

# United Communications' DMCA Repeat Infringer Policy for Internet Service

This article answers frequently asked questions about United Communications' DMCA Compliance Policy.

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## DMCA Overview

### *What is the DMCA?*

"DMCA" stands for the Digital Millennium Copyright Act.

The DMCA provides copyright owners with a process for notifying service providers that store or host customer content (such as websites, hosting services and Internet service providers) of alleged copyright infringements by their users. In most cases, these service providers are required to act on valid notifications and to terminate (in appropriate circumstances) subscribers and account holders who are repeat copyright infringers.

Copyright infringement takes a variety of forms, but frequently consists of the unauthorized copying or sharing of files containing music, movies, television shows or computer games.

We are committed to complying with U.S. copyright laws and we require all **United Communications'** Internet customers to comply with them, too. Therefore, our customers and users may not store any material or content, or access, share or distribute any material or content using **United Communications'** Internet services, in any manner that constitutes an infringement of third party copyright rights.

To learn more about DMCA, see [\*The Digital Millennium Copyright Act of 1998\*](#).

*What is United Communications' DMCA Repeat Infringer Policy?*

We place accounts of customers for whom we receive multiple DMCA notifications of alleged infringement into a multi-step DMCA Repeat Infringer Policy. Upon receipt of repeated DMCA notifications in a calendar month, the customer account will progress from one policy step to the next one.

Actions that we may take under the DMCA Repeat Infringer Policy include sending alerts of increased visibility to the account's customer of record. In order to acknowledge these alerts, we may require the customer to call our support team. We also reserve the right to suspend or terminate, as well as apply other interim measures to, the United Communications' Internet service of any customer for whom we have continued to receive DMCA notifications of alleged infringement even after we have sent repeat infringer alerts. In addition, we may terminate in our sole discretion other United Communications' services provided to these customers when we terminate the United Communications' Internet service under this policy.

*Who is a Repeat Infringer under your policy?*

Any infringement of third party copyright rights violates the law. We reserve the right to treat any customer account for whom we receive multiple DMCA notifications from content owners as a repeat infringer.

*How many DMCA notifications trigger the next step in the Repeat Infringer Policy?*

Any infringement of third party copyright rights violates the law. We reserve the right to move a customer account to the next step of the policy upon receiving any number of DMCA notifications from content owners in a given month, or upon learning that the account holder is a repeat infringer.

*How will I be notified about the DMCA Repeat Infringer Policy?*

You may receive an email alert to the preferred email address on your account or a letter to your home address. You may also receive an in-browser notification, a recorded message to your telephone number on file, a text message to your mobile telephone number on file, or another form of communication.

*Does your DMCA Policy respect my privacy?*

Yes. As an Internet service provider, we typically receive notifications of alleged infringement from content owners that include a non-personally identifying set of numbers (known as an Internet protocol or IP address). This IP address is visible to third parties on the Internet and is associated with activity that the copyright owner alleges is infringing. If we are able to match the IP address on the date and time listed in the content owner's notification with our records, then we may generate a DMCA notification to our customer whose account was assigned that IP address, as well as a repeat infringer alert (if applicable). We do not disclose any information about your identity to content owners under the DMCA (unless there is a valid court order requiring us or one of our affiliates to do so).

*Can my United Communications' services be impacted by the DMCA Repeat Infringer Policy?*

Yes. Triggering steps under this policy may result in the following: a persistent in-browser notification or other form of communication that requires you to call us; a temporary suspension of, or other interim measures applied to, your service; or the termination of your United Communications' Internet service as well as your other United Communications' services.

For issues related to service impact due to the DMCA Repeat Infringer Policy, please contact us at 1-800-779-2227. Check our website for updated Customer Service Department hours.

United Communications' DMCA Repeat Infringer Policy - Internet Frequently Asked Questions

*What happens if my Internet service is suspended under the DMCA Repeat Infringer Policy?*

If your Internet account is suspended, you will have no Internet access or service during suspension. This means any services and devices that use the Internet (e.g., your computer, a tablet, or a gaming console) will not properly work or will not work at all. United Communications' Video Services will not work and United Communications' Voice/Phone Services or other phone services that rely on the Internet will not work.

To end the suspension of your Internet service, you must call us at 1-800-779-2227. Your regular service charges apply during suspension.

*What happens if my Internet service is terminated under the DMCA Repeat Infringer Policy?*

If you reach the point of service termination, we will terminate your Internet service and related add-ons (e.g., Managed Wi-Fi) 14 days from the date of your final notice made under our DMCA Repeat Infringer Policy. If you also have United Communications' TV and/or Voice/Phone services, they will be terminated at the same time, though you can arrange to reactivate these other services.

When your services are cancelled in connection with a violation of the DMCA Repeat Infringer Policy, we will not charge you an early termination fee that would otherwise be

applicable. Unreturned equipment charges will still apply.

*How long does the termination of Internet under the DMCA Repeat Infringer Policy last?*

Termination of Internet will be in effect for the period of time communicated to you, typically no less than 180 days.

*When can I reactivate my Internet service?*

During the termination period your Internet service will not be restored for any reason. After this period, if you wish to restore your Internet service, you must call us to apply, as we will not automatically restore services to you.

*When can I reactivate my other services?*

You may restore your other services immediately, but not Internet service. Your package and services will need to be repriced. Please call us to place a new order.

*I reactivated my Internet service after its termination under the DMCA Repeat Infringer Policy. What happens if I trigger the policy again?*

Our DMCA Repeat Infringer Policy applies to all Internet customers at all times. We reserve the right to apply an accelerated version of our multi-step policy for Internet accounts that were previously terminated under our DMCA Repeat Infringer policy. We will apply this policy if we receive new notifications of alleged infringement from content owners about a previously terminated account. Any subsequent termination of an Internet account in these circumstances will be in effect for the period of time communicated to you, typically no less than 365 days.

Support for the DMCA Repeat Infringer Policy

*Where can I get support for this policy?*

Please contact us at 1-800-779-2227 if you have any questions or concerns related to our DMCA Policy and the Repeat Infringer Policy. A service representative will help you with your copyright-related questions.