Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of	)	
	)	
Connect America Fund	)	WC Docket No. 10-90
	)	
ETC Annual Reports and Certifications	)	WC Docket No. 14-58
	)	
Developing a Unified Intercarrier Compensation Regime	)	CC Docket No. 01-92

Competitive Coverage Challenge of Shawnee Telephone Company

Pursuant to the streamlined challenge process established by the Commission in the *CAF Rate-of-Return Order*,[1] Shawnee Telephone Company ("Shawnee Telephone") hereby challenges the competitive coverage of Time Warner Cable ("TWC"), Aero Communications, LLC ("Aero"), WideOpenWest ("WOW!"), and JAB Wireless, Inc. ("JAB Wireless"), shown in the most recent Form 477 data that have been incorporated into the Commission's Alternative Connect America Cost Model ("ACAM") version 2.2.[2]

Background

In the *CAF Rate-or-Return Order*, the Commission sought to ensure that Connect America Fund ("CAF") support would be distributed to rate-of-return carriers in the most efficient manner possible, in order to ensure that the nation derives the greatest possible public interest benefit from this expenditure of universal service support funds.[3] In doing so, the

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[1] *Connect America Fund*, WC Docket No. 10-90, Report and Order, Order and Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 16-33 (rel. Mar. 30, 2016), at ¶ 71 ("*CAF Rate-of-Return Order*").

[2] *Connect America Fund*, WC Docket No. 10-90, Public Notice: "Wireline Competition Bureau Releases Alternative Connect America Cost Model Version 2.2 and Illustrative Results and Competitive Challenge Process to Competitive Coverage," DA 16-378 (Wir. Comp. Bur., rel. Apr. 7, 2016) ("*ACAM Version 2.2 Public Notice*").

[3] *CAF Rate-of-Return Order* at ¶ 6.

Commission determined to "target [ACAM] support to areas of greater need,"[4] in part by "tak[ing] steps to ensure that support is not provided to overbuild areas where another provider already is providing *voice and broadband service* meeting the Commission's requirements."[5] The Commission thus directed the Wireline Competition Bureau ("Bureau") to incorporate into the ACAM the most recent Form 477 data and provide an opportunity for commenters to challenge the competitive coverage that updated version of the ACAM shows.[6]

On April 7, 2016, the Bureau released ACAM v. 2.2, which contains the most recent (June 2015) Form 477 competitive coverage data, and initiated this challenge process.[7]

Methodology

The following is a brief overview of the methodology that Shawnee Telephone used to identify the census blocks where the June 2015 Form 477 Broadband Deployment data show a potential competitor in its service area.

The census blocks for Shawnee Telephone (Study Area Code = 341025) were identified using the latest version of the A-CAM Model (v2.2). The A-CAM model data output file, SSACAM20160330v22_CBSummary_Node4WorkingCust, from the Posted Data Sets of the model was used and the census block data for Shawnee Telephone Company (SAC = 341025) was extracted and summarized.

The FCC Form 477 Broadband Deployment Data for June 2015 were released on March 16, 2016.[8] Shawnee Telephone compiled those Form 477 data and extracted all census blocks

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4 *Id.* at ¶ 70.

5 *Id.* at ¶ 71 (emphasis added).

6 *Id.*

7 *ACAM Version 2.2 Public Notice* at 2-3.

identified in the ACAM v. 2.2 census block summary, in order to determine the extent of competitive coverage that the Form 477 data include for Shawnee Telephone.

That Shawnee Telephone Census Block FCC Form 477 Broadband Deployment data summary was then filtered to identify all cable providers in Shawnee's service territory. Cable providers were identified using the "TechCode" data column in the FCC Form 477 Broadband Deployment data. TechCode's 40, 41, 42, and 50 were used to identify cable providers. All providers/holding companies in the cable summary which were identified as Shawnee/Shawnee affiliates were excluded.

The Shawnee Census Block FCC Form 477 Broadband Deployment data summary was then filtered to identify all fixed wireless providers in Shawnee's service territory. Fixed Wireless providers were identified using the "TechCode" data column in the FCC Form 477 Broadband Deployment data. TechCode's 70 & 71 were used to identify fixed wireless providers. All providers and holding companies in the fixed wireless summary that were identified as Shawnee Telephone and its affiliates were excluded.

The census blocks identified by this analysis are shown in **Exhibit 1** to the Declaration of John A. Henderson ("Henderson Declaration"), attached hereto.

Competitive Coverage Challenge

Time Warner Cable. The *CAF Rate-of-Return Order* was clear that only census blocks where a competitor offers both voice *and* broadband service meeting the Commission's requirements should be excluded from ACAM support calculations.[9] As indicated in the Henderson Declaration, while TWC offers broadband in the census blocks identified in the Form

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[8] *See* Public Notice, "FCC Releases Form 477 Data on Fixed Broadband Deployment as of June 30, 2015," WC Docket No. 11-10, DA 16-279 (Wir .Comp. Bur., rel. Mar. 16, 2015).

[9] *CAF Rate-of-Return Order* at ¶ 71.

477, TWC does *not* offer voice service anywhere in Shawnee Telephone's service area. To support this challenge, Mr. Henderson contacted a TWC sales agent via online chat, and attempted to order service at three separate addresses within the Equality, Illinois census blocks identified as served in the Form 477 data within the Shawnee Telephone service area. After checking these addresses, the TWC service representative confirmed that TWC does not offer voice service anywhere in the Equality, Illinois service area of Shawnee Telephone, stating, "we just offer Cable and Internet service only in this area." Furthermore, Shawnee Telephone has not seen any TWC advertising indicating that voice service is available.

JAB Wireless. The Form 477 data show three census blocks on the northern edge of Shawnee Telephone's service area where JAB Wireless claims to offer wireless broadband services. These census blocks straddle the border between Equality, Illinois, to the south, and Ridgway, Illinois to the north. In the northern portions of these census blocks, which are located in Ridgway, Illinois, outside Shawnee Telephone's service area, JAB Wireless offers wireless broadband service under the name, Rise Broadband. However, Shawnee Telephone only serves the southern portions of these census blocks, located in Equality, Illinois. As shown in the Henderson Declaration, Mr. Henderson checked several Equality addresses within the Shawnee Telephone portions of these census blocks, both through the Rise Broadband online tool, and in a chat session with a company sales representative. The sales representative confirmed that, "[w]e do not have any towers in your area that we would be able to get a line of sight to."

Aero Communications. While Aero is shown as a provider of broadband service in certain census blocks located in Shawnee Telephone's service area, the Form 477 data show that they do not offer any service to residential customers. Specifically, the Form 477 data for the Aero census blocks are coded "0" for consumer service, indicating that the company does not offer

that service. In addition, as shown in the Henderson Declaration, Mr. Henderson placed a call to Aero, and was told by a sales representative that the company offers service only in the northwest corner of Illinois, far from Shawnee Telephone' southern Illinois service area.

WideOpenWest. WOW! is shown to provide broadband service to a single census block in Shawnee Telephone's service area. As with Aero, however, that census block is coded "0" for consumer service, indicating that the company does not offer that service. Furthermore, even for business customers, the service is shown with a speed of "0" as well. The census block is far removed from the nearest WOW! markets, which are located in Evansville, Indiana, and Chicago, Illinois. WOW! has not advertised any services in the Shawnee Telephone service area, and the inclusion of this single census block in the Form 477 competitive coverage data appears to be in error.

Conclusion

For the foregoing reasons, Shawnee Telephone hereby requests that the Bureau grant this challenge, and find that the census blocks identified herein are not competitively served for purposes of the ACAM model-support calculations.

Respectfully submitted,

/s/ *Michael Guffy*

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Declaration of John A. Henderson

April 28, 2016

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of	)	
	)	
Connect America Fund	)	WC Docket No. 10-90
	)	
ETC Annual Reports and Certifications	)	WC Docket No. 14-58
	)	
Developing a Unified Intercarrier Compensation Regime	)	CC Docket No. 01-92
	)	

Declaration of John A. Henderson

I, John Henderson, hereby declare the following:

1. I am the Marketing & Customer Service Manager for Shawnee Telephone Company. In that role, my responsibilities include, among other things, directing all activities of the commercial customer service department, analyzing competitive pricing of existing and new services, forecasts system & subscriber growth, market trends and pricing. Additionally, I research markets and prepare marketing forecasts and competitive service plans for market segments. I have been employed at Shawnee for 10 years and have a Bachelor's degree in Advertising from University of Southern Indiana.
2. I am submitting this declaration in support of the challenge that Shawnee Telephone Company is filing with the Federal Communications Commission ("FCC") to the designation of the census blocks shown in **Exhibit 1**, attached hereto, as competitively served by Time Warner Cable, Aero Communications, WideOpenWest ("WOW!"), and JAB Wireless, Inc. This declaration describes the basis for Shawnee Telephone Company's conclusion that these providers do not provide the competitive coverage required by paragraphs 70-71 of the Commission's *CAF Rate-of-Return Order*, FCC 16-33, released March 30, 2016, and that the affected census blocks should therefore be eligible for support under the Alternative Connect America Cost Model ("ACAM").

3. The most recent FCC Form 477 data, which were incorporated into the ACAM version 2.2 and illustrative model results released by the Wireline Competition Bureau on April 7, 2016, show the census blocks identified herein as competitively served by Time Warner Cable. Based on my knowledge of the voice and broadband market in the area served by Shawnee Telephone Company, it does not appear that Time Warner Cable serves these census blocks with voice and broadband service meeting the FCC's Connect America Fund requirements. Specifically, on April 27th and 28th, I conducted online chats with Time Warner Cable sales representatives and attempted to order voice and broadband services in Equality, IL. During the chat sessions, I inquired about Time Warner Cable service at 3 separate addresses, all within the Equality, IL census blocks shown as served by Time Warner Cable. For each address, I was informed that voice service was not available. During the chat on April 28, 2016, a Time Warner Cable representative informed me that "we just offer Cable and Internet service only in this area." Full transcripts of the chat sessions are attached as **Exhibit 2**, hereto, as further evidence. I have seen no advertising for Time Warner Cable services in this area, and have not located anyone within these census blocks who subscribes to voice service from Time Warner Cable.
4. The most recent FCC Form 477 data, which were incorporated into illustrative ACAM model results released by the Wireline Competition Bureau on April 7, 2016, show that WOW! serves a single census block in the Shawnee Telephone Company service area identified herein. Based on my knowledge of the voice and broadband market in the area served by Shawnee Telephone Company, it does not appear that WOW! serves these census blocks with voice and broadband service meeting the FCC's Connect America

Fund requirements. Specifically, on Thursday, April 28th, 2016, I visited the website for WOW!. Upon landing on their page, visitors are prompted to select the market in which they reside. The closest available market to Shawnee's service territory is Evansville, Indiana, which is over 57 miles East in a neighboring state. This is consistent with a slide presentation prepared by Wow! showing (on slide 4) service available in the Evansville, Indiana and Chicago, Illinois markets, but no service in Shawnee Telephone Company's southern Illinois service area. A screenshot of the WOW! website and the complete slide deck are attached hereto as **Exhibit 3**. In order to further verify the non-existence of facilities in Southern Illinois, I placed a call to Wow!. The company offers an automated telephone interface where callers can type in a zip code to see where services are available. Each zip code in Shawnee's service territory was entered and each was met with a message that states services were not available in that area.

5. The most recent FCC Form 477 data, which were incorporated into illustrative ACAM model results released by the Wireline Competition Bureau on April 7, 2016, show the census blocks identified herein as competitively served by Aero Communications. Based on my knowledge of the voice and broadband market in the area served by Shawnee Telephone Company, it does not appear that Aero Communications serves these census blocks with voice and broadband service meeting the FCC's Connect America Fund requirements. Specifically, on Thursday, April 28th, 2016, I placed a call to Aero Communications and inquired about services in Southern Illinois. The CSR informed me that they only offered services in the Northwest corner of Illinois. I explained where our Simpson exchange was located in Southern Illinois, asked again about the facilities in the Simpson exchange and was told that there were none in existence. I then explained that I

worked for Shawnee and asked to speak with a manager so that I could obtain documentation that Aero did not provide service in the Simpson exchange and was promptly transferred to the voicemail of Troy Heinrich. A message was left for Mr. Heinrich but so far, a reply has yet to be received.

6. The most recent FCC Form 477 data, which were incorporated into illustrative ACAM model results released by the Wireline Competition Bureau on April 7, 2016, show the census blocks identified herein as competitively served by JAB Wireless, Inc. In the adjacent town of Ridgway, Illinois, JAB Wireless offers service under the name, Rise Broadband. It does not appear, however, that Rise Broadband service is available in the Equality, Illinois service area of Shawnee Telephone Company. The three census blocks at issue straddle the border of Equality and Ridgway, Illinois. As shown in the screen shots attached as **Exhibit 4,** hereto, addresses in these census blocks with a Ridgway ZIP code (62979) show service available, while addresses in these census blocks with an Equality ZIP code (62934) show no service available. Because Shawnee Telephone Company serves Equality, but not Ridgway, Rise Broadband service is not available in our service area. Specifically, on Thursday, April 28th, 2016, I participated in an online chat with a Rise Broadband sales representative. I presented the representative with five addresses; two were located "in-town" while the other three were located in the rural portion of the exchange along the border of Equality and Ridgway, Illinois. The representative determined that they were not able to provide service to any of the provided addresses because none of them had an adequate line of sight to their tower. Screen shots of this conversation are attached as **Exhibit 5.**

7. Based on my inquiries, as described above, it does not appear that these competitors offer voice and broadband meeting the requirements of the *CAF Rate-of-Return Order* in the census blocks shown in the Form 477 data and identified herein. The FCC should therefore reclassify these census blocks as competitively unserved.
8. I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge, information, and belief.

