

# SUPPORTED APPLICATIONS

There are Upload and Download thresholds assigned to each package (Example: 7 GB Download and 1 GB Upload). If the Subscriber exceeds the maximum upload/download threshold assigned to the plan additional charges will apply based upon the agreed rate schedule included on the Website and/or Invoice.

## WEB BROWSING

Provider does support, but does not guarantee Web Browsing to all website. Any number of factors or compatibility issues can cause websites or content not to be displayed properly.

## SOCIAL MEDIA

Provider does support, but does not guarantee compatibility with all Social Networks. Any number of factors or compatibility issues can cause websites or content not to be displayed properly.

## VOICE OVER IP (VOIP)

Provider does support, but does not guarantee Voice over IP Protocol. Any number of factors can take down a VoIP Telephone line, including portions of the network that are outside of Hudson Valley Wireless's control. In some cases we can offer prioritization of VoIP packets using DHCP, VLAN or other QoS mechanism. This connection will be provided over "best effort" quality of service without any uptime guarantee.

VoIP is not intended for lifeline services and we suggest either a backup land line or cellular phone if you use Voice over IP Service.

Subscriber and or VoIP provider will be responsible for updating E-911 location information in the PS-ALI Database.

## TV OVER IP (IPTV)

Provider does support, but does not guarantee TV over IP Protocol. Any number of factors can take down a TV over IP television line. We suggest DirecTV, Dish Network, or other TV Service provider if you continue to have problems with TV over IP Protocol.

**Customer is advised to review rate plans prior to downloading movies. Downloading TV Shows and Movies may exceed the bandwidth cap on select plans and result in additional charges.**

## TV OVER IP (HIGH DEFINATION) **\*\*NOT RECOMMENDED\*\***

Provider does support, but does not guarantee TV over IP Protocol. Any number of factors can take down a TV over IP television line. We suggest DirecTV, Dish Network, or other TV Service provider if you continue to have problems with TV over IP Protocol.

**Customer is advised to review rate plans prior to downloading movies. Downloading TV Shows and Movies may exceed the bandwidth cap on select plans and result in additional charges.**

**\*\*HD movies and content requires several time more bandwidth than standard definition\*\***

## AUDIO OVER IP (AoIP)

Provider does support, but does not guarantee Audio over IP Protocol. Any number of factors can take down an audio stream.

**Customer is advised to review rate plans prior to streaming audio. Streaming Audio may exceed the bandwidth cap on select plans and result in additional charges.**

## ONLINE GAMING

Provider does support, but does not guarantee Online Gaming. Any number of factors can affect the service.

**Customer is advised to review rate plans prior to Gaming Online. Gaming Online may exceed the bandwidth cap on select plans and result in additional charges.**

Please note: Games require different amounts of bandwidth depending on the application (Example: Role-Playing, Bulletin Board Role-Playing, First Person Shooting, Real-time Strategy, Turn Based Strategy, Simulations, Sports, Casual, Music and Social)

**Firmware Updates to Gaming Systems and Downloading Games will also use Bandwidth**

**ONLINE BACKUP**

Provider does support, but does not guarantee online backup services.

Customer is strongly advised to review service plans prior to backing up data. Example: If customer plan allows for 20 GB of data per month and 26 GB of Photo's and documents are backed up, customer will be required to pay for the additional usage.

**UPDATES TO OPERATING SYSTEMS OR OTHER DEVICES**

Provider supports updates to operating systems and other firmware and software updates.

**UPLOADING / DOWNLOADING FILES, VIDEO OR PHOTO'S**

Provider does support, but does not guarantee the ability to upload / download content to all website. Any number of factors or compatibility issues can cause websites or content not to be uploaded / downloaded properly.

**VIRTUAL PRIVATE NETWORKS (VPN)**

Provider supports but does not guarantee this application. Additional priority queuing may be given to VPN customers subscribed to a Business Plan.

