



## **COPYRIGHT INFRINGEMENT POLICY**

DFN sends a copyright alert to customers when DFN has received a notice from a copyrightowner (or its authorized agent) stating that it believes you may have wrongly downloaded, or made available for others to download, its copyrighted content. If the company that owns the content observes activity indicating that it appears to have been uploaded or downloaded improperly, the content owner can notify DFN of the IP address and time of the infringement to DFN's ARIN abuse contact (Handle ABUSE1671-ARIN). DFN will take the IP address and time of the claimed infringement and contact our customer under our 6-Step policy listed below. DFN values our customer's privacy and will only release customer information under a lawful subpoena.

### **Step 1 & 2**

DFN will notify our customer via email that their Internet account has allegedly been used for copyright infringement and provide the details of the alleged infringement as well as explain how to avoid future offences. DFN will send this email to the notices email account as listed in the contact method of DFN's customer record. If DFN does not have an email listed, DFN will contact the customer via their telephone number as listed in DFN's customer record and attempt to obtain a notices email account.

### **Step 3 & 4**

If DFN continues to receive copyright infringement complaints, DFN will call the customer and notify them of the copyright infringement claim and explain the DFN 6-Step Policy. DFN will also provide the details of the infringement along with instructions on how to avoid future offences.

### **Step 5**

Upon receipt of the 5th copyright infringement complaint, DFN will suspend the customer's agreement until the customer contacts DFN. Upon customer contact, DFN will explain the DFN 6-Step Policy and inform the customer that their agreement will be disconnected if DFN receives a 6th copyright infringement claim

### **Step 6**

Upon receipt of the 6th copyright infringement complaint, DFN will disconnect the customer's agreement and mail a letter of disconnect stating the reason for disconnect per the Terms of Service and/or Acceptable Use Policy.

\*DFN will only recognize 1 copyright infringement complaint per 7 consecutive days as it applies to this policy.