

# iSUTRA Bill O' Rights

AKA

(Terms of Service, Usage Agreement, The 10+ Commandments, Legal Jargon)

Dated Sept 1, 2021

**#1: Thou Shall Not Ask for a Refund.** All sales are final. Look, this is a Co-Op which means we are all in this together. We are trying to create something special here... a grass roots organization run by the People, for the People. We are not some big corporate entity. We can't afford Lawyers and quite honestly, we don't want people involved in this community who are threatening to sue us. Our membership dues are the price of a cup of coffee for one-year access to our online platform. No refunds for membership, period. Now if you purchased a data plan because you are a creator and you realized you don't need that much data... then lower your plan. If something comes up that we have not thought of, CONTACT US... we will listen to your situation and work with you to come to a solution. But in general, NO REFUNDS. By agreeing to our Terms of Service you agree to NO REFUNDS.

**#2: Thou Shall Not Take Legal Action.** No Legal Recourse allowed. Don't come charging into our community threatening to sue everyone. If you threaten legal action or attempt legal recourse, you will be removed from our community. By Agreeing to our terms of service you agree to NO LEGAL RECOUSE.

**#3: Thou Shall Not Upload or Display Copyrighted Content.** DO NOT POST MUSIC, ART, IMAGES, VIDEO CONTENT THAT IS NOT YOUR OWN OR THAT YOU DO NOT HAVE PERMISSION TO USE. We can't stress this enough. We all know how ISUTRA works at this point. Don't post content that is not yours. Don't use music that you did not create or buy the rights to use. Do not repost videos that someone else

created. Get it through your heads!!!! If the iSUTRA community is constantly in legal battles over copyright issues... then we are shutting this whole website down. Fuck it. By agreeing to these terms, you agree to not post ANY copyrighted content or content that others have rights to.

**#4: Thou Shall Not Post Pornographic, Suggestive, or Thirsty Ass Content.** You want to make money off your body... fine... go do that at Onlyfans. This is not the platform for such activities and content. iSUTRA is a knowledge-based platform. We share knowledge with each other, not bodily fluids. We reserve the right to remove any content we find to be in violation of this policy. By agreeing to these terms, you agree to allow us to moderate your content and remove your content if necessary.

**#5: Thou Shall Respect our Authority.** Terms of Service may change at any moment. But trust us, we do not want to change our terms of service. We'd rather just set these basic rules and hope that the goodwill of our fellow woman and man will result in a glorious and lovely community. But we also realize that there are a lot of idiots out there in the world who like to ruin shit for everyone else. We will try our best to remove these idiots from the community. But if we cannot, then we may need to change our terms of service to make sure other idiots don't continue to fuck shit up. By agreeing to these terms of service you agree to allow us to change the terms of service whenever we want. Sorry not sorry.

**#6: Thou Shall Not Act Like a Jerk.** Be a decent human being. Don't be a jerk, a dickhead, a cunt, an asshole, a racist, a fuckface, a douchebag, or dick-nose. Do not violate the rights of others. Treat others as you wish to be treated... and if you are a sadist or a masochist... go join Fetlife or somewhere else where you can treat yourself and others with pain and cruelty. iSUTRA is a learning and knowledge-based platform... it's hard to learn when you are being harassed. By agreeing to these terms, you agree to obey by our general code of conduct, you agree to be a decent human being, you agree to not violate the rights of others, you agree to allow us to kick you out of our community if we even suspect that you are not behaving like a decent human being.

**#7: Thou Shall Not Post Content that Depicts Illegal or Immoral Activities.** Don't post videos showing illegal activities... and by illegal we mean illegal in the eyes of both

the state you reside AND the country in which you reside.

**#8: Thou Shall Agree to the Fine Print and other Rules and Regulations below.**

My agreeing to these terms of service you also agree to all the lawyerly small print below. Sorry, but we got to protect ourselves.

## Other Terms of Service

### Welcome to ISUTRA run by iSUTRA LLC!

Thank you for using the ISUTRA LLC platform and the products, services and features we make available to you as part of the platform (collectively, the "Service").

#### Our Service

Our Service allows you to discover, watch and share videos and other content, provides a forum for people to connect, inform, and inspire others across the globe, and acts as a distribution platform for original content creators. No advertising allowed.

#### Your Service Provider

The entity providing the Service is iSUTRA LLC, a company operating under the laws of Wisconsin, located somewhere in Madison Wisconsin (referred to as "ISUTRA LLC", "we", "us", or "our"). References to ISUTRA LLC's "Affiliates" in these terms means the other companies within the Alphabet Inc. corporate group (now or in the future)

#### Applicable Terms

Your use of the Service is subject to these terms, the ISUTRA LLC Community Guidelines and the Policy, Safety and Copyright Policies which may be updated from time to time (together, this "Agreement"). Any other links or references provided in these terms are for informational use only and are not part of the Agreement.

Please read this Agreement carefully and make sure you understand it. If you do not understand the Agreement, or do not accept any part of it, then you may not use the Service.

## Who may use iSUTRA?

**Age Requirements:** You must be at least 13 years old to use the Service; however, children of all ages may use the Service if enabled by a parent or legal guardian.

**Permission by Parent or Guardian:** If you are under 18, you represent that you have your parent or guardian's permission to use the Service. Please have them read this Agreement with you.

If you are a parent or legal guardian of a user under the age of 18, by allowing your child to use the Service, you are subject to the terms of this Agreement and responsible for your child's activity on the Service.

**Businesses:** If you are using the Service on behalf of a company or organization, you represent that you have authority to act on behalf of that entity, and that such entity accepts this Agreement.

## Your Use of the Service

**Content on the Service:** The content on the Service includes videos, audio (for example music and other sounds), graphics, photos, text (such as comments and scripts), branding (including trade names, trademarks, service marks, or logos), interactive features, software, metrics, and other materials whether provided by you, ISUTRA LLC or a third-party (collectively, "Content").

Content is the responsibility of the person or entity that provides it to the Service. ISUTRA LLC is under no obligation to host or serve Content. If you see any Content you believe does not comply with this Agreement, including by violating our Community Guidelines or the law, you can CONTACT US.

ISUTRA LLC Warrior Accounts/Channels: Creating an ISUTRA Warrior Account/Channel will give you access to additional features and functions, such as uploading videos, making comments or creating playlists (where available). To protect your iSUTRA Warrior account, keep your password confidential. You should not reuse your ISUTRA account password on third-party applications.

Your Information: Our Privacy Policy below explains how we treat your personal data and protect your privacy when you use the Service.

We will process any audio or audiovisual content uploaded by you to the Service in accordance with the ISUTRA LLC Data Processing Terms below, except in cases where you uploaded such content for personal purposes or household activities.

#### Permissions and Restrictions

You may access and use the Service as made available to you, as long as you comply with this Agreement and applicable law. You may view or listen to Content for your personal, non-commercial use. You may also show ISUTRA LLC videos through the embeddable ISUTRA LLC player.

The following restrictions apply to your use of the Service. You are not allowed to:

1. access, reproduce, download, distribute, transmit, broadcast, display, sell, license, alter, modify or otherwise use any part of the Service or any Content except: (a) as expressly authorized by the Service; or (b) with prior written permission from ISUTRA LLC and, if applicable, the respective rights holders;
2. circumvent, disable, fraudulently engage with, or otherwise interfere with any part of the Service (or attempt to do any of these things), including security-related features or features that (a) prevent or restrict the copying or other use of Content or (b) limit the use of the Service or Content;
3. access the Service using any automated means (such as robots, botnets or scrapers) except (a) in the case of public search engines, in accordance with ISUTRA LLC's robots.txt file; or (b) with ISUTRA LLC's prior written permission;

4. collect or harvest any information that might identify a person (for example, usernames or faces), unless permitted by that person or allowed under section (3) above;
5. use the Service to distribute unsolicited promotional or commercial content or other unwanted or mass solicitations;
6. cause or encourage any inaccurate measurements of genuine user engagement with the Service, including by paying people or providing them with incentives to increase a video's views, likes, or dislikes, or to increase a channel's subscribers, or otherwise manipulate metrics in any manner;
7. misuse any reporting, flagging, complaint, dispute, or appeals process, including by making groundless, vexatious, or frivolous submissions;
8. run contests on or through the Service that do not comply with ISUTRA LLC's contest policies and guidelines;
9. use the Service to view or listen to Content other than for personal, non-commercial use (for example, you may not publicly screen videos or stream music from the Service); or
10. use the Service to (a) sell any advertising, sponsorships, or promotions placed on, around, or within the Service or Content, other than those allowed in the Advertising on ISUTRA LLC policies below (such as compliant product placements); or (b) sell advertising, sponsorships, or promotions on any page of any website or application that only contains Content from the Service or where Content from the Service is the primary basis for such sales (for example, selling ads on a webpage where ISUTRA LLC videos are the main draw for users visiting the webpage).

