Acceptable use

Chazy and Westport Telephone Company, doing business as Chazy and Westport Communications

DRAFT FOR REVIEW - NOT EFFECTIVE

Clear rules for safe, lawful use of our services.

Who this policy covers

This policy applies to customers and other people using a C&W connection with the customer's permission. Use the service for lawful purposes and in accordance with the subscribed plan. Normal household Wi-Fi sharing, streaming, working from home, and connecting multiple authorized devices are permitted within the plan. This replaces obsolete dial-up restrictions in the proposed policy.

Prohibited activity

Do not use the service for fraud, unlawful threats or harassment, child sexual abuse material, unlawful exploitation, infringement of intellectual-property rights, or other illegal activity. Do not impersonate another person to defraud someone or intentionally mislead recipients about the origin of a communication.

Do not gain unauthorized access to accounts or systems; steal credentials; distribute malware; operate a botnet; launch denial-of-service attacks; intercept others' communications without authority; or interfere with our network or another user's service. Security testing is permitted only with authorization from the owner of the systems being tested.

Do not send unlawful unsolicited bulk messages, evade recipient opt-outs, falsify message headers, use compromised accounts for messaging, or operate open relays that facilitate abuse. Automated calls and texts must also comply with the Illegal Robocalling policy and applicable law.

Account and equipment responsibilities

Keep account credentials private and use reasonable security for devices attached to the connection. Notify us promptly of suspected compromise. Do not tamper with provider equipment or connect equipment that harms the network. The customer is responsible for authorized users and for cooperating to correct a compromised device.

Residential service may not be resold or operated as a separate Internet-access business without our written approval. Any business resale or hosting arrangement must be authorized by the applicable service order. Ordinary use of a home connection does not by itself violate this policy.

Investigations and proportionate action

We may investigate credible reports of abuse and request information reasonably needed to resolve them. Depending on the circumstances, we may warn the customer, restrict harmful traffic, require corrective action, or suspend or terminate the affected service as allowed by the service agreement and law.

We will give notice and a reasonable opportunity to correct a violation when practicable. An immediate threat to the network, fraud, or a legal requirement may require earlier action. Legally required notice, disconnection protections, and dispute rights still apply. This policy does not authorize undisclosed penalties or automatic charges based only on an allegation.

Copyright concerns

Respect copyright and other intellectual-property rights. C&W will address properly submitted infringement complaints and implement a policy for termination of repeat infringers in appropriate circumstances, consistent with applicable law. A notice or counter-notice is not itself a court ruling.

Contact customer service for the current copyright reporting process. A formal DMCA notice must be directed to the company's verified designated agent where that process applies. Do not assume that a general support email is a registered DMCA agent. Agent registration and contact details must be confirmed before this draft is adopted.

Report a problem or request review

Send the date, time and time zone, relevant account or network identifier, and a brief description of the concern to customer service. Do not transmit illegal content as an attachment. A customer who believes a restriction was applied in error may ask customer service to review it. We handle associated records according to the Privacy and Data Protection policy and applicable legal obligations.

Contact C&W;

Questions? Contact customerservice@chazywestport.net, call Westport at 518-962-8211 or Chazy at 518-846-7111, or write to 2 Champlain Avenue, Westport, NY 12993. Do not email passwords, full payment-card numbers, Social Security numbers, or sensitive records.

References and resources

Copyright Office designated agent directory

Before this draft takes effect

Confirm enforcement and appeal workflow, abuse monitoring, and the registered DMCA agent. No new monetary penalties are proposed.