

From: "[REDACTED]" <[REDACTED]>
To: bellaklein <[REDACTED]>, [REDACTED]>
Cc: james ce | personal genius <[REDACTED]>
Subject: Re: Time Warner Cable Notice re:Alleged Copyright Infringement Apr 8A
Date: Mon, 16 Mar 2015 21:17:11 +0000

Modem and Cable box works in 8A.

Thanks

[REDACTED]
[REDACTED]
[REDACTED]

On Mar 16, 2015, at 5:02 PM, bellaklein <[REDACTED]> wrote:

[REDACTED],
Please confirm that you restarted modem in 8A
Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

On Mar 13, 2015, at 4:31 PM, [REDACTED] <[REDACTED]> wrote:

Ok. I will go first thing Monday.

Thanks

[REDACTED]
[REDACTED]
[REDACTED]

On Mar 13, 2015, at 4:13 PM, bellaklein <[REDACTED]> wrote:

Email below was sent to notify that on March 10 somebody in the apt 8A tried to access via wireless w/o permission or tried to order on demand w/o permission. This message is incorrect and i was told that the modem had internet issue and was on quarantine or on hold. TWC reset the modem per my request. We couldn't troubleshoot as nobody is in the apartment. Modem should work now but need to be reset. [REDACTED], please help to reset the modem.

Thank you,
Bella

Tel: [REDACTED]

Begin forwarded message:

From: <[REDACTED]>
To: <[REDACTED]>
Date: March 11, 2015 at 1:55:11 PM EDT
Subject: Time Warner Cable Notice re:Alleged Copyright Infringement

Dear JEFF EDWARDS (Primary Account Holder),

We have been notified that copyrighted content may have been shared using your internet connection without permission of the copyright owner.

What does that mean?

Content owners (artists, moviemakers, authors) and their representatives routinely monitor peer-2-peer networks to see if their content (like music, movies, and TV shows) is shared without their permission (without it being paid for). If they notice somebody sharing their content without their permission through a Time Warner Cable account they let us know.

As the primary account holder, you are responsible for making sure your account is not used for copyright infringement. Please note that we don't know which computer or device may be the one to have triggered the notification; it could be any device using your account.

What was shared and when?

File Name: Hart.of.Dixie.S04E07.HDTV.x264-LOL.mp4

Content Type: Video

Content URL:

Shared: Mar 10 2015 6:48PM

IP Address: 72.227.179.54

Did you give them my personal information?

We have not shared any of your personal information with the content owner to help them find the files. The content owner simply provides us with an IP address and we contact you directly on their behalf.

Alright, so what do I need to do?

- If you have been downloading or sharing content illegally please **stop doing so immediately.**
- Make sure that **everyone who uses your internet connection knows** that you received this alert and advise them to use only legal sources for music, television and movie content. For information about the many ways to find the music, movies and TV shows you want legally, please see <http://www.copyrightinformation.org/a-better-way-to-find-movies-tv-music/>. Other examples of legal

sources include: [REDACTED], and [REDACTED]

- **Secure your home wireless network** so that nobody who is unauthorized to use it is able to do so. (learn more here <http://onguardonline.gov/articles/0013-securing-your-wireless-network>).
- **Be aware of the dangers associated with using peer-to-peer (“P2P”) networks:** P2P programs can pose dangers to your computer and our network. Risks can include mistaken downloading of malware, pornography or copyrighted material, and allowing any anonymous person on the Internet to look at your computer files and copy them for themselves. Therefore, it is important that you inspect your computer for P2P programs and ensure that you are not either intentionally or inadvertently making copyrighted works available for uploading by others. Click here for more information about the various risks: <http://onguardonline.gov/p2p>

Hopefully this is the last time we contact you. If a content owner does not identify further instances of alleged copyright infringement then this will be your last notice.

And what if this continues to happen?

Sharing content without the owner’s permission is a violation of U.S. copyright laws, and our acceptable use policy. Under the Copyright Alert System (for more on CAS click here: <http://www.copyrightinformation.org/alerts>), further instances of infringement using your account may result in our undertaking measures **that will temporarily affect your internet experience**. The range of actions may include redirection to a landing page for a period or until you contact Time Warner Cable.

We will, of course, provide you with advance notice prior to taking any such steps. We will also offer you the ability to challenge the content owner’s notices through an independent party prior to any service alterations. You may wish to preserve records or information that could be used to demonstrate that the activity in question was non-infringing.

I still have questions about this notice, where can I go?

For additional information about this notice, learn how you can prevent further notices, and understand more about the Copyright Alert System, please visit the Center for Copyright Information – Copyright Alert System website at <http://www.copyrightinformation.org/alerts>.

Thank you for subscribing to Time Warner Cable’s high speed data service. We look forward to having you as a customer for years to come.

Sincerely,

Customer Service

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