

NHTC ACCEPTABLE USE POLICY FOR BROADBAND SERVICES

New Hope Telephone Cooperative, Inc. and its wholly owned operating subsidiaries, (collectively referred to herein as "NHTC") have adopted this Acceptable Use Policy ("AUP") to outline the acceptable use of NHTC's Broadband Service. This AUP is in addition to any restrictions contained in the NHTC service agreement for any of the Broadband Service offerings (the "Subscriber Agreement"). This AUP applies to the NHTC's services that provide or include access to the Internet, including hosting services, or are provided over the Internet or wireless data networks (collectively, "Broadband Service").

You, the customer, must comply with this AUP. Your failure to do so could result in the suspension or termination of your Broadband Service subscription. If you do not agree to comply with this AUP, you must immediately stop all use of the Broadband Service and notify NHTC so that we can close your account.

NHTC may revise this AUP from time to time and will have the latest version posted on its website. NHTC will use reasonable efforts to make customers aware of any changes to this AUP, which may include sending e-mail announcements or posting additional information on the NHTC website at www.nhtc.coop. Revised versions of this AUP are effective immediately upon posting. Accordingly, customers of the NHTC Broadband Service should read any NHTC announcements they receive and regularly visit the NHTC web site and review this AUP to ensure that their activities conform to the most recent version. You can place questions regarding this AUP at, and report violations of it at, 256.723.4211. To report illegal content on the Internet, go to www.ftc.gov.

The Service and equipment are furnished for use by Customer for any lawful purpose. Customer warrants that he/she is at least nineteen (19) years old. Applications, including activation, change or discontinuance of Service, will only be accepted in writing via facsimile transmission or U.S. Mail, or by telephone, with verification of Customer's User ID & Security Code.

I. Prohibited Uses and Activities

In general, this AUP prohibits uses and activities involving the Broadband Service that are illegal, infringe the rights of others, or interfere with or diminish the use and enjoyment of the Broadband Service by others.

A. Network and Usage Restrictions

No user of the Broadband Service, Customer Equipment, or the NHTC Equipment may, individually or in combination with another:

1. restrict, inhibit, or otherwise interfere with the ability of any other person, regardless of intent, purpose or knowledge, to use or enjoy the Broadband Service (except for safety and security functions such as parental controls, for example), including, without limitation, posting or transmitting any information or software which contains a worm, virus, or other harmful feature, or generating levels of traffic sufficient to impede others' ability to use, send, or retrieve information;
2. restrict, inhibit, interfere with, or otherwise disrupt performance of the Broadband Service or cause a performance degradation, regardless of intent, purpose or knowledge, to the Broadband Service or any NHTC (or NHTC supplier) host, server, backbone network, node, or service
3. resell the Broadband Service or otherwise make available to anyone outside the Premises the ability to use the Broadband Service (for example, through Wi-Fi or other methods of networking), in whole or in part, directly or indirectly without our consent
4. connect the NHTC Equipment to any computer outside of your Premises;
5. interfere with computer networking or telecommunications service to any user, host or network, including, without limitation, denial of service attacks, flooding of a network, overloading a service, improper seizing and abusing operator privileges, and attempts to "crash" a host; and
6. accessing and using the Broadband Service with anything other than a dynamic Internet Protocol ("IP") address that adheres to the dynamic host configuration protocol ("DHCP"). You may not configure the Broadband Service or any related equipment to access or use a static IP address or use any protocol other than DHCP unless expressly permitted to do so by NHTC.

B. Conduct and Information Restrictions

No user of the Broadband Service, Customer Equipment, or the NHTC Equipment may, individually or in combination with another:

1. avoid incurring charges for or otherwise being required to pay for usage of the Broadband Service;

