

## Home TeleNetworks, Inc.

### Acceptable Use Policy

By using the Broadband Internet Access Services ("Services") provided by Home TeleNetworks, Inc., and its affiliates and subsidiaries, (collectively referred to as "HomeTel"), you (the "Subscriber") agree to comply with this Acceptable Use Policy ("AUP"). For purposes of this AUP, "you" and "your" refers to the "Subscriber" who subscribes to and receives HomeTel's Services and "we," "us" or "our" refers to HomeTel. This AUP should be read in conjunction with our Broadband Internet Access Agreement, and other HomeTel policies and practices, as posted on our website at <https://www.hometel.com/support/policies>. Violation of this AUP could result in suspension or termination of access to the Services or your account, as described below.

#### Introduction:

The purpose of this AUP is intended to assist with HomeTel's goal of providing high quality and reliable Services to its Subscribers, to protect HomeTel and its Subscribers from potentially harmful conduct, and to inform our customers of our expectations regarding use of the Internet through HomeTel's network. It is binding on all users of HomeTel's Services. HomeTel complies with the laws and regulations that govern use of the Internet to ensure all Subscribers may use HomeTel's Services without interference. It is HomeTel's policy to provide robust and reliable access to the Internet for all of its end user customers. Because network resources are shared by all users, HomeTel has implemented and designed these policies to govern Internet Services to: (a) ensure that shared network resources are allocated fairly among all users; (b) allow users and prospective users to understand HomeTel's policies and any significant limitations on the Internet Services; and (c) provide a foundation that assures customers that they can rely on consistently receiving the level and quality of Services to which they subscribe.

HomeTel's AUP is designed to help protect HomeTel's assets, the assets of its Subscribers, and the Internet community, from irresponsible or illegal activities of HomeTel Subscribers or their users. These activities may disrupt or degrade HomeTel's Services, pose a threat to HomeTel's assets, expose HomeTel (or other providers of Internet Services) to claims of civil or criminal liability or other legal sanctions. Moreover, because of various conventions used in the industry (including blocking, filtering and blacklisting) these activities may impair HomeTel's ability to interconnect with other providers of Internet Services. These activities may relate to the content stored or transmitted by Subscribers or their users or to the nature of the transmissions themselves such as sending large numbers of unsolicited messages (Spam). Subscribers are responsible for avoiding the prohibited activities and strictly following the AUP terms set forth herein.

HomeTel does not block access to, nor discriminate against, any lawful website or Internet application and, with respect to Internet access Services, supports the ability of users to select and attach the equipment of their choice to the network so long as that equipment: (a) is certified by the Federal Communications Commission (FCC); (b) is used for a lawful purpose consistent with HomeTel's AUP; and (c) does not harm the network or degrade network performance for other users. All users are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the actions of such third parties that gain unauthorized access to the network through unsecured end user equipment.

HomeTel commits to the open and non-discriminatory use of the Internet by its Subscribers and uses reasonable network management practices to ensure an open Internet. HomeTel manages its network and provides access in accordance with the laws and regulations that govern use of the Internet, including the FCC's rules and regulations, to ensure that all Subscribers may use HomeTel's Services without interference. You are encouraged to familiarize yourself with these policies. By using HomeTel's Services, you accept, agree to be bound by, and to strictly adhere to, these policies. You also agree to be responsible for compliance with these policies by third party users, such as friends, family members, or guests that make use of your Service accounts or equipment to access the network for any purpose, with or without your express permission.

#### General Policy:

HomeTel reserves the sole discretion to deny or restrict your Services, or immediately suspend or terminate your Services, if the use of the Services by you or anyone using your Services, is objectionable or unlawful, interferes with the functioning or use of the Internet or HomeTel's network for HomeTel or other users, or violates the terms of this AUP.

#### Transparency:

HomeTel provides information on its website (<https://www.hometel.com/support/policies>) regarding its network management practices, performance and commercial terms of its Services sufficient for consumers to make an informed choice regarding

their use of such Services. As outlined in its Network Transparency Statement, HomeTel will not unjustly or unreasonably prevent or interfere with competition among content, applications, Services, or device providers.

