



Important Price Information for Atlantic Broadband Residential Customers

To our Atlantic Broadband Customers:

We know how important connectivity is at this time, which is why we are committed to bringing you reliable, high-quality services through the most up-to-date technology available. To do so, we are constantly investing in our services and updating our broadband infrastructure.

We're also working every day to provide you with a dedicated customer experience by investing in customer care initiatives that make doing business with us simple and convenient, including new digital options that do not require person-to-person contact.

These costs, along with the fees cable networks and broadcasters charge us to carry their programming, which continue to rise, are some of our largest expenses. Though we absorb many of the costs, some must be passed through to our customers. As a result, we will be increasing some of our prices effective September 1, 2020. Please see the complete list of charges on the reverse side.

We are proud of the product and financial support initiatives we were able to deploy as a commitment to help keep our customers connected during the COVID-19 crisis. We will continue to monitor the pandemic's impact on your connectivity needs, and evolve how we do business to ensure we meet them. Our customers matter to us, and we appreciate your business.

If you have any questions, please call us at 855-761-0237.

Thank you for being a loyal Atlantic Broadband customer. We look forward to continuing to provide you with services you can depend on at the fairest possible price.

Sincerely,

Courtney Long

Courtney Long
Vice President, Customer Care

You will find a complete list of charges effective September 1, 2020 on the reverse side.

Here's how we are committed to delivering great value and service to you every day.

Better Than Ever Internet

- Investments to network capacity that support high-speed experiences
- Internet speed improvement every year for the last 11 years
- Expanded access to internet speeds up to 1 Gigabit

Ultimate Entertainment Experience

- Improved TiVo® experience with easy voice search, personalization and access to more streaming apps like Prime Video
- Even more ways to watch your favorite entertainment with our new Atlantic Broadband TV online app
- New streaming Apps including Showtime Anytime and YouTube Kids
- Access to premium content with TV Freeviews

Enhanced Customer Experience

- Online and digital self-service to help manage your account at any time
- Convenient 24/7 bill pay options online and by phone
- U.S. based local support and 24/7 help by phone, chat, email or social media
- New virtual connect tools that allow care agents and technicians to assist you in real time via live, interactive video streaming
- Same or next-day installation with 2-3 hour appointment and support windows
- Ready. Set. Install. Kits for simple and convenient self-installation and curbside delivery for Internet, Video and Phone

Atlantic Broadband Residential Prices & Services

Monthly Fees	Current Price	New Price
Limited	\$33.95-\$34.95	\$35.95
Select	\$15.00	\$16.00
Value	\$55.00	\$60.00
MoreTV	\$16.95	\$18.00
Cinemax	\$10.95	\$19.99
Showtime	\$17.95	\$19.99
Starz & Starz Encore	\$17.95	\$18.95
Local TV Surcharge	\$11.50	\$13.50
High Speed Network Recovery Fee	\$4.25	\$5.25
Digital Adapter	\$3.95-\$6.99	\$7.99
Essential	\$50.99	\$54.99
Essential Plus	\$65.99	\$69.99
Advanced	\$75.99	\$79.99
Premier	\$90.99	\$94.99
Extreme	\$95.99	\$99.99
Gigaedge	\$120.99	\$124.99
Unlimited Phone	\$44.95	\$49.95
Cable Modem	\$9.00	\$11.00
Phone Modem	\$10.00	\$11.00
Internet Access*	\$33.95	\$37.95
High Speed Express*	\$46.95	\$50.95
High Speed Turbo*	\$61.95	\$65.95
High Speed Ultra*	\$80.95	\$84.95

*Grandfathered products; not available for new subscriptions.

Services subject to availability. Pricing, programming, content and services effective 9/1/2020 and are subject to change upon proper notice. Services that are currently covered under a flat rate promotion will not be impacted by these increases except for surcharges and equipment until your promotional period has ended. Not all products or services available in all areas. Prices are for residential service only; business and commercial offerings differ. For customers with commercial accounts or bulk rate arrangements, some product, pricing and other information may not apply. Prices exclude surcharges, taxes, franchise fees, FCC User Fee or other assessments. Speeds are stated for download only over wired connections. Actual Internet speeds, including wireless speeds, may vary due to conditions outside of network control and congestion, including customer location, equipment, and access through a wireless connection, and are not guaranteed; please see Atlantic Broadband's Network Management Disclosure at atlanticbb.com for details. Actual speeds for GigaEdge Internet Service may vary due to subscriber device limitations. Additional terms, conditions, and restrictions apply. Contact us for more details. © Atlantic Broadband 2020.