

COASTCONNECT, LLC

Procedure No. 21-2

COPYRIGHT INFRINGEMENT

I. POLICY

In Policy No. 405, CoastConnect, LLC's Board of Managers authorized the Company to implement practices and procedures in compliance with the Online Copyright Infringement Liability Act of 1998 (the "Act") (17 U.S.C. § 512), the Digital Millennium Copyright Act ("DMCA"), and other laws that extend the reach of copyright to the internet and limit the liability of providers of online services for copyright infringement by their users.

The following is CoastConnect's Procedure to establish compliance with Policy No. 405 and the laws cited therein.

II. PROCEDURE

Pursuant the Digital Millennium Copyright Act ("DMCA"), copyright owners may notify a service provider such as COASTCONNECT, LLC of alleged copyright infringement carried out on the provider's network.

A. Actions in Response to Notification of Copyright Infringement

When COASTCONNECT, LLC receives a notification of copyright infringement, it will take the following steps:

1. First Warning – Letter is sent to member notifying them of their copyright infringement and violation of COASTCONNECT, LLC's Acceptable Use Policy (AUP) and the Broadband Service Order and Agreement Terms & Conditions (T&C). This letter will also inform them that COASTCONNECT, LLC may suspend or terminate service if violation continues. (Attachment A)
2. Second Warning – If there is a second offense in 12-month period, a second warning will be sent. This letter will notify the member of their copyright infringement and violation of COASTCONNECT, LLC's AUP and T&C. The letter will also inform the member that COASTCONNECT, LLC may suspend or terminate service if violation continues. (Attachment B)
3. Final Warning – If there is a third offense in a 12-month period, COASTCONNECT, LLC will issue a final warning letter to the member. This letter will be sent via certified mail. This letter will notify the member of their copyright infringement and violation of COASTCONNECT, LLC's AUP and T&C. The letter will also inform the member that COASTCONNECT, LLC may suspend or terminate service if violation continues. (Attachment C)
4. Notice of Termination – If there is a fourth offense in a 12-month period, COASTCONNECT, LLC will terminate the service and send a letter to the member via certified mail. This letter will notify the member that their account has been terminated effective immediately and that equipment should be returned to COASTCONNECT, LLC. (Attachment D)

COASTCONNECT, LLC reserves the right act immediately and without notice to suspend or terminate services in response to a court order or other legal requirement that certain conduct be stopped, or when COASTCONNECT, LLC determines that the conduct may:

- Expose COASTCONNECT, LLC to sanctions, prosecution or civil action;
- Cause harm to or interfere with the integrity or normal operations of COASTCONNECT, LLC's network or facilities;
- Interfere with another person's use of COASTCONNECT, LLC Services or the Internet;
- Damage or disparage the reputation of COASTCONNECT, LLC or its services; or
- Otherwise present a risk of harm to COASTCONNECT, LLC or COASTCONNECT, LLC's customers or their employees, officers, directors, agents, or other representatives.

B. Record Retention

All Copyright Infringement Notifications and supporting documentation shall be retained for a minimum of five years. All correspondence with the member shall be retained for a minimum of five years. COASTCONNECT, LLC will also maintain a database of all Copyright Infringement Notifications that includes account number, date of notification, etc.

C. Responsibility

Wilson Eaton, Esq., CoastConnect's Board Attorney, is listed as the FCC and ISP Designated Agent and will be the primary point of contact for all Copyright Infringement Notifications. This position, with the help of IT and customer support, are responsible for carrying out the steps of this procedure.

Attachment A (DMCA 1st Warning - sample)

(Date)

(Account Holder Name)

(Street Address) (City State, Zip)

Dear (Name),

Re: (Account Number Here)

The purpose of this warning is to inform you that COASTCONNECT, LLC has received a notice of copyright infringement sent pursuant to the Digital Millennium Copyright Act ("DMCA") in connection with your account. The DMCA, passed by Congress in 1998, allows copyright owners to notify a service provider such as COASTCONNECT, LLC of alleged copyright infringement carried out on the provider's network.

Unauthorized posting, copying/or distribution of copyrighted material is a violation of COASTCONNECT, LLC Acceptable Use Policy (AUP) and the Broadband Service Order and Agreement (Agreement) which prohibit use of the COASTCONNECT, LLC Network and Services in any manner that would infringe or otherwise violate the intellectual property rights of others. The COASTCONNECT, LLC AUP and Agreement state that COASTCONNECT, LLC may suspend or terminate your service for violation of the AUP and/or Agreement.

