

30 Day Satisfaction Guarantee

The 30-Day Satisfaction Guarantee is offered only to new subscribers of Cincinnati Bell Business Fioptics Internet, phone, or video service(s) at a pre-wired location. Customer must provide Cincinnati Bell with its written cancellation request, for any reason, for all eligible services at such location within thirty (30) calendar days of installation by emailing fiopicssatisfaction@cinbell.com. Upon receipt, Cincinnati Bell will disconnect within ten (10) days all eligible services without penalty, and Cincinnati Bell will issue a refund within thirty (30) days for any standard installation charges up to \$200 and the monthly recurring fees paid by Customer for the first 30 days, excluding any toll-free or other billable long distance call usage, directory assistance, or operator services charges, or video service one-time charges. Customers that fail to follow the Satisfaction Guarantee process may be subject to normal customer early termination provisions. Subject to availability. Certain restrictions apply.