

San Isabel Telecom

570 Lindbergh Drive
Gypsum, CO 81637
970.337.1300

Acceptable Use Policy

San Isabel Telecom provides access to the Internet via a public or private IP address. Customer is responsible for configuring and maintaining customer's internal LAN. Customer is responsible for installing and maintaining firewalls, antivirus programs, and other network protection devices. Customer should be aware that these devices frequently require updates and must be managed internally by customer or contractor working for the customer.

San Isabel Telecom provides a pipeline to the Internet. This pipe- line ends at the customer premise router. San Isabel Telecom is not responsible for damage to or interruptions in service caused by viruses, Trojans, or other malicious entities on the Internet. San Isabel Telecom refuses to provide service to hackers, spammers, and other users sending malicious or unsolicited materials to the Internet. Evidence of malicious activity may result in suspension of service.

Customer agrees that the service will not be used for malicious or criminal purposes, including, but not limited to, spamming, hacking, unauthorized intrusion, denial of service (DoS) attacks, or other potentially harmful activity. Resale is not permitted.

San Isabel Telecom reserves the right to monitor bandwidth patterns for the safety and security of its network. San Isabel Telecom is not obligated to monitor services. San Isabel Telecom may share information with government or other legal requests as required by law or to protect its network or to protect other users on the Internet.

Customer agrees to keep the account in good standing and to immediately report any suspected error in billing.

Customer is responsible for ensuring all parties on customer's connection comply with this Acceptable Use Policy.

San Isabel Telecom strives to provide high availability rates and conducts regularly scheduled maintenance during non-peak usage hours. Due to the nature of the Internet, San Isabel Telecom cannot guarantee 100% access to the Internet or to specific portions of the Internet. San Isabel Telecom's bandwidth is routinely tested to multiple web servers. Bandwidth speeds to other Internet servers may not be reliable as those servers may have other requests or demands, experiencing a DoS attack, or other factors beyond San Isabel Telecom's control.

If San Isabel Telecom technicians are summoned to customer's premises and troubleshooting methods determine that the problem is on the customer's LAN, there may be a service charge issued to the customer's account at the rate of \$60 per hour billed in 1 hour increments.

Please read, sign and fax it to: 970.377.1302

Signature