Reservation: Using the Service does not give you ownership of or rights to any aspect of the Service, including user names or any other Content posted by others or ISUTRA LLC.

Changes to the Service: ISUTRA LLC is constantly changing and improving the Service. We may also need to alter or discontinue the Service, or any part of it, in order to make performance or security improvements, change functionality and features, make changes to comply with law, or prevent illegal activities on or abuse of our systems.

These changes may affect all users, some users or even an individual user. Whenever reasonably possible, we will provide notice when we discontinue or make material changes to our Service that will have an adverse impact on the use of our Service. However, you understand and agree that there will be times when we make such changes without notice, such as where we feel we need to take action to improve the security and operability of our Service, prevent abuse, or comply with legal requirements.

## Your Content and Conduct

**Uploading Content:** If you have an ISUTRA LLC channel, you may be able to upload Content to the Service. You may use your Content to promote your business or artistic enterprise. If you choose to upload Content, you must not submit to the Service any Content that does not comply with this Agreement (including the ISUTRA LLC Community Guidelines) or the law. For example, the Content you submit must not include third-party intellectual property (such as copyrighted material) unless you have permission from that party or are otherwise legally entitled to do so. You are legally responsible for the Content you submit to the Service. We may use automated systems that analyze your Content to help detect infringement and abuse, such as spam, malware, and illegal content.

**Rights you Grant:** You retain ownership rights in your Content. However, we do require you to grant certain rights to ISUTRA LLC and other users of the Service, as described below.

**License to ISUTRA LLC:** By providing Content to the Service, you grant to ISUTRA LLC a worldwide, non-exclusive, royalty-free, sublicensable and transferable license to use that Content (including to reproduce, distribute, prepare derivative works, display and perform it) in connection with the Service and ISUTRA LLC's (and its successors' and Affiliates') business, including for the purpose of promoting and redistributing part or all of the Service.

**License to Other Users:** You also grant each other user of the Service a worldwide, non-exclusive, royalty-free license to access your Content through the Service, and to use that Content, including to reproduce, distribute, prepare derivative works, display, and

perform it, only as enabled by a feature of the Service (such as video playback or embeds). For clarity, this license does not grant any rights or permissions for a user to make use of your Content independent of the Service.

**Duration of License:** The licenses granted by you continue for a commercially reasonable period of time after you remove or delete your Content from the Service. You understand and agree, however, that ISUTRA LLC may retain, but not display, distribute, or perform, server copies of your videos that have been removed or deleted.

**Right to Monetize:** You grant to ISUTRA LLC the right to monetize your Content on the Service (and such monetization may include displaying ads on or within Content or charging users a fee for access). This Agreement does not entitle you to any payments. Starting November 18, 2020, any payments you may be entitled to receive from ISUTRA LLC under any other agreement between you and ISUTRA LLC (including for example payments under the ISUTRA LLC Partner Program, Channel memberships or Super Chat) will be treated as royalties. If required by law, ISUTRA will withhold taxes from such payments.

**Removing Your Content:** You may remove your Content from the Service at any time. You also have the option to make a copy of your Content before removing it. You must remove your Content if you no longer have the rights required by these terms.

**Removal of Content by ISUTRA LLC:** If we reasonably believe that any Content is in breach of this Agreement or may cause harm to ISUTRA LLC, our users, or third parties, we may remove or take down that Content in our discretion. We will notify you with the reason for our action unless we reasonably believe that to do so: (a) would breach the law or the direction of a legal enforcement authority or would otherwise risk legal liability for ISUTRA LLC or our Affiliates; (b) would compromise an investigation or the integrity or operation of the Service; or (c) would cause harm to any user, other third party, ISUTRA LLC or our Affiliates.

**Copyright Protection:** If you believe your copyright has been infringed on the Service, please CONTACT US.



We respond to notices of alleged copyright infringement according to our internal process. ISUTRA LLC's policies provide for the termination, in appropriate circumstances, of repeat infringers' access to the Service.

## Account Suspension & Termination

**Terminations by You:** You may stop using the Service at any time.

**Terminations and Suspensions by ISUTRA LLC for Cause:** ISUTRA LLC may suspend or terminate your access, your ISUTRA account, or your ISUTRA account's access to all or part of the Service if (a) you materially or repeatedly breach this Agreement; (b) we are required to do so to comply with a legal requirement or a court order; or (c) we believe there has been conduct that creates (or could create) liability or harm to any user, other third party, ISUTRA LLC or our Affiliates.

**Terminations by ISUTRA LLC for Service Changes:** ISUTRA LLC may terminate your access if ISUTRA LLC believes, in its sole discretion, that provision of the Service to you is no longer commercially viable.

**Notice for Termination or Suspension:** We will notify you with the reason for termination or suspension by ISUTRA LLC unless we reasonably believe that to do so: (a) would violate the law or the direction of a legal enforcement authority, or would otherwise risk legal liability for ISUTRA LLC or our Affiliates; (b) would compromise an investigation or the integrity or operation of the Service; or (c) would cause harm to any user, other third party, ISUTRA LLC or our Affiliates. Where ISUTRA LLC is terminating your access for Service changes, where reasonably possible, you will be provided with sufficient time to export your Content from the Service.

**Effect of Account Suspension or Termination:** If your iSUTRA account is terminated or your iSUTRA account's access to the Service is restricted, you may continue using certain aspects of the Service (such as viewing only) without an account, and this Agreement will continue to apply to such use. If you believe your ISUTRA account has been terminated in error, you can CONTACT US.

## About Software in the Service

**Downloadable Software:** When the Service requires or includes downloadable software (such as the ISUTRA LLC Studio application), you give permission for that software to update automatically on your device once a new version or feature is available, subject to your device settings. Unless that software is governed by additional terms which provide a license, ISUTRA LLC gives you a personal, worldwide, royalty-free, non-assignable and non-exclusive license to use the software provided to you by ISUTRA LLC as part of the Service. This license is for the sole purpose of enabling you to use and enjoy the benefit of the Service as provided by ISUTRA LLC, in the manner permitted by this Agreement. You are not allowed to copy, modify, distribute, sell, or lease any part of the software, or to reverse-engineer or attempt to extract the source code of that software, unless laws prohibit these restrictions or you have ISUTRA LLC's written permission.

#### Open Source

Some software used in our Service may be offered under an open source license that we make available to you. There may be provisions in an open source license that expressly override some of these terms, so please be sure to read those licenses.

## Other Legal Terms

#### Warranty Disclaimer

OTHER THAN AS EXPRESSLY STATED IN THIS AGREEMENT OR AS REQUIRED BY LAW, THE SERVICE IS PROVIDED "AS IS" AND ISUTRA LLC DOES NOT MAKE ANY SPECIFIC COMMITMENTS OR WARRANTIES ABOUT THE SERVICE. FOR EXAMPLE, WE DON'T MAKE ANY WARRANTIES ABOUT: (A) THE CONTENT PROVIDED THROUGH THE SERVICE; (B) THE SPECIFIC FEATURES OF THE SERVICE, OR ITS ACCURACY, RELIABILITY, AVAILABILITY, OR ABILITY TO MEET YOUR NEEDS; OR (C) THAT ANY CONTENT YOU SUBMIT WILL BE ACCESSIBLE ON THE SERVICE.

#### Limitation of Liability

EXCEPT AS REQUIRED BY APPLICABLE LAW, ISUTRA LLC, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS WILL NOT BE RESPONSIBLE FOR ANY LOSS OF PROFITS, REVENUES, BUSINESS OPPORTUNITIES, GOODWILL, OR ANTICIPATED

SAVINGS; LOSS OR CORRUPTION OF DATA; INDIRECT OR CONSEQUENTIAL LOSS; PUNITIVE DAMAGES CAUSED BY:

1. ERRORS, MISTAKES, OR INACCURACIES ON THE SERVICE;
2. PERSONAL INJURY OR PROPERTY DAMAGE RESULTING FROM YOUR USE OF THE SERVICE;
3. ANY UNAUTHORIZED ACCESS TO OR USE OF THE SERVICE;
4. ANY INTERRUPTION OR CESSATION OF THE SERVICE;
5. ANY VIRUSES OR MALICIOUS CODE TRANSMITTED TO OR THROUGH THE SERVICE BY ANY THIRD PARTY;
6. ANY CONTENT WHETHER SUBMITTED BY A USER OR ISUTRA LLC, INCLUDING YOUR USE OF CONTENT; AND/OR
7. THE REMOVAL OR UNAVAILABILITY OF ANY CONTENT.