John A. Henderson
April 28, 2016

Exhibit 1

List of Census Blocks and Census Block Maps

Provider_Id: 14108
FRN: 0007556251
ProviderName: Time Warner Cable Inc.
DBAName: Time Warner Cable Inc
HoldingCompanyName: Time Warner Cable Inc.
HocoNum: 131352
HocoFinal: Time Warner Cable Inc.

StateAbbr	BlockCode	TechCode	Consumer	MaxAdDown	MaxAdUp	Business	MaxCIRDown	MaxCIRUp
IL	170599728003050	42	1	50	5	1	0	0
IL	170599728004001	42	1	50	5	1	0	0
IL	170599728004003	42	1	50	5	1	0	0
IL	170599728004010	42	1	50	5	1	0	0
IL	170599728004011	42	1	50	5	1	0	0
IL	170599728004012	42	1	50	5	1	0	0
IL	170599728004013	42	1	50	5	1	0	0
IL	170599728004014	42	1	50	5	1	0	0
IL	170599728004015	42	1	50	5	1	0	0
IL	170599728004016	42	1	50	5	1	0	0
IL	170599728004017	42	1	50	5	1	0	0
IL	170599728004018	42	1	50	5	1	0	0
IL	170599728004020	42	1	50	5	1	0	0
IL	170599728004022	42	1	50	5	1	0	0
IL	170599728004023	42	1	50	5	1	0	0
IL	170599728004024	42	1	50	5	1	0	0
IL	170599728004028	42	1	50	5	1	0	0
IL	170599728004037	42	1	50	5	1	0	0
IL	170599728004038	42	1	50	5	1	0	0
IL	170599728004039	42	1	50	5	1	0	0
IL	170599728004042	42	1	50	5	1	0	0
IL	170599728004044	42	1	50	5	1	0	0
IL	170599728004045	42	1	50	5	1	0	0
IL	170599728004046	42	1	50	5	1	0	0
IL	170599728004047	42	1	50	5	1	0	0
IL	170599728004048	42	1	50	5	1	0	0
IL	170599728004049	42	1	50	5	1	0	0
IL	170599728004050	42	1	50	5	1	0	0
IL	170599728004051	42	1	50	5	1	0	0
IL	170599728004052	42	1	50	5	1	0	0
IL	170599728004054	42	1	50	5	1	0	0
IL	170599728004055	42	1	50	5	1	0	0
IL	170599728004056	42	1	50	5	1	0	0
IL	170599728004057	42	1	50	5	1	0	0
IL	170599728004059	42	1	50	5	1	0	0
IL	170599728004061	42	1	50	5	1	0	0
IL	170599728004153	42	1	50	5	1	0	0
IL	170599728004155	42	1	50	5	1	0	0
IL	170599728004157	42	1	50	5	1	0	0
IL	170599728004158	42	1	50	5	1	0	0

Provider_Id: 12962
FRN: 0004992053
ProviderName: Aero Communications, LLC
DBAName: Aero Communications, LLC
HoldingCompanyName: Aero Communications LLC
HocoNum: 150203
HocoFinal: Aero Communications LLC

StateAbbr	BlockCode	TechCode	Consumer	MaxAdDown	MaxAdUp	Business	MaxCIRDown	MaxCIRUp
IL	170879776002000	50	0	0	0	1	100	100
IL	170879776002049	50	0	0	0	1	100	100
IL	170879776002050	50	0	0	0	1	100	100
IL	170879776002051	50	0	0	0	1	100	100
IL	170879776002052	50	0	0	0	1	100	100
IL	170879776002054	50	0	0	0	1	100	100
IL	170879776002057	50	0	0	0	1	100	100
IL	170879776002059	50	0	0	0	1	100	100
IL	170879776002060	50	0	0	0	1	100	100
IL	170879776002061	50	0	0	0	1	100	100
IL	170879776002124	50	0	0	0	1	100	100
IL	170879776002127	50	0	0	0	1	100	100
IL	170879776002128	50	0	0	0	1	100	100
IL	170879776002132	50	0	0	0	1	100	100
IL	170879776002140	50	0	0	0	1	100	100
IL	170879776002142	50	0	0	0	1	100	100
IL	170879776002152	50	0	0	0	1	100	100
IL	170879776002155	50	0	0	0	1	100	100
IL	170879776003000	50	0	0	0	1	100	100
IL	170879776003005	50	0	0	0	1	100	100
IL	170879776003006	50	0	0	0	1	100	100
IL	170879776003009	50	0	0	0	1	100	100
IL	170879776003014	50	0	0	0	1	100	100
IL	170879776003020	50	0	0	0	1	100	100
IL	170879776003021	50	0	0	0	1	100	100
IL	170879776003023	50	0	0	0	1	100	100
IL	170879776003024	50	0	0	0	1	100	100
IL	170879776003027	50	0	0	0	1	100	100
IL	170879776003029	50	0	0	0	1	100	100
IL	170879776003031	50	0	0	0	1	100	100
IL	170879776003032	50	0	0	0	1	100	100
IL	170879776003033	50	0	0	0	1	100	100
IL	170879776003034	50	0	0	0	1	100	100
IL	170879776003035	50	0	0	0	1	100	100
IL	170879776003037	50	0	0	0	1	100	100
IL	170879776003039	50	0	0	0	1	100	100
IL	170879776003040	50	0	0	0	1	100	100
IL	170879776003041	50	0	0	0	1	100	100
IL	170879776003042	50	0	0	0	1	100	100
IL	170879776003043	50	0	0	0	1	100	100
IL	170879776003044	50	0	0	0	1	100	100
IL	170879776003045	50	0	0	0	1	100	100
IL	170879776003048	50	0	0	0	1	100	100
IL	170879776003049	50	0	0	0	1	100	100
IL	170879776003051	50	0	0	0	1	100	100
IL	170879776003056	50	0	0	0	1	100	100
IL	170879776003057	50	0	0	0	1	100	100
IL	170879776003058	50	0	0	0	1	100	100
IL	170879776003059	50	0	0	0	1	100	100
IL	170879776003061	50	0	0	0	1	100	100
IL	170879776003065	50	0	0	0	1	100	100
IL	170879776003066	50	0	0	0	1	100	100
IL	170879776003068	50	0	0	0	1	100	100
IL	170879776003069	50	0	0	0	1	100	100
IL	170879776004001	50	0	0	0	1	100	100
IL	170879776004002	50	0	0	0	1	100	100
IL	170879776004003	50	0	0	0	1	100	100
IL	170879776004004	50	0	0	0	1	100	100

Provider_Id: 12962
FRN: 0004992053
ProviderName: Aero Communications, LLC
DBAName: Aero Communications, LLC
HoldingCompanyName: Aero Communications LLC
HocoNum: 150203
HocoFinal: Aero Communications LLC

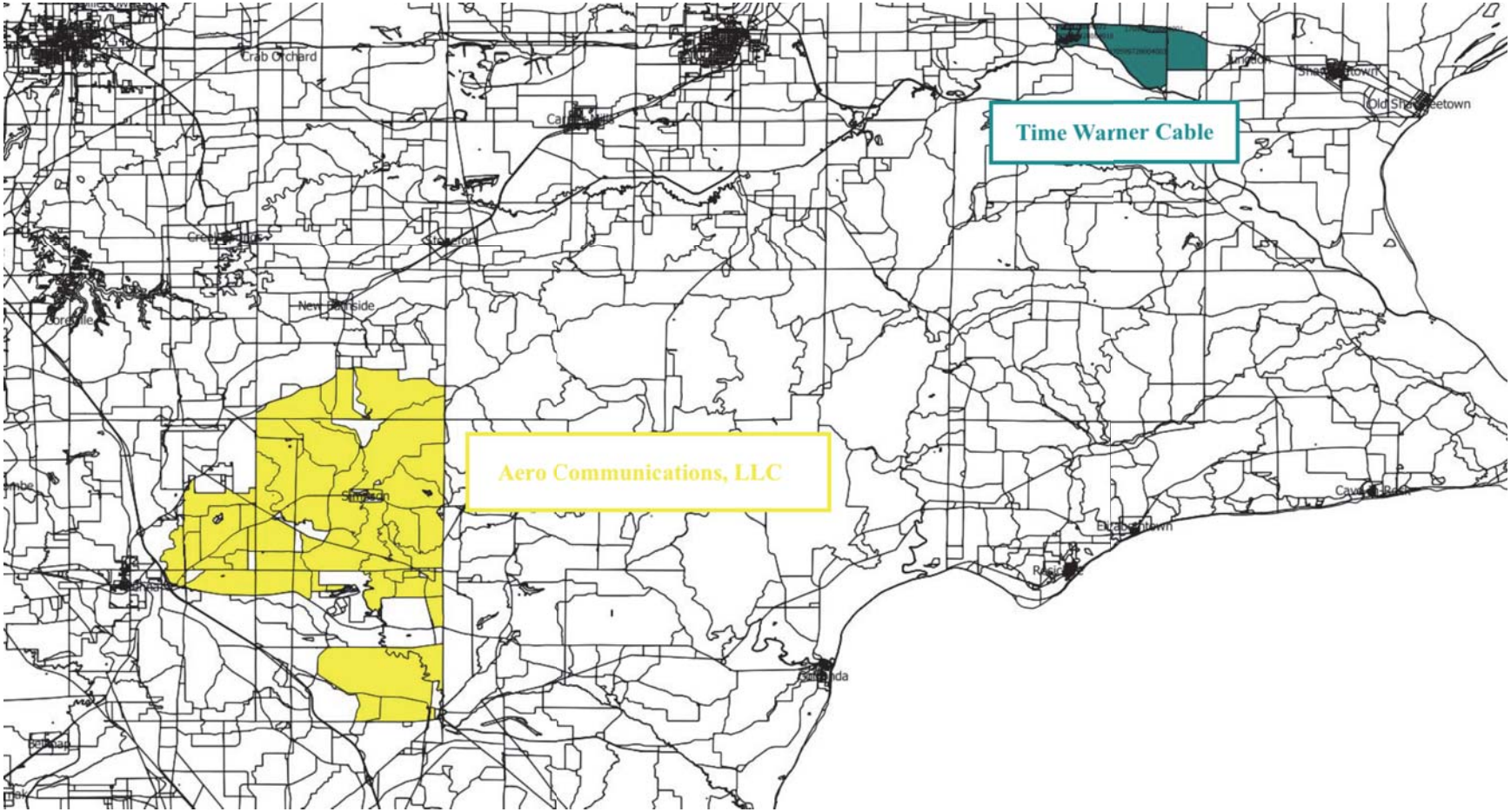
StateAbbr	BlockCode	TechCode	Consumer	MaxAdDown	MaxAdUp	Business	MaxCIRDown	MaxCIRUp
IL	170879776004005	50	0	0	0	1	100	100
IL	170879776004006	50	0	0	0	1	100	100
IL	170879776004007	50	0	0	0	1	100	100
IL	170879776004008	50	0	0	0	1	100	100
IL	170879776004009	50	0	0	0	1	100	100
IL	170879776004012	50	0	0	0	1	100	100
IL	170879776004018	50	0	0	0	1	100	100
IL	170879776004021	50	0	0	0	1	100	100
IL	170879776004022	50	0	0	0	1	100	100
IL	170879776004023	50	0	0	0	1	100	100
IL	170879776004024	50	0	0	0	1	100	100
IL	170879776004031	50	0	0	0	1	100	100
IL	170879776004032	50	0	0	0	1	100	100
IL	170879776004042	50	0	0	0	1	100	100
IL	170879778003144	50	0	0	0	1	100	100
IL	170879778003145	50	0	0	0	1	100	100
IL	170879778003163	50	0	0	0	1	100	100
IL	170879778003167	50	0	0	0	1	100	100
IL	170879778003173	50	0	0	0	1	100	100
IL	170879778003175	50	0	0	0	1	100	100
IL	170879778003176	50	0	0	0	1	100	100
IL	170879778003177	50	0	0	0	1	100	100

