Comcast Business Services Acceptable Use Policy

Why is Comcast providing this Policy to my business?

Comcast's goal is to provide its customers with the best commercial Internet service possible. In order to help accomplish this, Comcast has adopted this Acceptable Use Policy (the "Policy"). This Policy outlines acceptable use of Comcast Business Services High-Speed Internet service, including Comcast-provided WiFi Internet service (collectively, the "Service"). This Policy is in addition to any other restrictions contained in any applicable terms and conditions or other agreements for Small Business or Enterprise services. All capitalized terms used in this Policy that are not defined here have the meanings given to them in the Business Services Agreement.

All Comcast Business Services High-Speed Internet customers and all others who use the Service (the "customer," "user," "you," or "your") must comply with this Policy. Your business' failure to comply with this Policy could result in the suspension or termination of its Service account. In these cases, termination or other charges may apply. If your business does not agree to comply with this Policy, it must immediately stop all use of the Service and notify Comcast so that it can close your business' account.

Does this Policy apply to my use of Comcast Business Services WiFi-identified services inside and outside of my premises and in public places?

This Policy applies to your use of the Service if you are a Comcast Business Services High-Speed Internet customer who accesses Comcast-provided, Comcast Business Services WiFi-identified services inside or outside of your premises or in public places using a Comcast Business Services login and password. You can learn more about Comcast-provided WiFi services by going to http://business.comcast.com/internet/business-internet/business-wifi. In the event certain provisions of this Policy may not apply to all uses of Comcast Business Services WiFi-identified services, we explain those exceptions at http://business.comcast.com/internet/business-internet/faq.

How will my business know when Comcast changes this Policy and how will it report violations of this Policy?

Comcast may revise this Policy from time to time. For a copy of this document, please visit http://www.business.comcast.com/smb/acceptable-use-policy or call 800-391-3000. Comcast will use reasonable efforts to make customers aware of any changes to this Policy, which may include sending email announcements or posting information on the Comcast Business Services web site. Revised versions of this Policy are effective immediately upon posting. Accordingly, customers of the Service should read any Comcast announcements they receive and regularly visit the Comcast Business Services web site and review this Policy to ensure that their activities conform to the most recent version. Your business can send questions regarding this Policy to, and report violations of it at, http://security.comcast.net/get-help/contact-

comcast-security.aspx. To report a child exploitation incident involving the Internet, go to http://xfinity.comcast.net/constantguard/Support/Submitting-Reports.

I. Prohibited Uses and Activities

What uses and activities does Comcast prohibit?
In general, the Policy prohibits uses and activities involving the Service that are illegal, infringe the rights of others, or interfere with or diminish the use and enjoyment of the Service by others. For example, these prohibited uses and activities include, but are not limited to, using the Service, Customer-Provided Equipment, or the Comcast Equipment, either individually or in combination with one another, to:

Conduct and information restrictions

- undertake or accomplish any unlawful purpose. This includes, but is not limited to, posting, storing, transmitting or disseminating information, data or material which is libelous, obscene, unlawful, threatening or defamatory, or which infringes the intellectual property rights of any person or entity, or which in any way constitutes or encourages conduct that would constitute a criminal offense, or otherwise violate any local, state, federal, or non-U.S. law, order, or regulation;
- post, store, send, transmit, or disseminate any information or material which a reasonable person could deem to be unlawful;
- upload, post, publish, transmit, reproduce, create derivative works of, or distribute in any way information, software or other material obtained through the Service or otherwise that is protected by copyright or other proprietary right, without obtaining any required permission of the owner;
- transmit unsolicited bulk or commercial messages commonly known as "spam;
- send very large numbers of copies of the same or substantially similar messages, empty messages, or messages which contain no substantive content, or send very large messages or files that disrupts a server, account, blog, newsgroup, chat, or similar service;
- initiate, perpetuate, or in any way participate in any pyramid or other illegal scheme;
- participate in the collection of very large numbers of email addresses, screen names, or other identifiers of others (without their prior consent), a practice sometimes known as spidering or harvesting, or participate in the use of software (including "spyware") designed to facilitate this activity;
- collect responses from unsolicited bulk messages;
- use IRC (Internet Relay Chat) or other chat services or tools to flood chats, establish more than two (2) concurrent chat connections per device at any time, or use unattended clones, bots, or other automated programs to engage in chats;
- falsify, alter, or remove message headers;
- falsify references to Comcast or its network, by name or other identifier, in messages;
- impersonate any person or entity, engage in sender address falsification, forge anyone else's digital or manual signature, or perform any other similar fraudulent activity (for example, "phishing");
- violate the rules, regulations, terms of service, or policies applicable to any network, server, computer database, service, application, system, or web site that you access or use;

Technical restrictions

- access any other person's computer or computer system, network, software, or data without his or her knowledge and consent; breach the security of another user or system; or attempt to circumvent the user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for your business, logging into or making use of a server or account your business is not expressly authorized to access, or probing the security of other hosts, networks, or accounts without express permission to do so;