#### **AUP Coverage:**

HomeTel's AUP applies to HomeTel's Services that provides (or includes) access to the Internet, Services provided over the Internet, and e-mail Services (collectively "Services"). Subscriber is responsible for the actions of all others who may be using the Services under Subscriber's account. It is your obligation to take whatever measures are necessary to protect access to your account. This may include, but is not limited to, the protection of passwords. If a Subscriber or its user(s) violate the AUP, HomeTel may, depending on the nature and severity of the violation, suspend or terminate Services, as specified below. Subscriber may have access through the Services to search engines, subscription web services, chat areas, bulletin boards, web pages, USENET, or other services that promulgate rules, guidelines or agreements to govern their use. Failure to adhere to any such rules, guidelines, or agreements shall be a violation of this AUP.

#### **AUP Enforcement and Notice:**

Subscriber's failure to observe the guidelines set forth in this AUP may result in HomeTel taking actions that could include a warning or a suspension of privileges or termination of Services. HomeTel reserves the right, but does not assume the obligation, to strictly enforce the AUP. When feasible, HomeTel may provide Subscriber with notice of an AUP violation via e-mail or otherwise, and demand that such violation be immediately corrected. However, HomeTel reserves the right to act immediately and without notice to suspend or terminate Services in response to a court order or other legal requirement that certain conduct should be stopped or when HomeTel determines, in its sole discretion, that the conduct may: (1) expose HomeTel to sanctions, prosecution, civil action or any other liability, (2) cause harm to or interfere with the integrity or normal operations of HomeTel's network or facilities, (3) interfere with another person's use of HomeTel's Services or the Internet, or (4) otherwise present a risk of harm to HomeTel or HomeTel Subscribers, or other parties to which HomeTel interconnects. HomeTel's decisions with respect to interpretation of the AUP and appropriate remedial actions are final and determined by HomeTel in its sole discretion.

HomeTel may refer potential violations of law(s) to the proper authorities, may cooperate in the investigation of any suspected criminal or civil wrongdoing, and will cooperate with authorities when required to do so by law, subpoena, or when the public safety is at stake. HomeTel assumes no obligation to inform Subscribers that their information has been disclosed, and, in some cases, may be prohibited by law from providing such notice. HomeTel does not, as an ordinary practice, proactively monitor the activities of those who use its Services or exercise any editorial control over any material transmitted, hosted or posted using the Services to ensure that its Subscribers comply with the AUP and/or the law, although it reserves the right to do so. If HomeTel is alerted to violations, or potential violations, of this AUP, HomeTel will take whatever measures it deems necessary and appropriate to stop or prevent such violations, including the actions described in this AUP. For example, HomeTel may in its sole discretion refuse to transmit, screen, or edit content prior to delivery of the Services, block access to certain categories of numbers or certain sites as HomeTel determines needed to enforce these policies.

If Subscriber's Services are suspended or terminated for any AUP violation, Subscriber must get written approval from HomeTel's Policy Management Department (to reactivate Services, or order new Services). HomeTel may, in its discretion, decline to reinstate Subscriber's Services. If HomeTel's Policy Management Department approves Subscriber for reinstatement or new Services, set-up fees, reactivation fees or deposits may apply. If HomeTel discovers that Subscriber has renewed Services, or ordered new Services, following termination for an AUP violation without the prior written consent of the HomeTel Policy Management Department, HomeTel may terminate such Services without further notice. In such case, Subscriber is responsible for any applicable early termination charges. HomeTel will not issue any refunds, credits or other forms of compensation for the period when Services have been suspended as a result of violation(s) or alleged violation(s) of this AUP. HomeTel shall not be liable for any damages of any nature suffered by any Subscriber, user, or third party resulting in whole or in part from HomeTel's exercise of its rights under this AUP.

#### **Network Security:**

HomeTel uses generally accepted technical measures to provide acceptable Service levels to all Subscribers, such as application-neutral bandwidth allocation, as well as measures to address Service attacks, illegal content and other harmful activities to protect network integrity and reliability.

#### **Prohibited Actions:**

Subscriber may not use the Services in a manner that violates any applicable local, state, federal or international law, order or regulation. Additionally, the Subscriber may not use the HomeTel Services to:

- Conduct, participate in, or otherwise facilitate pyramid or other illegal soliciting schemes.

