service in the event electrical service is interrupted. Phone service, including access to e911 service, may not be available during an extended power outage. Prices include one Digital Receivers needed for Digital Access, Digital Plus and Digital Hispanic video services. Offer not redeemable for cash. Other restrictions may apply. All rates and offers are subject to change. LUS Fiber reserves the right to modify this offer and any conditions thereof, at any time.

Unlimited Data plans are consistent with data usage terms outlined in the LUS Fiber Subscriber Agreement. Unlimited Data may be added for an additional monthly charge to select plans. Enrollment in Unlimited Data plans is optional. Unused data does not rollover to subsequent billing periods.

Last modified 2019-02-27

LUS Fiber “Internet Plus” Bundle:

Terms and Conditions

Offer available to new and existing residential LUS Fiber customers within the LUS Fiber service territory.

This offer may not be combined with other promotional offers and/or discounts, other than the Refer-A-Friend promotion. New and existing customers who sign up for services and agree to a 12-month commitment will receive discounted service rates for the full twelve (12) months of the agreement. On month thirteen (13), customers will pay standard retail rates for all services.

Customers agree to keep Internet services and will not be allowed to downgrade service, Hub City Wifi Plus, or Protection Plan for the duration of the twelve (12) month commitment.

Video service is defined as Expanded Basic, Digital Access, Digital Plus, or Digital Hispanic. Internet service is defined as 60x60 Mbps, 100x100 Mbps, 300X300 Mbps or 1,000x1,000 Mbps. Phone service is defined as Residential Basic Line with premium features. Basic Video Service is not available within this promotion.

It is understood that the customer has reviewed and has agreed to the Terms and Conditions of LUS Fiber’s Residential Subscriber Agreement (posted at lusfiber.com). All terms of this offer will be withdrawn at such point that the customer initiates termination of any or all services included in the promotional offer within the twelve (12) month commitment. Customers will not be charged an Early Termination Fee (ETF) for terminating or eliminating the services associated with this promotional offer.

Charges for a Standard Installation are valued at \$1,500.00 and are waived for standard residential installations. Any installation costs deemed to be above and beyond standard fees, as determined at the sole discretion of LUS Fiber, are considered additional and will be discussed with the customer at time of installation.

All installation/activation fees; equipment charges; applicable state, local or federal taxes; franchise fees; other surcharges and regulatory costs; recovery fees; Pay Per View services; video event subscriptions; Video On Demand rentals; additional premium channel subscriptions; directory assistance charges; operator-assisted calls; and video, Internet or phone services not specified in your promotional offer or discount are at additional costs and the customer will be responsible for payment thereof.

LUS Fiber does not guarantee uninterrupted service. LUS Fiber does not guarantee error-free high speed Internet service, or guarantee the speed of your service. Actual speeds may vary. LUS Fiber does not guarantee the intended results from ZoneAlarm services or that the ZoneAlarm Security Suite software will be error-free, free from interruptions or other failures.

An Optical Network Terminal (ONT) is required equipment in order to receive all LUS Fiber residential video, Internet, and phone services and is included in the residential standard installation. Backup battery power is provided by LUS Fiber for phone service in the event electrical service is interrupted. Phone service, including access to e911 service, may not be available during an extended power outage. Prices include one Digital Receivers needed for Digital Access, Digital Plus and Digital Hispanic video services. Offer not redeemable for cash. Other restrictions may apply. All rates and offers are subject to change. LUS Fiber reserves the right to modify this offer and any conditions thereof, at any time.

Unlimited Data plans are consistent with data usage terms outlined in the LUS Fiber Subscriber Agreement. Unlimited Data may be added for an additional monthly charge to select plans. Enrollment in Unlimited Data plans is optional. Unused data does not rollover to subsequent billing periods.

Last modified 2019-02-27

LUS Fiber “Welcome” Bundle:

Terms and Conditions

Offer available to new residential LUS Fiber customers within the LUS Fiber service territory.

