

# Acceptable Use Policy + Privacy Statement

## Acceptable Use Policy

1. Users may make any lawful use of the network and the information, software, or other content transmitted or received through it. Users may not transmit or receive any material in violation of any international, federal, state or local law or regulation.
2. Customers of UniTel, Inc. who subscribe to services regulated by the Maine Public Utilities Commission and contained in UniTel's tariff are subject to the regulations, terms and conditions contained in that tariff.
3. Customers may make any lawful use of the network and the information, software, or other content transmitted or received through it. Customers may not transmit or receive any material in violation of any international, federal, state or local law or regulation.
4. Basic services as defined by the Maine Public Utilities Commission are subject to collection action as described in the Commission's Rules, MPUC Chapter 290. All other services may be disconnected at any time, with notice as required by law, if payments are delinquent or if, in UniTel's opinion, the network is being used in any way in violation of the Acceptable Use Policy, including excessive usage.
5. The services furnished by UniTel are for use by customers only. Customers may not resell or share services provided on a retail basis.
6. UniTel's unlimited toll service is a residential service available only for reasonable personal, non-commercial use. UniTel reserves the right to disconnect unlimited toll service, at its discretion, if the customer displays a pattern of excessive usage defined as over 2,000 minutes per month
7. Users must take security measures for each computer used on the UniTel network. This includes the use of anti-virus and anti-spyware software.
8. UniTel's Broadband is for use by customers only. Users may not rebroadcast or share the Broadband signal between more than one residence or place of business.
9. The transmission and exportation from the United States of technical data is subject to compliance with the U. S. Export Administration Act of 1979, as amended, the Arms Export Control Act of 1976, as amended and numerous other rules, laws and regulations which restrict the export of software, technical data, documentation and products.
10. Users agree not to interfere with or disrupt other network users, services or equipment. Disruptions include, but are not limited to, distribution of unsolicited advertising (SPAM), propagation of computer worms and viruses and using the network

to make unauthorized or unlawful entry to any machine, computer or database, accessible via the network.

11. Users agree to act in good faith and to respect the conventions of the Internet Community and the newsgroups, networks, sites and services accessed.

12. Users acknowledge that it is their sole responsibility for the contents of transmissions under their user name. Users agree to indemnify and hold harmless UniTel, from any claims, costs or damages resulting from the user's unauthorized, illegal or improper reception or transmission of data in violation of any international, federal, state or local law or regulation.

13. UniTel may disconnect any user, at any time, without prior notice, if in UniTel's opinion the network is being used in any way in violation of the Acceptable Use Policy. UniTel shall also have all other remedies available by law. UniTel shall have no liability to customer resulting from said disconnection.

14. Users agree to act on their own behalf and shall not utilize the UniTel services, equipment or systems in such a way as to compete with UniTel, absent an express written license from UniTel.

## **Privacy Policy**

UniTel, Inc. is committed to respecting and protecting the privacy of all customer information , in particular the privacy of customer proprietary network information (or CPNI). We have strict policies governing access by employees and others to customer communications and information. We access customer accounts, records or reports for authorized business purposes only. We educate our employees about their obligation to safeguard customer information and communications, and we hold them accountable for their actions.

If you have any questions or comments concerning this Privacy Policy, please contact one of our Customer Service Representatives at (207) 948-3900.

**NOTE: THIS DOCUMENT IS SUBJECT TO CHANGE WITHOUT NOTIFICATION**