**Mud Lake Telephone Cooperative**

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| **Policy Name: Acceptable Use Policy** | **Department(s): Technology Service Line** |
| **Adoption Date: 10/1/2024** | **Revision Number & Date: v.1 - 10/1/24** |
| **References (laws, contracts, codes, policies, other): Communications Act of 1934, Telecommunications Act of 1996, Net Neutrality** | |
| **Relevant forms:** | |
| **Relevant procedures: Subscriber Management and Provisioning** | |

**Introduction**

This Acceptable Use Policy governs the use of broadband services provided by Mud Lake Telephone. By using our services, you agree to comply with this policy.

**Purpose**

The purpose of this policy is to ensure that all users enjoy a reliable and secure internet experience. This policy outlines prohibited activities and acceptable behaviors when using our broadband services.

**Acceptable Use**

You may use our services for lawful purposes, including but not limited to:

* Accessing information and resources
* Communicating with others
* Engaging in educational activities

**Prohibited Activities**

The following activities are strictly prohibited:

* Illegal Activities: Engaging in any activities that violate local, state, or federal laws.
* Harassment: Using our services to harass, threaten, or intimidate others.
* Disruption: Interfering with or disrupting the network or services, including attempts to gain unauthorized access to other users’ accounts.
* Malicious Activities: Distributing malware, viruses, or any harmful software.
* Spam: Sending unsolicited bulk emails or messages (spam).
* Impersonation: Impersonating any person or entity, including Mud Lake Telephone’s staff.

**User Responsibilities**

Users are responsible for:

* Maintaining the confidentiality of their account information.
* Ensuring that their use of our services complies with this policy and all applicable laws and regulations.
* Reporting any violations of this policy to us.

**Monitoring and Enforcement**

We reserve the right to monitor network traffic and usage patterns to ensure compliance with this policy. We may investigate any reported violations and take appropriate action, which may include:

* Warning the user
* Suspending or terminating service
* Reporting to law enforcement

**Changes to the Policy**

We may update this policy from time to time. Any changes will be posted on our website with an updated effective date. Continued use of our services after changes constitutes acceptance of the new terms.

**Contact Information**

If you have any questions or concerns about this policy, please contact us at:

* Email: [MLTCooperative@mudlake.us](mailto:MLTCooperative@mudlake.us)
* Phone: (208) 374-5401
* Address: 59 W. Main St.

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