



# CUSTOMER ACCEPTABLE USE POLICY

In an effort to protect the systems and services of TekLinks, Inc. dba C Spire Business ("CSB"), its customers, and maintain our commitment to the highest quality of service, this Customer Acceptable Use Policy is set forth. By subscribing to CSB services or systems you acknowledge that you have read and understand the terms set forth in this policy.

## COPYRIGHT

No copyrighted material will be stored or cached on any system or device owned or operated by CSB without permission of the material owner, designated agent or as permitted within allowances prescribed by the Digital Millennium Copyright Act.

## DIGITAL MILLENNIUM COPYRIGHT ACT (DMCA)

CSB will honor all properly submitted notices for removal by the copyright holder or agent to remove materials stored on hosted or managed devices. CSB will also honor the protection offered to the customer as prescribed by the DMCA. Please refer to the CSB Digital Millennium Copyright Compliance Policy for additional information.

## UNSOLICITED E-MAIL

Sending unsolicited commercial electronic mail (spam email) is explicitly prohibited. This includes unintentional sending of unsolicited commercial electronic mail resulting from unsecured devices (including, but not limited to: open relay, SMTP proxy, and other exploits). CSB will take appropriate steps to mitigate activity reported as spam. This may include the blocking of IP traffic or suspension of service.

## ILLEGAL OR MALICIOUS ACTIVITY

CSB customers shall use systems and services in accordance with all applicable local, state, and federal laws. Customers shall not use CSB systems or services to conduct any business or activity for the purposes of solicitation or performance of any activity that is prohibited by law or infringes upon the use of CSB systems or services by other customers.

- Attempts to exploit other devices or services on and off of the CSB network without direct or implied permission are not permitted. Violations of system or network security may result in criminal and civil liability.
- Customer is responsible for safeguarding all login and password credentials provided in order to access CSB systems and services and will be held responsible for activity related to misuse.
- CSB will extend full cooperation to law enforcement agencies in situations where criminal activity is suspected. CSB will notify customer regarding such investigation as is permitted by investigating law enforcement agency.

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- CSB will limit traffic from the offending device or network to mitigate any security concerns and/or minimize impact to other customers.
- CSB will notify customers of an exploited device suspected of being used for potential malicious activity.

## RESELLING OF SERVICES

Reselling of any services provided by CSB is permitted only with a partner reseller agreement in place.

## FAILURE TO COMPLY

Failure to comply with CSB Acceptable Use Policy may result in the immediate termination of services as well as civil or criminal penalties.

CSB shall not be held liable for any damages suffered by any Customer, Client, or third party resulting from its failure to comply with the provisions under this policy. Customer is responsible for any legal fees or charges resulting from the violation of these policies, including compromise of any Customer secure password.

To report violations of the Customer Acceptable Use Policy, send all supporting documentation regarding the complaint to [CSB-Abuse@CSpire.com](mailto:CSB-Abuse@CSpire.com).

CSB reserves the right to modify this policy at any time.