

## INTERNET ACCEPTABLE USE POLICY

In order to provide high quality customer service and to ensure the integrity, security, and reliability of Comspan's Internet Product Network, Comspan has created this Acceptable Use Policy (AUP). This AUP applies along with the Terms of service (TOS) governing the Subscriber's use of Comspan's Internet and related services, Comspan's Privacy Policy and Comspan's Network Management Practices disclosure statement, to specify use restrictions and requirements applicable to users of the Service. The Subscriber recognizes and agrees that the then current version of the AUP to be maintained by Comspan and posted on Comspan's website will supersede all previous versions of this document and that Subscriber's continued use of Comspan's Internet service will constitute Subscriber's acceptance of this policy as it may be amended

By using the Service, the Subscriber agrees to abide by, and require each user of the Service to abide by, the terms of this AUP and associated TOS. Any user who does not agree to be bound by these terms must immediately cease use of the Service and notify the Comspan Customer Service Department to terminate the account.

1. Use. The Service is designed for use within a single household or business. Subscriber agrees that only Subscriber and Subscriber's authorized party in the same household or business will use the Service. Subscriber is responsible for any misuse of the Service that occurs through Subscriber's account, whether by a authorized party of Subscriber's household or business. Subscriber will not resell or redistribute, or enable others to resell or redistribute, access to the Service in any manner, including, but not limited to, through the use of wireless technology. Comspan reserves the right at its sole discretion to immediately suspend, terminate, or restrict use of the Service without notice if such use violates the AUP or TOS, is objectionable or unlawful, interferes with Comspan's systems or network or the Internet or others' use of the Service.
2. Prohibited Activities Using the System, Network, and Service. Any activity or use of the Service which violates system or network security or integrity are prohibited and may result in criminal and civil liability. Such violations include, without limitation, the following:

Unauthorized access to or use of data, systems, or networks, including any attempt to probe, scan, or test the vulnerability of a system or network, or to breach security or authentication measures without express authorization of the owner of the system or network.

Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner or network;

Interference with Internet service to any user, host, or network, including but not limited to: mail bombing, flooding, or denial of service attacks.

Forging the header of any transmitted information packet, email, or Usenet posting;

Modifying or tampering with any hardware, software, or configuration provided by Comspan including but not limited to: routers, switches, and modem configuration files.

Reselling or otherwise redistributing the Service.

Disrupting, degrading or otherwise adversely affecting Comspan's network or computer equipment owned by Comspan or other Comspan subscribers.

Excessive use of bandwidth that in Comspan's sole opinion, places an unusually large burden on the network or goes above normal usage. Comspan has the right to impose limits on excessive bandwidth consumption via any means available to Comspan.

Transmit unsolicited bulk or commercial messages commonly known as "spam."

Assuming or assigning a Comspan IP address that was not allocated to the user by Comspan or its network

Either of the following activities by a Subscriber using dedicated machines (also known as "machines" or "dedicated servers") or virtual dedicated servers (also known as "VDS", "VPS", "virtual machines", and/or "virtual servers"): (i) running a tunnel or proxy to a server at another host or (ii) hosting, storing, proxy, or use of a network testing utility or denial of service (DoS/DDoS) tool in any capacity.

3. No Illegal or Fraudulent Use. The Service may be used only for lawful purposes. Subscriber will not use or allow others to use the service in any manner that is in violation of any applicable federal, state, local or international laws or regulations or to promote, engage in, or enable illegal activity or conduct that violates or infringes upon the rights of any person. Transmission or distribution of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret, or other intellectual property right used without proper authorization, and material that is obscene, illegal, defamatory, constitutes an illegal threat, or violates export control laws. Furthermore, use of the Service to impersonate a person or entity is not permitted.

4. Security/Abuse of Resources. User is solely responsible for the security of any device connected to the Service, including any data stored on that device. Users shall take all necessary steps to avoid actions that result in the abuse of a resource on their network. Examples of abuse of resources include without limitation: open news servers, open SMTP servers, unsecure wireless routers, and unsecure proxy servers. In the instance when the Subscriber is using a wireless router, Comspan requires that any wireless network be secure and encrypted. Open, unencrypted wireless networks are strictly prohibited

Should an issue arise, Subscriber is required to address the problem in a timely fashion. Failure to address an issue after notification will be considered a violation of this AUP.

5. Network Management. Comspan uses a variety of reasonable network management tools and practices consistent with industry standards. In the event the periods of congestion necessitate such management, Comspan has available the following tools and practices (without limitation and as may be adjusted over time): (i) use of an upper limit of bandwidth allocated for uploading of files during congested periods; (ii) Subscriber Traffic Management (STM) technology to temporarily lower the priority of traffic with the greatest impact on peak congestion; (iii) spam filtering and detection techniques; and (iv) measures to protect the security and integrity of its network, resources and subscribers. In limited instances if employed, these techniques may affect the throughput rate at which subscribers may send and receive data, the ability of users to establish session connections within the network, or result in the delay of certain traffic during times of peak congestion
6. Viruses. Users must take appropriate action to prevent their systems from becoming infected with and/or distributing computer viruses such as but not limited to worms, "Trojan horses", denial of service attacks, and bots. Comspan will take appropriate (as decided by Comspan's sole discretion) action against Users infected with computer viruses or worms to prevent further spread.
7. Enforcement. Comspan reserves the right to investigate violations of this AUP, including the gathering of information from the Subscriber or other Users involved and the complaining party, if any, and the examination of material on Comspan's servers and network. Comspan prefers to advise Users of AUP violations and any necessary corrective action but, if Comspan, in its sole discretion, determines that a User has violated the AUP, Comspan will take any responsive action that is deemed appropriate without prior notification. Such action includes but is not limited to: temporary suspension

of service, reduction of service resources, and termination of service.

Comspan is not liable for any such responsive action and these actions are not exclusive. Comspan may take any other legal or technical action it deems appropriate.

8. No Waiver. The failure by Comspan or its affiliates to enforce any provision of this Policy at any given point in time shall not be construed as a waiver of any right to do so at any future time thereafter.
9. Revisions to Policy. Comspan reserves the right to update or modify this Policy at any time and from time to time with or without prior notice. Continued use of the Service will be deemed acknowledgment and acceptance of this Policy. Notice of modifications to this Policy may be given by posting such changes on Comspan's website at [www.comspanfiber.net](http://www.comspanfiber.net), by email or by conventional mail, and will be effective immediately upon posting or sending. Subscribers should regularly visit Comspan's website and review this Policy to ensure that their activities conform to the most recent version. In the event of a conflict between any subscriber agreement and this Policy, the terms of this Policy will govern. Questions regarding this Policy should be directed to [support@natlightnet.com](mailto:support@natlightnet.com). Complaints of violations of it by Comspan Subscribers can be directed to [abuse@natlightnet.com](mailto:abuse@natlightnet.com)

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