

## **POLICY AGAINST COPYRIGHT INFRINGEMENT**

Copyright infringement most commonly involves the possession, downloading, or sharing of electronic copies of music, movies, or videos without the permission or approval of the copyright holder. To protect their interests, copyright holders frequently monitor websites and other popular download locations to record the title, date, time, and Internet Protocol (IP) address associated with infringing activity.

It is the policy of our company to discourage the use of its network and services, to download materials in violation of copyright, trademark or other intellectual property laws. Therefore, we have implemented the below procedures in order to comply with the Digital Millennium Copyright Act of 1998 (“DMCA”).

- **RECEIPT OF NOTICE FROM COPYRIGHT HOLDER:** Based on the IP address involved, a copyright holder determines the Internet Service Provider (ISP) that manages the IP address and sends them a notice describing the event.
- **DETERMINE THE IDENTITY OF ACCUSED CUSTOMER:** When we receive such notices, we determine what customer was assigned the IP address at the date(s) and time(s) listed in the notice(s). We only track IP address assignment and not how or where the IP address is used. We do not monitor or track customer activity on the Internet. We do not release a customer’s identity to the copyright holder unless we are required to do so by a court order or subpoena.
- **NOTIFY THE CUSTOMER OF INFRINGEMENT:** If we are able to identify a customer with the IP address, we will contact the customer so they are aware of the allegation(s) of copyright infringement and will inform them that they:
  - Must cease and desist the activity immediately
  - Must prevent the activity from happening again
  - Must delete the material
- **REPEAT NOTICES OF INFRINGEMENT:** If we receive five (5) notices of copyright infringement for the customer within a 12-month period of time, we will escalate our response to ensure the customer is aware of the situation and to provide suggestions that may help resolve the problem. Upon receipt of the fifth notice of copyright infringement against the customer, we will take appropriate action, which could include, but not be limited to, reducing the customer’s bandwidth, or suspending or terminating their internet service.

If the customer feels a mistake has been made or that the copyright for the material mentioned is not being infringed upon, they may file a counter-notification with the copyright holder or work with them directly.

Customers may wish to seek legal advice from an attorney if they receive a copyright infringement notice.