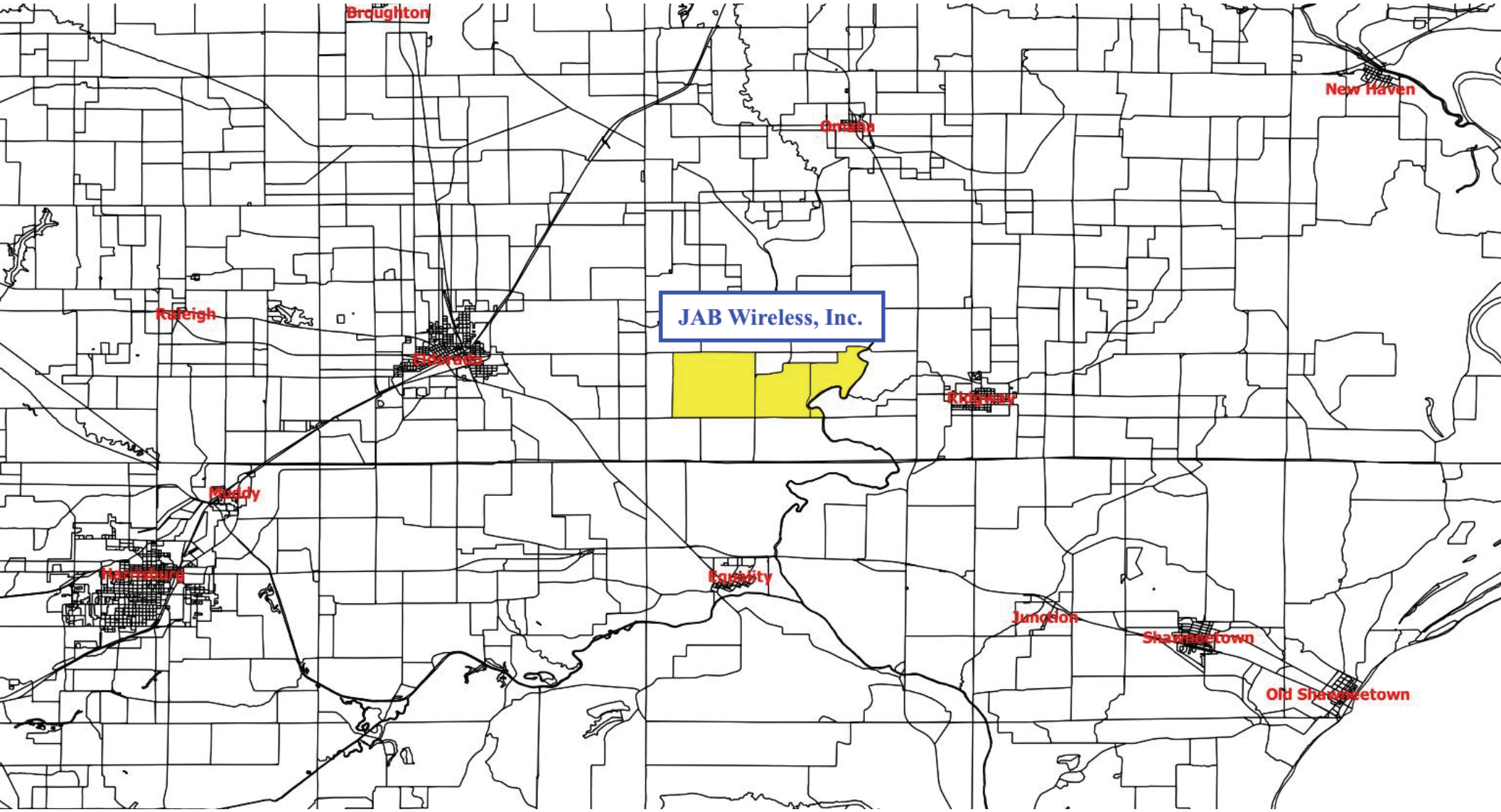
Provider_Id: 15582
FRN: 0006043269
ProviderName: WideOpenWest Cleveland, LLC
DBAName: WOW
HoldingCompanyName: WideOpenWest
HocoNum: 131480
HocoFinal: WideOpenWest

StateAbbr	BlockCode	TechCode	Consumer	MaxAdDown	MaxAdUp	Business	MaxCIRDown	MaxCIRUp
IL	170699710001065	42	0	0	0	1	0	0

Provider_Id: 16636
FRN: 0008317661
ProviderName: Essex Telcom, Inc
DBAName: T6
HoldingCompanyName: JAB Wireless, Inc.
HocoNum: 140048
HocoFinal: JAB Wireless, Inc.

StateAbbr	BlockCode	TechCode	Consumer	MaxAdDown	MaxAdUp	Business	MaxCIRDown	MaxCIRUp
IL	170599727003047	70	1	15	3	1	1000	1000
IL	170599727003053	70	1	15	3	1	1000	1000
IL	170599727003057	70	1	15	3	1	1000	1000


Time Warner Cable
Aero Communications, LLC
Crab Orchard
Stoneford
New Pathside
Cordville
Simpson
Elizabethtown
Old Shawneetown


JAB Wireless, Inc.
Broughton
New Haven
Ontario
Raleigh
Eldorado
Ridgway
Moody
Harrisburg
Equality
Junction
Shawneetown
Old Shawneetown

WideOpenWest
Cave-In-Rock

Exhibit 2

Chat Transcripts with Time Warner Cable Sales Representatives

General Info	
Chat start time	Apr 27, 2016 9:50:12 AM EST
Chat end time	Apr 27, 2016 10:14:23 AM EST
Duration (actual chatting time)	00:24:11
Operator	Jesy D.

Chat Transcript

info: Thank you for contacting Time Warner Cable. A representative will be with you shortly.
info: You are now chatting with Jesy D..
info: ** Please do not share credit card information in this window. If credit card information is required, the agent will push a separate and secure form to you. **
Jesy D.: Thank you for contacting Time Warner Cable Online Sales, home of the best Triple-Play offer. My name is Jesy D., how can I help you today?
henderson: hi, my grandma is moving to Equality, IL and is looking for phone service. Do you provide it there?
Jesy D.: I am more than happy to check it for you Henderson.
Jesy D.: In order to best assist you on your needs, I need to ask a few questions, will that be ok?
henderson: sure
Jesy D.: May I have your complete address (including your Zip Code) so that I could check the serviceability of your address and a good contact number for callback purposes?
henderson: her address is ***** S Walnut Apt 6A, Equality, IL 62934. My number is 618-499-6009.
Jesy D.: Thank you
Jesy D.: One moment please
henderson: sure
Jesy D.: I will be right with you.
Jesy D.: Thanks for waiting.
Jesy D.: I can see here that the address is very much serviceable by TWC!
henderson: so what all can she get?
Jesy D.: As I check, cable and internet service is available in your area.
Jesy D.: If I may ask,what are the channels that your grandmom would like?
henderson: cheapest, she's mainly just wanting locals.
Jesy D.: Sure. Would she be interested as well with internet service?
henderson: probably
Jesy D.: That would be great!
Jesy D.: Just to give you an idea, we have this bundle that comes with 20+ channels and 15mbps internet. This would be for $44.99 before taxes. For you internet service, you have the option to lease the modem from us or you can use your own as well.:)
Jesy D.: How about that?
henderson: so that's 20+ channels, 15 mbps internet and phone service for $44.99. right?
henderson: is there a data cap?
Jesy D.: As I checked Henderson, phone service is not yet available in this location. We can have just the cable and internet for now.
Jesy D.: TWC offers unlimited internet with NO data capping.
Jesy D.: No need to worry about paying extra changes because we don't have that. :)
Jesy D.: So Henderson, let's go ahead and sign you up!
henderson: Well, this for my grandma, so I will need to run the expenses by her. We're not together at the moment but I will swing by and go over this with her and hopefully get back with you soon.
Jesy D.: One moment please
info: Your chat transcript will be sent to y2andru@yahoo.com at the end of your chat.
Jesy D.: Here's an option for you.
Jesy D.: We can secure this promotion right now without you making any payment yet
Jesy D.: We can set this for installation on a later date and time so that you'll still have longer time to discuss this with her. By doing this, you will still be able to secure the promotion without making any payment yet.
henderson: I will run this by her. Thanks.
Jesy D.: In case you have decided not to push through, you can always give us a call and cancel your appointment without paying for any cancellation fee since you are not tied with any contract.

General Info	
Chat start time	Apr 28, 2016 2:21:15 PM EST
Chat end time	Apr 28, 2016 2:35:30 PM EST
Duration (actual chatting time)	00:14:14
Operator	Tracy

Chat Transcript

info: Thank you for contacting Time Warner Cable. A representative will be with you shortly.
info: You are now chatting with Tracy.
info: ** Please do not share credit card information in this window. If credit card information is required, the agent will push a separate and secure form to you. **
Tracy: Hi Andy:)
Andy Henderson: Hi. Do you offer phone service in Equality, IL 62934?
Tracy: I'll be more than happy to check your address to see the availability of Time Warner Cable
Andy Henderson: ***** W Lane
Tracy: Thank you Andy
Tracy: Please stay on the chat while i am looking at your address here in our system. One moment please.
Andy Henderson: and can you also check ***** W Hobson St?
Tracy: Sure I can, is it the same Zip code?
Andy Henderson: yes
Tracy: Andy, Cable and Internet service is available in ***** W Lane Equality, IL 62934, but the Phone service is not yet available as of this moment.
Andy Henderson: is it available anywhere in town?
Tracy: Let me check the 2nd address that you provided.
info: Your chat transcript will be sent to y2andru@yahoo.com at the end of your chat.
Tracy: I'd check all the addresses available in our data base that we provide service, but still showing that Phone service is not available.
Andy Henderson: So that's a no, it's not available, right?
Tracy: That's correct Andy.
Andy Henderson: anywhere in 62934.
Tracy: Also I'd check the second address that you provided and as I can see here Phone service is also not available.
Tracy: Yes, we just offer Cable and Internet service only in this area.
Andy Henderson: Thanks for you help.

Exhibit 3

Screen Shot of WOW! Website and WideOpenWest Investor Presentation

File Edit View History Bookmarks Tools Help

WOW! Internet

www.wowway.com/products/internet

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Evansville, IN	Fort Gordon, GA
Huntsville, AL	Knoxville, TN
Lawrence, KS	Mid-Michigan, MI
Montgomery, AL	Panama City, FL
Pinellas, FL	Valley, AL

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WOW!SM

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J.P. Morgan
2016 Global High Yield & Leveraged Finance Conference

February 2016

Legal disclaimer

Forward-Looking Statements

Certain statements in this presentation and in any accompanying oral remarks made in connection with this presentation are "forward-looking statements" within the meaning of securities laws. You should not place undue reliance on these statements. Forward-looking statements include information concerning our liquidity and our possible or assumed future results of operations, including descriptions of our business strategies, as well as cost savings and other benefits we expect to achieve (and the timing thereof) as discussed herein. These statements often include words such as "believe," "expect," "anticipate," "intend," "plan," "estimate," "seek," "will," "may" or similar expressions. These statements are based on certain assumptions that we have made in light of our experience in the industry as well as our perceptions of historical trends, current conditions, expected future developments and other factors we believe are appropriate in these circumstances. You should understand that these statements are not guarantees of performance or results. They involve risks, uncertainties and assumptions which are discussed in detail in the Company's most recent Form 10-K Annual Report for the year ended December 31, 2014 filed with the SEC on March 27, 2015 and our Form 10-Q Quarterly Reports subsequently filed with the SEC which should be read in conjunction with this presentation.

Furthermore, we have not yet filed the Company's Form 10-K Annual Report for the year ended December 31, 2015 with the SEC. When the Company ultimately files its Form 10-K Annual Report with the SEC, actual results and financial information related to the fiscal year ended December 31, 2015 could differ materially from those reflected in the forward-looking statements contained herein as a result of a variety of factors, many of which are beyond the Company's control. The Company assumes no responsibility to update or revise any forward-looking statements as a result of new information or future developments.

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This presentation has been prepared by the Company and includes information from other sources believed by management to be reliable. No representation or warranty, express or implied, is made as to the accuracy or completeness of any of the information set forth herein. This presentation may contain summaries of the terms of certain documents and agreements, but reference is made to the actual documents and agreements for the complete information contained therein. The information contained herein is as of the date hereof and is subject to change, completion or amendment without notice.

Non-GAAP Financial Measures & Pro Forma Financial Information

We have included certain non-GAAP financial measures in this presentation, including Pro Forma Total Revenue, Adjusted EBITDA, Pro Forma Adjusted EBITDA and Pro Forma Capital Expenditures. We believe such measures are commonly used by investors to evaluate our performance and that of our competitors. These measures are not presentations made in accordance with GAAP and our use of such terms varies from others in our industry. These measures should not be considered as alternatives to total revenue, net income (loss), operating income, total capital expenditures or any other performance measures derived in accordance with GAAP as measures of operating performance or operating cash flows or as measures of liquidity. These non-GAAP financial measures have important limitations as analytical tools and you should not consider them in isolation or as substitutes for analysis of our results as reported under GAAP. For definitions of these non-GAAP financial measures, a discussion regarding the limitations of their use and a reconciliation of these measures to the most directly comparable GAAP financial measures, see "Non-GAAP Financial Measures", "Unaudited Pro Forma Financial Information" and "Unaudited Reconciliation of GAAP to Non-GAAP Financial Measures" in the Appendix to this presentation.

Company Overview

Sean, Customer Care, **Ihab**, Customer Care, **Morena**, Training

Best-in-class cable operator

- **9th largest MSO in the U.S.** with a presence in 20 markets across 11 states clustered in the Midwest and Southeast
- Operates in diversified markets, ranging from affluent suburbs to secondary and tertiary markets with **favorable competitive dynamics and demographics**
- **Fully-upgraded, technologically advanced systems** that enable efficient and discretionary capital spending

WOW!

It's that kind of experience.

