




2022

WOW![®]
SUSTAINABILITY REPORT



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Letter from the CEO, Teresa Elder:



On behalf of the hardworking employees at WOW!, it is my pleasure to introduce our inaugural 2022 Sustainability Report. This report details our culture and value system and highlights how we explicitly and holistically incorporate our ESG framework into our relationships with customers, employees and other stakeholders.

Amid unprecedented work and personal challenges for all of us since 2020 due to the COVID-19 pandemic,

WOW! launched its Strategic Plan. The sale of five service areas enabled us to significantly reduce our debt and prompted a credit rating upgrade, helping increase free cash flow and accelerate our growth plans. We also unified the company under one WOW! brand and doubled HSD speeds for more than 230,000 customers along the way.

Since the WOW! journey began, we have been valued partners in the communities we serve. We take pride in being good corporate citizens across our service footprint. The actions and decisions we make as a company are underpinned by our WOW! values - Respect, Integrity, Spirit of Service and Accountability. These values drive our day-to-day engagement with customers and fellow employees.

Our value system aligns with our efforts to become ever better environmental stewards in a world grappling to address climate change. We have taken steps to reduce our carbon footprint, and we remain committed to further improvements. We increased the use of equipment self-installation to reduce miles driven and idling by fleet vehicles. We reduced our corporate office footprint and increased the energy efficiency of our offices and headend facilities. Our team actively resells or responsibly recycle our mature and end-of-life equipment.

We incorporate our values to improve the social wellbeing of our customers and employees, and proudly make grassroots contributions within our service footprint, which includes communities in the Midwest and Southeast U.S. Whether it's paid volunteer time, discounted service to customers facing pandemic-related challenges, college

scholarship programs, disaster relief, or holiday gift-giving programs for children in need, we are committed to giving back to our customers and communities.

WOW! treasures our employees. Among our many programs for employees are hybrid work options, comprehensive benefits that address physical and mental wellbeing, tuition reimbursement, a leadership development curriculum for current and future managers and robust job-specific skill training. In addition, all employees are offered the opportunity to acquire an equity interest in WOW! through the grant of common stock. When we empower our employees, they demonstrate the spirit of service we require to our customers.

These policies and plans are monitored by our independent and diverse board of directors and our experienced management team. We have strong corporate governance procedures in place to ensure WOW!'s leadership team adheres to its fiduciary duties.

We welcome this opportunity to provide a look into WOW!, our culture, and the ESG journey we have begun. We strongly believe in a strong and positive corporate culture, one which empowers our employees to always do the right thing for our investors, customers, WOW! colleagues and for the communities we serve.

Thank you to our hardworking and dedicated employees, whose efforts allow WOW! to deliver on its mission to all stakeholders.

Kind regards,

A handwritten signature in black ink that reads "Teresa Elder".

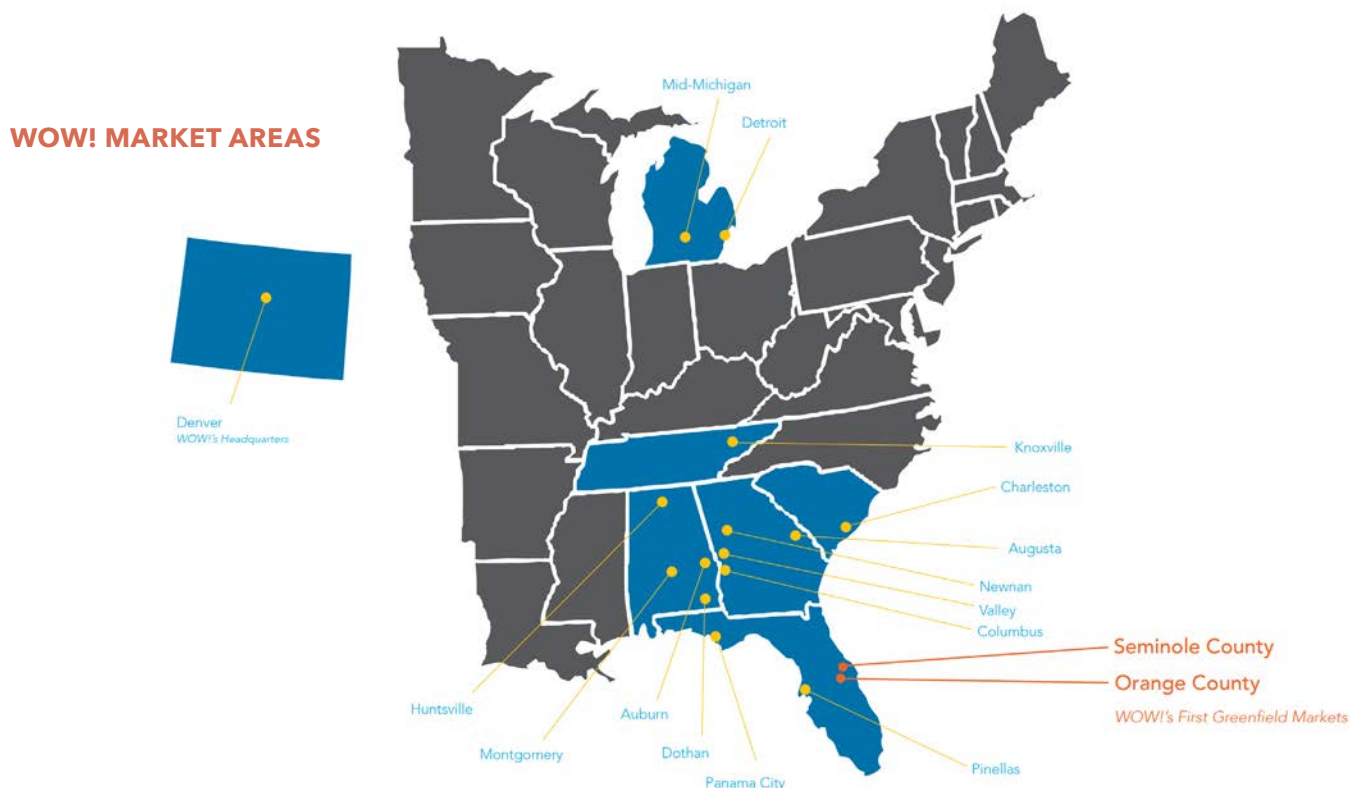
Teresa Elder, CEO



WOW!®

Who We Are and What We Stand For

We are WideOpenWest, Inc. (WOW!), a leading provider of broadband services in the country. We presently reach more than 1.9 million consumers in 14 domestic markets, primarily in the Midwest and Southeast, and continuously look for additional market investment opportunities which meet our growth and service objectives. We take pride in providing reliable, affordable, high-quality services to our customers, including high-speed data ("HSD"), digital telephony, wireless, business data and cloud services. Our broadband-first strategy is transforming our business, providing HSD services and our WOW! tv+ product across our service footprint.