- Take part in any fraudulent activities, including impersonating any person or entity or forging anyone else's digital or manual signature.
- Invade another person's privacy, stalk, harass, or otherwise violate the rights of others.
- Post, transmit, or disseminate content that is illegal, threatening, abusive, libelous, slanderous, defamatory, promotes violence, or is otherwise offensive or objectionable.
- Restrict, inhibit, or otherwise interfere with the ability of any other person to use or enjoy the equipment or the Services, including, without limitation, by posting or transmitting any information or software which contains a virus, lock, key, bomb, worm, Trojan horse, Cancelbot, or other harmful feature.
- Access without permission or right the accounts or computer systems of others, to spoof the URL, DNS or IP addresses of HomeTel or any other entity, or to penetrate the security measures of HomeTel or any other person's computer system, or to attempt any of the foregoing.
- Collect or store personal data about other users.
- Use an IP address not assigned to the Subscriber.
- Engage in any conduct harmful to HomeTel's network, the Internet generally or other Internet users.
- Violate any other HomeTel policy or guideline.
- Resell or redistribute the Services to any third party via any means including but not limited to wireless technology.

#### **Unlawful Activities:**

HomeTel's Services shall not be used in connection with any criminal, civil or administrative violation of any applicable local, state, and provincial, federal, national or international law, treaty, court order, ordinance, regulation or administrative rule. By using HomeTel's Services, Subscriber represents and warrants to HomeTel that Subscriber is not a resident(s) of any country, or affiliated with, any other organization prohibited to do business within the United States as defined by the Office of Foreign Assets Control within the United States Department of the Treasury.

#### **Offensive or Threatening Material or Content:**

HomeTel's Services shall not be used to host, post, transmit, or re-transmit any content or material that is threatening, harassing, obscene, indecent, hateful, malicious, racist, fraudulent, deceptive, invasive of privacy or publicity rights, abusive, inflammatory, or otherwise harmful or offensive to third parties, treasonous, excessively violent or promotes the use of violence, or provides instruction, information or assistance in causing or carrying out violence against any government, organization, group or individual, or provides guidance, information or assistance with respect to causing damage or security breaches to HomeTel's Network or to the network of any other Internet Services provider. Subscriber shall not create or attempt to utilize a domain name that is fraudulent, indecent, offensive, deceptive, threatening, abusive or harassing.

#### **Interaction with Minors:**

HomeTel has a zero tolerance policy regarding use of its Services to engage in inappropriate conduct with a minor (anyone under 18 years of age). You shall not knowingly collect or solicit personal information from a minor without the express consent of the parent or guardian of the minor, nor shall you use the Services to harm or intimidate a minor. HomeTel complies with all federal and state laws pertaining to the protection of minors and HomeTel will report any case of child exploitation to the National Center for Missing and Exploited Children.

#### **Child Pornography:**

HomeTel's Services may not be used to submit or receive, upload or download, post, use, copy or transmit, distribute or store child pornography. Should you suspect violations of this prohibition, you should report it to HomeTel immediately. HomeTel will report any such violation to the National Center for Missing and Exploited Children.

#### **Spam/E-Mail/USENET/Blog/Social-Networking Abuse:**

Violation of the CAN-SPAM Act of 2003, the Electronic Mail Act of Illinois (Public Act 91-0233), or any other state or federal law regulating e-mail Services, constitutes an automatic violation of this AUP and HomeTel reserves the right to seek damages and other available relief against Subscriber, as applicable. Spam/E-mail/USENET Abuse is prohibited on HomeTel Services. Examples of Spam/E-mail/USENET Abuse include, but are not limited to, the following activities:

- Sending unsolicited electronic mail messages and "mail-bombing" (sending mass unsolicited e-mail messages to a single user, or group of users, commercial or otherwise, or deliberately sending very large attachments to one recipient) using Services(s) are prohibited.
- Using another site's mail server to relay mail without the express permission of the site;
- Using another computer, without authorization, to send multiple e-mail messages or to retransmit e-mail messages for the purpose of misleading recipients as to the origin;