- **Total Revenue of ~$1.22 billion**
- **Adjusted EBITDA of $444 million**

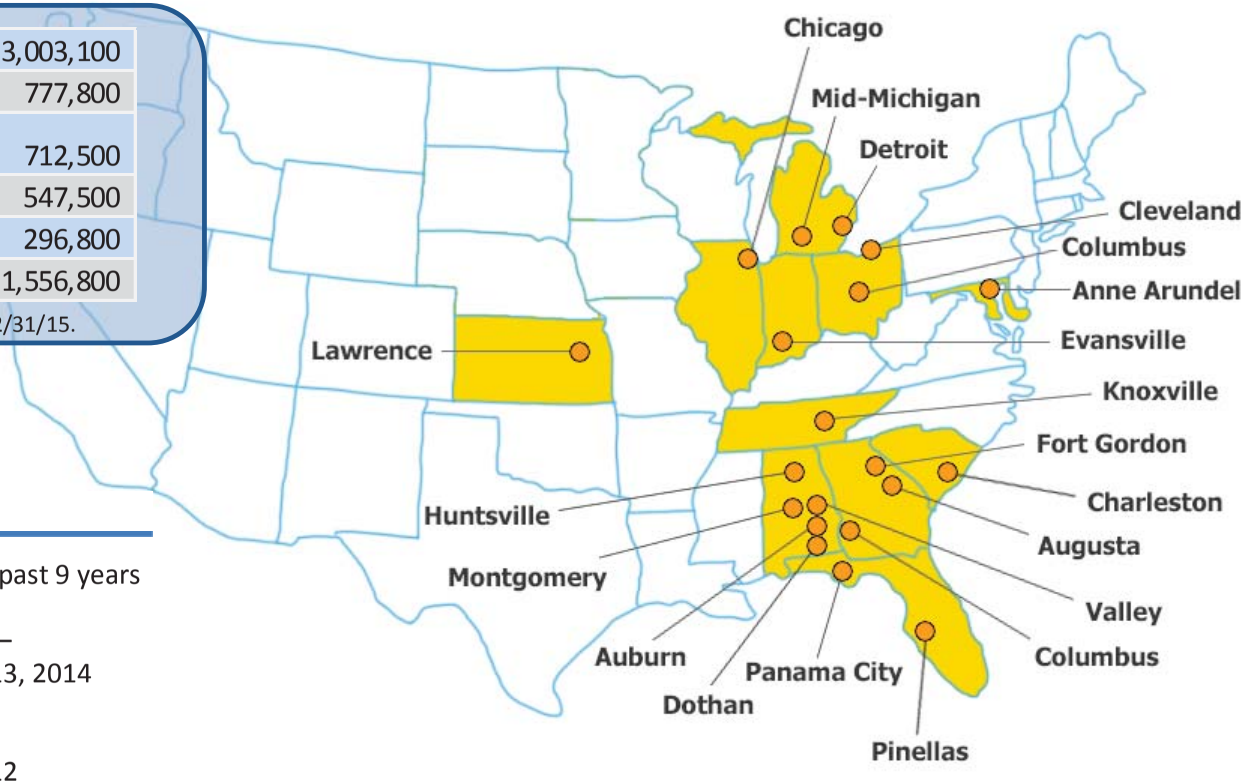
FYE 2015E results

- Award winning brand with a reputation for **excellent customer experience**
- **Significant growth opportunity led by HSD and business services**
- Talented, **experienced management team** with history of successful execution

WOW! overview

Homes Passed	3,003,100
Total Customers	777,800
HSD subscribers	712,500
Video subscribers	547,500
Telephony subscribers	296,800
Total RGUs	1,556,800

Subscriber information as of 12/31/15.



Award winning performance

- ✓ 19 J.D. Power awards in the past 9 years
- ✓ WOW! #1 Internet provider – 2009, 2010, 2011, 2012, 2013, 2014
- ✓ WOW! #1 Cable provider – 2007, 2008, 2010, 2011, 2012
- ✓ WOW! #1 Bundled provider – 2010, 2012, 2013, 2014, 2015
- ✓ WOW! #1 Phone provider – 2010

9th Largest MSO in the United States with ~1.6 million RGUs

WOW!'s key markets and competitors

Area	Market	Key competitors	Key observations
Area 1	Detroit, MI Mid-Michigan Evansville, IN Lawrence, KS	Comcast, U-verse DISH, DIRECTV Time Warner Cable U-Verse	No FiOS competition in Area 1 Limited U-verse competition Time Warner is not on an all digital network in Evansville Business services leader in Evansville
Area 2	Chicago, IL Columbus, OH Cleveland, OH	Comcast, U-verse Time Warner Cable, U-verse Time Warner Cable, U-verse	No FiOS competition in Area 2 Time Warner is not on an all digital network in Columbus or Cleveland
Area 3	West Point, GA Columbus, GA Montgomery, AL Huntsville, AL Knoxville, TN Anne Arundel, MD	Charter Charter, Mediacom Charter Comcast, Charter, Mediacom Comcast Comcast, FiOS	Competes with a less robust AT&T DSL offering in multiple markets in Area 3 Verizon FiOS is limited to one market in Area 3
Area 4	Panama City, FL Dothan, AL Augusta, GA Charleston, SC Pinellas, FL	Comcast Charter, Time Warner Cable Comcast Comcast, Time Warner Cable Bright House, FiOS	Competes with a less robust AT&T DSL offering in multiple markets Verizon FiOS competition is restricted to portions of Pinellas and will transition to Frontier in early 2016

Overlap with WOW! based on HHP

xfinity	Time Warner Cable	Charter	bright house	Mediacom	at&t U-verse	verizon FiOS	Other	None
51.9%	**23.3%**	**6.0%**	**10.2%**	2.4%	53.1%	7.2%	0.2%	5.6%

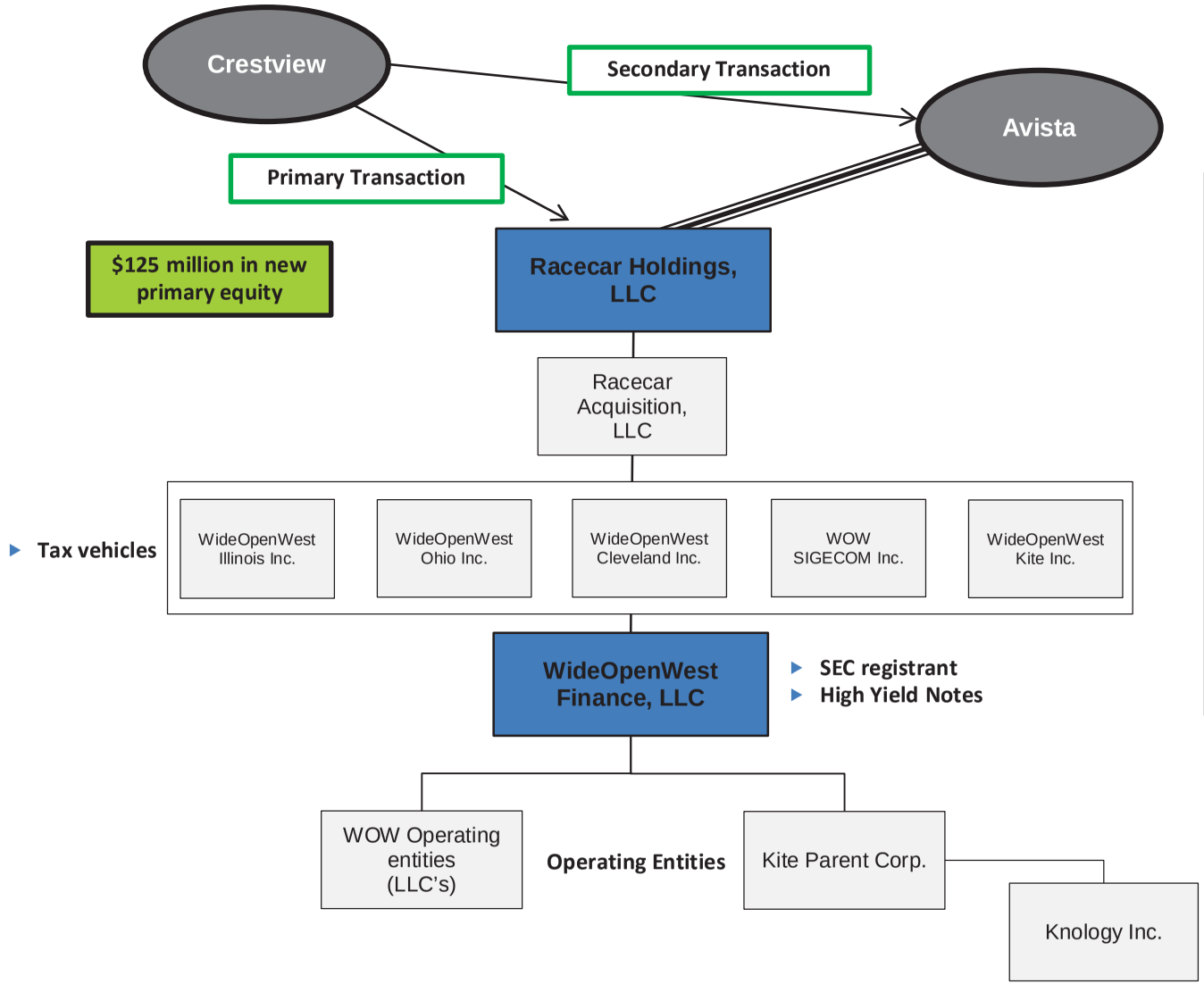
40% upon deal close

Attractive competitive dynamics with modest U-verse and FiOS competition

Technically advanced network & service offerings

- Multi-use service provider backbone (10G/100G) enabling centrally sourced voice, video and data services for residential and business services
- Fully upgraded systems with DOCSIS 3.0 capabilities in all markets providing 750+ MHz capacity in 100% of the combined markets (Lansing, MI is currently in process of being upgraded)
- 86% of network footprint is on an all-digital platform; 100% will be all-digital by the end of 2016
  - 300Mbps data offering available in ~ 75% of footprint
  - 600Mbps introduction in certain markets and 1Gig trials in two markets
  - Ultra TV deployed to 69% of network footprint with penetration rate of 28% of eligible video customers
- Robust business services network enabling advanced commercial class data and voice services within and between all markets
  - Ethernet over fiber and HFC
  - Disaster Recovery & Cloud back-up
  - Hosted VoIP solutions
  - SIP & PRI trunk services
- Will be able to continue to provide advanced services and capabilities, launch new services quickly & efficiently and maintain the networks relatively inexpensively
  - Managed wi-fi
  - Layer 3 VPN

Crestview transaction



Allows WOW! to aggressively pursue growth opportunities:

- **Residential HSD**
- **Commercial Services**
- **Edge-Out network expansion**
- **Accretive/de-leveraging M&A opportunities**

Why WOW! is different

Traditional incumbents	WOW!
✗ Greater focus on protecting linear video business	✓ Greater focus on growth and protection of Internet customer base ✓ Uniquely well positioned to be video agnostic and flex as customer behavior evolves ✓ Philosophically agreeable to integrated partnerships without bias
✗ Reliance on discounting to maintain / grow subscriber base	✓ Focused on profitable customer acquisition and retention
✗ Market expansion is M&A dependent	✓ Ability, willingness and track record of successful expansion through edge-outs, in addition to M&A opportunity
✗ History of poor customer service	✓ History of award-winning customer experience
✗ Company culture / reputation varied	✓ Strong, integrated culture throughout the organization

Residential: Edge-Out growth opportunity

- WOW! has historically invested success-based, discretionary capital to selectively expand the Company's network with excellent success
- Between 2008 – 2012, the Company invested over $100+ million in edge-out projects
  - Typically achieved customer penetration rates of more than ~ 20% of new homes passed within 12 months following completion of construction
  - On average, edge-out projects have achieved cash/cash IRRs of ~ 25% (before application of a terminal value to incremental Adjusted EBITDA)
- Elevated levels of capital expenditures, however, following the Knology acquisition in 2012 to integrate the Knology network & back-office infrastructure (i.e. all-digital upgrades, etc.) have prevented investment in edge-out growth opportunities since 2012
- New primary equity investment from Crestview, however, will enable WOW! to pursue these opportunities going-forward
- In excess of $200 million of such edge-out opportunities have been identified with similarly favorable return characteristics providing a relatively low-risk growth opportunity

Commercial Services: Strategy

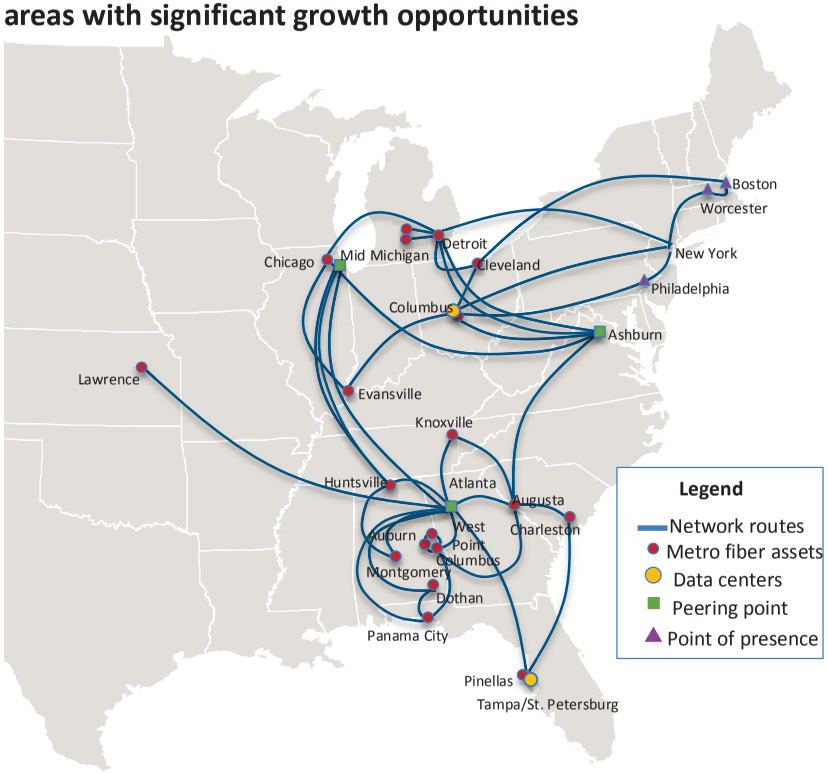
- Focused customer acquisition and support model with enhanced tools and resources addressing the demands by market segment
- Introducing advanced product offerings (e.g. metro Ethernet, SIP trunks, hosted VOIP, etc.) in legacy WOW! markets
  - Higher ARPU
  - Better IRR economics
  - Increasing size of addressable market
- Leverage and scale existing IP, fiber and transport infrastructure
- Recently signed significant contract to provide back-haul services to over 1,100 towers/small cell sites in our Chicago market:
  - When fully deployed, annualized total MRR will be ~ $11 million
- Expanding our sales channels to capture opportunity from a variety of distribution:
  - Restructured Field Sales to align with specific customer segmentation
  - Continue to expand our Wholesale relationships
  - Continued growth and development of our Indirect Channel
  - Launched new Agent Portal

Commercial Services: growth opportunity

Top 5 markets	Addressable market	% of total	WOW!'s estimated market share
Chicago	$411	32%	0.4%
Detroit	211	16%	3.1%
Columbus	125	10%	2.9%
Cleveland	54	4%	3.7%
Pinellas	135	10%	1.9%
Total top 5 markets	**$936**	**73%**	**1.8%**
Other markets	354	27%	18.0%
Total addressable market	**$1,290**		

Represents significant opportunity for WOW!

