

Cablelynx Online Order Placement Terms and Conditions

These Terms and Conditions (“Terms”) apply to all online orders for products and services submitted through the Cablelynx website or e-commerce portal. WEHCO Video, Inc., and its operating affiliates — Cam-Tel Company; Vicksburg Video, Inc.; Resort Television Cable Company, Inc.; Hope Community T.V., Inc.; Prescott Video, Inc.; Longview Cable Television Company, Inc.; Kilgore Video, Inc.; Pine Bluff Cable Television, Inc.; East Arkansas Video, Inc.; White County Video, Inc.; Tahlequah Cable Television Co., Inc.; and Bald Knob Video, Inc. — together doing business as Cablelynx Broadband (hereinafter “Cablelynx”).

By submitting an order online, you agree to the following:

1. Order Review and Acceptance

All orders are subject to verification and approval by Cablelynx. Submission of an online order does not guarantee acceptance or fulfillment.

Cablelynx reserves the right to:

- Verify your identity and service eligibility,
- Contact you to confirm details before processing your request,
- Decline or cancel any order at its sole discretion, including for credit concerns, service availability, address mismatch, or suspected fraud.

Orders may require up-front payment, resolution of outstanding balances, or collection of past-due amounts before installation or activation.

2. Service Availability

Service availability is limited to areas where Cablelynx infrastructure exists and where technical and regulatory requirements are met. Some services may not be available at your location.

Final confirmation of availability may occur after a physical inspection or network review.

3. Pricing, Fees, and Promotional Offers

Prices displayed on the website or in marketing materials are promotional and may not include applicable taxes, regulatory fees, surcharges, or equipment rental fees unless explicitly stated.

Billing Services Fee:

A \$4.25 Billing Services Fee will be added to your account each month. This fee can be reduced or fully waived by enrolling in:

- Paperless Billing (credit of up to \$3.50/month)
- Automatic Payment (credit of up to \$0.75/month)

Eligibility for promotions may vary based on location, customer status (new or existing), or prior service history. Promotional offers may expire without notice and may require the maintenance of specific account settings (e.g., paperless billing or autopay) to remain valid.

Full pricing terms and conditions, including any early termination or service transfer rules, are available at www.cablelynx.com/legal.

4. Installation and Equipment

Installation may require a site visit and must be scheduled with a Cablelynx technician. Additional fees may apply for custom installation, buried drops, or indoor wiring.

Unless otherwise stated, Cablelynx retains ownership of all leased equipment. You are responsible for the safe return of all equipment if service is cancelled. Unreturned or damaged equipment may result in additional charges.

5. Modifications or Cancellations

To change or cancel an order after it has been submitted, contact Cablelynx Customer Service as soon as possible:

- Phone: 1-800-903-0508
- Web Chat: www.cablelynx.com
- Email: support@cablelynx.com

Cablelynx reserves the right to request verification of identity prior to making changes or cancellations. Delays in notifying us may result in installation or billing charges.

6. Account Eligibility

You may be required to pass a credit check or meet eligibility standards to qualify for certain offers. Cablelynx may, at its discretion, request:

- Proof of residency or identification,

- Payment of first month of service in advance,
- Resolution of prior account issues or returned equipment.

Cablelynx reserves the right to deny service based on internal policies and regulatory requirements.

7. Disclaimers and Limitation of Liability

Cablelynx is not liable for delays, interruptions, or failures to process orders due to:

- System outages or maintenance,
- Inaccurate or incomplete information submitted by you,
- Acts of third parties or circumstances beyond our control.

In no event shall Cablelynx be liable for indirect, incidental, or consequential damages arising out of the order submission or installation process.

8. Dispute Resolution

Any disputes arising from your order or use of Cablelynx services are subject to binding arbitration (where permitted by law). You waive the right to bring or participate in class actions or jury trials related to this agreement.

9. Full Legal Notice

For full service terms, pricing, disclosures, and legal notices, visit: www.cablelynx.com/legal