## UNSUPPORTED APPLICATIONS AND CONTENT

HVW supports the uncensored flow of information and ideas over the Internet and does not actively monitor subscriber activity under normal circumstances. Similarly we do not exercise editorial control over the content of any website, e-mail transmission, newsgroups, or other material created or accessible through the service. However in accordance with our "Improper Use of Our Service", "Code of Conduct", "Privacy Policy" We reserve the right to remove or block any material that, in our sole discretion, may be considered or thought to be illegal, may be subject to liability, or which may cause harm to the system performance. HVW will cooperate with legal authorities, and/or third parties in the investigation any suspected violations, alleged crime or wrongdoing. Any alleged violation may result in temporary suspension of any/or all services on your HVW account WITHOUT PRIOR NOTICE pending an investigation into the matter. At the conclusion of the investigation, if it is determined that the violation is legitimate, your account with HVW may be terminated or other legal and civil actions taken. If it is determined that the alleged violation was illegitimate, service will be promptly restored.

**Any efforts to circumvent the spirit of this rule will result in a fine up to \$500 and any and all accounts being disabled.**

HVW RESERVES THE SOLE RIGHT TO BLOCK OR LIMIT USAGE OF ANY INTERNET BASED SERVICE THAT IMPEDES, HINDERS OR OTHERWISE DEGRADES THE OVERALL NETWORK EFFICIENCY. THIS MAY INCLUDE APPLICATIONS, SERVICES AND WEBSITES AND EMERGING TECHNOLOGIES.

THE USE OF ISP'S SMTP MAIL SERVERS (MAIL SENDING) IS ONLY PERMITTED FOR USE WITH EMAIL ADDRESSES ASSIGNED TO DOMAINS REGISTERED WITH THE ISP, WHICH INCLUDE THE hwwisp.com or hwwisp.net DOMAIN. SUBSCRIBERS MAY NOT SPOOF (FAKE) THE SENDING ADDRESS OF MAILS SENT VIA THE ISP'S SMTP SERVERS

ANY APPLICATIONS, SERVICES OR WEBSITES THAT TRANSFER MORE THAN 10-GIG IN 24-HOUR ARE PROHIBITED (Unless otherwise specified in writing by authorized HVW representative)

### HOSTED DOMAIN ACCOUNT

You may not use your hosted domain site to publish material, which HVW determines, at its sole discretion, to be unlawful, indecent or objectionable. For the purposes of this policy, "material" refers to all forms of communications including narrative descriptions, graphics (including photographs, illustrations, images, drawings and logos), executable programs, video recordings, and audio recordings. NO ADULT orientated material may be stored in your hosted domain site or displayed on your hosted domain pages.

### UNSOLICITED COMMERCIAL EMAIL / UNSOLICITED BULK EMAIL (SPAM)

The use of HVW's service to transmit any unsolicited commercial or unsolicited bulk email is expressly prohibited. Violations of this type will result in the immediate suspension and possible termination of the offending account. Each report of SPAM or UCE by another user or third party will incur a fee.

Persons and / or Businesses who uses HVW's network to propagate email lists are not exempt from this policy or the fees. Such email lists, commonly called list servers, must present the user with a verification of their subscription prior to sending email to the recipient. The verification process must also be able to provide proof of the recipient's approval to prevent termination. HVW, at it's sole discretion, may terminate any accounts if complaints regarding email list(s) become excessive.

### UNATTENDED APPLICATIONS

Programs, scripts and/or applications which run unattended on HVW's servers are expressly forbidden. Such programs include but are not limited to proxies and relays. It is understood that users may write CGI programs for their web pages, however these scripts must not persist once the data has been submitted and/or the http session is closed. If the offence is deemed severe enough the account may be terminated. The servers are monitored for the presence of these applications and their existence on the file system. Attempts to store and run these programs under different names will result in the same action.

### INTERNET RELAY CHAT

Protocol for real-time text messaging or synchronous conferencing