Span of network across entire footprint, concentrated in areas with significant growth opportunities



- WOW! markets strategically segmented as Emerging and Mature, focused respectively on market share growth and maintenance.
- Identified approximately 210K businesses and 35K cell towers within 250 feet of footprint or producing >30% IRR opportunity off existing fiber infrastructure

Substantial opportunity for WOW! to increase business services offerings within its existing footprint

Financial Results

Sean, Customer Care, **Ihab**, Customer Care, **Morena**, Training

FYE 2015 summary subscriber and financial results

- Performance in 2015 represented a significant year/year improvement in the Company's FCF over 2014 pro forma actual results

- 2015 subscriber trends & total revenues have been a challenge due primarily to lower connect levels:
  - Our revised focus on acquiring and retaining profitable customers and the prioritization of ARPU over reporting absolute customer metrics
  - Extremely active competitive environment over last two years due to M&A that has amplified consumer promotional pricing expectations
  - Proliferation of OTT options creating further choice for video choices

	2013 PF	2014 PF	2015 (1)
HSD RGUs	708,200	727,800	712,500
Video RGUs	674,400	634,700	547,500
Telephony RGUs	396,400	359,400	296,800
Total RGUs	1,779,000	1,721,900	1,556,800
($ in millions)			
Total Revenue	$ 1,146.0	$ 1,208.8	$ 1,217.1
Adjusted EBITDA	$ 409.0	$ 412.3	$ 443.9
Capex, ***excluding W/Cap***	($ 237.2)	($ 257.9)	($ 216.2)
UnLevered FCF, ***excluding W/Cap***	$ 171.8	$ 154.4	$ 227.7
Y/Year increase		*($ 17.4)*	*$ 73.3*
Integration Expense (2)	($ 36.5)	($ 46.6)	($ 16.0)
Cash Interest	($ 212.7)	($ 217.1)	($ 214.8)
Free Cash Flow	($ 77.4)	($ 109.3)	($ 3.1)
Y/Year increase		*($ 31.9)*	*$ 106.2*

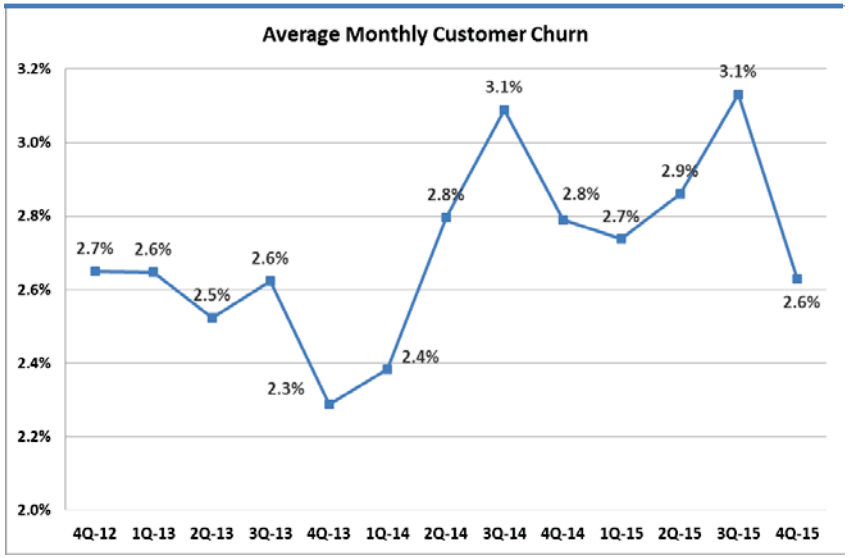
(1) The Company has not yet filed it's Form 10-K Annual Report for the year ended December 31, 2015 with the SEC. Actual results and financial information related to the fiscal year ended December 31, 2015 could differ materially from those reflected herein as a result of a variety of factors, many of which are beyond the Company's control. The Company assumes no responsibility to update or revise any forward-looking statements as a result of new information or future developments.

(2) 2015 Integration expense excludes ~ $13.7 million of transaction fees and expenses associated with the December 2015 Crestview transaction.

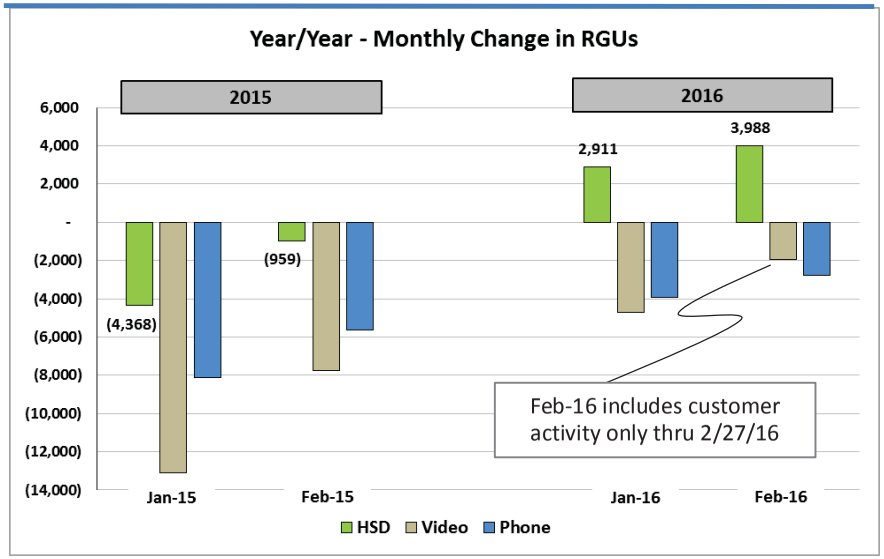
- Nonetheless, HSD subscriber trends have stabilized, operating margins are improved and WOW!'s been able to deliver a year/year improvement in FCF of ~$106 million

4Q 2015 update [1]

Quarterly churn trends [2]



Year/Year RGU net additions [2]



- Subscriber trends have stabilized as connects remain strong and churn averaged 2.6% for 4Q-15
- HSD RGUs grew during the 4th qtr. on a sequential basis, reversing a trend from the 3rd qtr. of 2015
- January and February 2016 activity continues the strong positive trends:
  - Net YTD HSD additions through Feb. 27, 2016 totals 6,899, a year/year increase of 12,226
  - Total RGU net additions YTD are ~ 33,500 better than prior year

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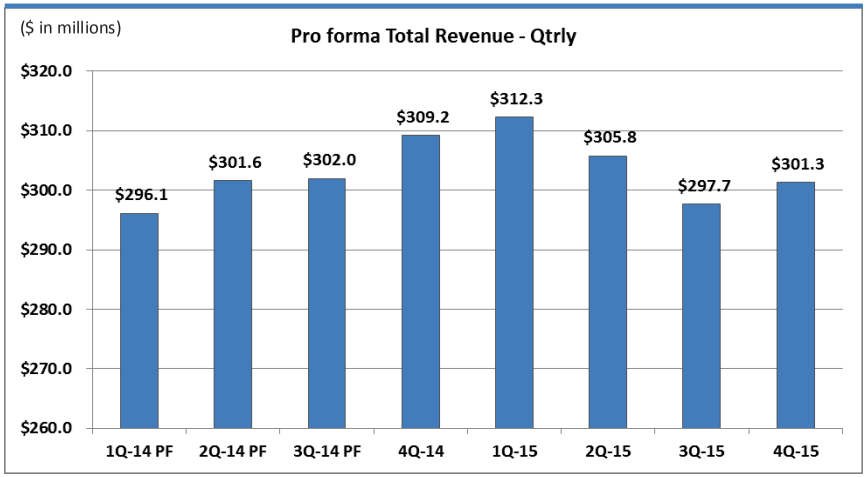
(2) RGU data includes pro forma adjustments to (i) eliminate RGUs attributable to the South Dakota systems which were divested on September 30, 2014, and (ii) include RGUs attributable to Anne Arundel Broadband which was acquired in May 2014.

4Q 2015 update [1]

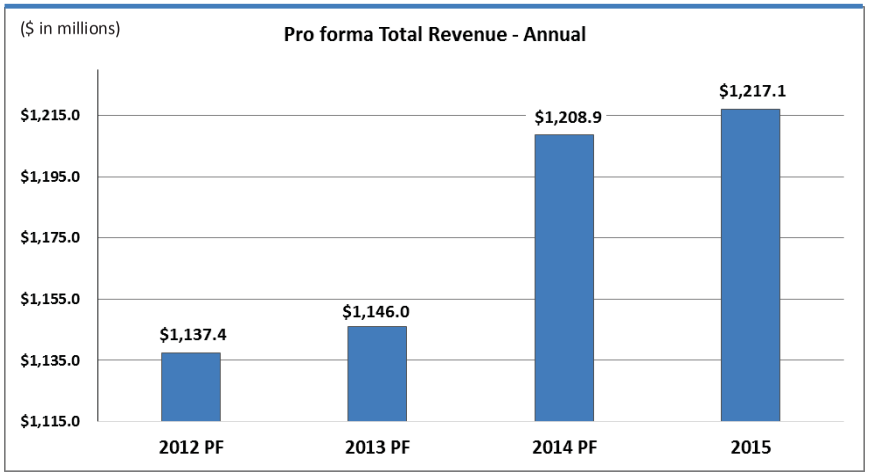
Quarterly Pro Forma Total Revenue [2]



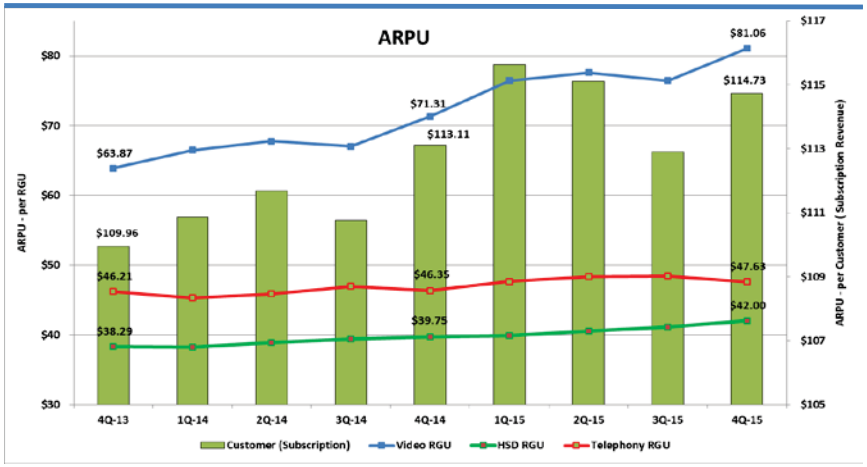
4Q 2015 Operating Trends

- 4Q-15 Total Revenue equals $301.3 million up sequentially due to the annual rate increase; down on a year/year basis due to decline in average total customers/RGUs
- Total Revenue for 2015 totals $1.217 billion and represents an increase of ~ 1% on a year/year basis
- Video and Customer ARPU increased sequentially as a result of the annual rate increase implemented during the 4th quarter of 2015
- ARPU CAGRs since the 4th Qtr. of 2013:
  - Video – 12.7%
  - HSD – 4.7%
  - Telephony – 1.5%

Annual Pro Forma Total Revenue [2]



ARPU trends [2]



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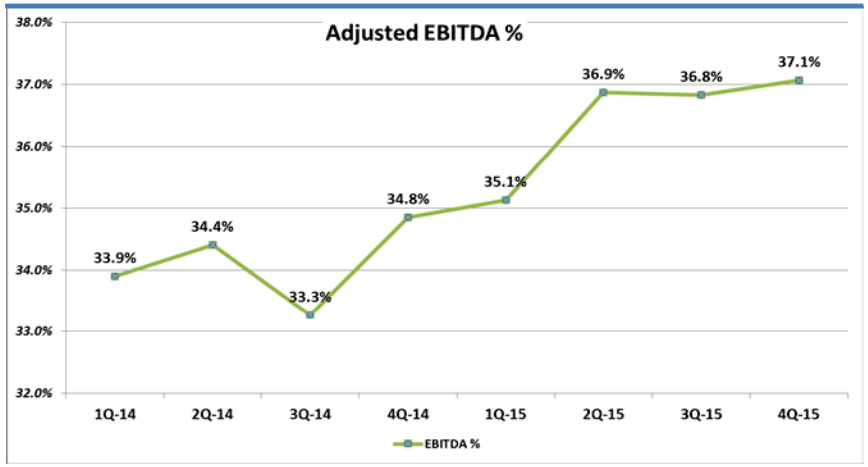
(2) Pro Forma financial information includes pro forma adjustments to (i) include the unaudited financial results for Bluemile and Anne Arundel Broadband prior to their acquisition by WOW, and (ii) exclude the financial results related to the South Dakota systems which were divested on September 30, 2014.