THIS PROVISION APPLIES TO ANY CLAIM, REGARDLESS OF WHETHER THE CLAIM ASSERTED IS BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY.

ISUTRA LLC AND ITS AFFILIATES' TOTAL LIABILITY FOR ANY CLAIMS ARISING FROM OR RELATING TO THE SERVICE IS LIMITED TO THE GREATER OF: (A) THE AMOUNT OF REVENUE THAT ISUTRA LLC HAS PAID TO YOU FROM YOUR USE OF THE SERVICE IN THE 12 MONTHS BEFORE THE DATE OF YOUR NOTICE, IN WRITING TO ISUTRA LLC, OF THE CLAIM; AND (B) USD \$5.00.

Indemnity: To the extent permitted by applicable law, you agree to defend, indemnify and hold harmless ISUTRA LLC, its Affiliates, officers, directors, employees and agents, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees) arising from: (i) your use of and access to the Service; (ii) your violation of any term of this Agreement; (iii) your violation of any third party right, including without limitation any copyright, property, or privacy right; or (iv) any claim that your Content caused damage to a third party. This defense and indemnification obligation will survive this Agreement and your use of the Service.

**Third-Party Links:** The Service may contain links to third-party websites and online services that are not owned or controlled by ISUTRA LLC. ISUTRA LLC has no control over, and assumes no responsibility for, such websites and online services. Be aware when you leave the Service; we suggest you read the terms and privacy policy of each third-party website and online service that you visit.

## About this Agreement

**Modifying this Agreement:** We may modify this Agreement, for example, to reflect changes to our Service or for legal, regulatory, or security reasons. ISUTRA LLC will provide reasonable advance notice of any material modifications to this Agreement and the opportunity to review them, except that modifications addressing newly available features of the Service or modifications made for legal reasons may be effective immediately without notice. Modifications to this Agreement will only apply going forward. If you do not agree to the modified terms, you should remove any Content you have uploaded and discontinue your use of the Service.

**Continuation of this Agreement:** If your use of the Service ends, the following terms of this Agreement will continue to apply to you: "Other Legal Terms", "About This Agreement", and the licenses granted by you will continue as described under "Duration of License".

**Severance:** If it turns out that a particular term of this Agreement is not enforceable for any reason, this will not affect any other terms.

**No Waiver:** If you fail to comply with this Agreement and we do not take immediate action, this does not mean that we are giving up any rights that we may have (such as the right to take action in the future).

**Interpretation:** In these terms, "include" or "including" means "including but not limited to," and any examples we give are for illustrative purposes.

**Governing Law:** All claims arising out of or relating to these terms or the Service will be governed by Wisconsin law, except Wisconsin's conflict of laws rules, and will be

litigated exclusively in the federal or state courts of Dane County, Wisconsin, USA. You and ISUTRA LLC consent to personal jurisdiction in those courts.

#### Limitation on Legal Action

YOU AND ISUTRA LLC AGREE THAT ANY CAUSE OF ACTION ARISING OUT OF OR RELATED TO THE SERVICES MUST COMMENCE WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. OTHERWISE, SUCH CAUSE OF ACTION IS PERMANENTLY BARRED.

Effective as of September 1st, 2021

## iSUTRA Paid Service Contract & Usage Rules

As described in the ISUTRA Paid Service Terms of Service below, how you access or use different types of Paid Services on ISUTRA may vary. The usage rules applicable to each type of Paid Service are detailed below, and may change over time as we add new features, devices and content to our service. You may also visit the ISUTRA Help Center for more information.

#### Video, Classes, Movies and Shows Rentals and Purchases

1. General. Certain types of Paid Services allow you to purchase or rent individual Movies or TV shows made available by third parties. You may view rentals or purchases when online, with a broadband connection and logged onto your ISUTRA or ISUTRA LLC account. You may also view certain rentals and purchases offline by downloading and viewing from a previously authorized device. Authorizing and deauthorizing a device requires you to be online. Due to restrictions from our content providers, purchased or rented content may not be available for purchase in all countries or outside of your home country.
2. Access on other ISUTRA LLC Products. In some cases, you may also receive access to your rentals and purchases through another ISUTRA LLC product (e.g. ISUTRA LLC Play). Your use of your rentals and purchases from ISUTRA shall be governed by the ISUTRA usage rules, but these usage rules will govern your use on

these ISUTRA LLC products in addition to any usage rules applicable to the other ISUTRA LLC products.

3. **Rental Content.** When you rent content, you may view such item of content an unlimited number of times during the period of time displayed at the time of your payment ("Viewing Period") and noted in your confirmation email. Pausing, stopping, or rewinding an item of rented content will not extend your applicable Viewing Period. Each item of rented content may have a different Viewing Period, so please review the Viewing Period before you complete your transaction. Rented content may only be viewed on one device at a time (either online or on an authorized offline device).
4. **Purchased Content.** When you purchase an item of content, your content will be stored in a digital locker and you may view it an unlimited number of times for during your Locker Period. The "Locker Period" will be for at least 5 years from the date of your purchase (subject to the restrictions described in the ISUTRA Paid Service Terms of Service below). Each item of purchased content may have a different Locker Period and you agree to the Locker Period before you order it. Pausing, stopping, or rewinding purchased content will not extend the Locker Period.

For purchased content:

1. you may view one stream of each item at a time,
2. you may view up to 3 streams of different items at a time,
3. you may authorize up to 5 devices for offline playback of Locker Video Content at a time and to authorize additional devices, you must deauthorize one of those 5 devices,
4. you may only authorize the same device three times in any 12 month period and deauthorize the same device twice in any 12 month period,
5. you may only deauthorize a total of 2 devices for offline playback every 90 days, and
6. you may only authorize 3 ISUTRA LLC accounts on the same device.

Stream and offline playback limitations for purchased content apply regardless of which ISUTRA LLC product (e.g., ISUTRA LLC Play Movies & TV or ISUTRA) you access the content from.

## **iSUTRA Paid Service Terms of Service**

ISUTRA allows you to access certain premium features or content in exchange for a one-time or recurring fee, as applicable to the relevant features or content (collectively, each a "Paid Service" and collectively the "Paid Services"). The Paid Services include ISUTRA rentals & purchases, paid channel subscriptions, feature-based subscriptions and other ISUTRA services which may be offered by ISUTRA in the future. Your transactions and any other use of the Paid Services are subject to these ISUTRA Paid Service Terms of Service ("Paid Service Terms").

### **1. Your Acceptance**

By using a Paid Service, you signify your agreement to (1) these Paid Service Terms; and (2) ISUTRA's Terms of Service, Privacy Notice, and Community Guidelines applicable to your geographic location, and all other terms and conditions that generally apply to the ISUTRA website. We'll refer to these documents together as the "Terms". Please read the Terms carefully. If you do not understand the Terms, or do not accept any part of them, then you may not use the Paid Services.

Each time you place an order for a Paid Service (including when you order individual subscriptions or items of content), you enter into a separate contract for services on these Terms. When you complete a purchase, you signify that you wish to enter into a binding contract for the provision of the applicable Paid Services.

### **2. Payment, Refund and Cancellation Policy**

**Payment:** ISUTRA accepts payment via the current payment method indicated prior to purchase, which may include ISUTRA LLC Payments and any other form of payment that we make available to you from time to time. You must have a valid accepted form of payment on file in order to purchase Paid Services or participate in free trial offers or other free offers related to the Paid Services. You agree to abide by any relevant Terms

of Service or other legal agreement whether with ISUTRA, ISUTRA LLC or a third party, that governs your use of a given payment processing method. Prices for any Paid Service may change at any time, and ISUTRA does not provide price protection or refunds in the event of a price reduction or promotional offering. You agree to pay for any Paid Service that you order. ISUTRA will charge your credit card or other form of payment for the price listed on the relevant Paid Service offer, along with any additional amounts relating to applicable taxes, bank fees and currency fluctuations. If you purchase any automatically renewing subscriptions, you agree that ISUTRA will charge the payment method on file on the first day of each billing period for the relevant subscription, and if the payment method on file becomes invalid due to an expired credit card or other similar reason and we are unable to charge you on the next billing period, ISUTRA reserves the right to immediately revoke your access to any Paid Service you have ordered until you update your payment method. If you fail to update your payment method within a reasonable amount of time, ISUTRA may cancel your subscription.

