## **Advanced Internet Acceptable Use Policy (AUP)**

**Revised and Published October 8th, 2025** **By the Network Management Team of Advanced Internet**

### **1. Purpose**

This Acceptable Use Policy (“Policy”) outlines the acceptable and responsible use of Advanced Internet’s services, including Phone, Fixed Wireless Access, and Fiber Optic Internet (“Services”). The purpose of this Policy is to ensure the integrity, reliability, security, and lawful use of Advanced Internet’s network and services by all customers. By using the Services, you agree to comply with this Policy, your Service Agreement, and any applicable laws and regulations.

### **2. General Use Requirements**

Customers shall use Advanced Internet’s Services solely for lawful purposes and in a manner that does not interfere with, degrade, or disrupt the network or the experience of other users. Customers are responsible for all activity originating from their account, regardless of whether such activity is authorized. Resale, redistribution, or sharing of your service outside your premises is prohibited unless explicitly authorized in writing by Advanced Internet.

### **3. Prohibited Activities**

The following activities are strictly prohibited:

* Engaging in any activity that violates local, state, or federal law.
* Transmitting, distributing, or storing material that is unlawful, harmful, threatening, abusive, defamatory, obscene, or otherwise objectionable.
* Using the Services to send unsolicited bulk email (“spam”), participate in denial-of-service attacks, hacking, or unauthorized access attempts.
* Operating servers or services that negatively impact network performance or other users without written approval from Advanced Internet.
* Attempting to circumvent network security, bandwidth limits, or authentication mechanisms.
* Using the network to harass, defame, intimidate, or otherwise harm individuals or organizations.
* Excessive or abusive bandwidth use that interferes with fair network access for others.

### **4. Equipment and Network Security**

Customers are responsible for maintaining the security of their own devices, internal networks, and passwords. Tampering with, relocating, or modifying Advanced Internet-owned equipment or software is prohibited. All equipment provided by Advanced Internet remains the property of the company and must be returned promptly upon termination or disconnection of service.

### **5. Enforcement and Remedies**

Advanced Internet reserves the right to investigate any suspected violations of this Policy. If you fail to comply with the commitments herein, with any term of the agreement, or our Terms and Conditions page at [www.advancedisp.com](https://www.advancedisp.com) under which you are receiving services from us, you understand and agree that we may do any combination of one or more of the following: **(1)** Terminate your access to our Phone, Wireless, or Fiber Optic Network and/or connected and managed services; **(2)** Terminate use of our equipment, at which time we will schedule removal of said equipment; **(3)** Bring legal action, collection, and other action for the return of the equipment and any amounts due to us (including attorneys’ fees and other costs of collecting), as well as liquidation damages as set forth here; or **(4)** Impose early termination fees as set forth below. **You agree that this provision is not a waiver by the company of any rights or remedies available to it for breach of this agreement. All such rights and remedies are cumulative and shall not be deemed exclusive. Nothing herein affects your obligation to return our equipment promptly upon your breach of the Agreement.**

### **6. Compliance with Law Enforcement**

Advanced Internet complies fully with all lawful requests and court-ordered subpoenas from law enforcement agencies. In response to valid legal requests, we may provide customer account information including **IP addresses, physical service address, customer name, email address, payment history, and the last four digits of stored billing card numbers**.
 Advanced Internet **does not retain or record customer traffic logs** and **does not monitor or store the contents of network activity**. Because we do not log this information, we are unable to provide detailed traffic records or browsing histories for any customer.

### **7. Service Suspension and Termination**

Advanced Internet may suspend or terminate any account or service, with or without notice, for any violation of this Policy, for actions that disrupt network operations, or for any fraudulent, abusive, or unlawful activity. Restoration of service after a violation may be subject to fees or additional conditions.

### **8. Policy Updates**

This Policy may be updated at any time. Updated versions will be published at [www.advancedisp.com](https://www.advancedisp.com). Continued use of Advanced Internet’s services constitutes acceptance of the most current version of this Policy.