4Q 2015 update [1]

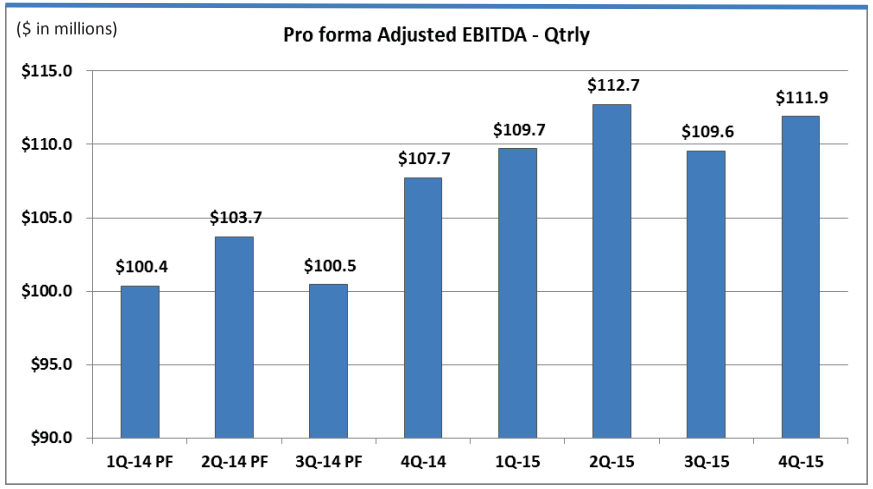
Adjusted EBITDA %



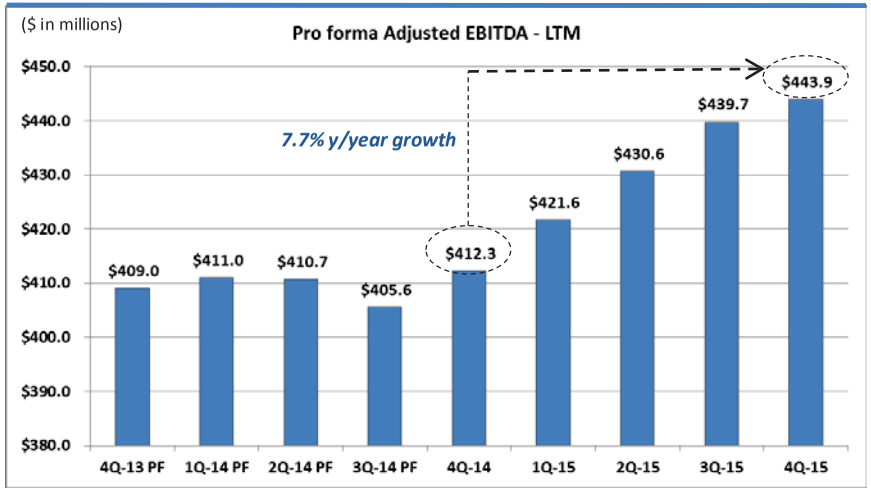
4Q 2015 Operating Trends

- Decisions to manage for profitability during 2015 have resulted in improving margin trends and growth in Adjusted EBITDA
- 4Q-15 Adjusted EBITDA totals ~ $112 million, a year/ year increase of 3.9%, and Adjusted EBITDA % is 37.1%, a year/year increase of ~ 2.5%
- Pro Forma Adjusted EBITDA as of 12/31/15 totals ~ $444 million, representing year/year growth of 7.7%

Quarterly Pro Forma Adjusted EBITDA [2]



LTM Pro Forma Adjusted EBITDA [2]



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(2) Pro Forma financial information includes pro forma adjustments to (i) include the unaudited financial results for Bluemile and Anne Arundel Broadband prior to their acquisition by WOW, and (ii) exclude the financial results related to the South Dakota systems which were divested on September 30, 2014.

Capital structure overview

- $150 million of cash utilized to pay down TLB/TLB-1 in 2nd Qtr. of 2015
- Crestview investment of $125 million in new primary equity in Racecar Holdings, LLC (the ultimate parent entity of WOW!) closed in December 2015
- Year/year reduction in net debt of ~ $83 million & ~ $32 million improvement in Adjusted EBITDA has resulted in deleveraging of *0.7x*

			12/31/2014		12/31/2015 (1)		+/-	
($ in millions)	Maturity	Pricing/LIBOR Floor	Amount	Leverage	Amount	Leverage	Amount	Leverage
Cash(2)			**$ 263.9**		**$ 175.9**		**$ (88.00)**	
Revolving Credit Facility ($200M)	Jul-19	L + 350	$ -		$ -			
Term Loan B-1	Jul-17	L + 300; 0.75%	$ 419.7		$ 383.4			
Term Loan B	Mar-19	L + 375; 1.00%	$ 1,533.1		$ 1,400.8			
Total Secured Debt			**$ 1,952.8**	***4.1x***	**$ 1,784.3**	***3.6x***	**$ (168.51)**	***0.5x***
Sr. Unsecured Notes	Jul-19	10.250%	$ 825.0		$ 825.0			
Sr. Subordinated Notes	Jul-19	13.375%	$ 295.0		$ 295.0			
Capitalized Leases & Other			$ 10.2		$ 7.4			
Total Debt			**$ 3,083.0**		**$ 2,911.7**		**$ (171.31)**	
Net Debt			**$ 2,819.1**	***6.8x***	**$ 2,735.8**	***6.2x***	**$ (83.3)**	***0.7x***
LTM Pro Forma Adjusted EBITDA			**$ 412.3**		**$ 443.9**		**$ 31.6**	

(1) The Company has not yet filed it's Form 10-K Annual Report for the year ended December 31, 2015 with the SEC. Actual results and financial information related to the fiscal year ended December 31, 2015 could differ materially from those reflected herein as a result of a variety of factors, many of which are beyond the Company's control. The Company assumes no responsibility to update or revise any forward-looking statements as a result of new information or future developments.

(2) Cash balance at 12/31/15 includes cash held at Racecar Holdings, LLC (the ultimate parent entity of WideOpenWest Finance, LLC) related to the $125 million issuance of new primary equity in Racecar Holdings, LLC to Crestview in December 2015.

FYE 2016 – Guidance

	2013 PF	2014 PF	2015 [1]	2016 Guidance Range/Growth %	
HSD RGUs	708,200	727,800	712,500	762,500	777,500
				7.0%	*9.1%*
Video RGUs	674,400	634,700	547,500	512,500	527,500
				-6.4%	*-3.7%*
Telephony RGUs	396,400	359,400	296,800	246,800	261,800
				-16.8%	*-11.8%*
Total RGUs	1,779,000	1,721,900	1,556,800	1,521,800	1,566,800
				-2.2%	*0.6%*
($ in millions)					
Revenue	$ 1,146.0	$ 1,208.8	$ 1,217.1	$ 1,220.0	$ 1,240.0
				0.2%	*1.9%*
Adj. EBITDA	$ 409.0	$ 412.3	$ 443.9	$ 455.0	$ 465.0
				2.5%	*4.8%*
Capex, *before w/cap*	$ 237.2	$ 257.9	$ 216.2	$ 270.0	$ 295.0
				24.9%	*36.5%*
Integration Exp [2]	($ 36.5)	($ 46.6)	($ 16.0)	($ 5.0)	($ 7.5)
				-68.7%	*-53.0%*
Cash Interest	($ 212.7)	($ 217.1)	($ 214.8)	($ 209.6)	($ 209.6)
				-2.4%	*-2.4%*

2016 Capex includes ~ $70 million to $85 million related to growth opportunities (i.e. edge-out & wireless tower back-haul)

(1) The Company has not yet filed it's Form 10-K Annual Report for the year ended December 31, 2015 with the SEC. Actual results and financial information related to the fiscal year ended December 31, 2015 could differ materially from those reflected herein as a result of a variety of factors, many of which are beyond the Company's control. The Company assumes no responsibility to update or revise any forward-looking statements as a result of new information or future developments.

(2) Integration expense for 2015 excludes ~ $13.7 million of transaction fees and expenses related to the $125 million issuance of new primary equity in Racecar Holdings, LLC to Crestview in December 2015.

FYE 2016 Guidance – Free Cash Flow

	2016 Guidance Range	
Adjusted EBITDA	$ 455.0	$ 465.0
Capex, "Baseline"	($ 200.0)	($ 210.0)
UnLevered FCF, *excluding W/Cap*	$ 255.0	$ 255.0
Integration Expense	($ 5.0)	($ 7.5)
Cash Interest	($ 210.0)	($ 210.0)
Free Cash Flow	$ 40.0	$ 37.5
Less: Growth Investment Capex (Edge-Out & Wireless Backhaul)	($ 70.0)	($ 85.0)
Free Cash Flow, after Growth Investment	($ 30.0)	($ 47.5)

Appendix

Sean, Customer Care, **Ihab**, Customer Care, **Morena**, Training

Non-GAAP Financial Measures

We have included certain non-GAAP financial measures in this presentation including Pro Forma Total Revenue, Adjusted EBITDA, Pro Forma Adjusted EBITDA and Pro Forma Capital Expenditures. We believe that these non-GAAP measures enhance an investor's understanding of our financial performance. We believe that these non-GAAP measures are useful financial metrics to assess our operating performance from period to period by excluding certain items that we believe are not representative of our core business. We believe that these non-GAAP measures provide investors with useful information for assessing the comparability between periods of our ability to generate cash from operations sufficient to pay taxes, to service debt and to undertake capital expenditures. We use these non-GAAP measures for business planning purposes and in measuring our performance relative to that of our competitors. We believe these non-GAAP measures are measures commonly used by Investors to evaluate our performance and that of our competitors.

Adjusted EBITDA is defined by WOW! as net income (loss) before net interest expense, income taxes, depreciation and amortization (including impairments), gains (losses) realized and unrealized on derivative instruments, management fees to related party, the write-up or off of any asset, debt modification expenses, loss on extinguishment of debt, integration and restructuring expenses and all non-cash charges and expenses (including equity based compensation expense) and certain other income and expenses, as further defined in our credit facilities. Adjusted EBITDA is not a presentation made in accordance with generally accepted accounting principles in the United States ("GAAP") and our use of the term Adjusted EBITDA varies from others in our industry. Adjusted EBITDA should not be considered as an alternative to net income (loss), operating income or any other performance measures derived in accordance with GAAP as measures of operating performance or operating cash flows or as measures of liquidity. Adjusted EBITDA has important limitations as an analytical tool and you should not consider it in isolation or as a substitute for analysis of our results as reported under GAAP. For example, Adjusted EBITDA:

- excludes certain tax payments that may represent a reduction in cash available to us;
- does not reflect any cash capital expenditure requirements for the assets being depreciated and amortized that may have to be replaced in the future;
- does not reflect changes in, or cash requirements for, our working capital needs; and
- does not reflect the significant interest expense, or the cash requirements necessary to service interest or principal payments, on our debt.

Furthermore, Total Revenue, Adjusted EBITDA and Capital Expenditures in this presentation are (i) presented on a Pro Forma basis, giving effect to our merger with Knology, Inc. ("Knology") and related July 17, 2012 financing, our acquisition of certain operating assets of Bluemile, Inc. ("Bluemile") on September 27, 2013, our increased investment in Anne Arundel Broadband ("AAB") on May 1, 2014, our divestiture of the South Dakota systems on September 30, 2014 and other WOW! and Knology transactions as if they had been completed at the beginning of each period presented (see "Unaudited Pro Forma Financial Information" on the following pages for complete discussion), and (ii) sometimes further adjusted to include the estimated run-rate cost savings in connection with our Knology merger and transitioning our billing system from one provider to another (collectively, "Unrealized Synergies") which is calculated in accordance with the definitions of our senior secured credit facilities.

See "Unaudited Reconciliation of GAAP to Non-GAAP Financial Measures" on the following pages and the accompanying tables for reconciliations of these non-GAAP financial measures to their most directly comparable GAAP financial measure.

Unaudited Pro Forma Financial Information

This presentation contains unaudited pro forma financial information which has been developed by applying pro forma adjustments to the individual historical unaudited condensed consolidated financial statements of WOW! and Knology and unaudited financial information of Bluemile and AAB. The unaudited pro forma financial information has been prepared giving effect to our merger with Knology and related July 17, 2012 financing, the acquisition of certain operating assets of Bluemile on September 27, 2013, our increased investment in AAB on May 1, 2014 and our divestiture of the Company's South Dakota systems on September 30, 2014 as if they had been completed at the beginning of each period presented. The unaudited pro forma financial information is for informational purposes only and does not purport to represent what our results of operations or financial information would have been if such transactions had occurred at any date, nor does such information purport to project the results of operations for any future period.