**Taxes:** If ISUTRA is required to collect or pay any taxes in connection with your purchase of a Paid Service, such taxes will be charged to you at the time of each purchase transaction. Additionally, if required by law, you are responsible for reporting and paying certain taxes in connection with your purchase and use of a Paid Service. Such taxes may include duties, customs fees, or other taxes (other than income tax), along with any related penalties or interest, as applicable to your purchase or country of purchase.

**Refunds:** No Refunds. You can cancel your purchase and receive a refund as long as you have not commenced using the relevant Paid Service ordered and you make your request no later than 7 working days after your order is completed. Please note that if your order includes a free trial (as described below), the 7 day period for requesting a refund begins at the beginning of the free trial, not when you are subsequently billed for the Paid Service. We reserve the right to approve or deny refund requests after 7 working days at our sole discretion, except where the Paid Service is defective. In the event a refund is issued after 7 days for any subscription Paid Service, you may be issued a partial refund that is pro-rated for the remaining time left on the subscription. If you receive a refund for any reason, ISUTRA reserves the right to terminate your access to the relevant Paid Service purchased.



**Subscription Cancellations:** If you purchase a subscription to a Paid Service that automatically renews, you may cancel the subscription any time before the end of the current billing period and the cancellation will take effect on the next billing period. You will retain access to the Paid Service from the time you cancel until the start of the next billing period, and will not receive a refund or credit for any remaining days in your current billing period.

**Free Trials:** ISUTRA may offer free trials to new Paid Service subscribers. If you purchase a subscription to a Paid Service that includes a free trial, you will receive free access to such Paid Service for the duration of the free trial period. At the end of the applicable free trial period, you will be charged the price of the subscription and will continue to be charged until you cancel your subscription. To avoid any charges, you must cancel before the end of the free trial period.

**Pre-Orders:** ISUTRA may offer the ability to pre-order certain items of content available within the Paid Services. When you place a pre-order for an item of content, unless otherwise noted at the time of purchase, your transaction will be completed and your credit card will be charged on the date when the relevant item of content is made available to you. You can cancel your pre-order at any time up to the point at which the relevant item of content becomes available. In some cases, ISUTRA may need to cancel a pre-order you have placed, in which case we will notify you.

### **3. Accessing Paid Services.**

**Device and Usage Requirements.** Certain types of Paid Services may require you to use a device that meets the system and compatibility requirements for such Paid Service, which may change from time to time. For further information on supported devices and technical requirements, visit our [CONTACT US](#).

Additionally, your use of the Paid Services is subject to the ISUTRA Paid Service Usage Rules above, which describe how you may access or use the different types of Paid Services on ISUTRA (e.g., applicable viewing periods and device limitations).

**Geographic Restrictions.** The Paid Services, and certain content available within the Paid Services, are currently available only in some countries. You agree that you will not present any false, inaccurate or misleading information in an effort to misrepresent yourself as a resident of a supported country, and you will not attempt to circumvent

any restrictions on access to or availability of the Paid Services or content available within the Paid Services.

Other ISUTRA LLC Paid Services. You may receive access to other ISUTRA LLC subscription products or purchases as part of a transaction for certain ISUTRA Paid Services (e.g., by purchasing a movie on ISUTRA). Additionally, you may receive access to certain ISUTRA Paid Services as part of a purchase of, or subscription to, other ISUTRA LLC products. Your use of any ISUTRA Paid Service is governed solely by these Paid Service Terms, and not the terms of any other ISUTRA LLC product, including any other ISUTRA LLC product through which you receive access to a ISUTRA Paid Service.

#### **4. License**

Your use of the Paid Services must be only for personal, non-commercial use. You agree not to use any Paid Service, in whole or in part in connection with any public presentation even if no fee is charged (except where such use would not constitute a copyright infringement). You are receiving a non-exclusive license to access the Paid Service and all rights, title and interest in the Paid Services (including any content offered through the Paid Services) not expressly granted to you in these Terms are reserved by ISUTRA and its licensors. If ISUTRA reasonably determines that you violated any of the terms and conditions of the Paid Service Terms, your rights under this Section 4 will immediately terminate and ISUTRA may terminate your access to the Paid Service and/or your ISUTRA account without notice and without refund to you.

#### **5. Restrictions**

When you use the Paid Service, you may not (or attempt to):

- use the Paid Service in an illegal manner or for an illegal purpose;
- share your ISUTRA account password with someone else to allow them to access any Paid Service that such person did not order;
- copy, sell, rent, or sublicense the Paid Services to any third party;
- circumvent, reverse-engineer, modify, disable, or otherwise tamper with any security technology that ISUTRA uses to protect the Paid Service or encourage or help anyone else to do so;

- access the Paid Service other than by means authorized by ISUTRA; or
- remove any proprietary notices or labels on Paid Services.

## **6. Changes**

Changes or Discontinuation of Paid Services. ISUTRA reserves the right to change the availability of Paid Services. In addition, we reserve the right to modify, suspend, or discontinue any Paid Service with or without notice to you and we will not be liable to you or any third party for any such modifications, suspension, or termination. However, this will not affect your ability to request a refund as described above.

Removal or Unavailability of Content. In certain cases, content available within a Paid Service may become unavailable due to restrictions from our partners who license us such content or other legal or policy reasons. ISUTRA will have no liability to you for any such unavailability. In the case of video rentals and purchases, if this happens during your rental period or during the first five years after you purchase content, you may request either a refund of the price paid or a reasonable replacement for such otherwise unavailable rental or purchased content. For all other Paid Services, if you are not able to download a copy of the affected content (if applicable) before it becomes unavailable, then ISUTRA may, at its option and solely as an accommodation to you, offer you either (a) a reasonable replacement of the content if possible or (b) a refund of the price of the content. If ISUTRA chooses to issue you a refund or replacement, the refund or replacement of your purchase price shall be your sole remedy.

Changes to the Paid Service Terms. We may also change these Paid Service Terms from time to time. If the Paid Service Terms change, you will have the opportunity to review the new terms when you next purchase any Paid Service. By completing the purchase, you signify your agreement to the new Paid Service Terms, and further, that they will apply to your use of the Service as a whole (including any Paid Service you have purchased in the past) and all subsequent purchases (until the Paid Service Terms change again). If you refuse to accept the updated Paid Service Terms then you may not buy any additional Paid Services and the latest version of the Paid Service Terms that you accepted will continue to apply to your use of previously purchased Paid Services.

## **7. Communications**

Communications. By using the Paid Services, you consent to receiving communications from us including marketing communications such as newsletters about ISUTRA features and content, special offers, promotional announcements, and customer surveys, to your registered email address or via other methods. If you no longer want to receive such communications, Contact us.

## **8. Family Groups**

In order to serve as the family manager of a family group on ISUTRA, you must be at least 18 years old.

Content purchased or rented on ISUTRA with are only accessible by the family member that initiates the purchase and are not eligible to be shared with other members of the family group.

If you are part of a family group on ISUTRA, your family members in the family group will be able to see certain information about you. If you are the family manager of a family group on ISUTRA, family members you invite to join the family group will see your name, photo, and e-mail address. If you join a family group as a family member, other family members will be able to see your name, photo, and e-mail address and your family manager may also see your age. Family managers and family members must meet these additional requirements found in the help center as well.

If you are the family manager of a family group on ISUTRA and ISUTRA LLC disables access to your account, your family members may lose access to family features requiring a family group, such as family subscriptions.

## **9. Other Terms**

- A. You acknowledge and agree that certain content available in the Paid Services may be considered offensive to some people and that such content may not be labeled as such. Additionally, certain descriptions of Paid Services or content available in the Paid Services are not guaranteed to be accurate. You agree to use the Paid Services at your own risk and, subject to applicable laws, ISUTRA will have no liability to you for any content that you find offensive.
- B. The Paid Services are being provided by ISUTRA LLC LLC, reachable via email at:

*support@isutra.tv*

Complaints and/or feedback about your Paid Service experience may be sent to the address above or provided online as described above.

