



Technology. All the Way Home.

Please complete necessary fields and return to Albany Mutual Telephone by mail at 131 6th Street Albany, MN 56307 or by fax to 320.845.7000. If you have any questions please do not hesitate to call 320.845.2101.

Internet Access Acceptable Use Policy

Introduction

The Albany Mutual Telephone Internet Acceptable Use Policy is to protect Albany Mutual Telephone, its subscribers and the Internet community in general from irresponsible or, in some cases, illegal activities. All Albany Mutual Telephone subscribers must adhere to these guidelines. Albany Mutual Telephone hopes and expects that common sense and good judgment will guide our subscribers' Internet activities.

I agree to follow the rules of any connected networks if and when using those networks. I recognize that Albany Mutual Telephone offers no guarantee or warranty on the performance of its network and Internet connection, nor on the performance of gateway connections to other networks. I agree to hold Albany Mutual Telephone, their Directors, and Agents harmless from any liability arising from special, indirect, or consequential damages including but not limited to loss of profits, loss of opportunity, or any other loss which may result from the use of, misuse of, or lack of availability of Albany Mutual Telephone or their facilities.

General Policy

All information traversing the Albany Mutual Telephone Internet backbone and its associated networks are unrestricted unless listed as unacceptable under this policy. These Internet services are not for resale without prior arrangement and written permission from Albany Mutual Telephone.

It is the policy of Albany Mutual Telephone Internet to provide its subscribers electronic access to the broadest possible number of organizations connected to the Internet. Albany Mutual Telephone accomplishes this through connectivity to one or more state, regional or national backbone networks. All traffic that exits the Albany Mutual Telephone Internet backbone and its associated networks and traverses to numerous other networks to which our network is directly or indirectly connected, must conform to the acceptable use policies governing those other networks.

Internet Usage

Albany Mutual Telephone Internet accounts are for attended un-metered interactive usage. Albany Mutual Telephone Internet accounts are for periodic, active use of e-mail, newsgroups, Internet chat, games, and browsing the World Wide Web. Members may stay connected as long as they are actively using the connection for the above purposes. Subscribers may not use the Services on a standby or inactive basis in order to maintain a connection. Albany Mutual Telephone expressly prohibits automatically sending packets (pinging) and does not consider this as attended usage. Albany Mutual Telephone will terminate such connections and repeated violations of this policy will result in cancellation of the user's Albany Mutual Telephone Internet account. Accordingly, Albany Mutual Telephone maintains the right to terminate any member's connection following any extended period of inactivity as determined by Albany Mutual Telephone. Albany Mutual Telephone does not practice Congestion Management. All customers are affected equally in the event of congestion.

Privacy Policy

It is the responsibility of the subscriber or associated organization to:

- Use the service in a manner that is consistent with ethical practice and accepted community standards.
- Respect the privacy of other subscribers and not to seek information pertaining to other subscribers without their explicit permission. This includes but is not limited to personal data, passwords, access to confidential files, or modification of files belonging to other subscribers.
- Albany Mutual Telephone has a CALEA device in place for law enforcement purposes and has the option to use Wireshark to help capture data upon request.

Security

- Albany Mutual Telephone provides no security to the end user, however, uses standard procedures for securing Albany Mutual Telephone servers and routers.
- Albany Mutual Telephone strictly prohibits Wardriving, or any other process to gain unauthorized access to Albany Mutual Telephones services.
- Albany Mutual Telephone strictly prohibits the reselling of any services without prior written permission.
- Albany Mutual Telephone strongly suggests a wifi password be set up.

Performance Characteristics

- Albany Mutual Telephone provides service via the following technologies, Copper and Fiber to the home.
- Albany Mutual Telephone offers many different internet speed packages and generally stays within 20% of each package using speedtest.albanytel.com

User Responsibilities

- All Subscribers of Albany Mutual Telephone internet services are responsible for publicizing this Acceptable Use Policy at their locations.
- The ultimate responsibility for assuring the acceptability of use according to this policy is with the individual end-user that originates the communications
- All users are responsible for keeping up to date with the Acceptable Use Policy
- All users are responsible for maintaining their own system security, through use of a firewall or other security measures.
- Users are responsible for maintaining their own Virus Protection. Viruses are a very real and dangerous threat and it is a necessity for internet users to have some form of anti-virus protection. It is the customer's responsibility to keep their virus protection up to-date and the customer is responsible for any damage caused by a virus. Albany Mutual Telephone is not responsible for any damages that occur to a customer's system due to virus contamination.