We encourage enabling secured passwords on your home Wi-Fi network if you have one to avoid unauthorized use of your Internet connection.

Please be advised that if this violation continues, or if additional violations occur, COASTCONNECT, LLC may take further action, including the suspension or termination of your Service. Please contact our office with any questions.

Thank you for your attention to this matter,

COASTCONNECT, LLC

(Attach copy of email/document from infringement notice and any screen shot of IP assignment you may have)

Attachment B (DMCA 2nd Warning - sample)

(Date)

(Account Holder Name)

(Street Address) (City State, Zip)

Dear (Name),

Re: (Account Number Here)

The purpose of this letter is to inform you that COASTCONNECT, LLC has received an additional notice of copyright infringement sent pursuant to the Digital Millennium Copyright Act ("DMCA") in connection with your account. The DMCA, passed by Congress in 1998, allows copyright owners to notify a service provider such as COASTCONNECT, LLC of alleged copyright infringement carried out on the provider's network.

Unauthorized posting, copying/or distribution of copyrighted material is a violation of COASTCONNECT, LLC.'s Acceptable Use Policy (AUP) and of the Broadband Service Order and Agreement (Agreement), which prohibit use of the COASTCONNECT, LLC Network and Services in any manner that would infringe or otherwise violate the intellectual property rights of others. The COASTCONNECT, LLC AUP and Agreement both state that COASTCONNECT, LLC. may suspend or terminate your service for violation of the AUP and/or Agreement.

Please be advised that previous notifications explained that if additional violations occurred, COASTCONNECT, LLC could take further action, including the suspension or termination of your Service.

Please contact our office with any questions.

Sincerely,

COASTCONNECT, LLC

(Attach copy of email/document from infringement notice)

FINAL WARNING

(Date)

(Account Holder Name)

(Street Address) (City State, Zip)

Dear (Name),

Re: (Account Number Here)

The purpose of this warning is to inform you that COASTCONNECT, LLC has received another notice of copyright infringement sent pursuant to the Digital Millennium Copyright Act (“DCMA”) in connection with your account. The DMCA passed by Congress in 1998, allows copyright owners to notify a service provider such as COASTCONNECT, LLC of alleged copyright infringement carried out on the provider’s network.

Unauthorized posting, copying/or distribution of copyrighted materials is a violation of COASTCONNECT, LLC’s Acceptable Use Policy (AUP) and the Broadband Service Order and Agreement (Agreement) which prohibit use of the COASTCONNECT, LLC Network and Services in any manner which would infringe or otherwise violate the intellectual property rights of others. COASTCONNECT, LLC’s AUP and Agreement both state that COASTCONNECT, LLC may suspend or terminate your service for violation of the AUP and/or Agreement.

Please be advised that if this violation continues, or if additional violations occur, COASTCONNECT, LLC may take further action, including the suspension or termination of your Service. Please contact our office with any questions.

Sincerely,

COASTCONNECT, LLC

(Attach copy of email/document from infringement notice and any screen shot of IP assignment you may have)

Attachment D (DMCA Termination Notice)

(Date)

(Account Holder Name)

(Street Address) (City State, Zip)

Dear (Name),

Re: (Account Number Here)

This notice is to inform you that COASTCONNECT, LLC will be suspending/disconnecting your account as of INSERT DATE. COASTCONNECT, LLC has received another notice of copyright infringement sent pursuant to the Digital Millennium Copyright Act (“DCMA”) in connection with your account. The DMCA passed by Congress in 1998, allows copyright owners to notify a service provider such as COASTCONNECT, LLC of alleged copyright infringement carried out on the provider’s network.

Unauthorized posting, copying/or distribution of copyrighted materials is a violation of COASTCONNECT, LLC’s Acceptable Use Policy (AUP) and Broadband Service Order and Agreement (Agreement) which prohibit use of the COASTCONNECT, LLC Network and Services in any manner which would infringe or otherwise violate the intellectual property rights of others. COASTCONNECT, LLC’s AUP and Agreement both state that COASTCONNECT, LLC may suspend or terminate your service for violation of the AUP and/or Agreement.

Please be advised that we have received previous violations and have accordingly sent notification to you of this issue. Based on the additional notification of copyright violation we have no choice but to suspend/terminate your Service. Please contact our office with any questions.

Sincerely,

COASTCONNECT, LLC

(Attach copy of email/document from infringement notice and any screen shot of IP assignment you may have)