- Using IP addresses that the Subscriber does not have a right to use;
- Collecting the responses from unsolicited electronic messages;
- Maintaining a site that is advertised via unsolicited electronic messages, regardless of the origin of the unsolicited electronic messages;
- Spamming, or sending unsolicited commercial e-mail, sending unsolicited electronic messages with petitions for signatures, or any chain mail related materials, or requests for charitable donations;
- Sending messages that are harassing or malicious, or otherwise could reasonably be predicted to interfere with another party's quiet enjoyment of the HomeTel Services or the Internet (e.g., through language, frequency, size or otherwise);
- Sending bulk (i.e., twenty-five or more recipients) electronic messages without identifying, within the message, a reasonable means of opting out from receiving additional messages from the sender;
- Using distribution lists containing addresses that include those who have opted out;
- Sending electronic messages that do not accurately identify the sender, the sender's return address, the e-mail address of origin, or other information contained in the subject line or header:
- Forging headers or identifiers in order to disguise the origin of e-mail;
- Use of redirect links in unsolicited commercial e-mail to advertise a website or Services;
- Posting a single message, or messages to online forums or newsgroups, that could reasonably be expected to provoke complaints;
- Posting messages to or canceling or superseding messages on an online forum or newsgroup in a manner that violates the rules of the forum or newsgroup or that contain forged header information;
- Sending bulk electronic messages in quantities that exceed standard industry norms, or that create the potential for disruption of the HomeTel network or of the networks with which HomeTel interconnects;
- Intercepting, redirecting or otherwise interfering or attempting to interfere with e-mail intended for other parties;
- Knowingly deleting any author attributions, legal notices or proprietary designations or labels in a file that the user e-mails or sends;
- Using, distributing, advertising, transmitting, or otherwise making available any software program, product, or Services that is designed to violate this AUP or the AUP of any other Internet Services Provider, including, but not limited to, the facilitation of the means to spam.

#### **Commercial Use:**

Subscriber may not resell or otherwise charge others to use HomeTel's Services. Subscriber agrees not to use the Services for operation as an Internet Services provider, or for any other business enterprise, including, without limitation, IP address translation or similar facilities intended to provide additional access.

#### **Devices:**

Subscriber must use a HomeTel Optical Network Terminal (ONT) or modem to connect to the network. Subscriber may use a HomeTel router or a third party router; however, in either case, Subscriber is solely responsible for the operation, maintenance, use, and compatibility of Subscriber's computer system, device, or related equipment, and software. In the event that any of your equipment or software impairs your use of the network or Services, you shall nonetheless be liable for payment of all HomeTel network charges; and HomeTel shall not be responsible for meeting any service specification performance levels generally applicable to the Services. Subscriber understands that the installation, use, inspection, maintenance, repair, and removal of broadband equipment may result in service outage and/or damage to your computer or device. Subscriber is solely responsible for backing-up all existing computer files by copying them to another storage medium prior to installation of broadband equipment, and prior to any inspection, maintenance, repair, or removal of the broadband equipment. HomeTel does not represent, warrant, or covenant, that installation of such equipment will enable you to successfully access, operate, or use the HomeTel Services.

#### **Security Violations:**

Subscriber is solely responsible for the security of any device connected to the Services, including any data stored on that device. HomeTel recommends that Subscriber take appropriate security precautions for any systems connected to the Services. Subscriber is ultimately responsible for securing any wireless (WiFi) networks connected to Subscriber's HomeTel Services. Any wireless network installed by the Subscriber, that is unsecured or "open" and connected to the HomeTel network, will be deemed to be operating as an ISP and subject to the prohibition on Commercial Use set forth above. Subscriber authorizes HomeTel to use measures to detect unsecured wireless networks associated with your Services.

HomeTel's Services may not be used to interfere with, to gain unauthorized access to, or otherwise violate the security of HomeTel's or another party's server, network, personal computer, network access or control devices, software or data, or other

system, or to attempt to do any of the foregoing. Examples of violations of system or network security include, but are not limited to:

- Intercepting, interfering with or redirecting e-mail intended for third parties, or any form of network monitoring, scanning or probing, or other action for the unauthorized interception of data or harvesting of e-mail addresses;
- Using the Services to breach or attempt to breach the security of another user or attempt to gain access to any organization or person's computer, software, or data without the knowledge and consent of such person ("Hacking"). The equipment and the Services may not be used in any attempt to circumvent the user authentication or security of any host, network or account. This includes, but is not limited to, accessing data not intended for the Subscriber, logging into or making use of a server or account Subscriber is not expressly authorized to access, or probing the security of other networks or computers for any reason. Use or distribution of tools designed for compromising security, such as password guessing programs, cracking tools, packet sniffers or network probing tools, is strictly prohibited;
- Impersonating others in order to obtain another user's account password or other personal information;
- Using the Services to deliver Spyware, Adware, or secretly or deceptively obtain the personal information of third parties (phishing, etc.), or engage in modem hi-jacking;
- Using any program, file, script, command or the transmission of any message or content of any kind, designed to interfere with a terminal session or the access or use of the Internet or any other means of communication;
- Distributing or using tools designed to compromise security, including cracking tools, password guessing programs, packet sniffers or network probing tools (except in the case of authorized legitimate network security operations);
- Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network; this would include use of sniffers or SNMP tools;
- Falsifying packet header, sender, or User information whether in whole or in part to mask the identity of the sender, originator or point of origin; and
- Knowingly uploading or distributing files that contain viruses, Trojan horses, worms, time bombs, Cancelbots, corrupted files, or any other similar software or programs that may damage the operation of another's computer or property of another;
- Engaging in the transmission of pirated software, or otherwise exporting illegal software, or violating U.S. laws concerning the transmission of technical data and other regulated materials via the Services offered by HomeTel;
- Using manual or electronic means to avoid any use limitations placed on the Services;
- Gaining unauthorized access to private networks;
- Violating rules, regulations, and policies applicable to any network, server, computer database, web site, or ISP that you access through the Services.