2. invade another person's privacy, stalk, harass, or otherwise violate the rights of other persons;
3. undertake or accomplish any unlawful purpose. This includes, but is not limited to, posting, storing, transmitting or disseminating information, data or material which is libelous, obscene, unlawful, threatening or defamatory, or which infringes the intellectual property rights of any person or entity, or which in any way constitutes or encourages conduct that would constitute a criminal offense, or otherwise violate any local, state, federal, or non-U.S. law, order, or regulation;
4. post, store, send, transmit, or disseminate any information or material which a reasonable person could deem to be unlawful;
5. upload, post, publish, transmit, reproduce, create derivative works of, or distribute in any way information, software or other material obtained through the Broadband Service or otherwise that is protected by copyright or other proprietary right, without obtaining any required permission of the owner;
6. collect, or attempt to collect, personal information about third parties without their consent;
7. transmit unsolicited bulk or commercial messages commonly known as "spam;"
8. send voluminous copies of the same or substantially similar messages, empty messages, or messages which contain no substantive content, or send very large messages or files that disrupts a server, account, blog, newsgroup, chat, or similar service;
9. initiate, perpetuate, or in any way participate in any pyramid or other illegal scheme;
10. participate in the collection of voluminous amounts of e-mail addresses, screen names, or other identifiers of others (without their prior consent), a practice sometimes known as spidering or harvesting, or participate in the use of software (including "spyware") designed to facilitate this activity;
11. collect responses from unsolicited bulk messages;
12. falsify, alter, or remove message headers;
13. falsify references to NHTC or its network, by name or other identifier, in messages;
14. impersonate any person or entity, engage in sender address falsification, forge anyone else's digital or manual signature, or perform any other similar

fraudulent activity (for example, "phishing");

15. violate the rules, regulations, terms of service, or policies applicable to any network, server, computer database, service, application, system, or Web site that you access or use;

C. Technical Restrictions

No user of the Broadband Service, Customer Equipment, or the NHTC Equipment may, individually or in combination with another:

1. use the Internet service or facilities for web-hosting, e-mail hosting, or other unusually high-bandwidth consumption unless you have made special subscription arrangements with NHTC and the usage does not otherwise violate law or regulation;
2. access any other person's computer or computer system, network, software, or data without his or her knowledge and consent; breach the security of another user or system; or attempt to circumvent the user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other hosts, networks, or accounts without express permission to do so;
3. use or distribute tools or devices designed or used for compromising security or whose use is otherwise unauthorized, such as password guessing programs, decoders, password gatherers, keystroke loggers, analyzers, cracking tools, packet sniffers, encryption circumvention devices, or Trojan Horse programs. Unauthorized port scanning is strictly prohibited;
4. copy, distribute, or sublicense any proprietary software provided in connection with the Broadband Service by NHTC or any third party, except that you may make one copy of each software program for back-up purposes only;
5. distribute programs that make unauthorized changes to software (cracks);
6. without our consent, use or run dedicated, stand-alone equipment or servers from the Premises that provide 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. Examples of prohibited equipment and servers include, but are not limited to, e-mail, Web hosting, file sharing, and proxy services and servers;

7. without our consent, use or run programs from the Premises that provide network content or any other services to anyone outside of your Premises LAN, except for personal and non-commercial residential use;
8. service, alter, modify, or tamper with the NHTC Equipment or Broadband Service or permit any other person to do the same who is not authorized by NHTC;

II. Customer Conduct and Features of the Broadband Service

A. Customer Obligations

In addition to being responsible for your own compliance with this AUP, you are also responsible for any use or misuse of the Broadband Service that violates this AUP, even if it was committed by a friend, family member, or guest with access to your Broadband Service account. Therefore, you must take steps to ensure that others do not use your account to gain unauthorized access to the Broadband Service by, for example, strictly maintaining the confidentiality of your Broadband Service login and password. In all cases, you are solely responsible for the security of any device you choose to connect to the Broadband Service, including any data stored or shared on that device. It is also your responsibility to secure the Customer Equipment and any other Premises equipment or programs not provided by NHTC that connects to the Broadband Service from external threats such as viruses, spam, bot nets, and other methods of intrusion.