Throughout our organization of 1,500 dedicated and hardworking people, we recognize the importance of the services we provide to residents and businesses in the communities we serve. Customer satisfaction is at the core of what we do. Central to our success is our vision of connecting people to their world through the WOW! experience: reliable, easy and pleasantly surprising every time. We view those in the communities where we operate, and where many of our employees live as our neighbors. We actively engage with these communities because strengthening them benefits both our customers and WOW!.

Vision, Mission and Values



OUR VISION

Connecting people to their world through the WOW! experience: reliable, easy and pleasantly surprising every time.



OUR MISSION

We deliver the WOW! experience one community, one connection, one customer at a time through our people, technology and solutions that matter most to our customers.



OUR VALUES

Our philosophy is simple. We deliver an employee and customer experience that lives up to our name in all of our interactions, no matter how great or small. Our ongoing commitment to provide excellent service and create stress-free experiences for our customers is exemplified in our four core values: Respect, Integrity, Spirit of Service, Accountability.

WOW!’S VALUES

RESPECT: Treat others as they want to be treated—know your customer.

INTEGRITY: Choose to do what’s right.

SPIRIT OF SERVICE: Provide the WOW! experience by being reliable, easy to work with and pleasantly surprising to each other and to our customers every time.

ACCOUNTABILITY: Deliver value-enhancing work on time and as needed, utilizing our resources in their highest and best use.

At WOW!, we understand that the diversity of our employees is one of our greatest strengths. We know that valuing each employee as an individual is even more than the right thing to do. It’s also the smart thing to do. We take pride in our inclusiveness and the power it represents, knowing that diverse teams are smarter, make better decisions, and connect better with customers.

We deliver an employee and customer experience that lives up to our name in all our interactions, no matter how great or small.

CORE COMPETENCIES

We create organizational excellence through five core competencies that underpin each employee's ability to facilitate the delivery of a rewarding customer experience. Those competencies include keeping a customer focus, ensuring accountability, adapting to situational cues, collaborating with others and communicating effectively. We know that when we implement our values and core competencies in our day-to-day actions, we are delivering excellence to our customers and stakeholders.

A customer-first approach is critical to everything WOW! does. Our commercial and residential customers have unique needs. We determine optimal services for each customer, customizing solutions as needed. But delivering the WOW! experience means we need to do more. We remain accountable for the work we provide to our customers after implementation, just as we do when collaborating with our internal partners. We act with integrity and rely on our collaborative culture to achieve these goals. Employees have the trust and support of others in the organization as they deliver services that live up to the WOW! name. Effective communication, which entails both speaking and listening, is a critical component of every one of these steps, ensuring accountability in the organization. Delivering on WOW!'s mission requires a thoughtful, helpful and timely exchange of information, both internally and externally.





Prudent Stewardship of the Environment is a Continuing Commitment

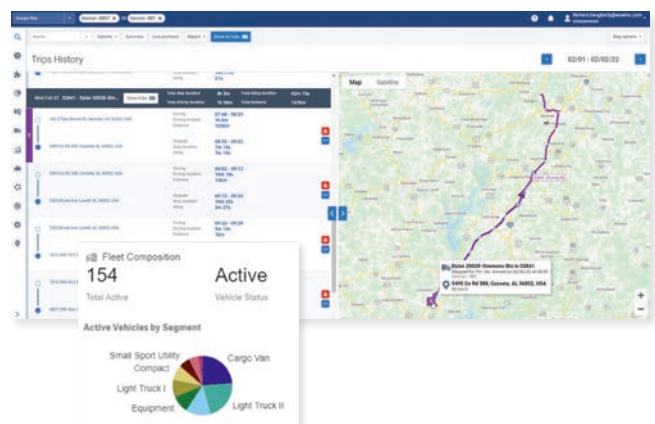
Efficiency in the Field and Efficiency in the Home

Environmental awareness is not just a catchphrase; it is an integral part of our culture. Quite simply, practicing environmental stewardship is the right thing to do, showing respect for our communities and accountability to our stakeholders. In accordance with our values, we work in tandem with our communities to implement efficient business practices. We believe prudent environmental stewardship aligns with the operational efficiencies we continue to pursue throughout our organization, creating a win-win for customers and stakeholders. It also benefits our employees, many of whom live in communities we serve. In accordance with WOW!'s value of accountability, we are doing our part to make a difference in our day-to-day operations.

Our culture demands that we address the growing challenges presented by climate change. According to the Environmental Protection Agency (EPA), CO₂ represents 65% of all global greenhouse gas emissions. Fossil fuel consumption is the primary source of CO₂ emissions. We are a small company, but we are making a difference every day as we seek operational efficiencies in the field and in customers' homes and businesses to ensure WOW! is doing its part to combat climate change. Some examples of our efforts to create a circular economy and reduce our carbon footprint are detailed below.

BEING SMARTER WITH OUR VEHICLES

The US Department of Energy estimates that the combined idling from heavy-duty and light-duty vehicles wastes six billion gallons of fuel annually. Commercial vehicles represent half of that amount and generate thirty million tons of CO₂ annually. As a company that deploys fleet vehicles, we know our efforts to optimize our fleet make a difference in reducing CO₂ emissions. For fleet vehicles, we use software solutions to reduce idling and improve miles per gallon. We also use smart routing to optimize driving times for technicians, and we offer home garaging to our employees' assigned fleet vehicles. This program allows us to reduce unnecessary driving to/from a WOW! facility at the beginning of a shift and helps keep our employees in the communities/neighborhoods where we provide services. We are able to reduce vehicle emissions by using our GPS service to dispatch our field employees directly from their home to their first appointment, and to ensure the last appointment of the day is close to their home whenever possible.