The unaudited pro forma condensed combined financial information was prepared based on WOW!'s and Knology's historical unaudited financial statements and Bluemile's and AAB's unaudited financial information for the respective periods presented. The historical consolidated financial information has been adjusted to give effect to pro forma events that are directly attributable to such transactions, factually supportable and expected to have a continuing impact on the combined results. The unaudited pro forma financial information does not reflect non-recurring charges that have been incurred in connection with the transactions and related financings, including legal fees, broker fees and accounting fees.

The unaudited pro forma financial information should be read in conjunction with the information contained in "Management's Discussion and Analysis of Financial Condition and Results of Operations," the consolidated financial statements and the accompanying notes appearing in our Registration Statement and our most recently filed Form 10-K for the year ended December 31, 2014 as filed with the SEC on March 27, 2015 and our Form 10-Q Quarterly Reports subsequently filed with the SEC which should be read in conjunction with this presentation.

Furthermore, we have not yet filed the Company's Form 10-K Annual Report for the year ended December 31, 2015 with the SEC. When the Company ultimately files its Form 10-K Annual Report with the SEC, actual results and financial information related to the fiscal year ended December 31, 2015 could differ materially from those reflected in the forward-looking statements contained herein as a result of a variety of factors, many of which are beyond the Company's control. The Company assumes no responsibility to update or revise any forward-looking statements as a result of new information or future developments.

Unaudited Reconciliation of GAAP to Non-GAAP Financial Measures

The following table provides an unaudited reconciliation of our Total Revenue, net income (loss) and Capex to Pro Forma Total Revenue, Pro Forma Adjusted EBITDA and Pro Forma Total Capex for the respective periods presented:

	Three Months Ended							
	3/31/2014	6/30/2014	9/30/2014	12/31/2014	3/31/2015	6/30/2015	9/30/2015	12/31/2015
Total Revenue	$ 312.1	$ 319.8	$ 323.2	$ 309.2	$ 312.3	$ 305.8	$ 297.7	$ 301.3
Pro Forma Adjustments:								
Revenue related to AAB [2]	5.3	1.8	-	-	-	-	-	-
Revenue related to the South Dakota systems [3]	(21.3)	(20.0)	(21.2)	-	-	-	-	-
Pro Forma Total Revenue	$ 296.1	$ 301.6	$ 302.0	$ 309.2	$ 312.3	$ 305.8	$ 297.7	$ 301.3
Net loss	$ (20.3)	($7.8)	$31.7	$ (26.8)	$ (6.6)	$ (27.5)	$ (7.1)	$ (15.2)
Depreciation and amortization	66.0	64.1	64.0	57.2	54.8	55.5	55.9	54.9
Management fee to related party	0.4	0.5	0.4	0.4	0.4	0.6	0.5	0.4
Interest expense	57.8	59.4	60.0	59.8	58.9	57.1	55.3	54.7
Loss on extinguishment of debt	-	-	-	-	-	22.9	-	-
Unrealized gain on derivative instruments, net	(1.0)	(0.8)	(1.3)	(1.0)	(2.0)	(1.1)	(1.2)	(1.3)
(Gain) Loss on sale of assets	-	-	(52.6)	(0.3)	-	-	-	-
Non-recurring prof. fees, M&A integration and restr. exp.	4.9	13.0	8.9	19.8	3.5	4.2	4.8	17.2
Other expense (income), net	0.1	(0.2)	(2.4)	(0.9)	(0.2)	-	0.6	-
Income tax (benefit) expense	1.1	(16.7)	1.2	(0.5)	0.9	1.0	0.8	1.2
Adjusted EBITDA	$ 109.0	$ 111.5	$ 109.9	$ 107.7	$ 109.7	$ 112.7	$ 109.6	$ 111.9
Pro Forma Adjustments:								
Adjusted EBITDA related to AAB [2]	0.8	0.2	-	-	-	-	-	-
Adjusted EBITDA related to the South Dakota systems [3]	(9.4)	(8.0)	(9.4)	-	-	-	-	-
Pro Forma Adjusted EBITDA	$ 100.4	$ 103.7	$ 100.5	$ 107.7	$ 109.7	$ 112.7	$ 109.6	$ 111.9
Total Capex	$ 52.9	$ 66.0	$ 66.3	$ 66.7	$ 55.6	$ 54.7	$ 64.5	$ 57.1
Pro Forma Adjustments:								
Capex related to AAB [2]	0.9	0.3	-	-	-	-	-	-
Capex related to the South Dakota systems [3]	(1.9)	(3.0)	(3.1)	-	-	-	-	-
Pro Forma Total Capex	$ 51.9	$ 63.3	$ 63.2	$ 66.7	$ 55.6	$ 54.7	$ 64.5	$ 57.1

See accompanying notes on page 25

Unaudited Reconciliation of GAAP to Non-GAAP Financial Measures (cont'd)

The following table provides an unaudited reconciliation of our Total Revenue, net income (loss) and Capex to Pro Forma Total Revenue, Pro Forma Adjusted EBITDA and Pro Forma Total Capex for the respective periods presented:

	Twelve Months Ended			
	12/31/2012	12/31/2013	12/31/2014	12/31/2015
Total Revenue	$ 1,197.8	$ 1,199.7	$ 1,264.3	$ 1,217.1
Pro Forma Adjustments:				
Revenue related to Bluemile, Inc. [1]	7.4	6.6	-	-
Revenue related to AAB [2]	20.4	20.8	7.1	-
Revenue related to the South Dakota systems [3]	(88.2)	(81.1)	(62.5)	-
Pro Forma Total Revenue	$ 1,137.4	$ 1,146.0	$ 1,208.9	$ 1,217.1
Net loss	$ (156.0)	$ (161.2)	$ (23.2)	$ (56.4)
Depreciation and amortization	278.7	256.4	251.3	$ 221.1
Management fee to related party	1.4	1.7	1.7	$ 1.9
Interest expense	264.4	242.0	237.0	$ 226.0
Loss on extinguishment of debt	-	58.1	-	$ 22.9
Unrealized gain on derivative instruments, net	15.6	(3.4)	(4.1)	$ (5.6)
(Gain) Loss on sale of assets	-	-	(52.9)	-
Non-recurring prof. fees, M&A integration and restr. exp.	13.5	36.5	46.6	29.7
Other expense (income), net	3.1	0.2	(3.4)	0.4
Income tax (benefit) expense	(0.7)	6.2	(14.9)	3.9
Adjusted EBITDA	$ 420.0	$ 436.5	$ 438.1	$ 443.9
Pro Forma Adjustments:				
Adjusted EBITDA related to Bluemile, Inc. [1]	1.9	2.1	-	-
Adjusted EBITDA related to AAB [2]	3.0	2.7	1.0	-
Adjusted EBITDA related to the South Dakota systems [3]	(30.6)	(32.3)	(26.8)	-
Pro Forma Adjusted EBITDA	$ 394.3	$ 409.0	$ 412.3	$ 443.9
Total Capex	$ 214.9	$ 221.9	$ 251.9	$ 231.9
Pro Forma Adjustments:				
Capex related to Bluemile, Inc. [1]	1.2	0.9	-	-
Capex related to AAB [2]	3.4	3.7	1.2	-
Capex related to the South Dakota systems [3]	(15.1)	(8.3)	(8.0)	-
Pro Forma Total Capex	$ 204.4	$ 218.2	$ 245.1	$ 231.9

See accompanying notes on page 25

Notes to Unaudited Reconciliation of GAAP to Non-GAAP Financial Measures

(1) Represents our management's estimate of pre-acquisition Total Revenue, Adjusted EBITDA and Capital Expenditures related to the assets acquired from Bluemile, Inc. ("Bluemile") for the periods preceding our acquisition of Bluemile on September 26, 2013 based on the books and records of Bluemile, as adjusted by our management to reflect the assets actually acquired. We believe that, based on operating data, including operating data for the period that we owned and operated the acquired Bluemile assets (from September 27, 2013 through December 31, 2014), the pro forma amounts represent a reasonable estimate of Total Revenue, Adjusted EBITDA and Capital Expenditures related to Bluemile's asset operations. However, there can be no assurances that such results accurately reflect the actual results of the acquired assets of Bluemile for the periods preceding September 26, 2013. Such amounts are presented solely for the purposes of presenting the calculation of Pro Forma Total Revenue, Pro Forma Adjusted EBITDA and Pro Forma Capital Expenditures based on information set forth in the books and records of Bluemile as provided to us by Bluemile at the time of the acquisition. Such amounts are unaudited and have not been verified by our management.

(2) Represents our management's estimate of pre-acquisition Total Revenue, Adjusted EBITDA and Capital Expenditures of Anne Arundel Broadband ("AAB") for the periods preceding our increased investment in AAB on April 30, 2014 based on the books and records of AAB, as adjusted by our management to reflect the assets actually acquired. We believe that, based on operating data, including operating data for the period following our increased investment in AAB (from May 1, 2014 through December 31, 2014), the pro forma amounts represent a reasonable estimate of Total Revenue, Adjusted EBITDA and Capital Expenditures from AAB's operations. However, there can be no assurances that such results accurately reflect the actual results of the acquired assets of AAB for the periods preceding April 30, 2014. Such amounts are presented solely for the purposes of presenting the calculation of Pro Forma Total Revenue, Pro Forma Adjusted EBITDA and Pro Forma Capital Expenditures based on information set forth in the books and records of AAB as provided to us by AAB at the time of the acquisition. Such amounts are unaudited and have not been verified by our management.

(3) Represents the Total Revenue, Adjusted EBITDA and Capital Expenditures of the South Dakota systems for the periods preceding our divestiture of such assets on September 30, 2014 based on the individual books and records of the South Dakota systems. Such amounts have been extracted from the consolidated financial statements for the Company which has been audited. We believe that such pro forma amounts represent a reasonable estimate of Total Revenue, Adjusted EBITDA and Capital Expenditures for the South Dakota systems for the periods proceeding our divestiture, however, the individual books and records of the South Dakota systems have not been unaudited. There can be no assurances that such results accurately reflect the actual results of the South Dakota systems for the periods preceding September 30, 2014. Such amounts are presented solely for the purposes of presenting the calculation of Pro Forma Total Revenue, Pro Forma Adjusted EBITDA and Pro Forma Capital Expenditures based on information set forth in the Company's books and records at the time of the divestiture.

Reconciliation of Reported Subscriber Information to Pro Forma Subscriber Information

The following table provides reconciliation of our reported Subscriber Information to Pro Forma Subscriber information for the respective periods presented:

	4Q-12	1Q-13	2Q-13	3Q-13	4Q-13	1Q-14	2Q-14	3Q-14	4Q-14	1Q-15	2Q-15	3Q-15	4Q-15
Reported Homes Passed	**2,962,000**	**2,968,000**	**2,981,000**	**2,987,000**	**2,995,000**	**2,997,000**	**3,114,000**	**2,978,000**	**2,985,000**	**2,988,600**	**2,993,100**	**2,997,200**	**3,003,100**
Pro Forma Adjustments:													
AAB	112,000	112,000	112,000	112,000	112,000	112,000	-	-	-	-	-	-	-
South Dakota systems	(142,000)	(142,000)	(142,000)	(142,000)	(142,000)	(142,000)	(142,000)	-	-	-	-	-	-
Pro Forma Homes Passed	**2,932,000**	**2,938,000**	**2,951,000**	**2,957,000**	**2,965,000**	**2,967,000**	**2,972,000**	**2,978,000**	**2,985,000**	**2,988,600**	**2,993,100**	**2,997,200**	**3,003,100**
Reported Total Customers	**825,700**	**817,100**	**814,500**	**831,200**	**841,100**	**852,900**	**867,800**	**816,000**	**809,100**	**799,200**	**787,100**	**781,700**	**777,800**
Pro Forma Adjustments:													
AAB	16,500	16,400	16,500	16,400	16,400	16,600	-	-	-	-	-	-	-
South Dakota systems	(53,000)	(52,300)	(51,500)	(52,000)	(52,300)	(52,700)	(52,300)	-	-	-	-	-	-
Pro Forma Total Customers	**789,200**	**781,200**	**779,500**	**795,600**	**805,200**	**816,800**	**815,500**	**816,000**	**809,100**	**799,200**	**787,100**	**781,700**	**777,800**
Reported HSD Subscribers	**708,700**	**706,800**	**709,100**	**725,400**	**740,000**	**756,700**	**769,600**	**729,700**	**727,800**	**722,000**	**713,100**	**712,300**	**712,500**
Pro Forma Adjustments:													
AAB	11,000	11,100	11,300	11,500	11,700	11,800	-	-	-	-	-	-	-
South Dakota systems	(42,800)	(42,600)	(42,200)	(42,900)	(43,500)	(44,200)	(44,100)	-	-	-	-	-	-
Pro Forma HSD Subscribers	**676,900**	**675,300**	**678,200**	**694,000**	**708,200**	**724,300**	**725,500**	**729,700**	**727,800**	**722,000**	**713,100**	**712,300**	**712,500**
Reported Video Subscribers	**704,600**	**690,500**	**682,300**	**690,700**	**694,400**	**694,300**	**699,000**	**653,800**	**634,700**	**606,500**	**582,700**	**564,500**	**547,500**
Pro Forma Adjustments:													
AAB	15,500	15,300	15,100	14,800	14,400	14,600	-	-	-	-	-	-	-
South Dakota systems	(36,500)	(35,300)	(34,200)	(34,200)	(34,400)	(34,200)	(33,700)	-	-	-	-	-	-
Pro Forma Video Subscribers	**683,600**	**670,500**	**663,200**	**671,300**	**674,400**	**674,700**	**665,300**	**653,800**	**634,700**	**606,500**	**582,700**	**564,500**	**547,500**
Reported Telephony Subscribers	**442,800**	**432,600**	**429,500**	**426,700**	**423,800**	**418,800**	**416,200**	**373,900**	**359,400**	**339,600**	**324,500**	**310,600**	**296,800**
Pro Forma Adjustments:													
AAB	5,200	5,200	5,300	5,400	5,500	5,400	-	-	-	-	-	-	-
South Dakota systems	(37,000)	(35,600)	(34,700)	(33,600)	(32,900)	(32,200)	(31,500)	-	-	-	-	-	-
Pro Forma Telephony Subscribers	**411,000**	**402,200**	**400,100**	**398,500**	**396,400**	**392,000**	**384,700**	**373,900**	**359,400**	**339,600**	**324,500**	**310,600**	**296,800**
Reported Total RGUs	**1,856,100**	**1,829,900**	**1,820,900**	**1,842,800**	**1,858,100**	**1,869,800**	**1,884,800**	**1,757,500**	**1,721,900**	**1,668,100**	**1,620,300**	**1,587,400**	**1,556,800**
Pro Forma Adjustments:													
AAB	31,800	31,600	31,700	31,600	31,600	31,800	-	-	-	-	-	-	-
South Dakota systems	(116,300)	(113,500)	(111,100)	(110,700)	(110,800)	(110,600)	(109,300)	-	-	-	-	-	-
Pro Forma Total RGUs	**1,771,600**	**1,748,000**	**1,741,500**	**1,763,700**	**1,778,900**	**1,791,000**	**1,775,500**	**1,757,500**	**1,721,900**	**1,668,100**	**1,620,300**	**1,587,400**	**1,556,800**

Exhibit 4

Screen Shots of Rise Broadband Website

Residential High Speed Internet (search results)

Rise Broadband provides high-speed Internet and digital phone service in 16 states in the Midwest, Rocky Mountain and Southwest regions.

