

## Policy Against Copyright Infringement

Copyright infringement most commonly involves the possession, downloading, or sharing of electronic copies of music, movies, or videos without the permission or approval of the copyright holder. To protect their interests, copyright holders frequently monitor websites and other popular download locations to record the title, date, time, and Internet Protocol (IP) address associated with infringing activity.

It is the policy of DayStarr Communications to discourage the use of its network and services, to download materials in violation of copyright, trademark or other intellectual property laws.

Based on the IP address involved, the copyright holder determines the Internet Service Provider (ISP) that manages the IP address and sends them a notice describing the event. When we receive such notices, we determine what customer was assigned the IP address at the date(s) and time(s) listed in the notice(s). We only track IP address assignment and not how or where the IP address is used. We do not monitor or track customer activity on the Internet.

If we are able to identify a customer with the IP address, we will contact the customer so they are aware of the allegation(s) of copyright infringement and to provide them with an opportunity to prevent the activity or remove the material. We do not release a customer's identity to the copyright holder unless we are required to do so by a court order or subpoena.

If we receive a copyright infringement notifications for the customer we will follow the below steps. Multiple notifications received over a 24 hour period will count as a single infringement. Repeat infringements are counted over a 12 month period.

- 1<sup>st</sup> Infringement – Notification sent to customer.
- 2<sup>nd</sup> Infringement – Notification sent to customer with warning of suspension on next infringement.
- 3<sup>rd</sup> Infringement – Notification sent to customer. Suspension of customer's service. Customer must call us to have services re-enabled.
- 4<sup>th</sup> Infringement – Notification sent to customer.
- 5<sup>th</sup> Infringement – Notification sent to customer with warning of permanent disconnect on next infringement.
- 6<sup>th</sup> Infringement – Notification sent to customer. Permanent disconnection of services.

If the customer feels a mistake has been made or that the copyright for the material mentioned is not being infringed upon, they may file a counter-notification with the copyright holder or work with them directly.

Customers may wish to seek legal advice from an attorney if they receive a copyright infringement notice. We are not responsible for any fees.