

**K.A.M. Contact Information**

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Click the below for a review of the Korcett KMC Portal.

## Copyright Infringement Everything You Need To Know

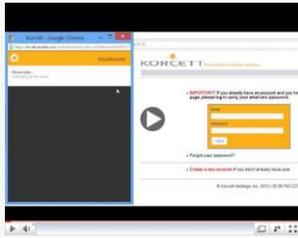
### What is Copyright Infringement?

Copyright Infringement is when someone (in this case a resident) downloads something illegally from the Internet to their device. This could be a movie, TV show, video game, or music.

### What Does Korcett Do When This Happens?

If a resident violates the Copyright Infringement Act your complex's MSO will contact us first. They will let us know general information about the occurrence and a specific time and date. We then take that information, match it to the correct MAC address, and per instructions from the MSO, we will then throttle that resident's Internet until they comply with the MSO's written actions.

The MSO will then formally contact the residents to inform them why their Internet has been throttled. However, our Support Desk usually ends up being the ones to let the resident know because as soon as the Internet is throttled they call our



Korcett Management Console (KMC) - Resident Overview

### Support Kudos!

Having an awesome Support Team is pivotal for Korcett's success. The K.A.M. would like to share with you some great feedback we have received lately on their behalf.

Ashland Heath from Camden Miramar "Was very helpful and had awesome personality!"

Lois Woodworth from Willowick Apartments "Very helpful, prompt responses thank you!"

Support Desk for help.

## What Does the Resident Do When This Happens?

When a resident violates the Copyright Infringement Act they will be notified of the specific act via the MOS. When they get this notification the resident will also be given directions and next step tasks to be able to move forward and have their Internet un-throttled. We can not un-throttle their Internet until these actions are complete.

## What's Coming Next?

Keep an eye out for our next Newsletter on October 1st which will be a great recap of everything you need to know for the Fall Semester and a great Employee Spotlight so you can get to know the Korcett Team better!



Stay Tuned!

**Enjoy the rest of your September and here's to a great Fall Semester!**