

PROCEDURES FOR REPORTING ABUSES TO HOME TELENETWORKS, INC.

Home TeleNetworks, Inc. ("HomeTel") currently offers dedicated Internet access in St. Jacob and surrounding areas. While most Internet users are good digital citizens, there unfortunately are instances where users violate our Acceptable Use and Network Management Policy ("AUP"), which we take very seriously. The most common abuses 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 unauthorized transmission and copying of copyrighted materials.

We do not monitor every website or content of every user transmission, and we have no intention of doing so in the future. We require all HomeTel subscribers to conform to our AUP. 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, or any use of our service, that you believe constitutes copyright infringement or otherwise violates your intellectual property rights, we refer you to our Digital Millennium Copyright Act Policy, at <http://www.hometel.com/wp-content/uploads/2017/02/HomeTel-DMCA-DMCA-Policy-Final-February-2017.pdf>

In addition, if you believe that you have found a site or a transmittal that 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 two to three business days.
5. If the abuse is within our network, your complaint will be forwarded to our network officials. Normal response time is one to two business days.
6. If the abuse is within our local service area, your complaint will be forwarded to our network officials. Normal response time is one business day. If the notice meets legal requirements and we are able to identify the subscriber account, the alleged abuser will be notified in accordance with our Digital Millennium Copyright Policy.

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