



United Communications DMCA policy Copyright Infringement and Repeat Infringer Policy

United Communications respects the intellectual property rights of third parties and requires all subscribers and users of its Internet service to comply with U.S. copyright and related laws. Accordingly, subscribers and users may not store any material on or use United Communications Internet systems or servers in any manner that constitutes an infringement of third-party intellectual property rights, including under U.S. copyright law.

In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, it is the policy of United Communications to suspend or terminate, in appropriate circumstances, the service provided to any subscriber or account holder who is deemed to infringe third party intellectual property rights, including repeat infringers of copyrights.

United Communications may take the following actions against subscribers and account holders who have been reported to be in violation of U.S. copyright law by a copyright owner or its agent for downloading, uploading, distributing, storing, copying, or otherwise making available copyrighted materials:

- First and second alerts notify subscribers that their Internet account has allegedly been used for copyright infringement and provide subscribers with an explanation of how to avoid future offenses. The first and second alerts are active for 60 days after the second alert has been issued. Alerts will be issued to the E-mail account on the subscriber's record.
- Subsequent alerts notify subscribers that their Internet account has allegedly been used for copyright infringement, provide subscribers with a detailed explanation of how to avoid future offenses, and explain troubleshooting procedures that may be used to resolve the alleged copyright infringement. Subsequent alerts may trigger mitigation measures.
- Notwithstanding the foregoing, United Communications expressly reserves the right to suspend, terminate, or take other interim action at any time regarding the service of any user or account holder if United Communications, in its sole judgment, believes that circumstances relating to an infringement of third party intellectual property rights warrant such action.

If you believe that copyrighted material has been used or otherwise been made available on United Communications' Internet service in a manner that is not authorized by the copyright owner, its agent or the law, you may contact United Communications' Designated Agent using a notification of claimed infringement form that satisfies the requirements of 17 U.S.C. § 512(c)(3), as follows:

Abuse Department
United Communications
120 Taylor Street
Chapel Hill, TN 37034
abuse@gounited.net
800-779-2227

All notifications of claimed infringement must comply with the Copyright Act. Notifications that do not comply with the Copyright Act, along with notifications that do not concern a United Communications subscriber will be discarded. Properly formatted and submitted complaints on multiple titles within the same 24-hour period will be considered a single notification.

Notices and counter-notices are only accepted to address copyright infringement claims and are not the proper method to assert other legal claims (*i.e.* non-copyright issues such as defamation or privacy) or violations of terms of use. Pursuant to 17 U.S.C. § 512(f), anyone who knowingly makes material misrepresentations regarding alleged copyright infringement may be liable to United Communications, the alleged infringer, and the affected copyright owner for any damages incurred in connection with the removal, blocking, or replacement of allegedly infringing material.

Any United Communications subscriber or account holder that is subject to a DMCA take-down notice may submit a written counter-notice pursuant to 17 U.S.C. § 512(g)(3).** A counter-notice must contain: (1) your physical or electronic signature; (2) identification of the material that has been removed or to which access has been disabled and the location at which the material appeared before it was removed or access to it was disabled; (3) a statement under penalty of perjury that you have a good faith belief that the material was removed or disabled due to a mistake or misidentification of the material to be removed or disabled; and (4) your name, address and telephone number along with a statement that you consent to jurisdiction in the Federal District Court of the judicial district in which your physical address is located and that you will accept service of process from either the claimed infringement to us or an agent of that person. **A fee for the processing of this request may apply.