Vehicle maintenance is handled by qualified third-party maintenance providers that do all work offsite and follow strict standards and guidelines for proper disposal of waste and can more cost effectively and efficiently service our fleet of vehicles. Vehicle maintenance vendors, like all vendors we use, are carefully vetted to ensure they meet our rigorous standards and share our values.

To reduce miles driven and provide customers the option to easily install equipment without requiring a technician visit, we leverage shipping companies already making deliveries in our customers' communities. In 2021, total items shipped to households increased by over 200% from 2020. We expect continued growth in self-installation moving forward, which reduces miles driven and maintenance expense for our vehicles, while also extending their useful life.

EFFICIENCY IN THE OFFICE

Our spirit of service compels our workforce to be reliable, easy to work with and pleasantly surprising in customer interactions, and in internal day-to-day operations in the office. We expect all employees to make positive environmental decisions every day. As an organization, we support eco-friendly efforts large and small. We encourage employees to think green and act accordingly. We ask them to avoid unnecessary printing, unplug equipment not being used, use the Internet wisely to decrease data storage, and use the recycling bins in every one of our company offices.

We expect a similar standard of excellence from our vendors and counterparties. The Bellevue Tower corporate headquarters office we lease in Denver achieved LEED gold status in 2020 and is pursuing recertification status in 2022. WOW! decreased its real estate footprint by 59% in 2021, supported in part by our decision to transition to a hybrid work environment. According to calculations provided by CoolClimate, a University of California-Berkeley climate research initiative, this reduction resulted in a 26.4% reduction in WOW!'s CO₂ emissions in 2021. We upgraded our office lighting to LED for efficiency and cost savings. Our headend facilities and data centers implemented new battery technology to make them more energy efficient.

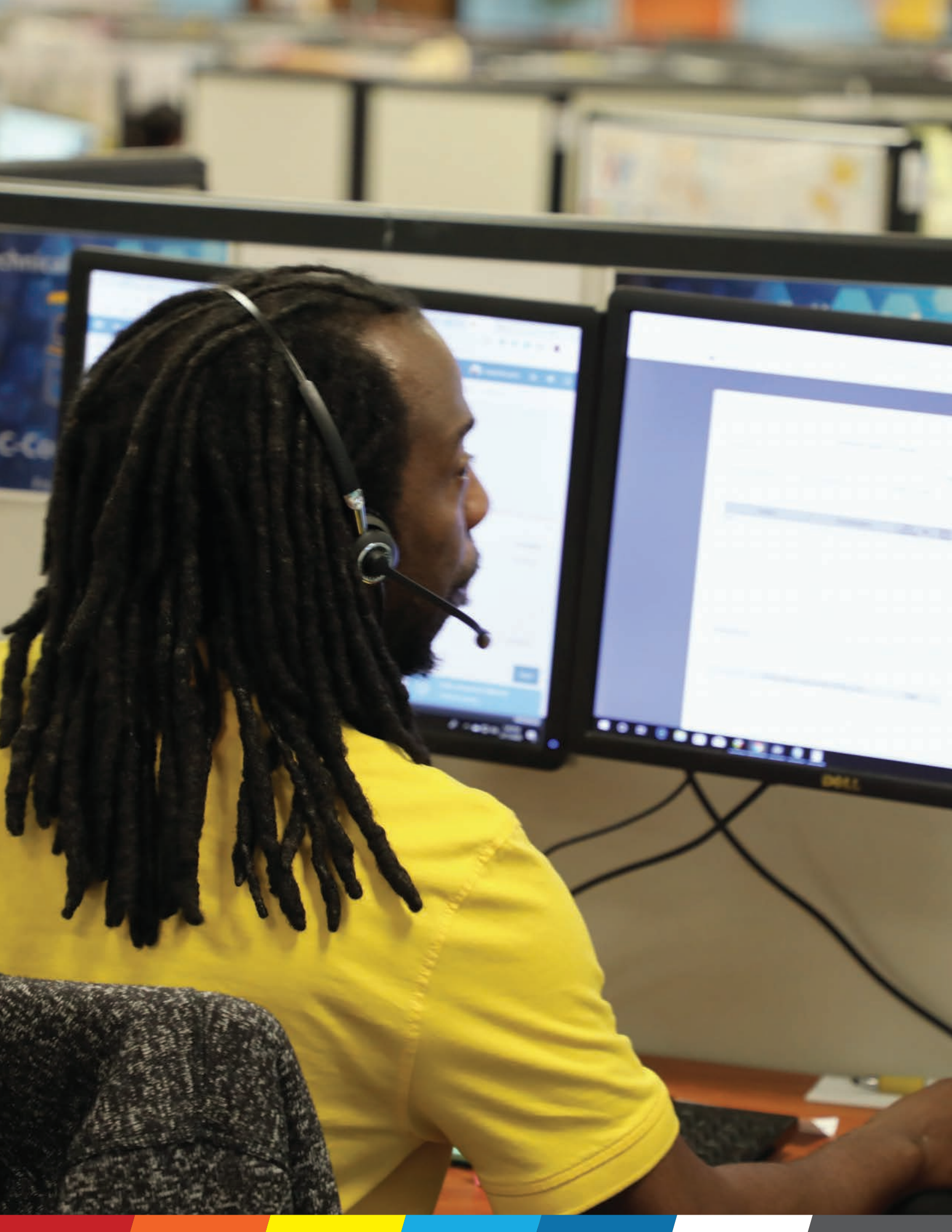
WOW! also promotes responsible end-of-life management for products and hardware. We work with a third-party vendor to find buyers for all our discontinued or end-of-life customer premise equipment (CPE), and we responsibly harvest reusable parts and/or recycle CPE and other network equipment that cannot be resold.

Our transition to a hybrid work model (allowing a mixture of in-office and remote work) in 2022 further supports our commitment to the environment. Employee commute times and miles driven decreased during the pandemic and are expected to remain below pre-pandemic levels going forward, helping employees save on fuel expense and helping WOW! lower overall commute-related CO₂ emissions. Based on overwhelming approval from our employees for a hybrid work structure, this is a true win-win outcome for both our employees and WOW!. As has been the case throughout the pandemic, our decision to return to and remain in the office environment will continue to be informed by our continued review of Covid-19 status reports, particularly as it relates to our service territories, adherence to recommended CDC standards, and the safety and well-being of our employees.

