

## Price Pledge Frequently Asked Questions

### **Q. What is covered under the Price Pledge Guarantee?**

A. The prices you pay for your MPW Digital TV and MachLink services in effect on the Acceptance Date. The Price Pledge Guarantee does not apply to the following fees and charges that may increase or decrease during the 24-month term: (i) charges for any other MPW services you receive that are not expressly identified above as part of the Price Pledge, (ii) installation and activation fees, (iii) equipment fees (e.g., rental fees for cable modems, digital receivers/remotes, CableCards<sup>®</sup>), (iv) applicable federal, state, or local taxes, and franchise fees, (v) other surcharges and regulatory cost recovery fees, (vi) charges for pay-per-use services (e.g. Pay Per View and On Demand), (vii) or charges for premium channels or digital video programming tiers not expressly identified above as part of the Price Pledge.

### **Q. Why do I have to sign a contract for the Price Pledge?**

A. Just as we are making a Price Pledge to you that we will not raise your rates for 24 months, you will make a pledge to us to keep your MPW Digital TV and MachLink services for that same 24 months. It is necessary for you to sign the Price Pledge Contract either in our offices or return a signed downloaded and printed version of the contract to our offices. The contract will then be placed on file for your account. Your contract period begins when the signed contract is received and processed in our offices.

### **Q. Is there an Early Termination Fee?**

A. Yes. There is a \$150 prorated Early Termination Fee for customers who cancel any or all of their Price Pledge-Guaranteed MPW Digital TV and MachLink services during their 24-month Price Pledge period.

### **Q. What happens after 24 months?**

A. Your Price Pledge Guarantee Contract will automatically renew at the then-current prices for the same services. This will happen two times. After three 24-month terms, you will need to resign a new contract.

### **Q. What if I move during my 24-month Price Pledge period?**

A. If you move within the MPW Digital TV and MachLink service area and keep your services, your contract terms will move with you. If you move within the service area and do not take the services, you will be charged the prorated Early Termination Fee. Since MPW Digital TV and MachLink services are only available in a limited area, if you move outside of that area during the 24-month period of your contract you will not be responsible for the Early Termination Fee.

### **Q. What if I want to change my service levels during my 24-month Price Pledge period?**

A. If you Upgrade or Downgrade services, you will not be charged the Early Termination Fee. Your Price Pledge contract savings will be set to the amount based on your new services. An Upgrade is defined as changing your current MPW Services to a level above your current level. A Downgrade is defined as moving your MPW Services to a level below your current level, but within the parameters of this Agreement (bundled MPW Digital TV and MachLink cable-modem services), without disconnecting any or all of your MPW Services.

### **Q. I live in an apartment and my landlord pays my cable bill. Am I eligible for the Price Pledge Guarantee for my MachLink services?**

A. Since your cable is part of a bulk agreement between MPW and your landlord, you are not eligible for the Price Pledge Guarantee for your MachLink services, as you are only billed for those services in your name.

**Q. What happens if you change the channel lineup during my 24-month Price Pledge Period?**

A. MPW may, from time-to-time, in its sole discretion, add, drop or otherwise modify the channels included in your cable PP Service line up at any time during the Term. You acknowledge and agree that any such changes will not modify, alter, or release you of your obligations hereunder.

**Q. What if I want to put my account on vacation hold during my 24-month Price Pledge Period?**

Customers who disconnect services for vacation time will not be eligible for the Price Pledge. There must not be any disruption of services *at the same address* during the contract period.

**Q. Can I take part on any acquisition promotions during my 24-month Price Pledge period?**

A. No. Customers with a Price Pledge contract are not eligible for any MPW acquisition promotions. Price Pledge customers are eligible for other promotions, including but not limited to, On Demand promotions and premium network promotions. Check the eligibility requirements for each promotion to determine your eligibility.