#### **Subscriber Responsibilities:**

Subscriber remains solely and fully responsible for the content of any material posted, hosted, downloaded/uploaded, created, accessed or transmitted using the Services. HomeTel takes no responsibility and assumes no liability for any material created or accessible on or through the HomeTel network using the Services, or for any mistakes, defamation, slander, libel, omissions, falsehoods, obscenity, pornography, or profanity Subscriber (or its users) may encounter. As the provider of Services, HomeTel is only a forum and is not liable for any statements, representations, or content provided by the users of the Services in any public forum. HomeTel shall not be obligated to monitor or exercise any editorial control over such material, but reserves the right to do so. In the event that HomeTel becomes aware that any such material may violate this AUP, other applicable terms of use or contract provisions, and/or expose HomeTel to civil or criminal liability, HomeTel reserves the right to block access to such material and suspend or terminate the Services of any user creating, storing or disseminating such material. HomeTel further reserves the right to conduct investigations into fraud, violations of the Broadband Internet Access Agreement, this AUP or other laws or regulations, and to cooperate with legal authorities and third parties in the investigation of alleged wrongdoing, including disclosing the identity of the user that HomeTel deems responsible for the wrongdoing. Subscriber agrees to indemnify and hold HomeTel harmless from any claim, action, demand, loss, or damage (including attorneys' fees) made by any third party against HomeTel as a provider of the Services arising out of or relating to any violation(s) of this AUP by Subscriber (or its users).

#### **Intellectual Property:**

You are prohibited from infringing, publishing, submitting, copying, uploading, downloading, posting, transmitting, reproducing, or distributing software, video or audio content, or any other material that is protected by copyright, trademark, patent, trade secret, any other type of intellectual property rights, trademark laws (by rights of privacy or publicity) or other proprietary right of any party unless you own or control the rights thereto or have received all necessary consent to do the same. This prohibition includes the use of any material or information including images or photographs that are made available through any HomeTel site or Services.

### **HomeTel Copyright Infringement/Repeat Infringer Policy/Digital Millennium Copyright Act Policy**

HomeTel, and its affiliates and subsidiaries, respects the intellectual property rights of third parties. Accordingly, you may not store any material or use HomeTel's network, systems or servers in any manner that constitutes an infringement of third party intellectual property rights, including under US copyright law.

Copyright Infringement/Repeat Infringer Policy. In accordance with the Digital Millennium Copyright Act (DMCA) (17 U.S.C. § 512) and other applicable laws, it is the policy of HomeTel to suspend or terminate, in appropriate circumstances, the Services provided to any user or account holder who is deemed to infringe third party intellectual property rights, including repeat infringers of copyrights.

In addition, HomeTel expressly reserves the right to suspend, terminate or take other interim action regarding the Services of any Subscriber or account holder if HomeTel, in its sole judgment, believes that circumstances relating to an infringement of third party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights HomeTel may have under law or contract. If you believe that copyrighted material has been used in violation of this policy or otherwise been made available on the Services in a manner that is not authorized by the copyright owner, its agent or the law, you may submit a notification in writing to HomeTel's Designated Agent:

Designated Agent: Rachel Stopka  
Email Address: arinpoc@hometel.com  
Postal Address: Attention: DMCA Agent  
Home TeleNetworks, Inc.  
501 North Douglas Street  
PO Box 215  
St. Jacob, IL 62281  
Phone: 618-644-2211  
Fax: 618-644-9525

DMCA Copyright Notifications. HomeTel will process notifications of claimed infringement under the DMCA. Notifications must comply with the requirements of the DMCA and be in writing, provided to the Designated Agent, and include substantially the following information:

- A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.
- Identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site.
- Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material.
- Information reasonably sufficient to permit us to contact the complaining party, such as an address, telephone number, and, if available, an electronic mail address at which the complaining party may be contacted.
- A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law.
- A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

If you fail to comply with all of the requirements of Section 512(c)(3) of the DMCA, your DMCA Notice may not be effective. Please be aware that if you knowingly materially misrepresent that material or activity is infringing your copyright, you may be held liable for damages (including costs and attorneys' fees) under Section 512(f) of the DMCA.