B. NHTC's Rights

NHTC reserves the right to refuse to transmit or post, and to remove or block, any information or materials, in whole or in part, that it, in its sole discretion, deems to be in violation of this AUP, or otherwise harmful to NHTC's network or customers using the Broadband Service, regardless of whether this material or its dissemination is lawful so long as it violates this AUP. Neither NHTC nor any of its affiliates, suppliers, or agents have any obligation to monitor transmissions or postings (including, but not limited to, e-mail, file transfer, blog, newsgroup, and instant message transmissions) made on the Broadband Service. However, NHTC and its affiliates, suppliers, and agents have the right to monitor these transmissions and postings from time to time for violations of this AUP and to disclose, block, or remove them in accordance with this AUP, the Subscriber Agreement, or applicable law.

C. Service Restrictions

All of NHTC's network and system services are provided according to scheduled fees for each type of service. You agree to use such services in accordance with the terms set forth below.

1. Email and Web-Hosting Services

- a. Unsolicited Email Prohibited - You may not use NHTC-hosted email addresses for the purpose of sending unsolicited email. You may not use or cause to be used NHTC's equipment, network connectivity, or other resources to originate, deliver, relay, or otherwise transmit unsolicited email messages. You may not engage in any of the foregoing prohibited activities by using the service of any other provider, third-party agent, remailing service or address forwarding service, in such a way that NHTC's network addresses or NHTC-hosted web or email services are in any way identified as being associated with the sending of unsolicited email.
- b. Unauthorized use, or forging, of mail header information (e.g. "spoofing") is prohibited.
- c. Fraudulent Activity Prohibited – You may not use the NHTC email and web-hosting services to make fraudulent offers to sell or buy products, items, services, or to advance any type of financial scam such as "pyramid schemes", "Ponzi schemes", or "chain letters." You may not use techniques to hide or obscure the source of any e-mail or other communications.
- d. NHTC reserves the right to suspend or delay delivery of email to Customer utilizing NHTC email services and/or the virtual domain email if the volume of email being redirected, stored, or delivered on the Customer's behalf is deemed excessive. Excessive traffic is defined as any amount of email traffic that noticeably degrades performance on the server in question, in the sole discretion of NHTC. Stored mail exceeding these limits may be transferred to a compressed file at NHTC's discretion. NHTC will attempt to notify the account holder via the account contact information on record; however, NHTC reserves the right to delete the contents of such email boxes upon thirty (30) days after attempted notification.
- e. The Broadband Service may not be used to communicate or distribute e-mail or other forms of communications in violation of Section I of this AUP. As

described below in Section III of this AUP, NHTC uses reasonable network management tools and techniques to protect customers from receiving spam and from sending spam (often without their knowledge over an infected computer).

- f. NHTC is not responsible for deleting or forwarding any e-mail sent to the wrong e-mail address by you or by someone else trying to send e-mail to you. NHTC is also not responsible for forwarding e-mail sent to any account that has been suspended or terminated. This e-mail will be returned to the sender, ignored, deleted, or stored temporarily at NHTC's sole discretion.
- g. In the event that NHTC believes in its sole discretion that any subscriber name, account name, or e-mail address (collectively, an "identifier") on the Broadband Service may be used for, or is being used for, any misleading, fraudulent, or other improper or illegal purpose, NHTC (i) reserves the right to block access to and prevent the use of any of these identifiers and (ii) may at any time require any customer to change his or her identifier. In addition, NHTC may at any time reserve any identifiers on the Broadband Service for NHTC's own purposes. In the event that a Broadband Service account is terminated for any reason, all e-mail associated with that account (and any secondary accounts) will be permanently deleted as well.

2. Instant, Video and Audio Messages

Each user is responsible for the contents of his or her instant, video, and audio messages and the consequences of any of these messages. NHTC assumes no responsibility for the untimeliness, incorrect delivery, deletion, or failure to store these messages. In the event that a Broadband Service account is terminated for any reason, all instant, video, and audio messages associated with that account (and any secondary accounts) will be permanently deleted as well.

III. Violation of this Acceptable Use Policy

NHTC reserves the right to immediately suspend or terminate your Broadband Service account and terminate the Subscriber Agreement if you violate the terms of this AUP or the Subscriber Agreement.

