



ACCEPTABLE USE POLICY

This Acceptable Use Policy ("Policy") applies to the City of Fort Collins Broadband: television, Internet, and telephone services ("Services") and any equipment that is owned and provided by Fort Collins Connexion ("Fort Collins Connexion Equipment") in connection with the Services provided to the customer of record as shown on the Fort Collins Connexion bill (collectively "Customer", "you" or "your"). This Policy is designed to require Customer to use the Services responsibly and to enable Fort Collins Connexion to provide secure, reliable, and functional Services. If you use or otherwise accept any Services or Fort Collins Connexion Equipment, you are agreeing to comply with this Policy and be bound by its terms. It is Customer's sole responsibility for ensuring that other users of the Services and Fort Collins Connexion Equipment understand and comply with this Policy.

GENERAL CONDUCT

The Services and Fort Collins Connexion Equipment may be used only for lawful purposes. Customer may not use the Services or Fort Collins Connexion Equipment in order to create, transmit, or store any information, data or material (a) in violation of any applicable law, (b) in a manner that will infringe the copyright, trademark, trade secret or other intellectual property rights of others, (c) that will unlawfully violate the privacy, publicity, or other personal rights of others, or (d) that is illegal or contains a virus, worm, or other malware.

Customer may not use the Services and Fort Collins Connexion Equipment in a way that violates applicable federal, state, or local laws or regulations regarding unsolicited, false, or fraudulent e-mail or electronic communications.

You are also subject to the acceptable use policies, as amended from time to time, of any third-party provider of services to Fort Collins Connexion.

CUSTOMER RESPONSIBILITY FOR CONTENT

Fort Collins Connexion does not assume any responsibility, control, oversight, or other interest in the e-mail messages, websites, content or any other data (in any form) of its customers, whether such data and information is stored in, contained on, or transmitted over property, equipment or facilities of Fort Collins Connexion. Customer is and shall remain solely responsible for such data and information.

SYSTEM AND NETWORK SECURITY

Customers are prohibited from breaching or attempting to breach the security of Fort Collins Connexion or others, including, without limitation, (a) accessing data not intended for such Customer or logging into a server or account which such Customer is not authorized to access, (b) attempting to probe, scan, or test the vulnerability of a system or network, (c) attempting to interfere with, disrupt, or disable service to any person, host, or network including, without limitation, a denial of service attack or overloading or flooding a service or network, (d) impersonating any person or entity or falsifying or forging any information or data, or (e) taking any action in order to obtain Services to which Customer is not entitled. Violations of system or network security may result in civil or criminal liability. Fort Collins Connexion may investigate occurrences that may involve such violations, and Fort Collins Connexion may involve and cooperate with law enforcement authorities in prosecuting customers who are alleged to be involved in such violations.

BROADBAND SERVICES

Customer usage should be in line with the tiered service purchased.

Residential Internet

- Intended for residential use only.
- Best Effort Service (no Service Level Agreement)
- Users are prohibited from using or running dedicated, stand-alone equipment or servers from the premises that provide data streams, network content, or any other services to anyone outside of your premises local area network ("Premises LAN"), also commonly referred to as public services or servers. Any activities which may adversely impact the network or other network users is also prohibited.

Small Business Internet

- Designed to allow low cost access to small businesses that do not require Internet to drive revenue or performance
- Best Effort Service (no Service Level Agreement)
- Network design is comparable to residential with similar usage patterns expected

Professional Internet

- Designed as a product for 24/7 use with revenue and/or production impacts when down
- Service Level Agreement
- Physically designed to assure purchased speed is delivered Static IP Address Included

E-MAIL

Customer may not send unsolicited bulk or commercial email messages commonly known as “spam” or utilize email in a way that could be reasonably expected to adversely impact the Services, including, without limitation, sending large numbers of copies of the same or substantially similar messages that disrupts a server, account, or similar service. You agree to refrain from using email in any way that adversely impacts the Services or others use of the Services.

Fort Collins Connexion reserves the right in its sole discretion to enforce email storage caps depending upon your level of usage and the level of Services purchased. If you have exceeded the appropriate level of email storage, Fort Collins Connexion may notify you by phone or in writing, and you agree to reduce your amount of email storage.

FORUM POSTS AND BLOGS

If Customer posts messages to internet forums or blogs, Customer is responsible for becoming familiar and complying with any terms and conditions or other requirements governing use of such forums or blogs. Regardless of such policies, Customer may not (a) post the same message, or a series of similar messages, to one or more forum or newsgroup (excessive cross-posting, multiple-posting, or spamming), (b) cancel or supersede posts not originally posted by Customer, unless Customer does so in the course of his/her duties as an official moderator, (c) post any message with forged packet header information, or (d) post messages that are excessive and/or intended to annoy or harass others, including, without limitation, chain letters.

COPYRIGHT INFRINGEMENT

Fort Collins Connexion is registered with the United States Copyright Office under the Digital Millennium Copyright Act of 1998 (“DMCA”) see 17 U.S.C. § 512. Fort Collins Connexion respects the intellectual property rights of others. Customer may not use the Services in any manner that infringes upon the copyrights or other intellectual property rights of others. And shall at all times act in accordance with the DMCA and other applicable laws.