- C. You agree that you are solely responsible for (and that ISUTRA has no responsibility to you for) your use of any Paid Service, any breach of your obligations under the Paid Service Terms, and for the consequences (including loss or damage of any kind which ISUTRA may suffer) of any such breach.
- D. You acknowledge and agree that you are responsible for paying all fees in a timely manner and for providing us with a valid credit card or other form of payment acceptable to ISUTRA. IN ADDITION, YOU ACKNOWLEDGE THAT YOUR ONLINE ACCEPTANCES CONSTITUTE A BINDING AGREEMENT BETWEEN YOU AND ISUTRA AND SIGNIFY YOUR INTENT TO BE BOUND TO SUCH ONLINE ACCEPTANCES.
- E. SUBJECT TO APPLICABLE LAWS, IN NO EVENT WILL ISUTRA OR ITS AFFILIATES' AGGREGATE LIABILITY FOR ANY AND ALL CAUSES OF ACTION BROUGHT BY YOU OR YOUR AGENTS ARISING FROM OR RELATED TO THE SERVICES EXCEED THE PAYMENTS ACTUALLY RECEIVED AND RETAINED BY ISUTRA FROM YOU FOR THE PAID SERVICES.
- F. Unless not permitted by applicable law, you acknowledge and agree that that these Paid Service Terms, your transaction for the Paid Service, and your relationship with ISUTRA under these Paid Service Terms shall be governed by the laws of the State of California, U.S.A., without respect to its conflict of laws principles, and any claim or dispute that arises in whole or in part from your use of the ISUTRA Website and the Paid Services will be decided exclusively by a court of competent jurisdiction located in Santa Clara County, California, U.S.A.
- G. You acknowledge and agree that your transaction for the Paid Service is with ISUTRA LLC LLC.

## **Additional Terms for ISUTRA APP**

### **1. Your Acceptance**

By purchasing a subscription to ISUTRA APP, you agree to the Paid Service terms above, as well as these additional terms. ISUTRA APP is a digital streaming-only service offered on full time basis to paying subscribers in the US via authorized ISUTRA players and/or players on permitted devices. ISUTRA APP is distinct and separate from all other ISUTRA offerings. ISUTRA APP is a logged-in only, 13+ experience. If you are under 13, please do not use ISUTRA or ISUTRA APP. Please note: ISUTRA APP accounts are for personal, non-commercial, residential use only - use of a ISUTRA APP account is not permitted in any group viewing spaces.

## **2. Authorization**

ISUTRA APP only is available on authorized connected devices, portable media players and computers, and other approved Internet-enabled devices. ISUTRA APP cannot be accessed through a set-top box used as a decoder, including CableCard devices. Permitted devices are subject to change. If a device or account cannot be authorized, ISUTRA APP content may be withheld until authorization is successful. Re-authorization may also occur to ensure that the account and credentials are still valid. A new subscriber will need to be authorized, even if the device was already authorized for a previous subscriber. As part of ISUTRA APP, you may be asked to login to your ISUTRA LLC account as well as register for accounts on various content provider sites. Please review policies on each site you register for to see if it's right for you.

If you are having difficulty authorizing your device or have any questions, please contact customer support. All customer care, customer support, technical support and billing activities for ISUTRA APP will be administered by ISUTRA.

ISUTRA reserves the right to terminate a subscription or take other appropriate action (including suspension of your ISUTRA account) for violations of these or any applicable terms or policies, including non-compliance with any security or intellectual property prohibitions. Content partners may also reserve rights and remedies under law and equity against any consumers and any other parties who infringe the content partners' rights with respect to any content and/or promotional materials.

## **3. Content**

The content in ISUTRA APP is unique, subject to all the content restrictions listed here and may change at any time. ISUTRA APP subscribers may not allow any person or device to download the content available through ISUTRA APP or allow any person or device to view ISUTRA APP content online or through an unauthorized device.

Additionally, ISUTRA APP content may not always be available or may not be available on all devices. For instance, ISUTRA APP is restricted from distributing NFL football games on any portable device (including, but not limited to, wireless phones, pagers, smart phones and personal digital assistants).

Some content may not be authorized for particular geographic or metropolitan areas, some content may not be authorized for particular devices, and/or some programming may not be available or may be blacked out and substitute programming may be shown instead. ISUTRA LLC's content partners have discretion over the programming they include in ISUTRA APP and may modify programs, program elements, promotional or other materials at any time. Content availability may also differ by time zone.

In addition, if any Video On Demand ("VOD") offerings are made available in ISUTRA APP, those offerings are subject to change at any time, including, (1) any content within a package subscribed to by the user, or (2) any package of content or services. Differences in ISUTRA APP offerings on a geographic basis may include: different broadcast stations; different regional sports networks ("RSNs"), or no service offering in a location at all. VOD offerings may also vary in their access to features such as fast forward, look back or start over.

Interactive features may also be limited based on the content, location or device. ISUTRA APP expressly prohibits use of post-market modification devices or any equipment or service that would facilitate or enable unauthorized modification to content. ISUTRA APP will monitor usage and protect content on the service from piracy, unauthorized access, distribution, or use through content protection systems and related software applications designed to withstand subscriber circumvention. Any reported or suspected circumvention may result in termination of your subscription and/or account.

Closed captioning, video description information, and other data will be provided as required by law or regulation. Program signaling, secondary audio, watermarks, and non-essential data may be included in content at the content partner's discretion.

ISUTRA APP will not remove any essential data from the content and will work to ensure that the audio and video quality meets minimum thresholds.

Access to ISUTRA APP or content may be suspended in whole or in part for any reason including legal or regulatory reasons, such as an order or injunction from any court, administrative body, or regulatory authority, or due to material unauthorized access or use of content.

Recording and playback of content within ISUTRA APP is solely for a subscriber's personal, non-commercial use and not for group viewing. Recording must always be future-looking and at the subscriber's volition. ISUTRA APP prohibits the use of any device, technology, or service allowing users to automatically tune away from, or to skip or delete (other than manual scrubbing), advertising or promotions on a recorded program. Programming and advertising viewership by a subscriber may be measured during playback of a recording in the same manner as for linear distribution of the programs. Recordings may be stored for up to nine (9) months, except in those instances where ISUTRA LLC is asked to delete or remove access to a recording or within 24 hours of the termination of the subscriber's subscription. Recording may not be available on all programs, at the content partner's discretion. To the extent available, the subscriber-recorded version of a program may be replaced with a start over program, a VOD or another program version.

ISUTRA APP prohibits downloadable (other than caching), sideloadable, transferable, or uploadable copies of content by a subscriber. Other than recording services provided within ISUTRA APP, subscribers are prohibited from any recording, copying, storage, retransmission or redistribution of any linear or VOD program. Recording playback must comply with these usage rules which may change from time to time. Subscribers are not granted any rights or license by use of recording functions, through recording activities, or through any network- or remote-storage of recording. Use of the recording functionality can only be undertaken to the extent permissible under copyright and other applicable laws.

#### **4. Payment**

Only paying subscribers or subscribers authorized to receive the content through a promotion (including a trial) will be authorized to access content in ISUTRA APP. Note



that at the end of trials, subscribers will automatically be charged the regular monthly fee for the programming service, unless the subscriber cancels the service. Subscribers can cancel at any time by clicking cancel within the app or contacting support. Upon cancellation, subscribers still may be charged for the current billing period. The monthly fee charged for ISUTRA APP covers the content within the selected package, with no additional fees or surcharges. Additional content or additional packages may be available for an additional cost. ISUTRA APP requires an up-to-date and valid payment instrument to maintain continued access to the content. For questions about refunds, billing or pro-rated charges, please see the help center.

Please note: ISUTRA APP is an auto-renewing subscription which will renew automatically each month. Please refer to your individual application for pricing information. Your payment will be charged to your iTunes account at confirmation of purchase. Please check your Membership tab under the Settings menu for details about your subscription and to cancel at any time. Your subscription automatically renews unless you cancel your subscription at least 24 hours before the end of the current period. Your subscription will be billed to your iTunes account within 24 hours before the end of the current period and the renewal charge will be your monthly charge plus any additional add-on content you may have elected.

## **5. Shared Accounts**

Each ISUTRA APP subscription comes with 5 additional accounts. All shared accounts must be from the same household or family living together, as determined by electronic check-ins every 30-90 days. Subscribers may not share their recordings with anyone, even if they are sharing a subscription. All ISUTRA APP accounts will be limited to 3 concurrent streams. A ISUTRA APP subscription comes with access for 6 different ISUTRA LLC accounts but a given subscriber may only register 10 devices in a given calendar month to an account, and no more than 30 devices to an account in a given calendar year. When the device limitation is reached, additional devices may not be added.

## **6. Prohibitions**

The ISUTRA APP logo and other trademarks, graphics, logos, scripts, and sounds are trademarks of ISUTRA LLC and/or its content partners. None of the trademarks or

content displayed through ISUTRA APP may be used by a subscriber, copied, downloaded, or otherwise exploited. ISUTRA APP will monitor and protect content on the service from piracy, unauthorized access, distribution, or use. Subscribers do not gain any sponsorship, affiliation or association with the content, networks, programs or any content producer through their use of the ISUTRA APP service. Content partners are the exclusive owner of the programming service and content distributed on ISUTRA APP, even when a copy of the content is stored by a subscriber. Subscribers do not obtain any proprietary rights in a programming service or content by using the service.

