

Acceptable Use Policy

This Acceptable Use Policy (this “Policy”) includes your use of all CarolinaConnect Mobile products and services (the “CarolinaConnect Mobile Services”). CarolinaConnect aims to provide customers with the best mobile voice, messaging, and data services possible. CarolinaConnect Mobile Services are intended for typical consumer use and are not intended for any purpose other than personal and non-commercial residential use (except for your individual use for telecommuting CarolinaConnect Wifi services that you may use with your CarolinaConnect Mobile device are subject to the Acceptable Use Policy for CarolinaConnect Internet which you can access on the website: carolinaconnect.com/mobile).

You agree to comply with this Policy as a condition for using CarolinaConnect Mobile Services. If you do not agree to abide by this Policy, your recourse is to stop using the CarolinaConnect Mobile Services and terminate your services. This Policy is in addition to any other applicable use terms in the CarolinaConnect Mobile Customer Agreement.

What activities are prohibited by this Policy?

This policy permits or prohibits certain activities depending on whether you are using voice, messaging, or data services.

CarolinaConnect prohibits the use of any of the CarolinaConnect Mobile Services to engage in illegal, fraudulent, threatening, or abusive activities. In other words, CarolinaConnect prohibits your use of CarolinaConnect Mobile Services to break the law or to interfere with other people’s use of the CarolinaConnect Mobile Services or the CarolinaConnect Mobile network.

Prohibited Voice Uses

Some examples of prohibited uses are:

- Use of auto-dialers
- Telemarketing, advertising or commercial solicitation to a person
- Extensive call forwarding or use of call forwarding or conferencing features to act as a bridge to chat lines or other conferencing facilities
- Using the service in connection with a business (including a home-based business, a non-profit business, governmental or any other enterprise)
- Operating a call center or conference line
- Usage for monitoring services, data transmissions, or transcription services
- Transmissions or reception of broadcasts over teleconferencing facilities or other means
- Transmissions or reception of recorded material (other than your recorded consumer voice messages)
- Transmission or reception of communications which do not consist of consumer voice messages

- Transmission or reception of communications which do not consist of standard voice calling involving live dialogue between individuals

Prohibited Message Uses (including text, picture and video messages)

- Transmission or reception of communications which do not consist of consumer or SMS messages
- Resale to others
- Bulk messaging such as “blast” or other mass messaging
- Automatically generated messages
- Engaging in activities that may generate payments to a customer due to the customer’s use of the CarolinaConnect Mobile Service

Prohibited Data Uses

- Hindering other customers’ access to the wireless network
- Compromising network security or capacity
- Excessively and/or disproportionately contributing to network congestion
- Usage that has an adverse impact on network service levels or legitimate data flows
- Usage that degrades network performance
- Usage that causes harm to the network or other customers
- Reselling data services, either alone or as part of another good or service
- Tethering a wireless device to a computing device without having a subscription to a service plan designed for this purpose
- A particular use for which a service plan or feature is offered, but to which you have not subscribed
- Activating a device on a service plan not intended for its use (e.g., activating a 4G device on a service plan intended for 4G LTE devices)

Accessibility provisions:

Notwithstanding anything to the contrary in this Policy, use of CarolinaConnect Mobile services by customers with accessibility needs are not a violation of this Policy if industry standard accessibility technologies and solutions are used and such use does not otherwise constitute impermissible use of the CarolinaConnect Mobile Services (such as, for example, uses for illegal purposes).

How does CarolinaConnect determine whether a CarolinaConnect Mobile user violates this Policy?

When an account shows excessive call volumes or abnormal messaging or data usage compared to a typical, non-commercial, residential user, CarolinaConnect may review the calling, messaging

and/or data patterns further. CarolinaConnect and its suppliers reserve the right at any time to review communication traffic patterns and volumes to identify, among other things:

- Relative proportion of in-state, out-of-state, or international calling destinations
- Excessive calls to the same destination telephone number, indicative of an automated call-forwarding device or of chat line or conference bridge usage
- Excessive inbound calls
- Excessive calls made during business hours
- Excessive short-duration outbound calls made during business hours
- Excessively long calls to any single number
- Excessive calls made during a month
- Calls made to numerically consecutive numbers, indicative of auto-dialing or “robo-calling
- A high volume of calls terminated and re-initiated consecutively, which in the aggregate result in excessive call lengths during a specific time frame
- Excessive inbound text messages
- Excessive outbound text messages; or
- Other unusual or atypical calling or usage patterns indicative of an attempt to evade CarolinaConnect’s enforcement of this Policy

If the review reveals calling, messaging or data usage patterns indicative of use that is inconsistent with a purpose other than personal and non-commercial residential use, then CarolinaConnect may enforce this Policy by taking one or more of the actions indicated below.

How can I track my calling and messaging usage?

You may view your call and message records by logging in to your CarolinaConnect Mobile account at: carolinaconnect.com/mobile.

What obligations do I have under this Policy?

You and all users of the [Reseller] Mobile Services associated with your CarolinaConnect Mobile account must comply with this Policy. If you, or any users of CarolinaConnect Mobile Services on your account fail to comply with this Policy, CarolinaConnect reserves the right to suspend or terminate your CarolinaConnect Mobile Services. You are legally and financially responsible for all activity on your CarolinaConnect Mobile account and all devices connected to your CarolinaConnect Mobile account, including by friends, family members, or other individuals with access to your services. It is also your responsibility to secure any mobile devices that you use to access your services.

How will I know when CarolinaConnect changes this Policy and how do I report violations of it?

CarolinaConnect may revise this Policy from time to time by posting a new version on the CarolinaConnect Mobile Web site at carolinaconnect.com/mobile.

What happens if I violate this Policy?

CarolinaConnect reserves the right to immediately suspend or terminate your CarolinaConnect Mobile Services and terminate the CarolinaConnect Mobile Customer Agreement if you violate the terms of this Policy or the CarolinaConnect Mobile Customer Agreement. In all but the most severe cases, CarolinaConnect will contact you before taking these steps to tell you when your CarolinaConnect Mobile Services will be terminated or suspended. The notice will provide the date you will be disconnected.

How does CarolinaConnect enforce this Policy?

CarolinaConnect **does not** monitor the voice or messaging conversations of its customers in order to enforce this policy.

During a review for possible violation of this Policy, CarolinaConnect may suspend the account or accounts involved and/or block calling and/or messaging that potentially violates this Policy. You expressly authorize and consent to CarolinaConnect and its suppliers cooperating with: (i) law enforcement authorities in the investigation of suspected legal violations, and (ii) other network or facilities suppliers in order to enforce this Policy. Upon termination of your Service account, CarolinaConnect is authorized to delete any voice mail and other messages and communications associated with your account (and any secondary lines associated with your account). The failure of CarolinaConnect or its suppliers to enforce this Policy, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.