NHTC does not routinely monitor the activity of individual Broadband Service accounts for violations of this AUP, except for determining aggregate data consumption in connection with the data consumption provisions of this AUP. However, in the

company's efforts to promote good citizenship within the Internet community, it will respond appropriately if it becomes aware of inappropriate use of the Broadband Service. NHTC has no obligation to monitor the Broadband Service and/or the network. However, NHTC and its suppliers reserve the right at any time to monitor bandwidth, usage, transmissions, and content in order to, among other things, operate the Broadband Service; identify violations of this AUP; and/or protect the network, the Broadband Service and NHTC users.

NHTC prefers to inform customers of inappropriate activities and give them a reasonable period of time in which to take corrective action. NHTC also prefers to have customers directly resolve any disputes or disagreements they may have with others, whether customers or not, without NHTC's intervention. However, if the Broadband Service is used in a way that NHTC or its suppliers, in their sole discretion, believe violates this AUP, NHTC or its suppliers may take any responsive actions they deem appropriate under the circumstances with or without notice. These actions include, but are not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and the immediate suspension or termination of all or any portion of the Broadband Service (including but not limited to newsgroups). Neither NHTC nor its affiliates, suppliers, or agents will have any liability for any of these responsive actions. These actions are not NHTC's exclusive remedies and NHTC may take any other legal or technical actions it deems appropriate with or without notice.

NHTC reserves the right to investigate suspected violations of this AUP, including the gathering of information from the user or users involved and the complaining party, if any, and examination of material on NHTC's servers and network. During an investigation, NHTC may suspend the account or accounts involved and/or remove or block material that potentially violates this AUP. You expressly authorize and consent to NHTC and its suppliers cooperating with (i) law enforcement authorities in the investigation of suspected legal violations, and (ii) and system administrators at other Internet service providers or other network or computing facilities in order to enforce this AUP. Upon termination of your Broadband Service account, NHTC is authorized to delete any files, programs, data, e-mail and other messages associated with your account (and any secondary accounts).

The failure of NHTC or its suppliers to enforce this AUP, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this AUP is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will

remain in full force and effect. You agree to indemnify, defend, and hold harmless NHTC and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorney fees) resulting from any violation of this AUP. Your indemnification will survive any termination of the Subscriber Agreement.

YOU AGREE TO DEFEND, INDEMNIFY AND HOLD NHTC HARMLESS FROM ANY AND ALL LIABILITIES, COSTS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, RELATED TO ANY VIOLATION OF THIS AUP BY YOU OR AUTHORIZED USERS OF YOUR ACCOUNT, OR IN CONNECTION WITH THE USE OF THE SERVICE OR THE INTERNET OR THE PLACEMENT OR TRANSMISSION OF ANY MESSAGE, INFORMATION, SOFTWARE OR OTHER MATERIALS ON THE INTERNET BY YOU OR USERS OF YOUR ACCOUNT. Your indemnification will survive any termination of the Subscriber Agreement.

IV. Redress and Governing Law

A. Governing Law / Resolution of Disputes – Arbitration

Any dispute or claim between you, the Customer, and NHTC arising out of or relating to the service provided in connection with this AUP or the Subscriber Agreement shall be resolved by arbitration ("Arbitration"), unless otherwise specified in Customer's individual Subscriber Agreement. To the extent that there is a conflict regarding this Arbitration provision, the Customer's individual Subscriber Agreement supersedes the Terms and Policies of the individual Services.

The arbitrator's decision shall follow the plain meaning of the relevant documents and shall be final and binding. The parties agree that no arbitrator has the authority to: (i) award relief in excess of what the Subscriber Agreement provides; or (ii) award punitive or exemplary damages. Judgment on the award rendered by the arbitrators may be entered in any court having jurisdiction thereof. All claims shall be arbitrated individually, and Customer will not bring, or join any class action of any kind in court or in arbitration or seek to consolidate or bring previously consolidated claims in Arbitration. CUSTOMER ACKNOWLEDGES THAT THIS ARBITRATION PROVISION CONSTITUTES A WAIVER OF ANY RIGHT TO A JURY TRIAL.

