

Yorkstream Communications LLC

Telephony Acceptable Use Policy

Yorkstream Communications may use various tools and techniques, including proprietary methods, to monitor and ensure your compliance with Yorkstream's Telephony Acceptable Use Policy (AUP). When an account holder or user of Yorkstream's Telephony/Voice Services exhibits calling patterns indicating potentially inappropriate use, such as excessive call volumes or abnormal usage patterns, or anomalies consistent with illegal robocalling, we may review the account's calling patterns to assess whether a violation of this AUP has occurred. However, we will not monitor your telephone conversations for the purpose of determining whether you are complying with this policy.

In accordance with this policy and your Yorkstream Communications MSA, we reserve the right to suspend or terminate Telephony/Voice Services immediately at any time if you violate this AUP or your Yorkstream Communications Terms and Conditions, including any incorporated documents or policies. Except in exigent circumstances, we will contact you before taking action to discuss the cause of any unusual calling patterns or other activity giving rise to our concerns and to resolve the matter with you. However, if your use of the Telephony/Voice Services continues to violate this policy, then your Service will be suspended in whole or in part, and you will be sent a disconnection notice. During any such service suspension, you may continue to make calls to reach 911 emergency services if offered. Additionally, you will be permitted to port your current telephone number(s) to a new service provider, provided that you do so before the disconnection date contained in your suspension letter.

The following activities are not permitted on the Yorkstream voice network and may result in account actions as stated above. Any specific activities not listed below but still reasonably deemed harmful to Yorkstream's network, the PSTN, Yorkstream's Customers, Partners, Vendors, Employees, Contractors, or the General Public and solely at Yorkstream's discretion will constitute a violation of this AUP.

Some harmful activities include:

- Traffic Stimulation
- Harassment and Bullying
- Excessive call volumes
- Illegal Robocalling
- Violence
- Violating child safety
- Illegal use of Robodialers
- Impersonation
- Racketeering
- Violating intellectual property rights
- Invading personal privacy, including CPNI

- Engaging in or conducting illegal activities
- Transmitting malicious objects
- System interference and abuse including:
 - Mining phone numbers, CNAM, or other information.
 - Illegally automating a telephone system to place phone calls or send messages via the Yorkstream Network.
 - Forwarding phone numbers that aren't your own or under your control.
 - Creating accounts under false or fraudulent pretenses.
 - Selling, trading, reselling, or otherwise exploiting Yorkstream's Telephony Services for any unauthorized purpose.
 - Modifying, adapting, translating, or reverse-engineering any portion of the Yorkstream Telephony Service.
 - Removing any copyright, trademark, or other proprietary rights notices contained in or on the Yorkstream Network.

Yorkstream Communications retains the right to modify the Acceptable Use Policy at any time, with or without any notification, and any such modification shall be automatically effective as to all customers when adopted by Yorkstream Communications.

Questions or comments regarding the Acceptable Use Policy should be forwarded to:
abuse@yorkstream.com