EFFICIENCY IN CUSTOMERS' HOMES

One benefit of our broadband first strategy is energy efficiency. Our new WOW! tv+ set-top boxes have a fraction of our legacy equipment's power needs. And our cloud-based DVR service draws less power than if we stored data on hard drives of customers' set-top boxes. We encourage paperless billing statements for broadband customers by offering a discount to customers who choose to sign up, thereby reducing our paper consumption.





Customers, Employees and the Community: Our Commitment to our Communities Improves the Fabric of Our Social Welfare

Our goal at WOW! is to provide products and services that positively impact our customers, our employees and our communities. We take this responsibility seriously. When we engage with customers, we keep customer and employee data private and secure.

Providing reliable, affordable and secure services is just the beginning. We provide these services with a healthy, empowered and inclusive workforce that channels our values. Employees make positive contributions in our communities consistent with our culture and our values, showing respect and dignity to the those we serve.

CUSTOMERS: WE OPTIMIZE OUR ENGAGEMENT WITH THEM SO THEY CAN ENGAGE WITH THE WORLD

Customer satisfaction is at the core of all we do. We offer reliable, high-quality products and services at a fair price, and we offer our customers choices for how they'd like to engage with us. We track and formally measure the strength of our customer relationships through Customer Satisfaction Index (CSI) and Technician Support Index (TSI) scores.

The WOW! Sales Integrity Policy formally states our philosophy to deliver an employee/customer experience that lives up to the WOW! name in all interactions, big or small. Integrity is a core value and a critical component of our client interactions.

MONITOR AND PROTECT CUSTOMER DATA

WOW! treats the privacy and security of our customer data with the utmost seriousness. We have formal programs in place to monitor and protect customer and employee data. We minimize access to sensitive information to authorized and approved individuals only. We create and maintain assets with appropriate controls to ensure information is correct, unaltered, auditable and reproducible. Our Asset & Data Protection Policy, Data Classification Policy and Record Information Management Policy govern our information resources.

- Our Business Customer Privacy Notice can be [found here](#).
- Our Residential Customer Privacy Notice can be [found here](#).



NETWORK RELIABILITY

We are accountable to our customers. Delivering reliable broadband service is key to fulfilling our mission. Weather may be unreliable, but our service cannot be. WOW! has invested heavily in its network to ensure reliability and we have significant network redundancies in place to provide customers an uninterrupted experience. All of our technical facilities have backup battery power. We are investing in equipment to monitor batteries to ensure they can perform when needed, and we are investigating longer-life batteries. Our batteries are recycled at the end of their useful life. Eighty percent of our facilities have external generators, and facilities without generators are configured to allow the use of portable generation trailers in the event of an outage. Our core routed network is meshed and

offers optionality when it comes to the routing of our network traffic, thus protecting against service disruption in the event of an unexpected interruption on any given route.

UPGRADING SPEED ACROSS OUR NETWORK

Reliability is important to us, but so is speed. Ninety-eight percent of WOW!'s customers have access to 1 Gig HSD service. But our culture compels us to find more ways to increase network speed for our customers. We continue to improve our network and anticipate increasing speeds above 1 Gig across our network in the future.

EMPLOYEES: PROVIDING ROBUST BENEFITS HELPS MAKE US THE BEST AND BRIGHTEST

We were honored in 2021 to have been named a Best and Brightest Company to Work For in the Nation® by the National Association for Business Resources (NABR), the fourth consecutive year and eighth time overall we have been so recognized. This follows our success in the Detroit and Atlanta markets, where we have won regional awards several years in a row. WOW! also won the local Best and Brightest award the last three years in our corporate headquarters location of Denver. WOW! was evaluated on several measures, including employee achievement and recognition, diversity and inclusion, work-life balance, strategic company performance and other areas.



REMOTE WORK

The pandemic changed the way our employees live and work, just as it did for our valued customers. We acknowledge the hardships many employees face, and we adapted our work policies to continue to support a positive work/life balance. Our employees' integrity was evident throughout the pandemic. Productivity remained high while we worked remotely. Given this positive outcome, we implemented a hybrid work model.



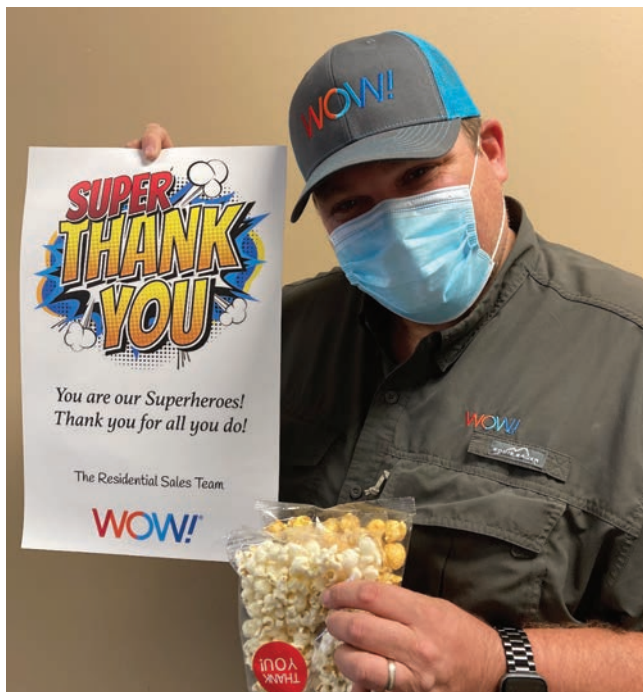
EMPLOYEE DISCOUNT SERVICES

We offer courtesy and discounted services to eligible employees who live in a WOW! service area. We strongly believe employees living in a WOW! service area should be able to enjoy the company's products and services in their own homes at a discounted rate. Through the WOW! experience, employees gain firsthand product knowledge and are empowered to bring any problems or suggestions to improve the quality of WOW! products and services to our attention.

LEARNING AND DEVELOPMENT

Our employees are one of our greatest assets. WOW! believes that cultivating a culture of learning is key to happy, engaged employees who are supported in doing their best work and are participating in continuous improvement. The most important function for the WOW! Employee Learning & Development Program is to prepare our employees for the future. By identifying the types of skills and competencies needed to develop our new hires, we are also focused on reskilling and upskilling initiatives that position all of our employees for success.