## **7. Privacy & Security**

In ISUTRA APP, as with all ISUTRA LLC products and services, the ISUTRA LLC privacy policy controls the use, collection and sharing of data. ISUTRA APP may share aggregated data with its content partners.

ISUTRA APP will use ISUTRA LLC's proprietary location detection services to determine location. The location of your device will be used to (i) determine which content you are permitted to access and (ii) provide access to that content. ISUTRA APP may also use other means such as the location of the device at sign up and the location of the billing address or payment instrument to verify location and content accessibility. ISUTRA APP will be improving technology to determine a subscriber's location, and streams accessed from within the home may have different concurrent stream limitations. ISUTRA APP reserves the right to monitor and report to content partners on usage patterns including inactivity, in accordance with the ISUTRA LLC Privacy Policy.

Because ISUTRA APP may be accessible from various permitted devices (i.e., mobile, desktop) or various third party sites (i.e. content partners' sites), the personal information collected may differ depending on the access point. Be sure to check the privacy policy of each underlying site where you access ISUTRA APP to understand the data being collected and shared. Additionally a subscriber's account may be linked to other accounts owned by subscriber to facilitate a personalized experience on an applicable access point. If a subscriber watches content on a different access point than ISUTRA APP, the subscriber may be placed within that interface until such time as the subscriber switches back to ISUTRA APP.

ISUTRA APP may actively recommend content, market and promote the ISUTRA APP service and related services to users through algorithmically driven, personalized

recommendations tools to deliver optimized personalized results. ISUTRA APP may also collect results and metrics related to the personalized content delivery and/or the marketing campaign(s) for distribution to our partners, within the scope of the ISUTRA LLC privacy policy. ISUTRA APP will not change or otherwise interfere, or authorize, facilitate or enable the change of or other interference with the subscriber's channel selection or equipment that is tuned for viewing or recording, unless specifically authorized by the subscriber. ISUTRA APP may supply security and content protection updates, including security patches, from time to time; such security enhancements must be promptly downloaded, installed, or otherwise implemented by the subscriber upon notification of their availability.

## **8. Measurement**

Our content licensors, as well as our advertisers, seek to measure the performance of their creative material across many platforms, including ISUTRA APP. ISUTRA APP may feature Nielsen proprietary measurement software, which will enable subscribers to contribute to market research, such as Nielsen TV Ratings. Accordingly, ISUTRA APP may permit the use of third-party measurement software that enables third parties (such as Nielsen) to include subscriber viewing on ISUTRA APP in calculating measurement statistics such as TV Ratings. To learn more about the information that Nielsen software may collect, please see the Nielsen Digital Measurement Privacy Policy at <https://www.nielsen.com/digitalprivacy>. That policy includes information about subscriber choices with regard to Nielsen measurement software on ISUTRA APP. For choices with regard to Nielsen measurement software on the ISUTRA APP mobile application, please visit "About Nielsen Measurement" in the mobile application's settings.

# iSUTRA Community Guidelines

Our Community Guidelines are designed to ensure our community stays protected. They set out what's allowed and not allowed on ISUTRA , and apply to all types of content on our platform, including videos, comments, links, and thumbnails. You'll find a full list of our Community Guidelines below:

#### **Spam & deceptive practices**

Fake Engagement - ISUTRA doesn't allow anything that artificially increases the number of views, likes, comments, or other metrics either by using automatic systems or serving up videos to unsuspecting viewers. Also, content that solely exists to incentivize viewers for engagement (views, likes, comments, etc) is prohibited.

Content and channels that don't follow this policy may be terminated and removed from ISUTRA .

Important: If you hire someone to promote your channel, their decisions may impact your channel. Any method that violates our policies may result in content removal or a channel takedown, whether it's an action taken by you or someone you've hired.

We consider engagement to be legitimate when a human user's primary intent is to authentically interact with the content. We consider engagement illegitimate, for example, when it results from coercion or deception, or when the sole purpose of the engagement is financial gain.

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available here. If you've found a few videos or comments that you would like to report, you can [CONTACT US](#).

What this policy means for you

If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions noted below.

- Links to or promotes third-party services that artificially inflate metrics like views, likes, and subscribers
- Content linking to or promoting third-party view count or subscriber gaming websites or services
- Offering to subscribe to another creator's channel only if they subscribe to your channel ("sub4sub")
- Note: You're allowed to encourage viewers to subscribe, hit the like button, share, or leave a comment
- Content featuring a creator purchasing their views from a third party with the intent of promoting the service

This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature. Keep in mind that this isn't a complete list.

Impersonation - Content intended to impersonate a person or channel is not allowed on ISUTRA . ISUTRA also enforces trademark holder rights. When a channel, or content in the channel, causes confusion about the source of goods and services advertised, it may not be allowed.

If you see content that violates this policy, please report it.

- If you feel that yours or another creator's channel is being impersonated, you can report the channel by following the instructions here.

What these policies mean for you

If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions noted below.

- Channel impersonation: A channel that copies another channel's profile, background, or overall look and feel in such a way that makes it look like someone else's channel. The channel does not have to be 100% identical, as long as the intent is clear to copy the other channel.
- Personal impersonation: Content intended to look like someone else is posting it.

## Examples

Here are some examples of content that's not allowed on ISUTRA .

- Channels with the same name and image as another channel, with the only difference being a space inserted into the name or a zero replacing the letter O.
- Using someone else's real name, user name, image, brand, logo, or other personal information to trick people into believing you are that person.
- Exactly matching a channel description to another channel.
- Setting up a channel using the name and image of a person, and then pretending that person is posting content to the channel.
- Setting up a channel using the name and image of a person, and then posting comments on other channels as if they were posted by the person.
- Channels claiming to be a "fan account," but actually posing as another's channel and reuploading their content.
- Channels impersonating an existing news channel.

Please remember these are just some examples, and don't post content if you think it might violate this policy.

## What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated.

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation.

Links in content - Links that send users to websites featuring content that violates our Community Guidelines are not allowed on ISUTRA .

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available here. If you've found a few videos or comments that you would like to report, you can report the channel.

## What this policy means for you

### If you're posting content

Don't post links in your content on ISUTRA if they fit any of the descriptions noted below.

- Links to pornography
- Links to websites or apps that install malware
- Links to websites or apps phishing for a user's login credentials, financial information, etc.
- Links to websites, apps, or other information technology that give unauthorized free access to audio content, audiovisual content, full video games, software, or streaming services that normally require payment
- Links to websites that seek to raise funds or recruit for terrorist organizations
- Links to sites containing Child Sexual Abuse Imagery (CSAI)
- Links to sites selling items noted in our regulated goods guidelines

This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature. Please note this is not a complete list.

Note: Affiliate content doesn't violate ISUTRA 's Terms of Use. However, massively posting affiliate content in dedicated accounts may violate our policies around spam. You can learn more about what's allowed in our Spam, deceptive practices & scams policies.

## Examples

Here are some examples of content that's not allowed on ISUTRA .

- A video featuring sexually themed content whose description says "click here to see what ISUTRA won't allow!" and contains a link to a pornographic site.
- A gameplay video whose description contains a link to a website promising free in-game currency or online store credit but really links to a site that infects the user's computer with malware.
- Posting a link to a phishing site that steals users' banking logins and passwords.
- Instructing viewers to copy and paste an unclickable link in the video that takes them to a pornographic or spammy site.
- Any link leading users to a website, file hosting service, etc. that allows them to access or download child sexual abuse imagery.

Please remember these are just some examples, and don't post content if you think it might violate this policy.

## What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated.

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation.

Spam, deceptive practices & scams - ISUTRA doesn't allow spam, scams, or other deceptive practices that take advantage of the ISUTRA community. We also don't allow content where the main purpose is to trick others into leaving ISUTRA for another site.

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available here. If you've found a few videos or comments that you would like to report, you can report the channel.

