

CriticalPath Communications Acceptable Use Policy

1. Purpose of This Policy

CriticalPath Communications is committed to ensuring fair use, maintaining network integrity, complying with regulations, and preventing abuse, fraud, and misuse of our services. To achieve these goals, we have established this Acceptable Use Policy ("Policy").

This Policy applies to all customers using CriticalPath Communications' phone and internet services (the "Service"), including:

- Phone services with a limited number of minutes per month.
- Restrictions on long-distance and toll numbers.
- Internet services with data caps on select plans.

Customers who exceed their allotted minutes or data may incur additional charges or face service termination in cases of abuse or misuse. This Policy works in conjunction with our Terms and Conditions, which can be found at <https://criticalpathcommunications.com/terms-conditions/>. In the event of any conflict between this Policy and our Terms and Conditions, the Terms and Conditions shall take precedence.

2. Scope of This Policy

This Policy applies to all customers, employees, contractors, and third parties who use CriticalPath Communications' Service.

- **Commercial Use Only:** CriticalPath Communications' Service is intended solely for commercial use.

Residential use is not provided or authorized under any circumstances.

- **Account Holder Responsibility:** The account holder is responsible for ensuring that all users under their account comply with this Policy.
- **Disagreement with This Policy:** If a customer does not agree to this Policy, they must notify CriticalPath Communications in writing. Customers who choose to discontinue service due to this Policy may be subject to early termination fees as defined in our Terms and Conditions. Equipment rental policies, also outlined in the Terms and Conditions, may also apply in such cases.

3. Prohibited Uses

The following activities are strictly prohibited when using CriticalPath Communications' Service:

3.1 Phone Service Restrictions

- Phone services are provisioned with a limit of **250 minutes per account per month**.
- Overages will be charged on a per-minute basis as outlined in the applicable service agreement.
- The internet connection provisioned for phone service is strictly limited to supporting the provided phone service and may not be used for any other purpose.
- Unauthorized international, toll, or premium-rate calls are not permitted.
- Using the Service for automated robocalls, spam calling, or any fraudulent activities is strictly prohibited.

3.2 Internet Service Restrictions

- Internet services provisioned for **fixed wireless** are intended strictly for **building mechanics and automation**.
- Data usage is **restricted for video streaming sites and other non-business-related platforms** as determined by CriticalPath Communications.
- Throttling or overage charges may be applied **at our discretion** and within the parameters of the specific product offering.
- Hosting public servers, VPNs, or bandwidth-intensive applications that affect network performance is prohibited.
- Customers may not share or resell their internet connection to third parties.

3.3 General Restrictions

- Engaging in unlawful activities, including fraud, hacking, unauthorized access attempts, or network tampering, is strictly prohibited.
- High-risk activities such as **cryptocurrency mining are explicitly forbidden**.
- Customers may not transmit or disseminate obscene, defamatory, or copyrighted material without authorization.
- Sending unsolicited bulk communications or spam emails is not allowed.
- Using CriticalPath Communications' Service for operating as an Internet Service Provider (ISP) or reselling services without prior written approval is prohibited.

- Engaging in activities that may harm the integrity of CriticalPath Communications' network, such as denial-of-service (DoS) attacks, port scanning, or network congestion, is strictly prohibited.

4. Network Management

To ensure quality service for all customers, CriticalPath Communications employs network management practices, including:

- **Monitoring network performance to prevent congestion and disruptions.**
- **Blocking spam, viruses, and other security threats.**
- **Enforcing fair usage policies** to ensure equitable access for all users.
- **Actively monitoring for misuse** such as excessive bandwidth consumption, unauthorized video streaming, and non-business-related traffic.
- **Blocking or limiting access to certain types of traffic**, including but not limited to:
 - Unauthorized video streaming services.
 - Peer-to-peer (P2P) file sharing.
 - Unapproved VPN connections.
- **Prioritizing critical business traffic over non-essential traffic** to maintain service quality for essential operations.
- **Restricting or terminating services** in cases of repeated violations of this Policy.

5. Enforcement of This Policy

Violations of this Policy may result in:

- **Temporary or permanent suspension of Service.**
- **Additional charges for exceeding service limitations.**
- **Termination of your account without prior notice for repeated or severe violations.**
- **Legal action for fraud, hacking, or abuse, where applicable.**
- **Corrective action may be required at CriticalPath Communications' discretion on a case-by-case basis before further enforcement action is taken.**

6. Partner Monitoring and Compliance

CriticalPath Communications works with various network and service partners who may monitor traffic and enforce their own compliance policies in accordance with legal and regulatory requirements. Customers acknowledge that:

- Our partners may inspect network traffic for security, legal compliance, and policy enforcement.
- Customers must adhere to both CriticalPath Communications' policies and any additional policies set forth by our partners.
- CriticalPath Communications and its partners reserve the right to take appropriate action, including restricting or terminating service, in cases of suspected misuse or policy violations.

7. Changes to This Policy

CriticalPath Communications may update this Policy at any time. Customers will be notified of significant changes via email or postings on our website. It is your

responsibility to review this Policy periodically to ensure compliance.

8. Reporting Violations

To report violations of this Policy, please contact CriticalPath Communications at:

Billing & General Inquiries:

Email: billing@criticalpathcommunications.com

Mailing Address:

CriticalPath Communications
2149 S Holly St
Denver, CO 80222

All mailed correspondence should be sent via **registered mail**.

By using CriticalPath Communications' Service, you acknowledge and agree to abide by this Acceptable Use Policy.