

## **Comcast Business Mobile Acceptable Use Policy**

This Acceptable Use Policy (this “Policy”) includes your use of all Comcast Business Mobile products and services (the “Services”). Comcast's goal is to provide its customers with the best mobile voice, messaging and data services possible. Services are intended for typical small business customer use and are not intended for any other purpose or use. Comcast Business Internet services that you may use with your Comcast Business Mobile devices are subject to the Acceptable Use Policy for Comcast Business Internet which you can access [here](#).

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

### **What activities are prohibited by this Policy?**

The types of activities that are permitted or prohibited by this policy depend on whether you are using voice, messaging or the data services.

Comcast prohibits use of any of the Services to engage in illegal, fraudulent, threatening, defamatory, obscene, deceptive or abusive activities. In other words, Comcast prohibits your use of the Services to break the law, interfere with other people's use of the Services or the Comcast Business Mobile network or violate Comcast's or any third party's copyright, trademark, proprietary or other intellectual property rights.

### **Prohibited Voice Uses**

Some examples of prohibited uses are:

- Use of auto-dialers
- Telemarketing (including, without limitation, charitable or political solicitation or polling), advertising or commercial solicitation to a person in violation of applicable law
- Extensive call forwarding or use of call forwarding
- Operating a call center
- Hosting a conference line service for purchase by third parties
- 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 customer voice messages)
- Transmission or reception of communications which do not consist of customer 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 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 Service
- Transmission or dissemination of images or content containing child pornography or any image or content that is obscene, sexually explicit, cruel or racist in nature or which espouses, promotes or incites bigotry, hatred or racism

## **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 industry-standard accessibility technology and solutions with the Services is permitted by customers with accessibility needs, provided that such use does not otherwise constitute impermissible use of the Services (such as, for example, uses for illegal purposes).

## **How does Comcast determine whether a user has violated this Policy?**

When an account shows excessive call volumes or abnormal messaging or data usage compared to a typical small business customer, Comcast may review the calling, messaging and/or data patterns further. Comcast 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

- Excessive inbound calls
- Excessive short-duration outbound calls made during business hours
- Excessively long calls to any single number
- Excessive calls made during a month, which can be indicative of “robo-calling”
- 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
- Other unusual or atypical calling or usage patterns indicative of an attempt to evade Comcast'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 typical small business customer use, then Comcast 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 Comcast Business Mobile account at: <https://business.comcast.com/myaccount>.

### **What obligations do I have under this Policy?**

You and all users of the Services associated with your Comcast Business Mobile account must comply with this Policy. If you, or any users of Services on your Comcast Business Mobile account fail to comply with this Policy, Comcast reserves the right to suspend or terminate your Services. You are legally and financially responsible for all activity on your Comcast Business Mobile account and all devices connected to your Service, including by employees, contractors 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 Comcast changes this Policy and how do I report violations of it?**

Comcast may revise this Policy from time to time by posting a new version on the Comcast Business Mobile website at <https://business.comcast.com/terms-conditions-smb>.

You can report violations of this Policy by calling 877-842-2107. Please include any relevant details that could assist Comcast Business Mobile in investigating and resolving the reported violation(s).

### **What happens if I violate this Policy?**

Comcast reserves the right to immediately suspend or terminate your Services and terminate the Comcast Business Mobile Customer Agreement if you violate the terms of this Policy or the Comcast Business Mobile Customer Agreement. Comcast may contact you before taking these steps to tell you when your Comcast Business Mobile Services will be terminated or suspended. The notice will provide the date you will be disconnected.

## **How does Comcast enforce this Policy?**

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

During a review for possible violations of this Policy, Comcast 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 Comcast 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, Comcast 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 Comcast 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.

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