## What these policies mean for you

### If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions noted below.

- Video Spam: Content that is excessively posted, repetitive, or untargeted and does one or more of the following:
  - Promises viewers they'll see something but instead directs them off site.
  - Gets clicks, views, or traffic off ISUTRA by promising viewers that they'll make money fast.
  - Sends audiences to sites that spread harmful software, try to gather personal info, or other sites that have a negative impact.
- Misleading Metadata or Thumbnails: Using the title, thumbnails, description, or tags to trick users into believing the content is something it is not.
- Scams: Content offering cash gifts, "get rich quick" schemes, or pyramid schemes (sending money without a tangible product in a pyramid structure).
- Incentivization Spam: Content that sells engagement metrics such as views, likes, comments, or any other metric on ISUTRA . This type of spam can also include content where the only purpose is to boost subscribers, views, or other metrics. For example, offering to subscribe to another creator's channel solely in exchange for them subscribing to your channel, also known as "Sub4Sub" content.
- Comments Spam: Comments where the sole purpose is to gather personal info from viewers, misleadingly drive viewers off ISUTRA , or perform any of the prohibited behaviors noted above.
- Repetitive comments: Leaving large amounts of identical, untargeted or repetitive comments.
- Live Stream Abuse: Live streams intended to stream content that belongs to somebody else and are not corrected after repeated warnings of possible abuse. Channel owners should actively monitor their live streams and correct any potential issues in a timely manner.

This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature. Keep in mind that this isn't a complete list.

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## **Sensitive content**

Child safety - ISUTRA doesn't allow content that endangers the emotional and physical well-being of minors. A minor is defined as someone under the legal age of majority -- usually anyone younger than 18 years old in most countries/regions.

If you find content that violates this policy, report it. If you believe that a child is in danger, you should get in touch with your local law enforcement to report the situation immediately.

Instructions for reporting violations of our Community Guidelines are available here. If you've found multiple videos or comments that you would like to report, you can report the channel.

What this policy means for you

If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions below.

- Sexualization of minors: Sexually explicit content featuring minors and content that sexually exploits minors. We report content containing child sexual abuse imagery to the National Center for Missing and Exploited Children, who work with global law enforcement agencies.
- Harmful or dangerous acts involving minors: Content showing a minor participating in dangerous activities or encouraging minors to do dangerous activities. Never put minors in harmful situations that may lead to injury, including dangerous stunts, dares, or pranks.
- Infliction of emotional distress on minors: Content that could cause minor participants or viewers emotional distress, including:
  - Exposing minors to mature themes
  - Simulating parental abuse
  - Coercing minors
  - Violence
- Misleading family content: Content that targets young minors and families, but contains:
  - Sexual themes
  - Violence
- Obscenity or other mature themes not suitable for young audiences
- Family friendly cartoons that target young minors and contain adult or age-inappropriate themes such as violence, sex, death, drugs and more. Make sure your titles, descriptions, and tags match the audience you're targeting. In addition, ensure your audience selection accurately represents the audience your content is suitable for. You can also age restrict your content upon upload if it's intended for mature audiences.
- Cyberbullying and harassment involving minors: Content that:
  - Targets individuals for abuse or humiliation
  - Reveals personal information like email addresses or bank account numbers
  - Records someone without their consent
  - Sexually harasses
  - Encourages others to bully or harass

This policy applies to videos, video descriptions, comments, Stories, Community posts, live streams, playlists, and any other ISUTRA product or feature. Please note this is not a complete list.

Age-restricted content  
Content featuring minors

## Examples

Here are some examples of content not allowed on ISUTRA .

- A video featuring minors involved in provocative, sexual, or sexually suggestive activities, challenges and dares, such as kissing or groping.
- Showing minors involved in dangerous activities. For example, physical stunts, using weapons or explosives, or using a controlled substance like alcohol or nicotine.
- A video with tags like "for children", or whose audience is set to "Yes, it's made for kids", featuring family friendly cartoons engaging in inappropriate acts like injecting needles.

Remember these are just some examples, and don't post content if you think it might violate this policy.

## More examples

What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

We have zero tolerance for predatory behavior on ISUTRA . If we think a child is in danger based on reported content, we'll help law enforcement investigate the content.

Custom thumbnails - Thumbnails that violate our Community Guidelines are not allowed on ISUTRA .

If you see thumbnails that violate this policy, report them. Instructions for reporting violations of our Community Guidelines are available [here](#). If you've found a few videos or comments that you would like to report, you can report the channel.

What this means for you

Don't post a thumbnail on ISUTRA that fits any of the descriptions noted below.

- Thumbnails that include pornographic images depicting sexual acts, nudity, or other sexually gratifying imagery
- Violent imagery intended to shock or disgust
- Graphic or disturbing imagery with blood or gore
- Thumbnails with vulgar or lewd language
- Thumbnails misleading viewers into thinking they're about to view something that's not in the video

Note this is not a complete list.

Nudity and sexual content - Explicit content meant to be sexually gratifying is not allowed on ISUTRA . Posting pornography may result in content removal or channel termination. Videos containing fetish content will be removed or age-restricted. In most cases, violent, graphic, or humiliating fetishes are not allowed on ISUTRA .

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available [here](#). If you've found a few videos or comments that you would like to report, you can report the channel.

Sexually explicit content featuring minors and content that sexually exploits minors is not allowed on ISUTRA . We report content containing child sexual abuse imagery to the National Center for Missing and Exploited Children, who work with global law enforcement agencies.



What this policy means for you

If you're posting content

Don't post content on ISUTRA if it has any of the items below. Explicit content featuring the below policy violations could result in channel termination.

- Depiction of genitals, breasts, or buttocks (clothed or unclothed) for the purpose of sexual gratification
- Pornography or depicting sexual acts, genitals, or fetishes for the purpose of sexual gratification on any surface (such as video, text, audio, images)

Other types of content that violate this policy

Age-restricted content

Please note this is not a complete list.

This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature. Remember these are just some examples, and don't post content if you think it might violate this policy.

Educational content

Examples

Here are some examples of content that's not allowed on ISUTRA .

- Clips extracted from non-pornographic films, shows, or other content in order to isolate sexual content (real world or artistic)
- Groping, pantsing, public masturbation, upskirting, voyeurism, predatory exhibitionism, or any other content that depicts someone in a sexualized manner without their consent

Remember these are just some examples, and don't post content if you think it might violate this policy.

More examples

What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

If your content contains pornography, we may terminate your channel.

Suicide and self injury - At ISUTRA , we take the health and well-being of all our creators and viewers seriously. Awareness and understanding of mental health is important and we support creators sharing their stories, such as posting content discussing their experiences with depression, self-harm, or other mental health issues.

We do not, however, allow content on ISUTRA that promotes suicide, self-harm, or is intended to shock or disgust users.

## What to do if you find this content

If you come across content in which someone expresses suicidal thoughts or is engaging in self-harm, please contact local emergency services immediately for help and flag the video to bring it to our immediate attention.

## What to do if you need support

If you are depressed, having thoughts of suicide, or self-harming, know there is help and you're not alone. Many people turn to suicidal thinking and self-harm as ways to cope with painful emotions. Talking to a specialist can help you identify healthy, effective coping strategies and develop skills to manage difficult feelings.

Below is a list of suicide prevention organizations dedicated to helping those in need in different countries and regions. The websites [www.befrienders.org](http://www.befrienders.org) and [suicide.org](http://suicide.org) also have extensive lists of organizations.

If you are looking for educational resources about self-harm, visit the following websites:

- Visit [www.selfinjury.com](http://www.selfinjury.com): S.A.F.E Alternatives is a network and educational resource base committed to helping end self-harming behavior.
- Visit [www.sioutreach.org](http://www.sioutreach.org): SiOS is an outreach initiative providing information and resources about self-harm to those who self-harm, those who have recovered, and those who want to help.

## Guidelines for posting mental health-related content

ISUTRA users should not be afraid to speak openly about the topics of mental health or self-harm. However please don't post content on ISUTRA if it fits any of the descriptions noted below:

- Promoting or glorifying suicide
- Providing instructions on how to self-harm or die by suicide
- Graphic images of self-harm posted to shock or disgust viewers

This Community Guidelines policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature. Please note this is not a complete list.

## What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

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## Violent or dangerous content

**Harassment and cyberbullying** - Content that threatens individuals is not allowed on ISUTRA. We also don't allow content that targets an individual with prolonged or malicious insults based on intrinsic attributes. These attributes include their protected group status or physical traits.

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available here. If you've found multiple videos or comments that you would like to report, you can report the channel. For tips and best practices to stay safe, keep your account secure, and protect your privacy, check out this Help Center article.

If specific threats are made against you and you feel unsafe, report it directly to your local law enforcement agency.

What this policy means for you

If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions noted below.