DMCA Counter Notifications. If a notification of claimed infringement has been filed against you, you can file a written counter notification with HomeTel's designated agent (listed above). All counter notifications must comply with the requirements of the DMCA and include substantially the following information:

- Your physical or electronic signature.
- Identification of the material and the location at which the material appeared
- A statement under penalty of perjury that you have a good faith belief that the claimed infringement is a result of mistake or misidentification of the material.

- Your name, address, and telephone number, and a statement that you consent to the jurisdiction of the Federal District Court for the judicial district in which the address is located, or if your address is outside of the United States, for any judicial district in which HomeTel may be found, and that you will accept service of process from the person who provided the notification under the DMCA.

Please be aware that if you knowingly materially misrepresent that material or activity was removed or disabled by mistake or misidentification, you may be held liable for damages (including costs and attorneys' fees) under Section 512(f) of the DMCA.

Upon receipt of an appropriate written counter notification, HomeTel will provide the person who provided the notification under DMCA with a copy of the counter notification.

Any notifications sent by HomeTel to Subscribers will be in writing, and sent by e-mail to the Subscriber's email address of record or sent to the Subscriber's mailing address of record. Subscribers are responsible to promptly provide notification to HomeTel of any change in contact information.

HomeTel may, but is not required to, monitor your compliance, or the compliance of other subscribers, with the terms, conditions or policies of the Services, or this AUP. HomeTel shall have the right, but not the obligation, to pre-screen, refuse, move or remove any content available on the network, including but not limited to content that violates the law or AUP.

#### **Privacy Policy:**

HomeTel strives at all times to respect a Subscriber's desire for privacy. We obtain and use individual Subscriber information for business purposes only. The information is used to enable us to provide our Subscribers with the best Services possible. Subscriber information may also be used to protect Subscribers, employees and property against fraud, theft, or abuse and to maintain good Subscriber relations. HomeTel's Privacy Policy can be found at <https://www.hometel.com/support/policies>.

#### **HomeTel Contacts:**

If you have any questions or complaints about any of the policies outlined above, how they pertain to you, or specific Services and network questions relating to your account, you can contact our offices in the following ways:

Questions regarding any of the policies outlined above may be sent to: [admin@hometel.com](mailto:admin@hometel.com).

Complaints regarding illegal use or system or network security issues may be sent to: [abuse@hometel.com](mailto:abuse@hometel.com).

Complaints regarding SPAM or other email abuse may be sent to: [abuse@hometel.com](mailto:abuse@hometel.com).

Complaints regarding incidents of phishing or spoofing may be sent to [abuse@hometel.com](mailto:abuse@hometel.com).

Complaints regarding USENET abuse may be sent to [abuse@hometel.com](mailto:abuse@hometel.com).

To file a complaint for any violation of our AUP that originated with HomeTel's network, please e-mail and attach all documentation supporting your complaint. All complaints must be communicated in writing. No action will be taken on complaints not received in writing. HomeTel will make all attempts to resolve any questions, problems, or complaints received, however, some items may not be within the company's control to solve.

For any complaints or questions concerning any third party applications or services that you subscribed to, please contact those vendors directly for support. HomeTel is not responsible or liable for any problems resulting from the use of third party vendors, and generally will not be able to answer questions or provide support for these applications.

#### **Subscriber Contact Information:**

It is your responsibility to notify HomeTel of any change in contact information, and to respond in a timely manner to complaints concerning misuse of the Services obtained from HomeTel. Failure to responsibly manage the use of the Services obtained from HomeTel may be cause for termination of Services.

#### **Revisions to AUP:**

HomeTel reserves the right to modify this AUP at any time, and such modifications become effective when posted to HomeTel's web site (<http://www.hometel.com/support/policies>). Notice of any change to this AUP may also be provided to a Subscriber via electronic mail.

Revised: July 21, 2020