

Internet Acceptable Use Policy (AUP) for Customers.

Rainbow Telecommunications Association, Inc. and its subsidiary(s) (Company) have adopted a philosophy that assumes the honesty and good intent of our subscribers, therefore our services are provided in an unrestricted manner as possible to allow our users to have the richest Internet experience possible.

It is the subscribers' responsibility to ensure that they comply with the latest edition of the AUP at any given time.

The AUP may be revised, without notice, at any time, at the sole discretion of the Company. Completion of the relevant application form or connection to the service for the first time, is deemed to be an agreement to our Terms and Conditions and Acceptable Use Policy.

In the event of a breach of this policy, the Company reserves the right to terminate your service with immediate effect, and subscribers will complete payment of any contracts of service.

The Company has an eight (8) strike policy for account holders in violation of Acceptable Use Policies (AUP).

The Company's Network Operation Center is notified of all violations to AUPs made by the Company(s) subscribers.

Upon notification, the Company will follow the below process for security of the network.

The Company will place an alert on the subscriber's account as to the violation.

1st offense- The Company calls subscriber and talks directly to the account holder about any and all violations and makes account holder aware of what our policy is on multiple violations. The company places an alert on the subscriber's account.

2nd offense- The Company calls subscriber and talks directly to the account holder about any and all violations and makes account holder aware of what our policy is on multiple violations. The company places an alert on the subscriber's account.

3rd offense – The Company calls subscriber and talks directly to the account holder about any and all violations and makes account holder aware of what our policy is on multiple violations. The Company states that this is the 3rd warning. The company places an alert on the subscriber's account.

4th offense – The Company calls subscriber and talks directly to the account holder making the account holder aware of previous violations (dates and warnings) and informs the account holder that this is a serious violation of the AUP and the possibility of broadband services being suspended for 7 days. Subscriber will be responsible for payment of service during these 7 days. The company places an alert on the subscriber's account.

5th offense – The Company calls subscriber and talks directly to the account holder making the account holder aware of previous violations (dates and warnings) and informs the account holder that this is a serious violation of the AUP and the possibility of broadband services being suspended for 7 days. Subscriber will be responsible for payment of service during these 7 days. The company places an alert on the subscriber's account.

6th offense – The Company calls subscriber and talks directly to the account holder making the account holder aware of previous violations (dates and warnings) and informs the account holder that this is a serious violation of the AUP; the Company sends a certified letter with return receipt card with the letter stating the list of all violations and the policy. A copy of certified letter will be scanned and added to subscriber's account. Subscriber's broadband service will be suspended for 7 days. Subscriber will be responsible for payment of service during these 7 days. The company places an alert on the subscriber's account.

7th offense – The Company calls subscriber and talks directly to the account holder making the account holder aware of previous violations (dates and warnings) and informs the account holder that this is a serious violation of the AUP; the Company sends a certified letter with return receipt card with the letter stating the list of all violations and the policy. A copy of certified letter will be scanned and added to subscriber's account. Subscriber's broadband service will be suspended for 14 days. Subscriber will be responsible for payment of service during these 14 days. The company places an alert on the subscriber's account.

8th offense – The Company calls subscriber and talks directly to the account holder making the account holder aware of previous violations (dates and warnings) and informs the account holder that this is a serious violation of the AUP; the Company sends a certified letter with return receipt card with the letter stating the list of all violations and the policy and subscriber must sign and return before services are reinstated. A copy of certified letter will be scanned and added to subscriber's account. Subscriber's service will be suspended until letter is returned. Subscriber will be responsible for payment of service during these suspended days. The company places an alert on the subscriber's account.