- Users of high speed internet connections or Fiber are responsible for their own computer system(s) security. Albany Mutual Telephone does not provide firewall protection for any of its customers. It is the responsibility of the customer to install the proper firewall protection on their systems(s) in order to protect themselves from potential security breaches (i.e hackers). Because high speed internet connections are always-on service and use publicly accessible IP addressing, the risk of someone infiltrating or compromising your computer system(s) is much greater. In no way shall Albany Mutual Telephone be liable to you for any damages of any kind as you assume all inherent risk and full responsibility for the security of your computer system(s). Albany Mutual Telephone strongly recommends that you install and properly configure a firewall to meet the security needs of your computer system(s).

Unacceptable Use Policy

It is not acceptable to use Albany Mutual Telephone Internet services or facilities for any of the following purposes:

- To violate any applicable laws or regulations
- To disseminate messages or files whose content would likely be highly offensive to the recipient(s)
- To make unauthorized entry into any computer systems, information storage, or communication devices or resources
- To propagate computer worms, viruses or transmissions of any type, which disable or otherwise impede or disrupt the recipient's facilities or equipment
- To make distributions of unsolicited bulk E-mail/SPAM
- To cause disruption of our services or any other entities service by any means; or
- To operate your own e-mail, web, FTP, gaming server, or other file transfer services or resale of such services without express written permission from Albany Mutual Telephone.

E-mail Policy

In addition to the e-mail terms of use stated in the section titled Unacceptable Use Policy, the following rules and conditions also apply:

- Check and remove your e-mail from the server on a regular basis, at least once a week.
- We reserve the right to delete any e-mail from the server at any time but will generally only do so if the e-mail is more than 31 days old.
- We reserve the right to filter all incoming or outgoing email for potentially destructive contents.
- Do not consider-Internet e-mail to be a secure means of communications. While no one other than system administrative personnel (throughout the Internet) would normally have access to e-mail messages, the content of a message is nothing more than plain text in readable form. If more security is required, consider using an encryption program to encrypt messages before sending. The recipient of the message must decrypt the message using an agreed upon method.
- Do not consider Internet e-mail to be 100% reliable. While there are many safeguards built into the system, the Internet is not at all infallible. If you must know that a message got through, request the recipient of your message to reply to you immediately confirming that they received your message.

If any of the conditions stated in this e-mail policy are contrary to your needs, please contact us for additional information or to make further arrangements.

Web Page Policy

Albany Mutual Telephone is held harmless from liability for personal web pages and their interruption of services or access to the page. The subscriber is responsible for backups to the site, as well as such elements as use, notification, and/or maintenance of trademarks, copyright, etc. Albany Mutual Telephone and/or any other indirect or direct damages a customer may suffer as a result of a system failure, down time, data loss by this or any other system, interruption or lack of access.

Copyright Policy

It is the subscribers' responsibility to respect the legal protection provided by copyright and license to programs, data, and other information accessible through our Internet services.

We reserve the right to monitor the system.

Menu System Policy

Albany Mutual Telephone provides a menu system, located at www.albanytel.com as a courtesy to Albany Mutual Telephone Internet customers. The links placed at this location and on subsequent pages that leave our site do not indicate any endorsement or recommendation of the product or service that the linked-to web site is providing. Albany Mutual Telephone is not responsible for the content, availability or organization related to such web sites. Inquiries of this nature must be directed to the party or parties responsible for a particular web site.

All links on the menu system are subject to review and approval by Albany Mutual Telephone. Albany Mutual Telephone may add, remove or relocate links at any time.

Please [contact us](#) if you have comments or questions about the menu system.

Policy Modifications

Albany Mutual Telephone reserves the right to modify this policy at any time including rate changes. Subscribers will receive prompt notification of all changes.

Information

You may address any questions related to this Acceptable Use Policy to:

Albany Mutual Telephone
131 6th Street
Albany, MN 56307