Developing current and aspiring leaders throughout our organization is integral to our culture. We established a Leadership Development Curriculum to support and improve the skills managers use on a day-to-day basis, encouraging them to redefine their WOW! future. The curriculum is focused on the intersection of organizational objectives, business workforce requirements and leadership development impact.



In the last year, we trained employees across five different functional groups on leadership essentials, leadership competencies and five steps to performance and leadership coaching. Participants have the option to blend instructor-led and self-led learning, creating flexibility in how and when they learn. This employee empowerment is consistent with the spirit of service and accountability we instill in our workforce. We measure this curriculum's effectiveness and efficiency and are always looking for ways to improve it. Nearly all those who take these courses recommend the training for others.

We have developed a thorough framework for evaluating and mentoring managers, from the frontline and mid-level leaders to directors and executives. We ask frontline leaders to drive results and make high-quality decisions. Mid-level leaders are asked to develop talent and drive engagement with the organization. Our directors should manage corporate ambiguity and show courage in their decision-making. And we ask our executive team to think with a strategic mindset and balance stakeholder input.

Our Performance Management Program contains multiple touchpoints to ensure frequent feedback, recognition and support. We track employees' growing skill sets throughout their time at WOW! with an eye to identify our future leaders and ensure their growth within our company. Additionally, our targeted succession planning process for our leadership positions ensures our employees and WOW! have continued success.

We support employees as they seek to improve themselves professionally. We offer pay increases to technicians who complete job-specific skill training. And we offer a Tuition Reimbursement Policy. Employees in good standing with a year or more of service are eligible for tuition reimbursement for relevant coursework. This policy is consistent with the upward mobility philosophy in our workplace, which we believe is a common-sense component of WOW!'s value system. We support internal mobility at WOW! and allow employees first access to job openings as they arise. For senior management positions, we have succession planning protocols and ensure future leaders receive appropriate training and mentoring to allow them to continue developing the appropriate skill sets.

BENEFITS AND WELLNESS

We empower our workforce through comprehensive benefits and wellness programs. WOW! believes providing a strong support system allows our employees to deliver best-in-class service to our valued customers.

BENEFITS. We offer employees a comprehensive set of benefits, including medical/dental/vision, participation in our 401(k) plan, life insurance, flexible savings accounts, a health savings account, short-/long-term disability, paid vacation time, personal days, sick leave and personal leaves of absence. We also offer additional voluntary benefits, such as supplemental accident/hospital/critical illness insurance, prepaid legal services and identity theft protection.

WELLNESS. We care deeply about the wellbeing of every one of our employees and their families. We partner with a corporate wellness management company to provide a wellness program for employees. Our offerings support the four pillars of wellbeing: physical, emotional, financial and social. Physical wellbeing encapsulates healthy living, nutrition, anxiety, chronic pain and related issues. We encourage and support physical health and wellness and offer an online support program. Emotional wellbeing includes stress management, resilience and mindfulness. We offer mindfulness sessions weekly and specific webinars on components of emotional wellbeing. Financial wellbeing allows employees to budget, save and manage money. We provide specific financial wellbeing tools, including a payroll benefit that allows employees early access to their earned pay. Social wellbeing focuses on communication, developing a support network and managing relationships with technology.

We recently delivered on several wellness engagement objectives, including weight loss/maintenance programs, step challenges, cooking challenges, and self-care challenges. On average, we deliver three webinars per month on various topics. We also offer weekly mindfulness meditation sessions and an annual wellness-focused Spirit Week.



We recognize our employees face personal challenges outside the workplace, and so we offer an Employee Assistance Program at no cost. It is a confidential service that offers professional counseling for work and life situations such as: workplace safety, child and elder care, tobacco cessation, legal assistance; grief and loss, family health, and addiction and recovery. We also offer inpatient and outpatient services for mental health and substance abuse. Our focus is to support our team members by providing benefits that offer flexibility and choice with a holistic view of the health and wellbeing of both our employees and their family members.

In 2022, C2HR, a human resources association focused specifically on the technology, media and entertainment industry, honored WOW! with the Workplace Wellness Award in recognition of the measurable impact the company's wellbeing program has had on employees.

EQUITY OWNERSHIP

All employees are offered an equity interest in WOW! through a grant of common stock.

DIVERSITY, EQUITY & INCLUSION

Employees with various backgrounds, views and life experiences enrich our company. We have policies in place to support our commitment to equal employment opportunities throughout our organization. Our Equal Employment Opportunity (EEO) policy is memorialized in our employee handbook. We prohibit harassment in all forms, have a formal complaint procedure, make reasonable accommodations for employees with disabilities, and have a pay transparency policy. To formalize our desire to acknowledge and implement these principles, we established a Diversity, Equity & Inclusion (DEI) program. Please visit the DEI section of our [corporate website here](#).

THE JOURNEY

We believe our broadband-first strategy requires a people-first organizational strategy embracing our DEI initiatives. *The Journey* is built on our values and culture as an organization and is implemented by a management team that participates in a DEI

Foundational Training program. Our DEI approach is underpinned by our desire to attract and recruit from a large, diverse talent pool. We provide employees with an inclusive workplace culture in which they can develop professionally. We seek similar cultural fits when engaging with suppliers, communities and our customers.

In keeping with *The Journey*, we have engaged in many activities, including:

- Partnering with a DEI consultant
- Aligning with the Colorado Pay Equity Act
- Creating a formal hiring guide for hiring managers
- Conducting annual anti-harassment and discrimination training
- Completing a full circle recruiting audit
- Creating a diversity intranet community page called Inclusivity Circle
- Increasing executive DEI training
- Establishing internal reporting to provide real-time access and insight into DEI analytics



Attract and recruit from a large and diverse pool of talent



Secure an inclusive workplace culture



Develop a diverse pool of talent



Leverage DEI in the marketplace in partnership with customers and communities



Management Awareness, Commitment and Behavior

WOW! VALUES AND CULTURE

IMPLEMENTING PROGRAMS THAT ALIGN OUR CULTURE AND VALUES

WOW! hosts an employee anti-racism forum we call the Inclusivity Circle to provide employees a place to talk about topics and events in our world. Employees post thoughts and engage in conversations on a variety of topics throughout the year, with attention on monthly topics such as Black History Month, Women's History Month, Asian/Pacific American Heritage Month, Hispanic Heritage Month and Pride Month.