Unfortunately we do not currently provide service at your location near 62934.

We are always expanding our network and if you'd like to be notified if service becomes available in your area please enter an email address below:

Email when service available *

email

SUBMIT

Whether you live in a suburban or rural area, Rise helps keep you and your family connected with the people and things you value most.

Feel Free to enjoy lightning-fast downloads and quick access to information, entertainment, education and streaming video. Take advantage of our PC Care and Device Connection/Managed Router services to free up your time and help ensure your Internet connection is running at peak performance.

START Here

Check another location.

Home **Business**

15495 Cottonwood Rd

Equality Illinois

62934

SEE OFFERS

Digital Phone (ActivePhone™)

Our exclusive digital phone (ActivePhone™) service gives you the power to connect AND save. It provides all of the features of traditional residential phone service plus all of the latest features you need to be more productive.

Add ActivePhone™ for $9.95 with a 2-year wireless Internet service agreement or $19.95 without a 2-year agreement.

Save money on your mobile phone service with ActivePhone™:

- **Unlimited Domestic Long Distance** – Call anywhere in the US at no additional cost. Save your mobile plan minutes for when you really need them
- **Free International Long Distance** – Call to landlines in 64 countries and mobile phones in 13 countries at no additional cost*
- **Free Multi-Ring** – rings the phones in your home as well as your mobile device with a single phone number, allowing you to reduce mobile minute usage when you are home
- **ActivePhone Messaging** – automatically have your voicemail messages delivered to you via email, or set the service to notify you of new voicemail messages via text message so you can choose how and when to respond to messages
- **Web Based Administration Tools** – view your past calls, find a lost phone number, and configure your service options to meet your specific needs
- ActivePhone™ also comes with all the standard phone features including **call waiting**, **caller ID with name**, **3-way calling**, **last call return**, **auto redial, and many more**
- **Active Phone™ includes 911 services** and free number porting, so you can keep your existing phone number*

* Rise Broadband ActivePhone™ requires a Rise Broadband Internet connection. 911 service operates based on registered address. Unlimited long distance calling is for calls made to landlines and mobile phones in the USA. Free International calling is for up to 300 minutes of calls made per line (ActivePhone™ and ActivePhone for Business™) or concurrent call session (Enterprise Cloud PBX™) to landlines in these 64 countries: Andorra, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Estonia, Finland, France, Georgia, Germany, Greece, Guadeloupe, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Latvia, Luxembourg, Macau, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Panama, Peru, Poland, Portugal, Puerto Rico, Romania, Russia, Saipan, San Marino, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, and mobile phones in these 13 countries: Brunei, Canada, China, Guam, Hong Kong, India, Macau, Malaysia, Puerto Rico, Saipan, San Marino, Singapore, South Korea. Alarms, fax, satellite TV and other systems may not be compatible. Rates exclude equipment rental of $1 to $6 per line or extension per month, taxes, and fees. Regular number porting, where available, averages 20-30 days. Service not available in all areas.

Rise Broadband

Residential High-Speed Internet (http://risebroadband.com/residential/)
Business High-Speed Internet (http://risebroadband.com/business/)
Contact (http://risebroadband.com/contact/)
Careers (http://risebroadband.com/careers/)

Information

About Rise Broadband (http://risebroadband.com/about-us/)
Broadband Terms (http://risebroadband.com/legal/broadband-internet-terms-and-conditions-of-service/)
Policies and Agreements (http://risebroadband.com/legal/)
Rise Broadband Privacy Policy (/wp-content/uploads/2015/04/LSL2-335267-v1-Rise_Broadband_Privacy_Policy.pdf)
Open Internet Statement and Policy (http://risebroadband.com/legal/open-internet-statement-and-policy/)

My Account

My Account (http://risebroadband.com/my-account/)
Pay My Bill (https://jabwi.convergentcare.com/jabwi/goToLogin.action?subClientId=3902#Application/onReady)

Find Us

(https://www.facebook.com/page
Broadband/1575004259448064)

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Residential High Speed Internet (search results)

Rise Broadband provides high-speed Internet and digital phone service in 16 states in the Midwest, Rocky Mountain and Southwest regions.

We have Residential pricing for zip code 62979. Call today to see if you qualify for service.

START Here

Check another location.

Home Business

1182 dickey ford rd

Ridgway Illinois

62979

SEE OFFERS

Spring into this new Triple Play offer, plus some extra goodies!

$99.94 /Month*

FOR 2 YEARS!

This bundle includes:

- **DISH America's Top 120 Plus!** *(2-Year TV Price Guarantee)*
- **High-Speed Internet** *(highest speed available at your home)*
- **FREE Managed Wi-Fi Router**
- **FREE Installation**
- **Digital Phone** *(with unlimited domestic long distance)*

Call now. Offer ends 4/30/16.

Breakout

$62.95/month

15Mb

Recommended for large families, power users and work from home:

- Multiple HD Video Streams
- Single 4K HD

Preferred

$52.95/month

10Mb

Recommended for families, students and heavy users:

- Multiple Video Streams
- Single HD Video Stream

Economy

$42.95/month

5Mb

Recommended for light users:

- Single Video Stream
  - Online Video
  - Movies

Video Stream
  - Online Video
  - Movies
  - Video Chat
- Best for Gaming (4Mb upload)

Add Digital Phone (ActivePhone^{tm}) for $19.95 per month.

- Online Video
- Movies
- Video Chat
- Better for Gaming (2Mb upload)

Add Digital Phone (ActivePhone^{tm}) for $19.95 per month.

- Video Chat

Add Digital Phone (ActivePhone^{tm}) for $19.95 per month.

Whether you live in a suburban or rural area, Rise helps keep you and your family connected with the people and things you value most.

Feel Free to enjoy lightning-fast downloads and quick access to information, entertainment, education and streaming video. Take advantage of our PC Care and Device Connection/Managed Router services to free up your time and help ensure your Internet connection is running at peak performance.

Digital Phone (ActivePhone™)

Our exclusive digital phone (ActivePhone™) service gives you the power to connect AND save. It provides all of the features of traditional residential phone service plus all of the latest features you need to be more productive.

Add ActivePhone™ for $9.95 with a 2-year wireless Internet service agreement or $19.95 without a 2-year agreement.

Save money on your mobile phone service with ActivePhone™:

- **Unlimited Domestic Long Distance** – Call anywhere in the US at no additional cost. Save your mobile plan minutes for when you really need them
- **Free International Long Distance** – Call to landlines in 64 countries and mobile phones in 13 countries at no additional cost*
- **Free Multi-Ring** – rings the phones in your home as well as your mobile device with a single phone number, allowing you to reduce mobile minute usage when you are home
- **ActivePhone Messaging** – automatically have your voicemail messages delivered to you via email, or set the service to notify you of new voicemail messages via text message so you can choose how and when to respond to messages
- **Web Based Administration Tools** – view your past calls, find a lost phone number, and configure your service options to meet your specific needs
- ActivePhone™ also comes with all the standard phone features including **call waiting**, **caller ID with name**, **3-way calling**, **last call return**, **auto redial, and many more**
- **Active Phone™ includes 911 services** and free number porting, so you can keep your existing phone number*****

* Rise Broadband ActivePhone™ requires a Rise Broadband Internet connection. 911 service operates based on registered address. Unlimited long distance calling is for calls made to landlines and mobile phones in the USA. Free International calling is for up to 300 minutes of calls made per line (ActivePhone™ and ActivePhone for Business™) or concurrent call session (Enterprise Cloud PBX™) to landlines in these 64 countries: Andorra, Argentina, Australia, Austria, Bahrain, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Estonia, Finland, France, Georgia, Germany, Greece, Guadeloupe, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Japan, Latvia, Luxembourg, Macau, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Panama, Peru, Poland, Portugal, Puerto Rico, Romania, Russia,

Saipan, San Marino, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, and mobile phones in these 13 countries: Brunei, Canada, China, Guam, Hong Kong, India, Macau, Malaysia, Puerto Rico, Saipan, San Marino, Singapore, South Korea. Alarms, fax, satellite TV and other systems may not be compatible. Rates exclude equipment rental of $1 to $6 per line or extension per month, taxes, and fees. Regular number porting, where available, averages 20-30 days. Service not available in all areas.

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Exhibit 5

Chat Transcript with Rise Broadband Sales Representative

Home - Rise Broadband | Patron Facing Chat | ridgeway il zip - Google S

https://home-c4.incontact.com/inContact/ChatClient/ChatClientPatron.aspx?poc=f8e00611-a35f-4fec-baf9-c003df6059d3&bu=4592586

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Live Chat

End Chat

Connected

a a a

Agent 3:17 PM

Hello! Welcome to Rise Broadband Live Chat! My name is Jenny. How can I help you today?

You 3:18 PM

Hi, I would like to check service availability for a few addresses.

Agent 3:19 PM

Hi there! I would be more than glad to check those addresses for you!

Agent 3:19 PM

May I have your full name and those addresses please?

You 3:21 PM

John Henderson

You 3:21 PM

547 W Hobson, Equality, IL 62934 120 W Lane, Equality, IL 62934 2500 Eldorado Blacktop Rd, Equality, IL 62934 3025 Eldorado Blacktop Rd, Ridgway, IL 62979 3035 Eldorado Blacktop Rd , Ridgway, IL 62979

Agent 3:21 PM

Thanks John! Be back shortly

You 3:21 PM

Looking for phone and internet.

Connected. Please wait to be attended.

Enter your Text

Send

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https://home-c4.incontact.com/inContact/ChatClient/ChatClientPatron.aspx?poc=f8e00611-a35f-4fec-baf9-c003df6059d3&bu=4592586

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Live Chat

End Chat

Connected

547 W Hobson, Equality, IL 62934 120 W Lane, Equality, IL 62934 2500 Eldorado Blacktop Rd, Equality, IL 62934 3025 Eldorado Blacktop Rd, Ridgway, IL 62979 3035 Eldorado Blacktop Rd , Ridgway, IL 62979

Agent 3:21 PM
Thanks John! Be back shortly

You 3:21 PM
Looking for phone and internet.

Agent 3:25 PM
ok the first address at W Hobson does indicate service availability (up to 10mb speeds)

Agent 3:25 PM
checking the others

You 3:29 PM
ok

You 3:29 PM
voice?

Agent 3:29 PM
The W Lane address does not have line of sight to the towers

Agent 3:30 PM
the Eldorado location also does not have line of sight

Connected. Please wait to be attended.

Enter your Text

Send

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https://home-c4.incontact.com/inContact/ChatClient/ChatClientPatron.aspx?poc=f8e00611-a35f-4fec-baf9-c003df6059d3&bu=4592586

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Live Chat

End Chat

Connected

a a a

towers

Agent 3:30 PM

the Eldorado location also does not have line of sight

Agent 3:31 PM

the 2500 eldorado one I mean

Agent 3:35 PM

After taking a look at the the addresses you provided, we would not be able to provide service at this time for those location. We do not have any towers in your area that we would be able to get a line of sight to.

You 3:35 PM

ok. For the address on W Hobson, would you be able to provide voice AND data or just data?

Agent 3:37 PM

I double checked the address at W Hobson and its also showing issues with line of sight.

You 3:40 PM

in theory, on those homes without line of sight, if they did have line of sight, would you be able to provide voice?

Agent 3:41 PM

Our VOIP phones rely on the internet connections, and as none of the address has internet serviceability, we would not be able to provide voice. We do upgrade our service coverage from time to time so you are more than welcome to come call/chat back in later (about 3 - 6months) to see if there are any updates!

Connected. Please wait to be attended.

Enter your Text

Send

Rise Broadband

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