This information related to copyright infringement does not take the place of advice from your legal counsel. Fort Collins Connexion is providing this information for informational purposes only.

NOTIFICATION OF COPYRIGHT CLAIM AND PROCEDURE

A copyright owner may notify Fort Collins Connexion of alleged infringements of their works as defined by U.S. copyright law and according to the DMCA. This

notice must be submitted to Fort Collins Connexion’s DMCA Agent, as described below, and the notification must satisfy DMCA requirements.

Contact

DMCA Agent Email: copyright@fcgov.com

Mail:

Fort Collins City Attorney’s Office

[City Hall West, 300 LaPorte Ave.](#)

[Fort Collins, CO 80521](#)

Email:

copyright@fcgov.com

Attn: DMCA Agent - Copyright Claims

DMCA complaints must be in writing and contain the following information according to 17 U.S.C. § 512:

1. A physical or electronic signature of a person authorized to act on behalf of the copyright owner of an exclusive right that is allegedly infringed;
2. Identification of the copyrighted work claimed to have been infringed;
3. Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit Fort Collins Connexion to locate the material;
4. Information reasonably sufficient to permit Fort Collins Connexion 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;
5. A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law;
6. 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.

You should be aware that complainants who make false claims or misrepresentations concerning copyright infringement may be liable for damages under the DMCA.

Account Suspension

If Fort Collins Connexion sends you 6 notices of alleged infringement under the DMCA in any 30-day period, Fort Collins Connexion will suspend your account for 3 calendar months. Upon account reactivation, if Fort Collins Connexion sends you 6 additional DMCA complaint notifications within the initial 30 days thereafter, your account will be permanently disconnected.

COUNTER-NOTIFICATION IN RESPONSE TO CLAIM OF COPYRIGHT INFRINGEMENT

If a Customer receives a DMCA notification of an alleged infringement and the Customer believes in good faith that the alleged infringement has been wrongly filed, then Customer may submit a counter-notice to Fort Collins Connexion. Please forward your counter-notice to Fort Collins Connexion's DMCA Agent at the address noted above. This process will invoke a dispute between you and the complaining party. Your counter-notification must be in writing and contain the following information according to 17 U.S.C. § 512:

1. A physical or electronic signature of an authorized person;
2. Identification of the material that has been removed or access to which has been disabled and the location at which material appeared before it was removed or access to it was disabled;
3. A statement under penalty of perjury that the alleged infringer has a good faith belief that the material was removed or disabled as a result of mistake or misidentification;
4. Your name, address, and telephone number, and a statement that you consent to the jurisdiction of the federal district court for the federal district of Colorado and that you will accept service of process from the complainant.

You should be aware that persons who make false counter-notices or misrepresentations concerning copyright infringement may be liable for damages under the DMCA.

RESPONSE TO USE VIOLATING LAW OR POLICY

Fort Collins Connexion does not monitor or regulate the content of any messages or material transmitted or displayed by customers. From time to time, Fort Collins Connexion may receive complaints or information that Customer is using the Services in violation of federal, state, or local law or this Acceptable Use Policy. If Fort Collins Connexion determines in its sole discretion that a customer has violated applicable law or this Policy, Fort Collins Connexion may take such action as is authorized by law, including, without limitation, immediate removal of content believed to be unlawful or violative of federal, state, or local law or this Policy with or without written warning, temporary suspension of Service, require Customer to provide written assurance of refraining from any further violations, termination of Service, or legal action seeking injunctive relief or damages. Fort Collins Connexion shall not be liable for any damages of any nature, including, without limitation, consequential damages, alleged to have been suffered by Customer or any third party

resulting in whole or in part from Fort Collins Connexion's actions authorized by law or this Policy.

PRIVACY

Any party engaging the Services and/or the Fort Collins Connexion site, who provides Fort Collins Connexion with name, address, telephone number, e-mail address, domain name or URL or any other personally identifiable information permits Fort Collins Connexion to use such information for lawful purposes, including contacting users about products and services which may be of interest. All information concerning Fort Collins Connexion customers shall be kept in accordance with the Fort Collins Connexion then-applicable Privacy Policy and the requirements of applicable law.

MODIFICATION OF ACCEPTABLE USE POLICY

Fort Collins Connexion reserves the right to modify this Policy at any time in its sole and absolute discretion. Changes and modifications will be effective when posted to the www.fcconnexion.com website and any use of the Services by Customer after the posting of any changes will be considered acceptance of such changes.

NO WAIVER/SEVERABILITY

Any failure of Fort Collins Connexion to enforce this Policy shall not be construed as a waiver of any right to do so at any time. If any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law, and any remaining portions will remain in full force and effect.

NOTICE TO CUSTOMERS

Fort Collins Connexion may deliver notice to Customer by any means Fort Collins Connexion deems appropriate, including, without limitation, delivery to your email account associated with your Services account, or mailing the notice to your address associated with your Services account. Notices provided by email or other electronic means will be effective upon transmittal by Fort Collins Connexion and notices by mail will be effective upon delivery.