

## **INTERNET POLICY DOCUMENTS AND NOTIFICATION LETTERS:**

### **Acceptable Use Policy**

#### **CASTLEBERRY TELEPHONE COMPANY, INC., d/b/a CTC Internet Acceptable Use Policy**

Castleberry Telephone Company, Inc., d/b/a CTC Internet (“CTC Internet”) provides several information related services, including Internet access, electronic mail (e-mail), website hosting arrangements, and other online and Internet-related services (collectively, the “Services”). As a subscriber, you are responsible for the privacy of, content of and liability of their own communications and Internet use. You are expected to use the Services in a responsible manner that respects the rights of other Internet users, and to ensure that all those who use customer’s services abide by these rules. You agree that you will not use the Services:

- To probe, monitor data or interfere or breach the security of any network or system without the explicit authorization of the administrator of that system or network.
- To interfere with the service of any user, host or network, including deliberate attempts to overload a server, network connected device or network component, or to originate malformed data or network traffic that results in damage to, or disruption of, a service or network connected device.
- To engage in “spamming”, which is the sending of a series of unsolicited electronic messages to another Internet user, or sending unsolicited electronic messages to 10 or more recipients.
- For illegal purposes or to further illegal activities, such as uploading, downloading, posting, distributing or facilitating the distribution of any material that:
  - constitutes an unauthorized reproduction or transmission of copyrighted or other protected materials;
  - violates U.S. export control laws;
  - is threatening, abusive, harassing, obscene, defamatory, libelous, deceptive, fraudulent or invasive of another's privacy; or
  - encourages conduct that could constitute a criminal offense, give rise to civil liability or otherwise violate any applicable local, state, national or international law or regulation.
- To forge data with the intent to misrepresent the origination user or source.

- To forge electronic mail headers (including any portion of the IP packet header and/or electronic mail address), or any other method used to forge, disguise, or conceal the user's identity when using the Service ("Spoofing").
- To use another Internet user's electronic mail server to relay electronic mail without the explicit permission from that third party ("Mail Relay").
- To conceal, forge or otherwise falsify your identity in connection with any Services.

CTC Internet may revise this policy from time to time by posting it on its website at <http://www.cbtelco.com>. Such revisions shall become effective for all users twenty-four hours after they are posted.

### **Violation Reporting and Investigative Process**

To report a violation of CTC Internet's Acceptable Use Policy, please e-mail us at [www.cbtelco.com](http://www.cbtelco.com) with sufficient information to allow for CTC Internet to investigate the report. CTC Internet will respond as follows:

**Initial Investigation.** First, CTC Internet will attempt to investigate the report and when feasible will contact the subscriber or others to seek additional information.

**Remedial Action.** If the investigation reveals an apparent violation, CTC Internet may do one or more of the following, in its sole discretion:

- Request that the subscriber correct the problem.
- Suspend or terminate subscriber's account.
- Where appropriate, may take legal action against the offending subscriber and report the violation to governmental authorities.
- In the event of the posting of copyrighted material, see also reference to Digital Millennium Copyright Act at <http://www.cbtelco.com>.

CTC Internet will acknowledge formal violation reports by notifying the reporting party that the issue is being investigated and appropriate action will be taken. In certain instances, CTC Internet may specify the action being taken to address the violation.

**Repeat Violations.** CTC Internet reserves the right to terminate service to subscribers who violate its Acceptable Use Policy. Without limiting the foregoing, in the event of repeat copyright infringing activities, CTC Internet may take additional steps to protect its network and subscribers, including, but not limited to, filtering IP addresses or disabling or, as appropriate, terminating subscriber accounts.

