

General Terms & Conditions

Last updated: September 25, 2026

Welcome to Core Fiber. Core Fiber provides broadband and communications services to the communities we serve. Our mission is to deliver dependable connectivity and support that feels close, empowering homes, families and communities to thrive in a digital world. These General Terms & Conditions explain the common terms that apply to our Services and should be read together with your Subscriber Agreement & Service Order and applicable policies.

1. Agreement; Acceptance; Precedence

These General Terms & Conditions ("General Terms") form part of the agreement between the Core Fiber company serving the Service Location ("Company") and the customer receiving Services ("Customer"). Customer accepts the Agreement by executing or accepting the applicable combined Subscriber Agreement & Service Order, by checking the acceptance box when ordering online, by confirming acceptance as directed when ordering by telephone, at a retail location, or through a Company representative, or by activating, using, or paying for Services. The Agreement is effective for Customer on the date Customer first accepts it by any of these methods (the "Effective Date")

The "Agreement" consists of: (a) any applicable State-Specific Terms; (b) the applicable Residential and Small Business Internet Subscriber Agreement & Service Order or Commercial Service Subscriber Agreement & Service Order (each, a "Subscriber Agreement & Service Order"); (c) these General Terms; and (d) policies expressly incorporated by reference, including the Acceptable Use Policy, Privacy Policy, CPNI Policy, Copyright/DMCA Policy, and Network Management and Open Internet Disclosure.

If there is a conflict, the following order controls: (1) applicable State-Specific Terms; (2) the applicable Subscriber Agreement & Service Order, including customer-specific terms expressly stated in it; (3) these General Terms; and (4) incorporated policies. Within a Subscriber Agreement & Service Order, a customer-specific term modifies a standard provision only when the modification is expressly stated or the provisions cannot reasonably be read together. Documents should otherwise be read together to give effect to each provision.

2. Services; Orders; Access

Company will provide the Services identified in the applicable Subscriber Agreement & Service Order, subject to service availability and the Agreement. Company may use qualified contractors and remains responsible for their performance to the extent required by the Agreement.

Customer authorizes Company and its contractors to access the Service Location at reasonable times, on reasonable notice except in emergencies, to install, inspect, maintain, repair, upgrade, replace, or remove Company facilities and Equipment. Customer represents that it owns the Service Location or has authority to grant access and will obtain any required landlord, association, or third-party consent.

3. Equipment

Company-provided equipment ("Equipment") remains Company property unless expressly sold to Customer. Customer will use Equipment only with the Services, protect it from loss or damage, and not sell, transfer, tamper with, modify, relocate, or reverse-engineer it except as Company authorizes.

Company may remotely manage, update, diagnose, secure, reboot, or configure Equipment as reasonably necessary to operate, support, or protect the Services. Company will maintain or replace Equipment that fails under ordinary use. Customer is responsible for loss or damage beyond ordinary wear and tear.

Upon termination, Customer will return Equipment designated by Company within thirty (30) days after notice. Company may charge the applicable replacement cost for unreturned Equipment and may refund or credit that charge if the Equipment is later returned in good working condition, normal wear and tear excepted.

Customer-owned equipment is Customer's responsibility. Company does not warrant its compatibility, performance, maintenance, or security and may require minimum technical specifications.

4. Customer Responsibilities

Customer will provide accurate account and contact information, safeguard account credentials, use the Services lawfully, and be responsible for use of the Services through Customer's account or at the Service Location. Customer is responsible for its own devices, systems, data, backups, firewalls, antivirus tools, and other reasonable security measures.

5. Billing & Payment

Customer will pay the rates, fees, taxes, surcharges, and other charges disclosed in the applicable Subscriber Agreement & Service Order, broadband consumer label, or invoice. Recurring charges may be billed in advance and non-recurring charges when incurred or completed.

Customer must pay undisputed amounts by the invoice due date. Company may assess lawful late, returned-payment, reconnection, collection, or similar charges when disclosed or permitted by the Agreement. Customer must raise a billing dispute within sixty (60) days after the invoice date, unless applicable law provides a longer period. Company will investigate disputes in good faith.

6. Suspension; Termination for Cause

Subject to applicable notice requirements, Company may suspend or terminate affected Services for nonpayment, material breach, violation of the Acceptable Use Policy, fraud or material misrepresentation, unlawful use, or when reasonably necessary to protect the security or operation of Company's network or comply with law.

Customer may terminate affected Services for Company's uncured material breach as provided in the applicable Subscriber Agreement & Service Order. Upon termination, Customer remains responsible for accrued charges and return of Company Equipment. Provisions that by their nature should survive termination, including payment obligations, indemnification, liability limitations, confidentiality where applicable, and dispute provisions, will survive.

7. Network Management; Acceptable Use

Company may perform scheduled or emergency maintenance and may reasonably manage, secure, upgrade, and protect its network. Network management practices are described in Company's Network Management and Open Internet Disclosure.

Customer's use of the Services is subject to Company's Acceptable Use Policy. Violations may result in restriction, suspension, or termination consistent with the Agreement and applicable law.

8. Privacy; Customer Information

Company's collection, use, disclosure, retention, and protection of Customer Information are governed by Company's Privacy Policy and, where applicable, CPNI Policy. Any approval required for use or disclosure of CPNI will be obtained through the procedures required by applicable law; acceptance of these General Terms does not itself constitute CPNI approval.

