

Residential and Small Business Internet Subscriber Agreement & Service Order

Last updated: September 25, 2026

Plain English Summary

This Subscriber Agreement is your specific service contract for residential or small business internet, phone, and/or TV services from the Core Fiber company that serves your address, as named in your order confirmation and on your bill. It works together with our General Terms & Conditions, which cover equipment, liability, disputes, and other general terms. This agreement covers what's included in your service, installation, what happens if there's an outage, your month-to-month term, pricing, billing and cancellation, and where to find important information about 911 emergency calling if you have phone service.

This Residential and Small Business Internet Subscriber Agreement & Service Order ("Agreement") is the "Residential and Small Business Internet Subscriber Agreement & Service Order" referred to in Section 1 of the Core Fiber General Terms & Conditions, supplements the General Terms & Conditions ("General Terms"), and governs the provision of residential and small business Services by the Core Fiber company that serves the Service Location ("Company"). The order of precedence stated in Section 1 of the General Terms applies. Capitalized terms not defined herein have the meanings set forth in the General Terms. Customer-specific terms are recorded in Customer's Service Order. The "Service Order" is the order confirmation Company provides when Customer orders, read together with the Broadband Consumer Label for Customer's plan, and is the service-order component of the "Subscriber Agreement & Service Order" referred to in Sections 1, 2, 5, and 19 of the General Terms. Customer-specific terms modify the standard terms of this Agreement only when the modification is expressly stated. Customer accepts this Agreement and the General Terms by any of the methods stated in Section 1 of the General Terms.

1. Scope and Permitted Use

The Services provided under this Agreement are intended for personal, household, or small business use at the Service Location identified in the Service Order. Customer shall not resell, redistribute, or share the Services outside the Service Location without Company's prior written consent. Any unauthorized resale or redistribution may result in immediate suspension or termination of Services. Small business customers may make the Services available to their customers, guests, and employees at the Service Location, including through guest Wi-Fi, provided Customer does not charge for access, does not resell the Services, and remains responsible for all such use under Section 4 of the General Terms.

Customer is responsible for all use of the Services through Customer's account or at the Service Location (Section 4 of the General Terms), including use by household members, guests, customers, and employees. Customer is also responsible for use by minors and may use any parental-control tools Company or third parties make available to manage access to content.

2. Internet Services

Company provides internet connectivity and Equipment for broadband internet access at the Service Location. Internet access speeds are provided on an "up to" basis as specified in the Service Order and the Broadband Consumer Label for Customer's plan. Actual speeds experienced by Customer may vary depending on network conditions, the number of connected devices, Wi-Fi signal strength and interference, the age and capabilities of Customer's devices, Customer's equipment and configuration, the capabilities of the websites and servers being accessed, and other factors. Advertised speeds refer to the speed delivered to the Equipment at the Demarcation Point over a wired connection; speeds over Wi-Fi, or on a device that does not support the speed of Customer's plan, may be lower. Company does not guarantee that Customer will achieve the maximum advertised speed at all times.

Unless expressly included in Customer's service tier as specified in the Service Order, Internet Services do not include ancillary security services. Where Customer's Equipment or service tier includes network-based or other third-party features (such as Plume® online threat protection or advanced IoT protection), such features are provided on an "as is" basis, are not guaranteed to detect, block, or prevent all threats, may block or quarantine legitimate content or devices, and may be modified or discontinued by the third-party provider. Company is not responsible for the performance of third-party features, which may also be subject to the third-party provider's own terms.

2.1 No Data Caps

Internet Services do not include data caps or usage-based fees unless stated in the Service Order. Use of the Services remains subject to the Acceptable Use Policy, and enforcing its excessive-use provisions is not a data cap or usage-based pricing under this Section. If Company determines it is necessary to introduce data caps or usage-based pricing for any Service tier, Company shall provide at least sixty (60) days' advance written notice to affected Customers.

3. Voice Services (VoIP)

If Customer subscribes to Voice Services, those Services are also subject to Company's VoIP Terms and E911 Service Acknowledgment, which contain important information about 911/E911 limitations, are available at corefiber.com/legal, and are incorporated by reference. Voice Services terminate automatically upon the termination or suspension of the underlying Internet Services.

4. IPTV Services

If Customer subscribes to IPTV Services, those Services are also subject to Company's IPTV Service Terms, which are available at corefiber.com/legal and incorporated by reference. The IPTV Service Terms contain important information about channel lineup changes, programming availability, equipment, and Customer's right to cancel IPTV Services following a lineup change or discontinuation. IPTV Services terminate automatically upon the termination or suspension of the underlying Internet Services.

