

## KNOLOGY CUSTOMER SERVICE AGREEMENT

This document, along with your Service Order, the Knology Alabama Telephone Service Price List (if applicable), the Cable Television Subscribers Privacy Rights Notice, and Knology's Internet Appropriate Use Policy (if applicable to the services ordered), describes the terms and conditions under which Knology provides telecommunications, information and other services ("Service" or "Services"), as well as any related equipment ("Equipment") and constitutes the Agreement between you and Knology ("Agreement"). For purposes of this Agreement, "Knology", "We", "Our", or "Us" means such of Knology, Inc., Interstate Telephone Company, Valley Telephone Co., LLC, Globe Telecommunications, Inc., and ITC Globe, Inc., as well as subsidiaries, affiliates and any other person or entity doing business as Knology and providing Services and/or Equipment to You (and any agents of the aforementioned entities, including any billing agents). As a condition of using such Services and/or Equipment, you ("You" or "Your") agree to accept and comply with the terms of service set out in this Agreement. **The terms of this Agreement will apply to all Service(s) and/or Equipment you purchase from Us now, or in the future, unless such terms are superseded by tariff or the terms of a separate written agreement.**

### I. TERMS APPLICABLE TO ALL SERVICES

#### A. YOUR SERVICE

1. **Description.** We will provide the Services requested by You, as those Services are described by the Service Order or the Knology Alabama Telephone Service Price List (if applicable).

2. **Service Commitment.**

**2.1. Minimum Service Term.** If You terminate Service prior to the expiration of the Minimum Service Term associated with the Service option you have selected, You will owe any Termination Fees as described in your Service Order, this Agreement, or in the Knology Alabama Telephone Service Price List (if applicable), in addition to such other fees due and payable under this Agreement and any fees for the non-return of equipment.

**2.2. Initial Term; Renewal Term.** The initial Service Term is specified on the Service Order or the Knology Alabama Telephone Service Price List (if applicable), and, unless stated otherwise therein, begins on the date that the Service is activated and available for Your use. Thereafter, this Agreement shall renew automatically for successive periods of one month until terminated by You or Us.

3. **Equipment.** For the duration of Your Agreement, Knology will provide You any Equipment which We offer and which You have requested. You may lease said Equipment, which shall at all times remain Our property. We may, however, in Our sole discretion, permit You to purchase the Equipment. You are responsible for having a

