



## OPERATING PROCEDURES COPYRIGHT INFRINGEMENT

### Objective:

SWIFTCURRENT CONNECT, INC. complies with the Online Copyright Infringement Liability Act of 1998 (17 U.S.C. § 512). As required by that Act, this policy reserves the right for SWIFTCURRENT CONNECT, INC. to terminate the internet service of subscribers who repeatedly infringe copyrights.

### Policy:

Pursuant the Digital Millennium Copyright Act (“DMCA”), copyright owners may notify a service provider such as SWIFTCURRENT CONNECT, INC. of alleged copyright infringement carried out on the provider’s network.

When SWIFTCURRENT CONNECT, INC. receives a notification of copyright infringement, it will take the following steps:

- First warning – Letter is sent to subscriber notifying them of their copyright infringement and violation of SWIFTCURRENT CONNECT, INC.’s Acceptable Use Policy (AUP) and the Broadband Service Order and Agreement Terms & Conditions (T&C). This letter will also inform them that SWIFTCURRENT CONNECT, INC. may suspend or terminate service if violation continues.
- Second warning – If there is a second offense in 12-month period, a second warning will be sent. This letter will notify the subscriber of their copyright infringement and violation of SWIFTCURRENT CONNECT, INC.’s AUP and T&C. The letter will also inform the subscriber that SWIFTCURRENT CONNECT, INC. may suspend or terminate service if violation continues.
- Final warning – If there is a third offense in a 12-month period, SWIFTCURRENT CONNECT, INC. will issue a final warning letter to the subscriber. This letter will be sent via certified mail. This letter will notify the subscriber of their copyright infringement and violation of SWIFTCURRENT CONNECT, INC.’s AUP and T&C. The letter will also inform the subscriber that SWIFTCURRENT CONNECT, INC. may suspend or terminate service if violation continues.

- Notice of termination – If there is a fourth offense in a 12-month period, SWIFTCURRENT CONNECT, INC. will terminate the service and send a letter to the subscriber via certified mail. This letter will notify the subscriber that their account has been terminated effective immediately and that equipment should be returned to SWIFTCURRENT CONNECT, INC.

SWIFTCURRENT CONNECT, INC. reserves the right act immediately and without notice to suspend or terminate services in response to a court order or other legal requirement that certain conduct be stopped, or when SWIFTCURRENT CONNECT, INC. determines that the conduct may:

Expose SWIFTCURRENT CONNECT, INC. to sanctions, prosecution or civil action; Cause harm to or interfere with the integrity or normal operations of SWIFTCURRENT CONNECT, INC.'s network or facilities; Interfere with another person's use of SWIFTCURRENT CONNECT, INC. Services or the Internet; Damage or disparage the reputation of SWIFTCURRENT CONNECT, INC. or its services; or Otherwise present a risk of harm to SWIFTCURRENT CONNECT, INC. or SWIFTCURRENT CONNECT, INC.'s customers or their employees, officers, directors, agents, or other representatives.

#### **Record Retention:**

All Copyright Infringement Notifications and supporting documentation shall be kept in a secure physical or electronic location at SWIFTCURRENT CONNECT, INC. headquarters for five years.

All correspondence with the subscriber shall be retained in SWIFTCURRENT CONNECT, INC.'s imaging system for a minimum of five years.

A database that includes, account number, date of notification, etc. will also be kept of all Copyright Infringement Notifications.

#### **Responsibility:**

The SWIFTCURRENT CONNECT, INC Compliance Officer is listed as the FCC and ISP Designated Agent and will be the primary point of contact for all Copyright Infringement Notifications. This position, with the help of IT and customer support, are responsible for carrying out the steps of this policy. Inquiries and correspondences can be electronically sent to [legalnotice@piercepepin.coop](mailto:legalnotice@piercepepin.coop) or sent via U.S. Postal Mail to: PO Box 420 Ellsworth, WI 54011.