

## **Umpqua Broadband's Acceptable Use Policy**

The Umpqua Broadband Acceptable Use Policy for Umpqua Broadband's Internet access and Services is designed to help protect Umpqua Broadband, Umpqua Broadband's customers and the Internet community in general from irresponsible or, in some cases, illegal activities. The Policy is a non-exclusive list of the actions prohibited by Umpqua Broadband. Umpqua Broadband reserves the right to modify the Policy at any time.

### **PROHIBITED USES OF UMPQUA BROADBAND'S SYSTEMS, PRODUCTS AND SERVICES**

Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

Sending unsolicited mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (e.g., "e-mail spam"). This includes, but is not limited to, bulk-mailing of commercial advertising, informational announcements, and political tracts. It also includes posting the same or similar message to one or more newsgroups (excessive cross-posting or multiple-posting). Umpqua Broadband accounts or services may not be used to collect replies to messages sent from another Internet Service Provider where those messages violate this Policy or that of the other provider.

Unauthorized use, or forging, of mail header information (e.g., "spoofing").

Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., "cracking").

Obtaining or attempting to obtain service by any means or device with intent to avoid payment.

Unauthorized access, alteration, destruction, or any attempt thereof, of any information of any Umpqua Broadband customers or end-users by any means or device.

Knowingly engage in any activities that will cause a denial-of-service (e.g., synchronized number sequence attacks) to any Umpqua Broadband customers or end-users whether on the Umpqua Broadband's network or on another provider's network.

Using Umpqua Broadband's Products and Services to interfere with the use of the Umpqua Broadband's network by other customers or authorized users.

Each Umpqua Broadband's IP customer is responsible for the activities of its customer base/representatives or end-users and, by accepting service from Umpqua Broadband, is agreeing to ensure that its customers/representatives or end-users abide by this Policy. Complaints about customers/representatives or end-users of a Umpqua Broadband IP customer will be forwarded to the

Umpqua Broadband IP customer's postmaster for action. If violations of the Umpqua Broadband Acceptable Use Policy occur, Umpqua Broadband IP customer's Products and Services reserves the right to terminate services with or take action to stop the offending customer from violating Umpqua Broadband as Umpqua Broadband deems appropriate, without notice.

### **Terms of Service**

To ensure that all Umpqua Broadband Network users experience reliable service, Umpqua Broadband requires users to adhere to the following terms and conditions. If you have any questions or concerns regarding Umpqua Broadband service, please contact the main office at 541-672-3793

### **Umpqua Broadband Data Services**

No reselling of bandwidth services.

No reselling of bandwidth services or web hosting.

### **Umpqua Broadband Internet Residential Services**

Dynamically Assigned IP Address

Use of fixed addresses will be considered a theft of service and service will be disconnected. Use of a device to clone a MAC address will also be considered a theft of service and will be disconnected.

No commercial activity of any kind.

Individual or family personal web serving only.

No email servers, reflectors or streaming media servers.

The Umpqua Broadband Network will maintain the integrity and use of its bandwidth and therefore strictly prohibits the reselling of bandwidth by any of its users as listed above.

Use of Point to Point (P2P) applications may be restricted or prohibited if such use is a detriment to the operation of the Umpqua Broadband Network.

Users must conform to our Acceptable Use Policy (AUP), Federal Communications Commission rules and laws, and in the event Umpqua Broadband determines that any of our users are acting in violation of our AUP, FCC regulations or State or Local law, we will terminate the service immediately.

Your cooperation ensures that Umpqua Broadband users of all levels of service will experience reliable high-speed Internet service.