5. Installation

Customer's grant of access to the Service Location, and Customer's responsibility to obtain landlord or other third-party consents, are stated in Section 2 of the General Terms. Installation may include drilling, running interior and exterior wiring, attaching Equipment to walls, ceilings, or other structures, and other work necessary to deliver the Services.

5.1 Fiber Installation

For fiber-optic installations, Company may install underground or aerial fiber lines, optical network terminals (ONTs), and related Equipment using specialized equipment and techniques. Installation methods shall be determined by Company based on site conditions and engineering requirements.

5.2 Fixed Wireless Installation

For fixed wireless installations, Company may install exterior-mounted antennas, radios, and related Equipment on roofs, exterior walls, towers, or other structures at the Service Location.

5.3 Coaxial Installation

For coaxial installations, Company may install or reuse coaxial drop cable, splitters, amplifiers, grounding blocks, cable modems or gateways, and related Equipment at the Service Location. Where existing coaxial wiring is present, Company may, at its discretion, use that wiring if Company determines it meets Company's technical specifications; Company is not responsible for the condition or performance of pre-existing wiring it did not install, and may decline to use wiring that does not meet its specifications. Company will bond and ground Equipment in accordance with applicable electrical codes. Installation methods shall be determined by Company based on site conditions and engineering requirements.

5.4 General Installation and Service Call Terms

Company will perform installation, maintenance, and repair work in a professional and workmanlike manner consistent with generally accepted industry standards, as provided in Section 10 of the General Terms. Company may decline to begin or complete installation or repair work, and may reschedule the visit, if a person eighteen (18) years of age or older with authority to grant access is not present at the Service Location. Company may decline to install or maintain Services at a Service Location that Company reasonably determines is or may become hazardous or dangerous to its personnel, the public, or property. Where

Company dispatches a technician and the cause of a problem is on Customer's side of the Demarcation Point (the customer-facing port on Company's network interface device or ONT at the Service Location), or is Customer-owned equipment or Inside Wiring, Company may charge its then-current service call fee as disclosed in Company's Fee Schedule. No service call fee applies where the cause of the problem is Company Equipment, Company's network, or Company's installation work, unless the problem results from Customer's misuse of, damage to, or unauthorized alteration of the Equipment.

6. Service Credits for Outages

Company may, in its sole discretion, issue a credit for an unplanned outage upon Customer's request made within thirty (30) days of the outage, and Company will issue any credit required by applicable law. Company's liability for service outages is otherwise limited as set forth in Sections 10 and 11 of the General Terms, and any service credit issued is Customer's sole remedy for the outage. This limitation does not apply to liability arising from Company's gross negligence or willful misconduct.

7. Service Order

The Service Order (as defined above) specifies the following, as applicable: (a) the Core Fiber contracting company; (b) Services selected and applicable service tiers; (c) monthly recurring charges and any non-recurring charges (such as installation fees); (d) the Service Location address; (e) any promotional pricing, the promotional period, and the standard rate that applies after it; and (f) any customer-specific terms.

7.1 Equipment

Equipment is governed by Section 3 of the General Terms. This Section adds terms that apply to residential and small business Services.

- (a) Title; No Fixture; No Liens.** Company Equipment remains Company's personal property and does not become a fixture of the Service Location, regardless of how it is attached. Customer will keep Company Equipment free of liens and will not permit any third party to claim an interest in it. Payment of a charge for unreturned Equipment does not transfer title to Customer.
- (b) Risk of Loss.** Customer bears the risk of loss of or damage to Company Equipment while at the Service Location, including from fire, theft, or other casualty, except to the extent caused by Company's gross negligence or willful misconduct.
- (c) Drop and Wiring.** The fiber drop, conduit, exterior cabling, and the ONT or network interface device that Company installs at the Service Location are Company Equipment and remain Company property regardless of how they are attached; Customer may not alter, relocate, or remove them. Wiring on Customer's side of the Demarcation Point ("Inside Wiring"), including wiring Company installs at Customer's request, is the property of Customer or of the owner of the Service Location regardless of who installed it. Customer is responsible for the maintenance of Inside Wiring and

for keeping it from interfering with the Services. Upon request, Company may install, repair, or maintain Inside Wiring for the charge disclosed in Company's Fee Schedule.