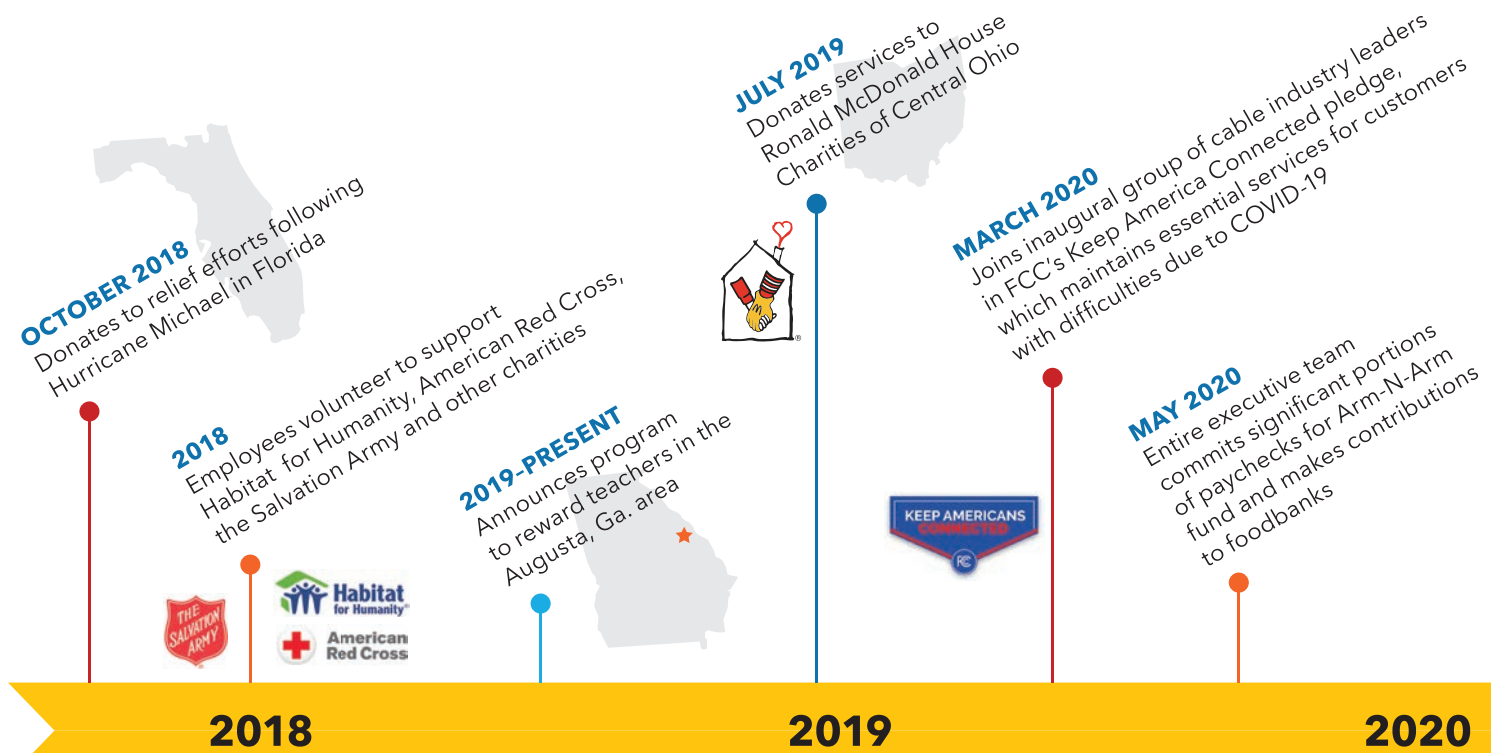
WOW!'s statement of our commitment to racial equality and justice is prominently positioned on our website, wowway.com. We conducted a DEI environmental survey to better understand where we stand as an organization and what we to do to continuously improve.

Following these and other efforts, we continuously measure our progress. We undertake a recurring internal audit called an "Affirmative Action Deep Dive" to complete an environmental scan of our organization. As we implement new DEI program tenets that align with WOW!'s values, we continue to remain compliant with all state and federal requirements specific to reporting, audits and governmental agencies.

HIRING PRACTICES AND CAREER WEBSITE

WOW! has best-practice standards for recruitment and selection that allow us to attract, equitably evaluate and select diverse individuals. We also established training for our executive team and our DEI task force. We recently updated our recruitment policy and external Careers page to further reflect our organizational values and support for the communities we serve. We increased the diversity of verbiage and images, so candidates are more likely

Some Examples of our Community Service



to “see themselves” on the page. Talent Acquisition personnel are trained in DEI to engage and recruit a diverse candidate pool that matches our diverse employee base.

HIRING OUTREACH TO VETERANS

At WOW!, we see opportunities to allow our nation’s veterans to carry forward skills gained during military service into a rewarding career. Our training programs and career opportunities make us more than military-friendly; we are ready to help veterans put the skills and discipline gained serving our country to work. We seek to engage with transitioning service members before they separate from the military to help them start a new career at WOW!.