This offer may not be combined with other promotional offers and/or discounts, other than the Refer-A-Friend promotion and add-on Hub City WiFi Plus promotion for the discounted rate of \$10.00 for the length of the contract term. New customers who sign up for services and agree to a twenty-four (24) month commitment will receive discounted service rates for the full twenty-four (24) months of the agreement. The Promotion includes one HD Digital Receiver or HD/DVR Digital Receiver with Digital Access, Digital Plus or Digital Hispanic TV service at no additional charge for the full twenty-four (24) month term. DVR Service is not included. On month twenty-five (25), customers will pay standard retail rates for all services.

Customers agree to keep TV, Phone, and Internet services. Customers will be allowed to downgrade or upgrade service, or add Hub City WiFi Plus service; however, the 24-month contract term will restart the following month the service changes are implemented.

Video service is defined as Expanded Basic, Digital Access, Digital Plus, or Digital Hispanic. Internet service is defined as 60x60 Mbps, 100x100 Mbps, 300x300 Mbps or 1,000x1,000 Mbps. Phone service is defined as Residential Basic Line with premium features. Basic Video Service is not available within this promotion.

It is understood that the customer has reviewed and has agreed to the Terms and Conditions of LUS Fiber’s Residential Subscriber Agreement (posted at lusfiber.com). All terms of this offer will be withdrawn at such point that the customer initiates termination of any or all services included in the promotional offer within the twenty-four (24) month commitment. Customers may be charged an Early Termination Fee (ETF) of \$200 for terminating or eliminating the services associated with this promotional offer.

Charges for a Standard Installation are valued at \$1,500.00 and are waived for standard residential installations. Any installation costs deemed to be above and beyond standard fees, as determined at the sole discretion of LUS Fiber, are considered additional and will be discussed with the customer at time of installation.

All installation/activation fees; equipment charges; applicable state, local or federal taxes; franchise fees; other surcharges and regulatory costs; recovery fees; Pay Per View services; video event subscriptions; Video On Demand rentals; additional premium channel subscriptions; directory assistance charges; operator-assisted calls; and video, Internet or phone services not specified in your promotional offer or discount are at additional costs and the customer will be responsible for payment thereof.

LUS Fiber does not guarantee uninterrupted service. LUS Fiber does not guarantee error-free high speed Internet service, or guarantee the speed of your service. Actual speeds may vary. LUS Fiber does not guarantee the intended results from ZoneAlarm services or that the ZoneAlarm Security Suite software will be error-free, free from interruptions or other failures.

An Optical Network Terminal (ONT) is required equipment in order to receive all LUS Fiber residential video, Internet, and phone services and is included in the residential standard installation. Backup battery power is provided by LUS Fiber for phone service in the event electrical service is interrupted. Phone service, including access to e911 service, may not be available during an extended power outage. Prices include one Digital Receivers needed for Digital Access, Digital Plus and Digital Hispanic video services. Offer not redeemable for cash. Other restrictions may apply. All rates and offers are subject to change. LUS Fiber reserves the right to modify this offer and any conditions thereof, at any time.

Last modified 2019-02-27

LUS Fiber “All-Fiber” Bundle:

Terms and Conditions

Offer available to new residential LUS Fiber customers within the LUS Fiber service territory.

This offer may not be combined with other promotional offers and/or discounts, other than the Refer-A-Friend promotion and add-on Hub City WiFi Plus promotion for the discounted rate of \$10.00 for the length of the contract term. New customers who sign up for services and agree to a twenty-four (24) month commitment will receive discounted service rates for the full twenty-four (24) months of the agreement. The Promotion includes one HD Digital Receiver or HD/DVR Digital Receiver with Digital Access, Digital Plus or Digital Hispanic TV service at no additional charge for the full twenty-four (24) month term. DVR Service is not included. On month twenty-five (25), customers will pay standard retail rates for all services.

Customers agree to keep TV, Phone, and Internet services. Customers will be allowed to downgrade or upgrade service, or add Hub City WiFi Plus service; however, the 24-month contract term will restart the following month the service changes are implemented.

