

**Notice of Acceptable Use Policy Violation
Personal and Confidential**

Abuse Ticket Number: NA0000000118333

Incident Type: Network, Bandwidth, Data Storage, and Other Limitations

Comcast High-Speed Internet Acceptable Use Policy (AUP) Violation – Bandwidth Usage Limitations

Dear

As a subscriber to Comcast High-Speed Internet service, you have agreed to use the service according to Comcast's Subscriber Agreement (<http://www.comcast.net/terms/subscriber.jsp>), Acceptable Use Policy (AUP) (<http://www.comcast.net/terms/use.jsp>), and other terms of service and policies. According to our aggregate bandwidth usage records, during your Comcast High-Speed Internet account exceeded Comcast's bandwidth usage limitations. The activity associated with your account was more than 100 times the national median. This level of usage activity violates Comcast's AUP. Comcast values the business of all of our customers, and this policy was created and is enforced so that Comcast may continue providing a superior high-speed Internet experience for all of our customers and to maintain the integrity of our network.

If your account continues to exceed our bandwidth usage limitations for your service, this activity could result in the suspension and ultimately termination of your Comcast High-Speed Internet account.

Excessive bandwidth usage may be the result of many different activities. Activities that could contribute to exceeding bandwidth limitations may include, but are not limited to:

- commercial or business applications,
- peer-to-peer networking,
- newsgroup downloading,
- file sharing,
- streaming music/videos and
- voice and/or video services.

If you are unaware of any activities such as those listed above on your Comcast account, we suggest that you speak with any other person who may have had access to your Comcast High-Speed Internet service. As the service account holder, you are responsible for any misuse of the service or violation of the AUP even if a friend, family member, or guest committed the misuse or violation by accessing your Comcast High-Speed Internet service.

To avoid future violations of the AUP for exceeding bandwidth limitations, we recommend that you immediately review and change your current Internet usage activities. Additionally, you may also want to update your anti-virus program or obtain one if you don't already have anti-virus software. Comcast also recommends that you install a firewall if you don't already have one to help control unauthorized access to, and use of, your service.

We hope that you take note of our recommendations and make Internet usage adjustments so that we may continue to provide you the very best high-speed Internet service available.

If you have any questions about this Notice, or would like to speak with a representative about subscribing to a Comcast commercial Internet service to support business use of the Internet, we encourage you to contact us at **877-557-5817**.

Sincerely,
The Comcast IP Network Abuse and Fraud Management Team