

## Frequently Asked Questions About The Copyright Infringement Notice

### Summary

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When WildBlue receives notice that unauthorized copyright usage has been traced to a WildBlue Internet service user, we take seriously our obligation to notify the WildBlue subscriber. Unauthorized usage includes downloading, uploading or “sharing” material, such as movies, music or games, owned by another without their consent.

#### 1. Why did I receive this email?

WildBlue was notified by a copyright holder that your account was used to illegally upload or download copyrighted material.

#### 2. What is copyright infringement?

Copyright infringement occurs when a copyrighted work is reproduced, distributed, performed, publicly displayed, or modified without the permission of the copyright owner. This includes downloading songs, movies, or other files without the copyright owner’s permission.

#### 3. How does a copyright owner know my account was used?

When you use the Internet, your modem is assigned an Internet Protocol (IP) address by WildBlue. This IP address is associated with your account. In addition, this address will be associated with all uploading and downloading of web content you access. Copyright owners cannot see your personally identifiable information; instead, they see that a unique WildBlue IP address was used. The copyright owner sends a notice to WildBlue of unauthorized use of copyrighted materials. WildBlue looks up the IP address provided by the copyright owner and matches it with the WildBlue account to which it was assigned at the time identified in the copyright notice. WildBlue then passes onto you the copyright owner’s claim about your use so that you can work directly with the copyright owner to resolve the issue.

#### 4. Is my account information private?

Yes. WildBlue sent the notice to you without disclosing your identity to the copyright holder. If, however, the copyright owner serves WildBlue with a valid subpoena or court order requesting disclosure of the subscriber account linked to the IP address, it is possible WildBlue may be legally required under the law to disclose your name to the copyright holder.

#### 5. What if someone else used my account?

Violations of copyright laws carry significant fines and penalties when proven. As the owner of the account, you are responsible for making sure only authorized users access the WildBlue service through your account. You are responsible for all activity originating from your account, even if you did not know about or authorize the use of your account. If you don’t know who downloaded the material, you should review the copyright notice attached to the letter sent by WildBlue. The notice will contain the date and time that the copyrighted material was transmitted, as well as the name and type of file. That information may help you to identify who was using your account to transmit the content.

#### 6. Will my WildBlue account be suspended?

WildBlue may suspend or terminate your account for violations of its Acceptable Use Policy, including copyright infringement activity.

#### 7. Who do I contact about a copyright infringement notice?

Contact the copyright owner at the address contained in the notice forwarded to you. If you believe your account has been wrongly identified, you may contact NRTC at [ispwebmaster@nrtc.coop](mailto:ispwebmaster@nrtc.coop) to request a re-verification of the IP address in question.

**8. What can an agent do for a customer who has further questions or disputes the copyright infringement?**

It is the agent's responsibility to explain that WildBlue is only the messenger of this Copyright Infringement Notification. WildBlue cannot answer or discuss any further information other than what is included in the notification received by the customer and the content in this FAQ. For any additional questions, refer the customer back to the copyright holder, which is listed in the email notification.