

Citizens Telephone Company of Hammond, NY, Inc.

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 **Citizens Telephone Company** to discourage the use of our network and services, to download materials in violation of copyright, trademark or other intellectual property laws.

Based on the IP address involved, a copyright holder that believes an infringement has occurred will send the company a notice describing the event. 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.

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 to provide them with an opportunity to prevent the activity or remove the material. 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.

If we receive repeated copyright infringement notifications for the customer over a 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. If we continue to receive copyright infringement notifications against the customer, we will take appropriate action, which could include, but not 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.