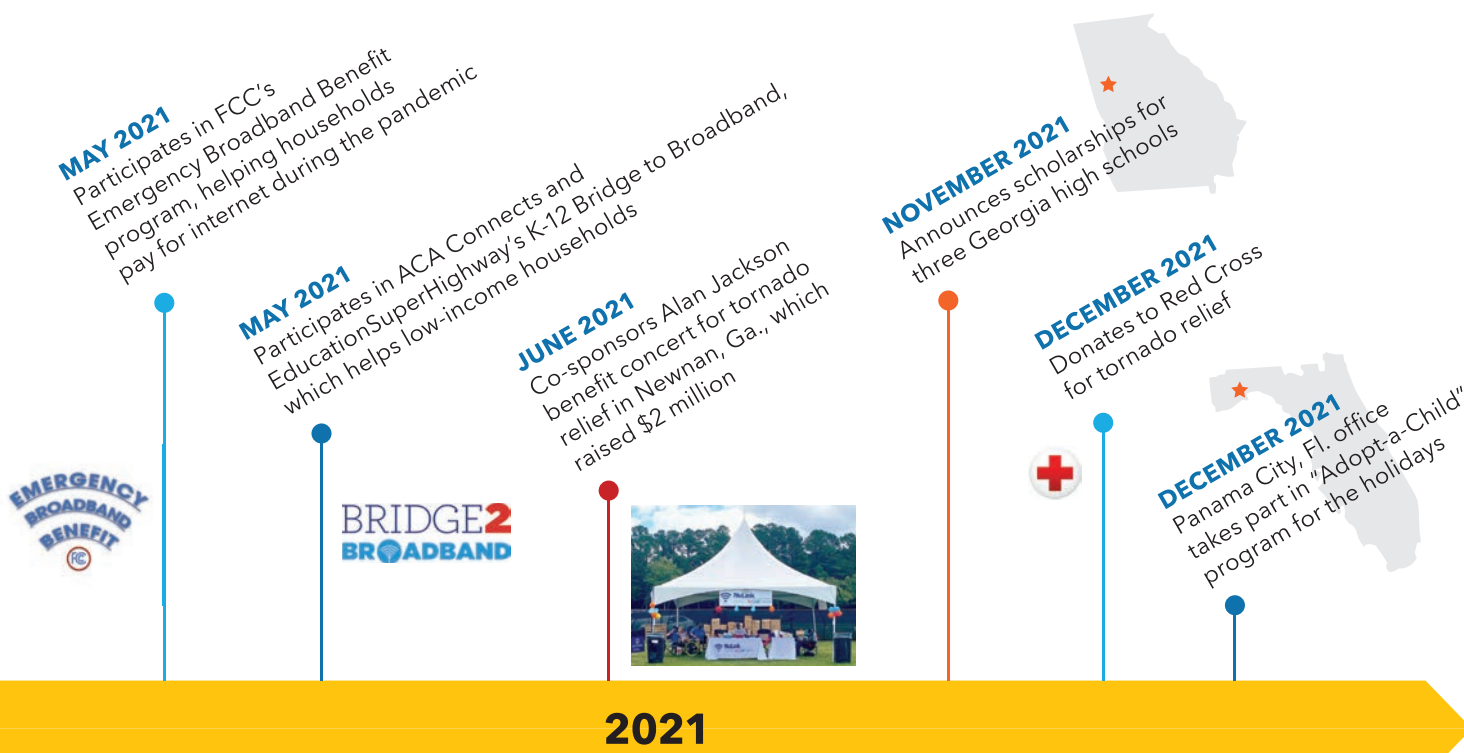
WE STRENGTHEN TIES IN COMMUNITIES WHERE WE OPERATE

Community outreach is part of our corporate DNA. It is one way to show respect to the communities we serve and is an ongoing corporate initiative. We are proud to continue engaging with these

communities, despite limitations from COVID-19. We establish comprehensive and thoughtful philanthropy plans every year, and we remain nimble and proactive when specific communities face hardships and need our help. Our commitment to the communities we serve extends to social justice as well.

WOW! IN THE NEIGHBORHOOD

WOW! in the Neighborhood (WIN) was created by employees in 2011. It is a popular program they utilize to engage with the communities where they live and work. Employees are granted one eight-hour workday per year to volunteer in any way they like. Over the years, we have donated tens of thousands of volunteer hours worth many hundreds of thousands of dollars to charities in our communities. Despite disruptions due to COVID-19, we continued our efforts to develop and support our employees, including coordinating socially distanced WOW! in the Neighborhood (WIN) activities to allow employees to engage in community service.





WOW! employees from the Denver, Co. headquarters at our 2019 company picnic

ARM-N-ARM

We encourage compassion and generosity among and between our employees in each service area. Our Arm-N-Arm (ANA) Fund is a grassroots program funded by employees to assist fellow employees during extreme, unusual and unique situations, such as after Hurricane Michael swept through Florida in 2018, during the early days of COVID-19, and after tornadoes swept through

INCREASING AFFORDABLE BROADBAND ACCESS DURING THE PANDEMIC

We recognize that the lack of digital equity continues to widen across the country, exacerbated by COVID-19. A Pew Research Center study estimates that 35% of households with students ages 6-17 and annual income below \$30,000 do not have high-speed Internet at home, suggesting 9.7 million students lack the necessary connectivity for online learning.

When communities in which our customers and employees live are in need, WOW! is there to help.

Georgia in 2021. The ANA Fund provides financial support in the form of a donation for employees experiencing these situations. In the early days of COVID-19, WOW!'s entire executive team committed significant portions of their paychecks to the ANA fund. We are proud to have an organization with an executive team leading by example, showing integrity, respect and compassion for their fellow employees. By pooling donations into the ANA Fund, employees can make a big impact on colleagues facing unique hardships.

In March 2020, WOW! vowed not to disconnect customers facing hardships due to the pandemic. And in May 2021, WOW! announced its participation in the Affordable Connectivity Program, an FCC initiative to help households struggling to afford Internet service during the pandemic. The program allows eligible households to remain connected to services and resources they need for critical access to their jobs, healthcare information and remote education.

Eligible families receive service at a discounted rate, subsidized by the federal government. WOW! is also offering its own low-cost solution, Internet for Education, to provide more affordable broadband to eligible K-12 student households.

In May 2022, WOW! was part of a select group of internet providers that were recognized by the White House for their participation in the Affordable Connectivity Program. And in July, WOW! won the Cablefax 2022 Independent Digital Equity Award. WOW! was selected not only for its participation in both the Emergency Broadband Benefit (EBB) and Affordable Connectivity Program (ACP), but also for implementing additional initiatives to help close the digital divide.

ALAN JACKSON CONCERT

We have a comprehensive list of philanthropies we support across our service footprint. But we also realize the need to be proactive for communities in times of hardship. In response to a devastating tornado that damaged over 1,700 homes in Newnan in March 2021, WOW! announced its support of the "Where I Come From: Tornado Benefit Concert" event in June 2021, headlined by local country music icon, Alan Jackson. NuLink, powered by WOW!, provided all Internet services for the event, which attracted over 20,000 attendees and raised an estimated \$2 million for the Coweta County Foundation's Tornado Relief Fund.



Alan Jackson headlining a benefit concert for Newnan, Ga. that WOW! co-sponsored, raising \$2 million for tornado relief.