B. Governing Law / Resolution of Disputes – Governing Law

The Agreement and the relationship between you and NHTC shall be governed by the laws of the state of Alabama without regard to its conflict of law provisions. To the extent court action is initiated to enforce an arbitration award or for any other reason consistent with the Arbitration provision herein, you and NHTC agree to

submit to the personal and exclusive jurisdiction of the courts located within the state of Alabama and waive any objection as to venue or inconvenient forum. The failure of NHTC to exercise or enforce any right or provision of this AUP or the Subscriber Agreement shall not constitute a waiver of such right or provision. If any provision of this AUP or the Subscriber Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of this AUP or the Subscriber Agreement remain in full force and effect. You agree that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to use of the service, this AUP or the Subscriber Agreement must be filed within one (1) year after such claim or cause of action arose or be forever barred.

V. Copyright and Digital Millennium Copyright Act Requirements

NHTC is committed to complying with U.S. copyright and related laws and requires all customers and users of the Service to comply with these laws. Accordingly, you may not store any material or content on, or disseminate any material or content over, the Service (or any part of the Service) in any manner that constitutes an infringement of third-party intellectual property rights, including rights granted by U.S. copyright law. Owners of copyrighted works who believe that their rights under U.S. copyright law have been infringed may take advantage of certain provisions of the Digital Millennium Copyright Act of 1998 (the "DMCA") to report alleged infringements. It is NHTC's policy in accordance with the DMCA and other applicable laws to reserve the right to terminate the Service provided to any customer or user who is either found to infringe third party copyright or other intellectual property rights, including repeat infringers, or who NHTC believes in its sole discretion is infringing these rights. NHTC may terminate the Service at any time with or without notice for any affected customer or user.

Copyright owners may report alleged infringements of their works that are stored on the Service or the Personal Web Features by sending NHTC's authorized agent a notification of claimed infringement that satisfies the requirements of the DMCA. Upon NHTC's receipt of a satisfactory notice of claimed infringement for these works, NHTC will respond expeditiously to either directly or indirectly (i) remove the allegedly infringing work(s) stored on the Service or the Personal Web Features or (ii) disable access to the work(s). NHTC will also notify the affected customer or user of the Service of the removal or disabling of access to the work(s). If the affected customer or user believes in good faith that the allegedly infringing works have been removed or blocked by mistake or misidentification, then that person may send a counter

notification to NHTC. Upon NHTC's receipt of a counter notification that satisfies the requirements of DMCA, NHTC will provide a copy of the counter notification to the person who sent the original notification of claimed infringement and will follow the DMCA's procedures with respect to a received counter notification. In all events, you expressly agree that NHTC will not be a party to any disputes or lawsuits regarding alleged copyright infringement.

If you believe that your work has been copied and has been posted, stored or transmitted to NHTC's website in a way that constitutes copyright infringement, please submit a notification pursuant to the DMCA by providing NHTC's designated agent the following written information: (i) an electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest; (ii) a description of the copyrighted work that you claim has been infringed upon; (iii) a specific description of where the material that you claim is infringing is located on the website; (iv) your address, telephone number, and email address; (v) a statement by you that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and (vi) a statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

Designation of Agent to Receive Notification of Claimed Infringement

FULL LEGAL NAME OF SERVICE PROVIDER: New Hope Telephone Cooperative, Inc.

ADDRESS OF SERVICE PROVIDER: 5415 MAIN DRIVE NEW HOPE, AL 35760

AGENT NAME AND TITLE, DESIGNEE TO RECEIVE NOTIFICATION OF CLAIMED INFRINGEMENT: Chris Ballard, Network Operations Manager

FULL ADDRESS OF DESIGNATED AGENT TO WHICH NOTIFICATION SHOULD BE SENT:

U.S. Mail Notifications: P.O. Box 452, New Hope, AL 35760

FedEx, UPS, etc. Notifications: 5415 Main Drive New Hope, AL 35760

TELEPHONE NUMBER OF DESIGNATED AGENT: 256.723.4211

FACSIMILE NUMBER OF DESIGNATED AGENT: 256.723.2800

E-MAIL ADDRESS OF DESIGNATED AGENT: abuse@nhtc.coop

DMCA COMPLIANT ELECTRONIC NOTICES OF ALLEGED ABUSE SHOULD BE SUBMITTED TO:
abuse@nhtc.coop