(d) Customer Equipment. Customer-owned equipment is governed by Section 3 of the General Terms. Company is not responsible if changes to Company's network or facilities render Customer equipment obsolete or require Customer to modify it.

(e) Self-Installation. Where Company offers self-installation, Customer is responsible for installing Equipment as Company directs. If Customer requests a technician visit to complete a self-installation for reasons not attributable to Company, Company may charge the service call fee described in Section 5.4.

(f) Return. Upon termination or expiration of Services for any reason, Company will notify Customer which items of Company-provided Equipment, if any, Customer must return. Customer shall return each item designated for return within the thirty (30) day period, and in the condition, stated in Section 3 of the General Terms. Customer shall not return any item that Company does not designate for return, including Equipment permanently affixed to the premises and any item that Company directs Customer to discard. Designated Equipment may be returned in person at any of Company's retail locations (as those locations may change from time to time) during regular business hours, or by shipping it as Company directs, or Company may, at its sole option, offer to pick up Equipment at the Service Location upon reasonable notice. Charges for unreturned Equipment, and the refund or credit of those charges if the Equipment is later returned, are stated in Section 3 of the General Terms.

(g) Equipment Charges. Where the Service Order, the Broadband Consumer Label for Customer's plan, or Company's then-current Fee Schedule states a monthly or one-time charge for Company Equipment, Customer will pay that charge as billed under Section 14. Any recurring Equipment charge continues until the designated Equipment is returned or retrieved as provided in paragraph (f), in addition to the replacement charges provided in Section 3 of the General Terms.

7.2 Cure Period

For purposes of Section 6 of the General Terms, the cure period for material breach applicable to residential and small business customers is fifteen (15) days. Customer may terminate the affected Services if Company does not cure a material breach within that period.

8. Bundling and Unbundling

Where Customer subscribes to two or more Services at a bundled or promotional rate ("Bundle") and cancels one or more of those Services, the bundled discount no longer applies and the remaining Services will be billed at Company's then-current standalone rate beginning with the next billing period. Any promotional installation credit may be charged back as provided in Section 9.

9. Additional Residential Terms

Promotional Pricing. If installation charges were credited during a promotional offer and Customer cancels Services, Company may charge back the credited installation amount, but only for promotional credits applied within the twelve (12) months immediately preceding the cancellation date. Credits applied more than twelve (12) months prior to cancellation shall not be subject to clawback.

Modification Notice Period. Modifications to this Agreement are subject to Section 17 of the General Terms (individual notice at least thirty (30) days before a material adverse change takes effect). Customer may cancel the affected Services without charge at any time before the modification takes effect.

10. Incorporated Documents

The following documents are incorporated by reference and form part of this Agreement:

- (a) General Terms & Conditions;
- (b) Acceptable Use Policy;
- (c) Privacy Policy;
- (d) CPNI Policy;
- (e) Cookie Policy;
- (f) Copyright/DMCA Policy;
- (g) Network Management and Open Internet Disclosure;
- (h) Accessibility Statement;
- (i) Terms of Use;
- (j) Broadband Consumer Labels;
- (k) the Service Order and any applicable State-Specific Terms;
- (l) VoIP Terms and E911 Service Acknowledgment, if Customer subscribes to Voice Services;
- (m) AutoPay Authorization & Terms, if Customer enrolls in AutoPay; and
- (n) IPTV Service Terms, if Customer subscribes to IPTV Services.

The most current versions of these documents are available on Company's website at corefiber.com/legal.

11. Communications and Notices

Company may provide notices, disclosures, and other communications to Customer electronically to the email address on file, by postal mail, by notice on Customer's billing statement, or by posting to Company's website. Customer agrees that any such method constitutes sufficient notice under this Agreement, except that Company will deliver notices

of material modifications under Section 9 and Section 17 of the General Terms, and notices of suspension or termination, by email, billing statement, or postal mail. Legal notices from Customer to Company, including notices of breach, termination for cause, and disputes, must be in writing and delivered by mail to the address below. Cancellation requests and other account requests may be made by any method Company makes available, including by calling Company customer support or emailing help@corefiber.com.

