

KCTV RESIDENTIAL SERVICE AGREEMENT

This is your service agreement between Kincardine Cable TV, a division of Rogers Communications Canada Inc. ("KCTV") and you for your KCTV residential Services. Each Service that you subscribe to is a separate Agreement with us. Unless otherwise defined in this service agreement, capitalized terms have the meanings given to them in the KCTV Terms of Service.

1. Promotions and Discounts

If you have subscribed to a Service for a committed period of time ("Term") and are receiving a promotional offer or discount during that Term, then at the end of the Term the then regular monthly fee for that Service will be applied to your account. The Term Service will automatically become a Month-to-Month Service and you will keep your existing Service and Agreement with us, unchanged, until they are changed or cancelled in accordance with the KCTV Terms of Service.

For any other promotional offers or discounts, you will be charged the monthly fee indicated on your service agreement once the promotional or discount period ends.

2. Early Cancellation Fees

There are no ECFs.

3. KCTV Internet

All KCTV Internet packages include unlimited usage and you will not incur overage charges.

4. KCTV TV Service

With your KCTV TV package you have access to certain movies and other programming on an on-demand and pay-per-view basis. These are Pay-Per-Use Services, and a pay-per-use fee will apply to each movie or other such programming that you rent. Current rates and programming will vary from time to time as indicated on the interactive programming guide or at tnt21.com. All on-demand and pay-per-view sales are final and not refundable.

You may add or remove channels or packages by contacting us in any of the ways set out in Section 6 below. For rates, please refer to current KCTV brochures, visit tnt21.com or ask your KCTV representative.

5. Service Outages

If any of the services that you've subscribed to under this service agreement are affected by a network outage in your area resulting in total loss of service for 4 consecutive hours or more, then you may request a credit by contacting us in any of the ways set out in Section 6 below. The credit will be equal to 1 day of service fees (i.e., monthly service fee of each affected service ÷ # of days in that month) for each day that you experience a network outage described above.

6. Additional Information

To contact KCTV regarding your residential services call 1 (800) 265-3064; go online at tnt21.com/contact; or write to KCTV Customer Service, PO Box 10209, RPO Meadowlands Mall, Ancaster, ON L9K 1P3.

If you have a concern that was not resolved, then we invite you to submit your concern via email to kctv@tnt21.com and we'll respond within 1 business day. If you're not satisfied with the resolution by one of our management team members the Commission for Complaints for Telecom-television Services (CCTS) may be able to help. You can contact them at: <http://www.ccts-cprst.ca> or 1-888-221-1687.

For information on tools to help you manage your bill please visit tnt21.com or log into your MyAccount to view details on your actual usage.

For information on the Canadian Radio-television and Telecommunications Commission's (CRTC) Television Service Provider Code, please visit the CRTC website at <http://crtc.gc.ca/eng/archive/2016/2016-1.htm>.

7. Important Things You Need to Know about Your Service Agreement

This service agreement must be read with:

- I. any applicable service agreement you previously entered into with KCTV;
- II. the KCTV Terms of Service, Acceptable Use Policy and Privacy Policy posted at tnt21.com/terms;
- III. any additional terms and conditions that may apply to a specific Service that you subscribe to or use; and
- IV. any KCTV brochure or material describing your Services or products you purchase.

These materials, together with this service agreement, are referred to collectively as your "Agreement".

By entering into this service agreement, you acknowledge that you have read, understood and agree to all of the details in your Agreement; and in addition you expressly:

- I. agree that your account information may be disclosed to third-party companies which provide additional value-added services included with your Services in order to communicate with you about these services.
- II. confirm that, if you request that we cancel or transfer your internet or television service(s) from another service provider, you are the account holder of the service or his/her authorized agent. You authorize KCTV to act as an agent on your behalf to contact your current service provider to submit any cancellation or transfer requests.
- III. agree to receive your Agreement, bill and other materials from us in electronic format, available at tnt21.com.
- IV. acknowledge that if you are making a change to your account: (A) any new changes to your account are set out in this service agreement; (B) all other aspects of your service agreement remain the same; and (C) any Services you have removed may no longer be available.