Video service is defined as Expanded Basic, Digital Access, Digital Plus, or Digital Hispanic. Internet service is defined as 60x60 Mbps, 100x100 Mbps, 300x300 Mbps or 1,000x1,000 Mbps. Phone service is defined as Residential Basic Line with premium features. Basic Video Service is not available within this promotion.

It is understood that the customer has reviewed and has agreed to the Terms and Conditions of LUS Fiber’s Residential Subscriber Agreement (posted at lusfiber.com). All terms of this offer will be withdrawn at such point that the customer initiates termination of any or all services included in the promotional offer within the twenty-four (24) month commitment. Customers may be charged an Early Termination Fee (ETF) of \$200 for terminating or eliminating the services associated with this promotional offer.

Charges for a Standard Installation are valued at \$1,500.00 and are waived for standard residential installations. Any installation costs deemed to be above and beyond standard fees, as determined at the sole discretion of LUS Fiber, are considered additional and will be discussed with the customer at time of installation.

All installation/activation fees; equipment charges; applicable state, local or federal taxes; franchise fees; other surcharges and regulatory costs; recovery fees; Pay Per View services; video event subscriptions; Video On Demand rentals; additional premium channel subscriptions; directory assistance charges; operator-assisted calls; and video, Internet or phone services not specified in your promotional offer or discount are at additional costs and the customer will be responsible for payment thereof.

LUS Fiber does not guarantee uninterrupted service. LUS Fiber does not guarantee error-free high speed Internet service, or guarantee the speed of your service. Actual speeds may vary. LUS Fiber does not guarantee the intended results from ZoneAlarm services or that the ZoneAlarm Security Suite software will be error-free, free from interruptions or other failures.

An Optical Network Terminal (ONT) is required equipment in order to receive all LUS Fiber residential video, Internet, and phone services and is included in the residential standard installation. Backup battery power is provided by LUS Fiber for phone service in the event electrical service is interrupted. Phone service, including access to e911 service, may not be available during an extended power outage. Prices include one Digital Receivers needed for Digital Access, Digital Plus and Digital Hispanic video services. Offer not redeemable for cash. Other restrictions may apply. All rates and offers are subject to change. LUS Fiber reserves the right to modify this offer and any conditions thereof, at any time.

Last modified 2019-02-27

LUS Fiber “Protection Plan”:

Terms and Conditions

LUS Fiber offers an Inside Wire Maintenance Plan to LUS Fiber residential customers, known as our Protection Plan. Under this plan, an LUS Fiber representative will identify and repair wiring issues as they relate to your video, Internet or phone services provided by LUS Fiber. If it is determined that LUS Fiber cannot troubleshoot a problem you are experiencing via phone and a visit to your home is needed, in many instances, your Inside Wire Maintenance Plan subscription may cover the cost to repair your connection. The following Terms and Conditions apply to your Protection Plan agreement. LUS Fiber will make reasonable efforts to repair your internal wiring that is covered by this plan.

Such wiring includes:

- a. Inside telephone wiring that runs from the LUS Fiber box on the outside of your home to the telephone wall outlets/telephone demarcation point(s) in your home. All other telephone wiring not falling within the above description is not covered.
- b. Video service wiring, running from the LUS Fiber box outside of your home to coax wall outlet(s)/video demarcation point(s) inside your home. All other video wiring not falling within the above description is not covered.
- c. Internet wiring from the LUS Fiber box on the outside of your home to the internet wall outlet/internet demarcation point in your home. All other internet wiring not falling within the above description is not covered.

If it is determined that access to wiring inside of walls is needed in order to make repairs such access must be provided by the residential customer to the LUS Fiber technician. LUS Fiber technicians will not punch or cut through walls to access wiring. Gaining access to wiring inside of walls must be paid by the customer and not LUS Fiber. If it is determined, while the technician is at your home, that access within the walls is necessary in order to do the repairs, the repair process will be halted and rescheduled after access has been created.