Company Contact Information:

4015 S Lincoln Ave, Suite 500, Loveland, CO 80537

Email: help@corefiber.com

Phone: 855-267-3342

Website: corefiber.com

Privacy inquiries: privacy@corefiber.com

DMCA notices: dmca@corefiber.com

Accessibility: accessibility@corefiber.com

Consent to Communications. Customer agrees that Company and those acting on its behalf may call, text, or email Customer at any telephone number or email address Customer provides, for account, service, billing, collection, appointment, outage, security, and other non-marketing purposes, and that such calls and texts may use an automatic telephone dialing system or an artificial or prerecorded voice. Customer may manage contact preferences by any method Company makes available, but may not opt out of communications about emergencies, fraud, security, or harm to the network. Marketing communications that require separate consent under applicable law are handled as provided in Section 16 of the General Terms and the Privacy Policy. Message and data rates may apply.

12. Term; Cancellation; No Early Termination Fee

12.1 Month-to-Month Term. Services for residential and small business customers are provided on a month-to-month basis beginning on the date Services are activated. There is no minimum term and no early termination fee. Services continue month to month, at the rates then in effect, until cancelled by Customer as provided in Section 12.2 or by Company as provided in this Agreement or the General Terms. Company may decline to continue month-to-month Services by giving Customer at least thirty (30) days' notice.

12.2 Cancellation by Customer. Customer may cancel Services at any time by contacting Company as directed in Section 11. Cancellation is effective on the date Company processes Customer's request, unless a later effective date is specified in the request. Where federal or state law entitles Customer to terminate on a date Customer specifies, including under the Servicemembers Civil Relief Act, cancellation is effective on that date. Customer shall remain responsible for all charges accrued through the effective date of cancellation. Except as required by applicable law, cancellation does not entitle Customer to a prorated credit or refund for any unused portion of a billing period (Section 14.6).

IMPORTANT: YOUR SERVICE CONTINUES MONTH TO MONTH AND IS BILLED EACH MONTH UNTIL YOU CANCEL. YOU MAY CANCEL AT ANY TIME BY CALLING COMPANY CUSTOMER SUPPORT OR EMAILING HELP@COREFIBER.COM. CANCELLATION TAKES EFFECT AS DESCRIBED IN SECTION 12.2, AND CHARGES FOR THE CURRENT BILLING PERIOD ARE NOT PRORATED OR REFUNDED EXCEPT AS REQUIRED BY LAW. NO EARLY TERMINATION FEE APPLIES.

12.3 Right of Rescission. If you entered into this Agreement through a door-to-door sale, in-person event, or other transaction covered by the FTC's Cooling-Off Rule (16 CFR Part 429) or applicable state cooling-off laws, you have the right to cancel without penalty within three (3) business days after Company gives you the notice of cancellation rights that those laws require. To exercise this right, provide written notice to Company at the contact information in Section 11. Nothing in this Agreement limits any rescission or cancellation rights provided by federal or state law.

13. Pricing and Promotions

13.1 Charges. Charges, taxes, regulatory fees, and surcharges are those stated in the Service Order, the Broadband Consumer Label for Customer's plan, Customer's invoice, and Company's then-current Fee Schedule (Section 5 of the General Terms).

13.2 Promotional Pricing. Promotional pricing applies only for the promotional period stated in the Service Order. When the promotional period ends, the Service continues at Company's then-current standard rate for the plan, as shown in the Service Order or Broadband Consumer Label, unless Customer cancels or changes plans. Company will notify Customer before a promotional rate expires as required by applicable law.

13.3 Price Changes. Company may change monthly recurring charges and other fees on at least thirty (30) days' notice delivered as provided in Section 11, except for changes in taxes, government-imposed fees, or regulatory surcharges, which may be passed through as they take effect. If Customer does not agree to a price increase, Customer may cancel the affected Services without charge before the increase takes effect.

14. Billing and Payment

14.1 Bill Date; Billing Period. Company bills recurring charges monthly in advance on Customer's bill date, and non-recurring charges when incurred. Unless Customer's invoice or statement shows a different period, the billing period is monthly. The bill date, due date, and billing period that apply to Customer's account are shown on Customer's invoice or statement and in the customer portal, and may differ from the standard terms described below. Company may adjust an account's billing cycle, bill date, or payment terms on reasonable advance notice, including to standardize legacy billing arrangements; any resulting mid-cycle adjustment will be prorated.

14.2 Due Date; Statements. Payment is due nineteen (19) days after the bill date, unless a different due date is shown on Customer's invoice or statement. Invoices and statements are provided electronically unless otherwise agreed or required by applicable law. Paper

statements are available upon request and may be subject to the fee disclosed in Company's then-current Fee Schedule.

