



OPERATING PROCEDURES COPYRIGHT INFRINGEMENT

I. Objective:

PIE&G CONNECT complies with the Online Copyright Infringement Liability Act of 1998 (17 U.S.C. § 512). As required by that Act, this policy reserves the right for PIE&G CONNECT to terminate the internet service of members who repeatedly infringe copyrights.

II. Policy:

Pursuant the Digital Millennium Copyright Act (“DMCA”), copyright owners may notify a service provider such as PIE&G CONNECT of alleged copyright infringement carried out on the provider’s network.

When PIE&G CONNECT receives a notification of copyright infringement, it will take the following steps:

1. First warning – Letter is sent to member notifying them of their copyright infringement and violation of PIE&G CONNECT’s Acceptable Use Policy (AUP) and the Broadband Service Order and Agreement Terms & Conditions (T&C). This letter will also inform them that PIE&G CONNECT may suspend or terminate service if the violation continues.
2. Second warning – If there is a second offense within a 12-month period, a second warning will be sent. This letter will notify the member of their copyright infringement and violation of PIE&G CONNECT’s AUP and T&C. The letter will also inform the member that PIE&G CONNECT may suspend or terminate service if the violation continues.
3. Final warning – If there is a third offense within a 12-month period, PIE&G CONNECT will issue a final warning letter to the member. This letter will be sent via certified mail. This letter will notify the member of their copyright infringement and violation of PIE&G CONNECT’s AUP and T&C. The letter will also inform the member that PIE&G CONNECT may suspend or terminate service if the violation continues.
4. Notice of termination – If there is a fourth offense within a 12-month period, PIE&G CONNECT will terminate the service and send a letter to the member via certified mail. This letter will notify the member that their account has been

terminated effective immediately and that equipment should be returned to PIE&G CONNECT. (Attachment D)

PIE&G CONNECT reserves the right act immediately and without notice to suspend or terminate services in response to a court order or other legal requirement that certain conduct be stopped, or when PIE&G CONNECT determines that the conduct may:

- Expose PIE&G CONNECT to sanctions, prosecution or civil action;
- Cause harm to or interfere with the integrity or normal operations of PIE&G CONNECT's network or facilities;
- Interfere with another person's use of PIE&G CONNECT Services or the Internet;
- Damage or disparage the reputation of PIE&G CONNECT or its services;
- or
- Otherwise present a risk of harm to PIE&G CONNECT or PIE&G CONNECT's members or their employees, officers, directors, agents, or other representatives.

III. Record Retention:

All Copyright Infringement Notifications and supporting documentation shall be kept in a vault at PIE&G CONNECT headquarters for five years.

All correspondence with the member shall be retained in PIE&G CONNECT's imaging system for a minimum of five years.

A database that includes, account number, date of notification, etc. will also be kept of all Copyright Infringement Notifications.

IV. Responsibility:

The Compliance Officer is listed as the FCC and ISP Designated Agent and will be the primary point of contact for all Copyright Infringement Notifications. This position, with the help of IT and member support, is responsible for carrying out the steps of this policy.