NEWNAN HIGH SCHOOL SCHOLARSHIPS

In November 2021, WOW! announced the creation of a scholarship program for students at Newnan, East Coweta and Northgate (Ga.) high schools to help advance their college education. WOW! pledges to provide assistance to nine students heading to college or a trade school in the fall of 2022. Up to three students will be selected from each Newnan-area high school to be awarded a scholarship. The scholarship follows our recent multi-million dollar upgrade of services in the area.



WOW! donated Easter baskets to Newnan children after a tornado devastated the town just days before Easter.

PANAMA CITY: REBUILDING AFTER THE HURRICANE AND SUPPORTING A COMMUNITY IN NEED

When Hurricane Michael caused significant damage to the greater Panama City area in October 2018, WOW! sprang into action to support the community. The company made a sizable contribution for relief efforts and WOW! employees donated to the American Red Cross for recovery efforts. Our Panama City staff has an annual "Adopt-a-Child" holiday project. Employees volunteer to provide gifts for underprivileged children aged 2-16. The program was sidelined in 2019 following Hurricane Michael, and again in 2020 due to COVID, but returned in 2021. This program is a welcome opportunity to partner with the Florida Department of Children and Families to brighten the holidays for dozens of children.



Corporate Governance: Proper Alignment of Incentives Benefits Stakeholders

At WOW!, we take pride in our strong management team, independent board of directors, comprehensive corporate governance guidelines, detailed risk management controls, and rigorous compliance and reporting systems. With these governance structures in place, we continue to deliver on our mission and vision to employees, customers and stakeholders.



CEO Teresa Elder with employees recognized for living WOW!'s values as Spirit of WOW! award winners. Standing, left to right: Teresa Elder, Mary Harrison, Katina Hayward. Seated, left to right: Ronald Jones, James Fambrough, Willie Wright.

POLICIES AND PROCEDURES

As an organization, we are committed to developing effective, transparent and accountable corporate governance practices. These practices are reflected in the Company's fundamental formation and governance policies and agreements adopted by the board of directors, and by which management is guided. Our Corporate Governance Guidelines provide a critical decision-making framework for governing our company. We have strict policies in place governing securities trading and the disclosure of confidential information. They are applicable to directors, officers and all employees. We also have a Code of Ethics for Senior Financial Officers and a Code of Business Conduct and Ethics to provide a framework for ethical decision-making in our organization.

Our officers are responsible for full and fair disclosures and are required to promptly bring to attention any deficiencies or weakness in internal controls. Senior employees indicate compliance annually by signing a certification. We analyze personnel actions rigorously to ensure compliance with all policies.

BOARD OF DIRECTORS

We take pride in the strength and independence of our board. Our board also supports diversity based upon gender, race and ethnicity when pursuing qualified management and board candidates. Eighty-nine percent of WOW!'s ethnically-diverse directors are independent, including our non-executive chairman, and 22% are female. Each director attended more than 75% of 2021 board meetings, and more than 75% of meetings of all committees on which they serve.



CORPORATE GOVERNANCE GUIDELINES

Our board’s responsibilities are defined by our Corporate Governance Guidelines. This document highlights board operations, responsibilities and independence, and discusses the framework for director qualifications and board composition. Our board works to create an equitable and transparent work environment through three key committees, all of which are chaired by independent directors.

Information regarding WOW!’s board members and the committees upon which they serve can be found in WOW!’s SEC filings. Biographies for our board of directors can be [found here](#).

MANAGEMENT TEAM

Our management team incorporates the company’s strategic vision, mission, cultural values and shared purpose into day-to-day operations, recognizing WOW!’s obligation to equity investors, debt investors and other key stakeholders. Biographies for our management team can be [found here](#).

Corporate Governance Committees



AUDIT COMMITTEE

Responsibilities include: oversight responsibilities related to our independent registered accounting firm; reviewing and monitoring our accounting principles; risk management policies and procedures; establishing procedures for the confidential anonymous submission of concerns regarding accounting, internal controls or auditing matters; and reviewing and approving related-person transactions.



COMPENSATION COMMITTEE

Responsibilities include: reviewing key employee compensation goals, policies, plans and programs; reviewing and approving compensation of directors, the CEO and other executive officers; reviewing and approving employment agreements; and administering our stock plan and other incentive compensation plans.



NOMINATING AND CORPORATE GOVERNANCE COMMITTEE

Responsibilities include: screening and identifying individuals qualified to be directors; overseeing the organization of the board to discharge duties properly and efficiently; identifying best practices and recommending corporate governance principles; overseeing evaluations of the board, its members, and its committees; and developing and recommending to our board corporate governance guidelines and principles.

We believe having a happy, engaged and conscientious workforce benefits both the company and stakeholders.

FORMAL POLICIES

The Code of Ethics for Senior Financial Officers, to which all senior financial employees must annually attest, requires the highest standards of honesty and ethical business, as it pertains to accurate and timely disclosures, material weaknesses in reporting, securities law compliance and other items.

Our Code of Business Conduct and Ethics, to which all employees must annually attest, provides a framework for ethical decision-making and demands that employees show integrity in all interactions, create value when possible, respect people and keep a positive culture, and deliver responsible, results-oriented performance.

In addition to the foregoing, we have several policies and guidelines in place to assure best practices and fair dealing for and among our employees, customers and stakeholders.

WHISTLEBLOWER HOTLINE

In accordance with our Policy and Procedures for Complaints Regarding Accounting, Internal Accounting Controls or Auditing Matters, we provide a whistleblower hotline for employees who wish to submit complaints confidentially and anonymously, instead of submitting them directly to company contacts. We hired an independent third-party company to administer the hotline, which is available seven days a week, 365 days per year for employees to report concerns.

LISTEN TO AND ALIGN WITH STAKEHOLDERS

Alignment with stakeholders is critical to management's mission. We believe having a happy, engaged and conscientious workforce benefits both the company and stakeholders. We maintain an active dialogue with all stakeholders. We track employee engagement and satisfaction through employee net promoter score (eNPS) surveys conducted quarterly by a third-party that maintains anonymity. Despite the challenges of COVID-19, our eNPS score has continued to increase year over year. Our investor relations team has a robust and pro-active program in place to solicit input from equity and debt investors. And our active community outreach programs ensure that we are productive members in the areas where we serve.



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