14.3 Late Payment; Suspension. If any amount is not paid by the due date shown on Customer's invoice: (a) Company may assess a late fee in the amount disclosed in Company's then-current Fee Schedule or on Customer's invoice, subject to applicable law; Company's decision not to assess a late fee in a particular instance does not waive its right to assess late fees in the future; (b) Services may be suspended on or after eight (8) days after the amount becomes past due for residential accounts, or fourteen (14) days for small business accounts, subject to any notice required by applicable law; Customer remains responsible for recurring charges during any suspension; (c) Company may assess the reconnection fee disclosed in Company's then-current Fee Schedule; and (d) Company may terminate Services under Section 6 of the General Terms and may refer the account for collection as permitted by law.

14.4 Reinstatement. Following suspension for nonpayment, Company will restore Service within a reasonable time after all amounts required for reinstatement have been paid and confirmed. If Service is not restored after payment, Customer should contact Company.

14.5 AutoPay. If Customer enrolls in AutoPay, charges to the authorized payment method, including the full amount due on the bill date, the final invoice at cancellation, and retry attempts for declined payments, are governed by the AutoPay Authorization & Terms. Cancelling AutoPay does not cancel Services or excuse payment of amounts due.

14.6 Proration; No Refund for Unused Period. Company may prorate charges for mid-cycle plan changes, quantity changes, and changes to Customer's bill date. Except as expressly provided in this Agreement or required by applicable law, suspension or cancellation does not entitle Customer to a prorated credit or refund for any unused portion of a billing period. Company may provide a credit or refund in its discretion without creating an obligation to do so in other circumstances.

14.7 First and Final Invoices. The first invoice is issued when Service is activated. Upon cancellation or termination, Company will issue a final invoice for all amounts then due, which remains payable after Services end.

14.8 Billing Disputes. Billing disputes are governed by Section 5 of the General Terms (dispute within sixty (60) days after the invoice date; undisputed amounts remain payable).

14.9 Credit Review; Deposits. Company may verify Customer's credit as permitted by law and may require a refundable deposit or advance payment, not to exceed two (2) months' recurring charges, where Customer's credit is not established or Customer has failed to pay on time. Company will apply any deposit against final charges and refund the balance within sixty (60) days after Services end and designated Equipment is returned, less amounts due. Deposits do not earn interest unless applicable law requires otherwise.

15. Plan Changes and Moves

15.1 Plan Changes. Customer may change plans as Company makes available. Plan changes take effect as Company confirms and are prorated as provided in Section 14.6.

15.2 Moves. If Customer moves to a new address within Company's service area, Customer may request transfer of Services by contacting Company at least ten (10) days before the move. Service at the new address is subject to availability, a new Service Order, and Company's then-current installation and transfer fees. If the new address is not serviceable, Customer may cancel as provided in Section 12.2 without charge other than amounts accrued.

16. Warranties; Liability; Indemnification; Disputes

16.1 Warranties and Disclaimers. Warranties and disclaimers are stated in Section 10 of the General Terms.

16.2 Indemnification. Customer's indemnification obligations are stated in Section 12 of the General Terms and extend to claims arising from use of the Services by members of Customer's household, guests, and others using Customer's account.

16.3 Limitation of Liability. The exclusion of indirect and consequential damages and the one-year claims period are stated in Section 11 of the General Terms. No different liability cap is stated in this Agreement; the default cap in that Section (fees paid for the affected Services in the thirty (30) days before the event) applies.

16.4 Disputes. Disputes are resolved under Section 14 of the General Terms. In any arbitration or court proceeding, each party bears its own attorneys' fees and costs unless applicable law requires otherwise, and any arbitration hearing will be held in the state where the Service Location is situated unless the parties agree otherwise.

16.5 Force Majeure; Governing Law; General Provisions. Force majeure, governing law, assignment, waiver, severability, relationship of the parties, interpretation, and entire agreement are stated in Sections 13, 15, and 18 of the General Terms.

16.6 Effective Date; Electronic Acceptance. This Agreement is effective on the Effective Date determined under Section 1 of the General Terms. Electronic acceptance of this Agreement has the same effect as a handwritten signature.

17. Customer Acknowledgment

By accepting this Agreement by any of the methods stated in Section 1 of the General Terms, Customer acknowledges that Customer has read, understood, and agrees to be bound by this Agreement, the Service Order, and the General Terms & Conditions, including all documents incorporated by reference. Customer confirms that Customer is at least eighteen (18) years of age and has the legal authority to enter into this Agreement.