The following is a list of items not covered by the LUS Fiber Protection Plan:

- a. Any issues or conditions that existed before installation of LUS Fiber at the premises.
- b. Phone wiring from the phone jack to the telephone.
- c. Existing jacks for internet, video or phone that are not considered up to industry standards (to be determined at the sole discretion of the LUS Fiber technician.)
- d. Customer-owned equipment, including, but not limited to: VCR's, DVD players, televisions, telephones, answering machines, non-LUS Fiber set-top boxes, sling boxes, modems, computers, computer monitors, routers, etc.
- e. Any wiring for phone, internet and video that is beyond any of the service demarcation point(s) and located outside of your home, and not covered elsewhere in this Maintenance Plan.
- f. Any wiring that LUS Fiber deems inaccessible.
- g. Wiring between apartment buildings or other multiple tenant dwellings.
- h. Outlets not associated with the provision of LUS Fiber services
- i. Outlets utilized to provide electricity to any device
- j. Damages incurred as the result of a natural disaster, fire, negligence, storm, and person or animal-inflicted damage.
- k. Any type of installations or changes that are considered part of the initial installation set-up and/or an upgrade in services.

If an LUS Fiber service call is set up and the LUS Fiber Technician finds that your issues are not covered by your Protection Plan subscription, you will be billed at the regular hourly rate for repairs, with a minimum of one hour billed. LUS Fiber may, at any time, decide to discontinue offering this plan to customers with a 30-day written notice to those who subscribe to the plan.

LUS Fiber shall not be liable for any injuries to persons or property arising out of installations, maintenance or repairs performed in connection with any product or service offered under this Plan, nor shall LUS Fiber be liable for any other damages including, but not limited to, indirect, incidental, special or consequential damages, arising from the customer's use or inability to use such inside telephone wire, cable wire, internet wire, telephone jacks or cable outlets. In the event that LUS Fiber diagnoses a problem that is not covered by this Plan, and the customer requests further work be performed by LUS Fiber to correct said problem, and LUS Fiber agrees to perform said further work, then LUS Fiber will bill and customer shall pay the then-effective LUS Fiber rate for such further service work. LUS FIBER EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES RELATED TO ANY AND ALL PRODUCTS AND SERVICES PROVIDED PURSUANT TO THIS PLAN. THIS DISCLAIMER EXPRESSLY INCLUDES, BUT IS NOT LIMITED TO, DISCLAIMER OF ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LUS FIBER'S LIABILITY UNDER THIS PLAN IS LIMITED TO THE AMOUNT PAID UNDER THIS PLAN. If you are not the owner of the property where LUS Fiber will perform these services, you hereby warrant and represent that you have obtained all necessary permissions from the owner of the building and you will indemnify LUS Fiber from any liability arising from a breach of the representation and warranty.

Last modified 2018-10-30

LUS Fiber Hub City WiFi Plus Discount:

Terms and Conditions

Offer available to new residential LUS Fiber customers within the LUS Fiber service territory.

This Hub City WiFi Plus discount offer may be combined as an add-on to LUS Fiber's "Welcome Bundle" and "All Fiber Bundle" for the discounted monthly rate of \$10.00 for the length of the contract term.

New or existing customers who have signed up for the "Welcome Bundle" and "All Fiber Bundle" promotions are eligible to sign up for Hub City WiFi Plus service at the discounted rate throughout 24-month term of the contract agreement.

It is understood that the customer has reviewed and has agreed to the Terms and Conditions of LUS Fiber's Residential Subscriber Agreement (posted at lusfiber.com). All terms of this offer will be withdrawn at such point that the customer initiates termination of any or all services included in the promotional offer within the twenty-four (24) month commitment.

Customers may be charged an Early Termination Fee (ETF) of \$50 for terminating or eliminating the services associated with this Hub City WiFi Plus promotional offer within six (6) months of sign-up.

Hub City WiFi Plus service includes:

- Professional installation & setup of home wireless network
- Setup for as many as five (5) devices (computers, tablets, phones, etc.) at the time of installation
- 24/7/365 local phone support
- Waived \$50.00 Installation Fee

The \$10.00 discounted rate is available to residential customers only and does not include required taxes, fees or surcharges. Internet bandwidth that the customer receives is not guaranteed and is best effort.

Last modified 2019-01-14