

ACCEPTABLE USE POLICY

Northeast Missouri Rural Telephone Company ("NEMR") has established an Acceptable Use and Network Management Policy ("AUP") for the protection of NEMR and its customers for the use of its products and services. NEMR can be contacted at (660) 874-4111 regarding any questions you have about this AUP, NEMR, or its products and services. By using services provided by NEMR, you agree to be bound by the terms of this AUP.

Internet Service. This AUP applies to customer use of any NEMR Internet service regardless of technology or the Internet-based application utilized. It is not acceptable to use the NEMR network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment or services. A customer may not:

1. Use any Internet service or use or permit the use of Internet service for unlawful purposes or purposes that NEMR believes to be unacceptable.
2. Use any Internet service to transmit, post or receive material that is threatening, abusive, libelous, defamatory, obscene, pornographic, or otherwise in violation of any local, state, federal or international law or regulation.
3. Transmit any information or software that contains a virus, worm, Trojan Horse, or other harmful component.
4. Transmit or download any information, software or other material that is protected by copyright or other proprietary right without the permission of the person owning that protected right.
5. Transmit SPAM or other bulk email.
6. Add, remove, or modify identifying network heading information (aka "spoofing") to deceive or mislead; or any impersonation of another person using forged headers or other improper identifying information.
7. Engage in any activity which would compromise customer privacy or system security or gain access to any system or data without required permission (e.g. "hacking") of the owner.
8. Engage in any activity which would result in third-party charges to NEMR.
9. Resell or otherwise share NEMR's Internet service, account information or passwords.
10. Attempt to obtain unauthorized access to any network or account. This includes accessing data not intended for end user customers, logging into a server or account without being expressly authorized to access or probing the security of other networks.
11. Attempt to interfere with the service of others including users, hosts and networks. This includes "denial of service" attacks, "flooding" of networks, deliberate attempts to overload a service and attempts to "crash" any host.
12. Distribute NEMR Internet services beyond the scope of your end-user account.
13. Attach equipment, accessory, apparatus, circuit or devices that are harmful to the network and are attached to or connected with NEMR facilities.
14. Use NEMR's Internet service for web or email hosting without making special written subscription arrangements with NEMR.

NEMR does not screen in advance any specific content accessible using its Internet service. NEMR disclaims any liability for any act or omission with regard to Internet content the customer finds objectionable or unsuitable. Use of information accessed by the Internet is at customer's own risk. NEMR disclaims any

responsibility for the accuracy, privacy or quality of the information. By using the Internet service, the customer agrees to hold NEMR harmless for content accessed using the Internet service.

Any IP address assigned to a customer on either a dynamic or static basis remains the property of NEMR and may not be appropriated for any use other than as intended by NEMR or transferred to any other party. NEMR's hosted email provides Spam filtering with each customer's email address. For details of this service visit www.ispn.net or contact them at 1-866-584-ISP. NEMR will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

Indemnification. The customer agrees to indemnify and hold NEMR harmless for any and all claims, damages, losses, expenses (including attorneys' fees and other legal expenses) resulting from the customer's use (or misuse) of NEMR' Internet service whether or not such use is found to be in violation of any statute, regulation or rule.

Digital Millennium Copyright Act (DMCA) Policy. When NEMR receives a notice from a copyright holder or its authorized representative regarding an alleged violation of law by someone using an IP address identified as belonging to NEMR, the following actions will be initiated:

1. NEMR personnel will review the address to determine whether the address is in use by NEMR or by one of its affiliates. If the address has been assigned to an entity other than NEMR, the DMCA notice will be forwarded to that entity for review and any action or response if NEMR can identify the owner.
2. If the address is assigned and used by NEMR or one of its customers, NEMR personnel will attempt to identify the user. If the offender cannot be identified, the Designated Agent listed on NEMR'S Internet site will be notified in order to respond accordingly to the copyright holder or its agent. Copyright holders may contact NEMR as outlined under Notification of Copyright Infringement to provide notice of any potential violations. The following actions may be taken with offenders:
 - a. If the offender is an employee, the responsible supervisor will be notified, and appropriate disciplinary action may be warranted. A copy of the violation will be filed by HR in the employee's personnel file.
 - b. If the offender is a customer, the customer will be notified by telephone and email of the offense. If it is a first-time offense, the customer will be notified and advised that an alleged violation of copyright law has been received and that any further violations could affect the customer's access to the Internet. Notification of a second offense will result in the same action. A third offense will result in notice that Internet service will be restricted for ninety (90) days to limit the ability to violate the law. A fourth offense will result in the termination of Internet service.

Notification of Copyright Infringement: If you are a copyright owner (or an agent of a copyright owner) and believe any user material posted on our sites infringes upon your copyrights, you may submit a Notification of Claimed Infringement under the Digital Millennium Copyright Act ("DMCA") by sending the following information to our Designated Copyright Agent:

1. Clear identification of the copyrighted work;

2. Identification of the material allegedly copying the original work, and information reasonably sufficient to allow us to locate the material;
3. Accurate contact information of the person submitting the claim;
4. Statement that the claim is being made with the good faith belief that the alleged use is not authorized by the copyright owner;
5. A statement that the claim is accurate, and under penalty of perjury, the complaining party is authorized to act on behalf of the copyright owner;
6. Signature of the person submitting the claim.

You can submit your Notification to us using the following contact information and Designated Agent:

Company legal name:	Northeast Missouri Rural Telephone
Names doing business under:	Northeast Missouri Rural Telephone
Designated Agent:	Attn: Justin Simmons
Mailing address of Agent:	718 S. West St. Green City, MO 63545
Telephone:	660.874.4111
Fax:	660.874.4100
Email:	Justins@nemr.net

The Designated Copyright Agent should be contacted **only** for notices regarding alleged copyright concerns. All other feedback, comments, questions, and other communications should be directed to us through the General Contact Information below.

General Contact Information.

If you have any questions regarding this policy or otherwise, please contact **NEMR customer service** at: **(660) 874-4111** or email helpmail@nemr.net .