



GigUP Promotional Offer: 4/9/2021-8/31/2021

Nature of the GigUP Promotional Offer:

- I. **Residential and Commercial customers accepting this promotional offer are signing up for a bundle of services consisting of a fiber internet service, plus at least one (1) Voice over Internet Protocol (Voice) service for a twelve (12) month commitment. During the promotional period customers will receive a gigabit of bandwidth capacity at no additional charge beyond the normal bandwidth applicable to the bundle they select. Please review section II. At the end of the promotional period, customer will be billed for a Gigabit Internet service plus a voice service at normal and applicable monthly residential and commercial service rates which can be found at:**

Residential: <https://tclpfiber.servicezones.net/Home/ServicePlan>

Commercial: <https://tclpfiber.servicezones.net/Home/ChampionToolkit>

All existing TCLPfiber Terms of Service are applicable to this promotion as a condition of providing service to customers choosing this promotional offer; see Section VII.

- II. ***Residential*** customers who select a Connect 200 or Connect 500 Bundle, or ***Commercial*** customers who select a Connect 500 internet service, together with at least one (1) voice line, will receive a gigabit of bandwidth at no additional charge for two (2) months from date of service activation. Residential and Commercial bundle customers will also receive a \$4.99 digital voice credit each month on their bill for their first voice service only. Residential customer services installation price of \$79.99 is waived for this promotion; Commercial customer services installation price of \$99.99 is waived for this promotion. Two (2) months is defined for this promotion as not more than sixty-one (61) calendar days from the date of service activation. Any additional charges related to porting or activating a telephone number may also be billed to customer if applicable. Vacation Hold rate is not applicable to this promotion. Selection of a long-distance plan at \$4.99 per month plus calling charges is optional under this promotion.
- III. **Eligibility:**
This offer is available to new and existing residential and commercial customers who do not currently have bundled fiber internet and voice services from TCLPfiber. To be eligible for this promotion, current customer accounts must be in good standing, or made current before customer is eligible to participate in this promotion. Services are only available to customers within the TCLPfiber service area.
- IV. **Term:**
This promotional offer is available to customers from **4/9/2021 to 8/31/2021.** TCLPfiber reserves the right to shorten or extend this promotion at its discretion.



- V. **Savings**
Residential customer savings of forty (\$40.00) and sixty (\$60.00) dollars over the (2) month promotional period as referenced in marketing materials are based on the difference in monthly pricing between the customer selected bundle (200 or 500 Connect Bundle) and the Residential Gig Connect bundle price of \$99.99 per month. For Commercial customers, savings are calculated based on the difference in price between the Commercial Connect 1000 fiber internet service plus one (1) voice line (\$169.99 per month), and the Commercial Connect 500 fiber internet service plus one (1) voice line (\$119.99 per month). Savings also include the installation waiver and the voice service monthly credit reference in Section II.
- VI. **GigUP**
At the end of the two (2) month period, Residential customers **will automatically GigUp** and be billed going forward at the **Gig Connect** bundle rate of \$99.99 per month plus taxes, fees and service related charges, including a \$2.50 per month 911 surcharge; and Commercial customers will be billed at the Gig Connect fiber internet service together with at least one (1) voice line bundled service rate of \$169.99 per month plus taxes, fees and service related charges, including a \$2.50 per month 911 surcharge.
- VII. **Declining Continued Services**
Customers who choose to do so, may decline the Gig Connect bundle rate to be applied after the two (2) month bandwidth upgrade period expires and remain with their original order selection of **Residential** Connect 200 or Connect 500 Bundles, or **Commercial** customer selections of the Connect 500 internet service, together with at least one (1) voice line. To decline the Gig Connect bundle rate, customers must contact TCLPfiber prior to the twenty-first (21st) day of the month after their promotional two (2) month period has expired. If customer has not contacted TCLPfiber prior to the twenty-first (21st) day of the month after their promotional two (2) month period has expired, customer shall have given consent to continue their billing at the Gig Connect bundle service rate for the remaining months of the original twelve (12) month commitment.
- VIII. **Acceptance of Terms**
Customer's use of any of any TCLPfiber services constitutes customer's acceptance of the terms and conditions contained in the TCLPfiber Terms of Service including promotional cost recovery terms and, which may be reviewed at <https://tclpfiber.servicezones.net/Home/Faq>
- IX. **Ordering Service**
New customers may order service by visiting www.TCLPfiber.org, creating an account and submitting an order request, by calling 231-922-4940 or sending an email request to customerservice@tclpfiber.org. Existing fiber internet customers may order service by calling 231-922-4940 or sending an email request to customerservice@tclpfiber.org. If new voice service is being established, or if an existing telephone number is requested to be ported to TCLPfiber from customer existing carrier, customer is responsible for ensuring TCLPfiber has accurate address or charges to correct efforts may apply.