

CITIZENS INTERNET ACCEPTABLE USE POLICY

Purpose: The purpose of this document is to outline the general rules for use of your Citizens Internet connection. These rules are in place to protect you and our other customers. We have set guidelines which still allow for a high volume of usage, but insure that all of our customers receive the same high level of service. Failure to follow this policy may result in communication with a Citizens representative, downgrade of service to a slower speed, suspension of service or outright termination of service, depending on the severity of the offense. Citizens always retains the right to review all cases individually and take appropriate action on a case-by-case basis.

Policy Changes: This document will always be available on our website in its most current form. If changes are made to the policy, a notice will be included on the customer bill as well.

Email: Abuse of the email system can result in loss of service or functionality for all of our users. Any use of Citizen's Email system for the purposes other than personal communication by residential customers is against Citizen's AUP. Reports of sending bulk messages, unsolicited messages or harassing emails may be investigated by Citizens Internet, and could result in the suspension or termination of your email service and/or internet connection. Citizens is not responsible for lost, deleted, or undelivered emails. Email, by nature, is not secure, as such, sending any personal information, such as passwords, bank information, or other sensitive information should be avoided.

Bandwidth: Citizens use of a Bandwidth policy is in place to protect the integrity of our customers internet speed. With higher bandwidth available, the potential for few customers to degrade the speed of everyone else's connection exists. For this reason, we currently have placed a bandwidth cap of 400 GB of data usage for our fiber optic customers. Surpassing this limit may result in a lowered bandwidth for the remainder of the calendar month, after which your normal bandwidth will be restored. This Policy currently affects less than 2% of our customer base.

Wireless: Using an unsecured wireless connection is strongly advised against. Citizens recommends using security, such as WPA, which is included with every router. This will help ensure no unauthorized use of your internet connection. While it is not directly against Citizen's AUP to run an unsecured wireless connection, it can result in unexpected usage of your Internet connection which may fall under restrictions outlined in this AUP. The customer is responsible for ALL network traffic that takes place on their account, even if they are unaware, and if this breaks the terms of our AUP, the same action will take place.

Web-Space: Customers using personal web-space provided by Citizens Internet Service are responsible for the content of this information. Any illegal materials being hosted may result in the immediate suspension or termination of your Internet hosting or Internet connection account. The customer is responsible for backing up all data hosted on Citizens Personal web-hosting space.

Content: Citizens does not monitor usage of the Internet by individual customers, however, we do cooperate with law enforcement if they make a request for information about a customer's past, current, or future internet use. This includes IP history, email logs and any additional information they may request. This information will only be shared with appropriate request including a warrant or a court order.

Copyright: Any use of Citizens Internet connection to download, upload or use copyrighted material without permission from the copyright holder is strictly against Citizens AUP. Depending on the situation, if a customer is found to be using Citizens Internet for this purpose, it may result in downgrade, suspension or termination of service.

Abuse: Use of your Citizens Internet connection in an attempt to disrupt other services by mass messaging, denial-of-service, transmitting malicious software or other means will result in suspension or termination of service. The intentional use of a single IP address in an attempt to circumvent Citizen's DHCP service, or hosting of services for any external use (Web, Email, FTP, or other hosting) on a residential Internet connection will result in review and action by Citizens depending on the severity of the abuse.

Customer Responsibility: Citizens is not responsible for the content of websites visited by our customers. The Internet should be used with caution. In some cases, downloading certain software can result in slow computer performance and/or loss of data. It is the responsibility of the customer to protect and ensure proper function of their equipment, including but not limited to: computers, video game systems, smart-phones, tablets and other internet connected devices. Citizens will make our best effort to contact any customer that we find to have unusual usage patterns that may suggest a virus. If a customer is contacted and takes no action, the customer's Internet connection may be suspended or terminated, as these issues will cause problems for other customers.

Billing: Customers are responsible for reviewing their bill. On rare occasions, a customer will be incorrectly billed for a service. If you have a question about your bill or would like to dispute a charge, you should call Citizens at 724-423-4444 immediately for information and correction of your bill.