

COMPTON RESIDENTIAL SERVICE AGREEMENT

This is your service agreement between Compton Communications, a division of Rogers Communications Canada Inc. ("Compton") and you for your Compton residential Services. Each Service that you subscribe to is a separate Agreement with us. Unless otherwise defined in this service agreement, capitalized terms have the meanings given to them in the Compton Terms of Service.

1. Promotions and Discounts

If you have subscribed to a Service for a committed period of time ("Term") and are receiving a promotional offer or discount during that Term, then at the end of the Term the then regular monthly fee for that Service will be applied to your account. The Term Service will automatically become a Month-to-Month Service and you will keep your existing Service and Agreement with us, unchanged, unchanged until they are changed or cancelled in accordance with the Compton Terms of Service.

For any other promotional offers or discounts, you will be charged the monthly fee indicated on your service agreement once the promotional or discount period ends.

2. Early Cancellation Fees

There are no ECFs.

3. Compton Internet

All Compton Internet packages include unlimited usage and you will not incur overage charges.

4. Compton TV Service

With your Compton TV package you have access to certain movies and other programming on an on-demand and pay-per-view basis. These are Pay-Per-Use Services, and a pay-per-use fee will apply to each movie or other such programming that you rent. Current rates and programming will vary from time to time as indicated on the interactive programming guide or at compton.net. All on-demand and pay-per-view sales are final and not refundable.

You may add or remove channels or packages by contacting us in any of the ways set out in Section 7 below. For rates, please refer to current Compton brochures, visit compton.net or ask your Compton representative.

5. Compton Home Phone Service

The following Pay-Per-Use Services are available with Compton Home Phone. Some of these calling features may be included with your plan; if not, a pay-per-use fee will apply each time you use it (and long distance charges apply if applicable):

- I. Long Distance Calling (charged by the minute);
- II. Three-Way Calling, which allows you to conference in 2 other callers;
- III. Call Forwarding, which allows your call to be forwarded to another number;
- IV. Operator and 411 Directory Assistance (a service fee and per-minute charges apply, even if the number you have requested is unlisted).

For more information, including rates, please refer to current Compton brochures or visit compton.net. For more information on how Compton Home Phone long distance calling is charged, please refer to the Compton Terms of Service.

If the address where the Compton Home Phone line will be installed has a home security system, the adult present at the time of installation will need to have the authority to contact and work with the security company to deactivate and reactivate the alarm system.

6. Service Outages

If any of the services that you've subscribed to under this service agreement are affected by a network outage in your area resulting in total loss of service for 4 consecutive hours or more, then you may request a credit by contacting us in any of the ways set out in Section 7 below. The credit will be equal to 1 day of service fees (i.e., monthly service fee of each affected service ÷ # of days in that month) for each day that you experience a network outage described above.

7. Additional Information

To contact Compton regarding your residential services call 1-844-985-8171; go online at compton.net/contact; or write to Compton Customer Service, PO Box 10209, RPO Meadowlands Mall, Ancaster, ON L9K 1P3.

If you have a concern that was not resolved, then we invite you to submit your concern via email to customerservice@compton.net and we'll respond within 1 business day. If you're not satisfied with the resolution by one of our management team members the Commission for Complaints for Telecom-television Services (CCTS) may be able to help. You can contact them at: <http://www.ccts-cprst.ca> or 1-888-221-1687.

For information on tools to help you manage your bill please visit compton.net or log into your MyAccount to view details on your actual usage.

For information on the Canadian Radio-television and Telecommunications Commission's (CRTC) Television Service Provider Code, please visit the CRTC website at <http://crtc.gc.ca/eng/archive/2016/2016-1.htm>.

8. Important Things You Need to Know about Your Service Agreement

This service agreement must be read with:

- I. any applicable service agreement you previously entered into with Compton;
- II. the Compton Terms of Service, Acceptable Use Policy and Privacy Policy posted at compton.net/terms;
- III. any additional terms and conditions that may apply to a specific Service that you subscribe to or use; and
- IV. any Compton brochure or material describing your Services or products you purchase.

These materials, together with this service agreement, are referred to collectively as your "Agreement".

By entering into this service agreement, you acknowledge that you have read, understood and agree to all of the details in your Agreement; and in addition you expressly:

- I. agree that your account information may be disclosed to third-party companies which provide additional value-added services included with your Services in order to communicate with you about these services.
- II. confirm that, if you request that we cancel or transfer your internet, television or phone service(s) from another service provider, you are the account holder of the service or his/her authorized agent. You authorize Compton to act as an agent on your behalf to contact your current service provider to submit any cancellation or transfer requests.
- III. agree to receive your Agreement, bill and other materials from us in electronic format, including myAccount available at compton.net.
- IV. acknowledge that if you are making a change to your account: (A) any new changes to your account are set out in this service agreement; (B) all other aspects of your service agreement remain the same; and (C) any Services you have removed may no longer be available.