

PROCEDURES FOR REPORTING ABUSES TO HOME TELENETWORKS, INC.

Home TeleNetworks, Inc. ("HomeTel") currently offers dial-up and dedicated Internet access in the St. Jacob and Highland, IL communities. We are adding more customers everyday. We appreciate the growth of our business and the support of our customers. But, there is a downside. As our number of customers has increased, we've received an increase in reports of abuses (violations of our "Acceptable Use and Network Management Policy" (AUP)).

The most common abuses reported are: 1) spamming (sending bulk, unsolicited e-mail over the Internet), 2) posting or transmitting material that is harassing, threatening, or offensive, 3) posting or transmitting material that is discourteous, disrespectful or defaming; 4) posting or transmitting material that violates personal privacy and 5) the transmission of copyrighted materials.

We do not monitor every personal website and we have no intention of doing so in the future. Limitations of time and personnel make this prohibitive. We require all HomeTel subscribers to conform to our AUP in both letter and spirit. The text of our AUP is available on our home page (<http://www.hometel.com>). Simply click the button marked "Acceptable Use and Network Management Policy."

If you find any material on HomeTel's website, or any website hosted on HomeTel's web servers, that you believe to be inaccurate, constitutes copyright infringement or otherwise violates your intellectual property rights, we encourage you to bring it to our attention so that we may investigate. HomeTel's designated agent for notice of a claim of copyright infringement is:

Rachel Stopka
Email: admin@hometel.com
US Mail: 501 North Douglas Street, PO Box 215, St. Jacob, IL 62281
Phone: 618-644-2211
Fax: **(618) 644-9525**

If we receive written notice that contains substantially all of the following information, we will act expeditiously to remove the material alleged to be infringing:

1. A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed; and
2. 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; and
3. Identification of the material that is claimed to be infringing or to be the subject of infringing activity that is located on HomeTel's system or network and that is to be removed, and information reasonably sufficient to permit HomeTel to locate the material; and
4. Information reasonably sufficient to permit HomeTel 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; and
5. 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.

In addition, if you believe that you have found a site or received a transmittal that otherwise violates the AUP, the reporting procedures are as follows.

1. Notify abuse@hometel.com concerning the nature of the abuse. Please provide all pertinent information. If the abuse is on an Internet site, please provide the URL address. If the abuse is in e-mail form, please forward the e-mail to us in its entirety.
2. All complaints of abuse must be 1st person or the parent/guardian of a minor.
3. All complaints must be submitted by e-mail. No action will be taken on complaints communicated by telephone or person to person.

4. If the abuse is outside of our network, your complaint will be forwarded to the appropriate network officials. Normal response time is 48-72 hours.
5. If the abuse is within our network, your complaint will be forwarded to our network officials. Normal response time is 24-36 hours.
6. If the abuse is within our local service area, your complaint will be forwarded to our network officials. Normal response time is 24 hours. If the abuse is confirmed, the abuser will be notified to cease at once. Failure to cease abusive activity will result in termination of the account without refund.

HomeTel reserves the right to suspend or terminate an account immediately without notice and without refund.

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