



## OPERATING PROCEDURES - COPYRIGHT INFRINGEMENT

### I. **Objective:**

Lake Region Technology & Communications, LLC adheres to the Online Copyright Infringement Liability Act of 1998 (17 U.S.C. § 512). As required by that Act, the following policy reserves the right for Lake Region Technology & Communications, LLC to terminate the internet service of customers who repeatedly infringe copyrights.

### II. **Policy:**

Under the Digital Millennium Copyright Act ("DMCA"), copyright owners may notify a service provider, such as Lake Region Technology & Communications, LLC, of alleged copyright infringement on the provider's network.

#### **Procedures for Addressing Copyright Infringement Notifications:**

Per the Digital Millennium Copyright Act ("DMCA") and LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC's policies, the following procedures shall be implemented when LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC receives a notification of copyright infringement:

1. **First Warning:** Upon receiving a notification of alleged copyright infringement, LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC will issue a written notice to the member, informing them of the infringement and their violation of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC's Acceptable Use Policy ("AUP"). The notice will also advise the customer that continued violation may result in suspension or termination of service. (See Attachment A)
2. **Second Warning:** If a second violation occurs within a 12-month period, a second warning will be issued. This notice will reiterate the customer's copyright infringement and violation of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC's AUP. The customer will again be notified that further violations may result in suspension or termination of service. (See Attachment B)
3. **Final Warning:** In the event of a third violation within a 12-month period, LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC will send a final written notice. This notice will inform the customer of the infringement and their continued violation of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC's AUP. The notice will also advise that continued violation may result in the suspension or termination of service. (See Attachment C)
4. **Notice of Termination:** Should a fourth violation occur within a 12-month period, LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC will terminate the customer's service. At this time, all equipment provided by LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC must be returned immediately to avoid unreturned equipment charges. (See Attachment D)

**Immediate Suspension or Termination of Service:** LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC reserves the right to suspend or terminate services immediately and without prior notice in response to a court order or other legal requirements that mandate cessation of certain conduct. Additionally, LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC may take such actions if it determines that the conduct in question may:

- Expose LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC to sanctions, prosecution, or civil action;
- Cause harm to or disrupt the integrity or normal operations of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC's network or facilities;
- Interfere with the use of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC's services by other individuals or entities;
- Damage or disparage the reputation of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC or its services;
- Otherwise, there is a risk of harm to LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC, its customers, employees, officers, directors, agents, or representatives.

### **III. Record Retention Policy:**

LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC shall retain all Copyright Infringement Notifications, correspondence, and associated supporting documentation related to copyright infringement matters in a secure vault at its headquarters for five (5) years. Additionally, a database containing relevant details, including but not limited to the account number, date of notification, and other pertinent information, will be maintained for all Copyright Infringement Notifications.

### **IV. Responsibility:**

The Senior Director of IT & Broadband of LAKE REGION TECHNOLOGY & COMMUNICATIONS, LLC is designated as the FCC and ISP Designated Agent. He/She shall serve as the primary point of contact for all Copyright Infringement Notifications. In collaboration with the Broadband OSP/ISP Supervisor, IT department, and Customer Support, the Senior Director of IT & Broadband shall implement and execute the procedures outlined in this policy