

# TERMS & CONDITIONS CHARTER MEMBER AND LOYALTY PROGRAM

## TERMS AND CONDITIONS OF NEXTLIGHT™ CHARTER MEMBER PROGRAM

As a new, community-based fiber network, LPC has implemented a program to selectively reward those Longmont residents that are among the first to become customers. Those Longmont residents who sign up for service when it first becomes available in their neighborhood will become "Charter Members" and receive special pricing of \$49.95 per month on LPC's flagship internet service.

The program requires customers to meet certain qualifications to qualify for, and retain, Charter Member status:

- The Charter Member program is only available to residential customers that subscribe to the 1Gbps internet service.
- To qualify, a customer must order 1Gbps internet service within the first 3 months of service becoming available to their home. LPC will publish the service availability date and the deadline for subscription.
- Charter Member pricing will be ongoing so long as the customer maintains internet service with LPC without a service disconnection.
- If a Charter Member moves within the LPC service territory, the special rate will continue to apply so long as the 1Gbps service is transferred to the new address at the time it is discontinued from the Charter Member's existing address. If the new address is in the LPC service territory but does not yet have LPC broadband available, the Charter Member will be able to re-qualify for Member status by ordering the 1Gbps service prior to the 3 month deadline at the new location.
- The Charter Membership program is transferable with a property sale so long as the service is transferred to the new resident when the original Charter Member discontinues service. The new resident must order the 1Gbps internet service.
- For newly developed residences (multi-dwelling units or single family) built in areas where NextLight is already serviceable, the Charter Member program period begins upon sign up for City utility services (i.e., electric, water, etc.) by the first occupant of each premise.
- Referral program - if an active customer refers a new customer, both customers will receive a free month of service for the 12th month from sign up.
- LPC reserves the right to change or modify the program qualifications, restrictions, and pricing at any time. Restrictions regarding abusive usage will apply at LPC's sole discretion. LPC Gig service is non-dedicated, symmetrical bandwidth of up to 1Gbps downstream and upstream. Throughput levels are best-effort and not guaranteed.

## TERMS AND CONDITIONS OF NEXTLIGHT LOYALTY INCENTIVE PROGRAM

For those 1Gbps residential service customers that do not qualify for the Charter Member program, LPC has developed an incentive program to reward its most loyal customers. Those residents who retain 1Gbps service for more than 1 year will become eligible to participate in the "Loyalty Incentive Program". This program will provide incentive pricing of \$59.95 for 1Gbps service.

The program requires customers to meet certain qualifications to qualify for, and retain, the Loyalty Incentive:

- The Loyalty Incentive program is only available to residential customers that subscribe to the 1Gbps internet service.
- To qualify, a customer must subscribe to 12 or more months of uninterrupted 1Gbps internet service.
- This Loyalty pricing will be ongoing so long as the customer maintains internet service with LPC without a service disconnection.
- If a customer moves within the LPC service territory, the special rate will continue to apply so long as the 1Gbps service is transferred to the new address at the time it is discontinued from the Loyalty Member's existing address. If the new address is in the LPC service territory but does not yet have LPC broadband available, the customer will be able to qualify for Charter Member status by ordering the 1Gbps service prior to the 3 month deadline at the new location.
- LPC reserves the right to change or modify the program qualifications, restrictions, and pricing at any time. Restrictions regarding abusive usage will apply at LPC's sole discretion. LPC Gig service is non-dedicated, symmetrical bandwidth of up to 1Gbps downstream and upstream. Throughput levels are best-effort and not guaranteed.