9. Intellectual Property

Company and its licensors retain all rights in Company software, firmware, documentation, trademarks, and other intellectual property. Customer receives only the limited right to use such materials as necessary to receive the Services and may not copy, modify, distribute, decompile, reverse-engineer, or create derivative works except as applicable law expressly permits.

10. Warranties & Disclaimers

Company will use commercially reasonable efforts to provide the Services in a professional and workmanlike manner. Except for express commitments in the Agreement and to the maximum extent permitted by law, the Services and Equipment are provided "AS IS" and "AS AVAILABLE." Company disclaims implied warranties of merchantability, fitness for a particular purpose, and noninfringement, and does not warrant uninterrupted, error-free, or completely

secure service. Nothing in this Section disclaims a warranty that applicable law does not permit to be disclaimed.

11. Limitation of Liability

To the maximum extent permitted by law, Company and its affiliates, officers, directors, employees, agents, and suppliers will not be liable for indirect, incidental, consequential, special, punitive, or exemplary damages, including lost profits, revenue, data, business opportunity, or goodwill.

Except for liability that applicable law does not permit to be limited or excluded, Company's aggregate liability arising from the Services will not exceed the amount stated in the applicable Subscriber Agreement & Service Order or, if no different cap is stated there, the fees paid for the affected Services during the thirty (30) days preceding the event giving rise to the claim.

Except where applicable law does not permit a contractual limitation period, any claim arising from the Agreement or Services must be commenced within one (1) year after the event giving rise to the claim. Applicable informal dispute-resolution periods will toll that period.

12. Indemnification

Customer will indemnify, defend, and hold harmless Company and its affiliates, officers, directors, employees, agents, and contractors from third-party claims, losses, and reasonable costs arising from Customer's unlawful use of the Services, material breach of the Agreement, infringement or violation of third-party rights, or acts or omissions of persons using the Services through Customer's account, except to the extent caused by Company's gross negligence or willful misconduct.

13. Force Majeure

Neither party is liable for delay or failure to perform, other than payment obligations, to the extent caused by events beyond its reasonable control, including natural disasters, severe weather, fire, flood, war, terrorism, civil unrest, governmental action, labor disruption, widespread utility or power failure, or similar events. The affected party will use commercially reasonable efforts to mitigate the impact and resume performance.

14. Dispute Resolution

Before formal proceedings, the parties will attempt in good faith to resolve disputes through written notice and informal negotiation for sixty (60) days. Except for matters eligible for small claims court and rights that cannot lawfully be waived, unresolved disputes will be resolved by individual binding arbitration administered by the American Arbitration Association under the rules applicable to the dispute and governed by the Federal Arbitration Act.

To the fullest extent permitted by law, disputes will be resolved individually and not through class, collective, mass, or representative proceedings. Customer may opt out of arbitration by giving Company written notice within thirty (30) days after first accepting the arbitration provision. Any jury-trial or class-action waiver applies only to the extent enforceable under applicable law.

15. Governing Law

The Agreement is governed by the laws of the state in which the Service Location is situated, without regard to conflict-of-law principles, except to the extent federal law controls.

16. Notices; Electronic Communications

Notices may be delivered by the methods stated in the applicable Subscriber Agreement & Service Order or through Customer's current email or mailing address where permitted by law. Customer is responsible for maintaining accurate contact information. Account, service, outage, security, billing, and collection communications may be sent electronically or by telephone as permitted by law. Marketing communications requiring separate consent will be handled separately.

17. Changes to These Terms

Company may modify these General Terms or incorporated policies. Company will provide any notice required by applicable law and, for a material change that increases Customer's payment obligations or materially reduces Customer's contractual rights, will provide individual notice at least thirty (30) days before the change takes effect unless a different period is required by law. A change to a commercial Subscriber Agreement & Service Order during a committed term requires the consent specified in that agreement.

18. General Provisions

Assignment. Customer may not assign the Agreement without Company's prior written consent. Company may assign the Agreement in connection with a merger, acquisition, reorganization, sale of assets, or transfer to an affiliate or successor serving the Service Location.

Waiver; Severability. A waiver must be in writing and applies only to the matter waived. If a provision is unenforceable, it will be modified to the minimum extent necessary or severed, and the remainder of the Agreement will remain effective.

Relationship; Third Parties. The parties are independent contractors. The Agreement does not create a partnership, joint venture, agency, employment, franchise, or third-party beneficiary relationship except where the Agreement expressly states otherwise.

Interpretation; Entire Agreement. Headings are for convenience only. The Agreement will be interpreted as a whole and according to the precedence rule in Section 1. The Agreement

constitutes the entire agreement concerning the Services and supersedes prior understandings on the same subject.

19. Contracting Company; Contact Information

The Core Fiber company whose network serves the Service Location is the contracting party and will be identified on Customer's order or invoice. The current list of serving companies and their trade names is maintained at corefiber.com/legal (the "Serving Entities" list). Notices to Company may be sent to the contact information designated by Company for legal or customer notices.

20. Effective Date

These General Terms are effective as of Effective Date and apply subject to any required notice, transition, or non-waivable rights under applicable law.