- Content that features prolonged name calling or malicious insults (such as racial slurs) based on someone's intrinsic attributes. These attributes include their protected group status, physical attributes, or their status as a survivor of sexual assault, domestic abuse, child abuse and more.
- Content uploaded with the intent to shame, deceive or insult a minor. A minor is defined as an individual under the legal age of majority. This usually means anyone younger than 18 years old, but the age of a minor might vary by geography.

Other types of content that violate this policy

Exceptions

If the primary purpose is educational, documentary, scientific, or artistic in nature, we may allow content that includes harassment. These exceptions are not a free pass to harass someone. Some examples include:

- Debates related to high-profile officials or leaders: Content featuring debates or discussions of topical issues concerning individuals who have positions of power, like high-profile government officials or CEOs of major multinational corporations.
- Scripted performances: Insults made in the context of an artistic medium such as scripted satire, stand up comedy, or music (such as a diss track). Note: This exception is not a free pass to harass someone and claim "I was joking."
- Harassment education or awareness: Content that features actual or simulated harassment for documentary purposes or with willing participants (such as actors) to combat cyberbullying or raise awareness.

Note: We take a harder line on content that maliciously insults someone based on their protected group status, regardless of whether or not they are a high-profile person.

Monetization and other penalties

In some rare cases, we may remove content or issue other penalties when a creator:

- Repeatedly encourages abusive audience behavior.
- Repeatedly targets, insults and abuses an identifiable individual based on their intrinsic attributes across several uploads.
- Exposes an individual to risks of physical harm based on the local social or political context.
- Creates content that harms the ISUTRA community by persistently inciting hostility between creators for personal financial gain.

Examples

Here are some examples of content that's not allowed on ISUTRA :

- Repeatedly showing pictures of someone and then making statements like "Look at this creature's teeth, they're so disgusting!", with similar commentary targeting intrinsic attributes throughout the video.
- Targeting an individual based on their membership in a protected group, such as by saying: "Look at this filthy [slur targeting a protected group], I wish they'd just get hit by a truck."
- Targeting an individual and making claims they are involved in human trafficking in the context of a harmful conspiracy theory where the conspiracy is linked to direct threats or violent acts.

- Using an extreme insult to dehumanize an individual based on their intrinsic attributes. For example: "Look at this dog of a woman! She's not even a human being — she must be some sort of mutant or animal!"
- Depicting an identifiable individual being murdered, seriously injured, or engaged in a graphic sexual act without their consent.
- Accounts dedicated entirely to focusing on maliciously insulting an identifiable individual.

#### More Examples

#### What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

Harmful or dangerous content - ISUTRA doesn't allow content that encourages dangerous or illegal activities that risk serious physical harm or death.

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available [here](#). If you've found a few videos or comments that you would like to report, you can report the channel.

#### What this policy means for you

#### If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions noted below.

- Extremely dangerous challenges: Challenges that pose an imminent risk of physical injury.
- Dangerous or threatening pranks: Pranks that lead victims to fear imminent serious physical danger, or that create serious emotional distress in minors.
- Instructions to kill or harm: Showing viewers how to perform activities meant to kill or maim others. For example, giving instructions to build a bomb meant to injure or kill others.
- Hard drug use or creation: Content that depicts abuse of or giving instructions on how to create hard drugs such as cocaine or opioids. Hard drugs are defined as drugs that can (mostly) lead to physical addiction.
- Eating Disorders: Content that praises, glorifies, or encourages viewers to imitate anorexia or other eating disorders. Eating disorders are characterized by abnormal or disturbed eating habits which negatively affect a person's health (including eating non-food items).
- Violent Events: Promoting or glorifying violent tragedies, such as school shootings.
- Instructional theft or cheating: Showing viewers how to steal tangible goods or promoting dishonest behavior.
- Hacking: Demonstrating how to use computers or information technology with the intent to steal credentials, compromise personal data or cause serious harm to others such as (but not limited to) hacking into social media accounts.
- Bypassing payment for digital content or services: Showing viewers how to use apps, websites, or other information technology to gain unauthorized free access to audio content, audiovisual content, full video games, software, or streaming services that normally require payment.

Keep in mind that this isn't a complete list.

Don't post content showing a minor participating in dangerous activity, or encouraging minors to participate in dangerous activities. Never put minors in harmful situations that may lead to injury, including dangerous stunts, dares, or pranks. You can learn more about Child Safety [here](#).

#### Age-restricted content

We might allow videos that depict dangerous acts if they're meant to be educational, documentary, scientific, or artistic (EDSA). For example, a news piece on the dangers of choking games would be appropriate, but posting clips out of context from the same documentary might not be.

This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature.

Extremely dangerous challenges

Dangerous or threatening pranks

Violent events or instructions to harm

Drug use

Eating disorders

Remember these are just some examples, and don't post content if you think it might violate this policy.

What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

Hate speech - Hate speech is not allowed on ISUTRA . We remove content promoting violence or hatred against individuals or groups based on any of the following attributes:

- Age
- Caste
- Disability
- Ethnicity
- Gender Identity and Expression
- Nationality
- Race
- Immigration Status
- Religion
- Sex/Gender
- Sexual Orientation
- Victims of a major violent event and their kin
- Veteran Status

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available [here](#). If you've found a few videos or comments that you would like to report, you can report the channel.

What this policy means for you

If you're posting content

Don't post content on ISUTRA if the purpose of that content is to do one or more of the following.

- Encourage violence against individuals or groups based on any of the attributes noted above. We don't allow threats on ISUTRA , and we treat implied calls for violence as real threats. You can learn more about our policies on threats and harassment.
- Incite hatred against individuals or groups based on any of the attributes noted above.

Other types of content that violates this policy

Educational content

Monetization and other penalties

In some rare cases, we may remove content or issue other penalties when a creator:

- Repeatedly encourages abusive audience behavior.
- Repeatedly targets, insults and abuses a group based on the attributes noted above across multiple uploads.
- Exposes a group with attributes noted above to risks of physical harm based on the local social or political context.
- Creates content that harms the ISUTRA ecosystem by persistently inciting hostility against a group with attributes noted above for personal financial gain.

Examples

Here are examples of hate speech not allowed on ISUTRA .

- "I'm glad this [violent event] happened. They got what they deserved [referring to persons with the attributes noted above]."
- "[Person with attributes noted above] are dogs" or "[person with attributes noted above] are like animals."

More examples

Please remember these are just some examples, and don't post content if you think it might violate this policy.

What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system here.

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations here.

If we think your content comes close to hate speech, we may limit ISUTRA features available for that content. You can learn more about limited features here.

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Violent criminal organizations - Content intended to praise, promote, or aid violent criminal organizations is not allowed on ISUTRA . These organizations are not allowed to use ISUTRA for any purpose, including recruitment.

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available here. If you've found a few videos or comments that you would like to report, you can report the channel.

If you believe anyone is in immediate danger, you should reach out to your local law enforcement agency to report the situation immediately.

What this means for you

If you're posting content

Don't post content on ISUTRA if it fits any of the descriptions noted below.

- Content produced by violent criminal or terrorist organizations
- Content praising or memorializing prominent terrorist or criminal figures in order to encourage others to carry out acts of violence
- Content praising or justifying violent acts carried out by violent criminal or terrorist organizations
- Content aimed at recruiting new members to violent criminal or terrorist organizations
- Content depicting hostages or posted with the intent to solicit, threaten, or intimidate on behalf of a violent criminal or terrorist organization
- Content that depicts the insignia, logos, or symbols of violent criminal or terrorist organizations in order to praise or promote them

If posting content related to terrorism or crime for an educational, documentary, scientific, or artistic purpose, be mindful to provide enough information in the video or audio itself so viewers understand the context. Graphic or controversial footage with sufficient context may be subject to age-restrictions or a warning screen.

This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature. Please note this is not a complete list.

Examples

Here are some examples of content that's not allowed on ISUTRA .

- Raw and unmodified reuploads of content created by terrorist or criminal organizations
- Celebrating terrorist leaders or their crimes in songs or memorials
- Celebrating terrorist or criminal organizations in songs or memorials
- Content directing users to sites that espouse terrorist ideology, are used to disseminate prohibited content, or are used for recruitment
- Video game content which has been developed or modified ("modded") to glorify a violent event, its perpetrators, or support violent criminal or terrorist organizations

Please remember these are just some examples, and don't post content if you think it might violate this policy.

What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system here.

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations here.

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Violent or graphic content - Violent or gory content intended to shock or disgust viewers is not allowed on ISUTRA . Also, content that encourages others to commit violent acts is not allowed.

If you believe anyone is in imminent danger, you should get in touch with your local law enforcement agency to report the situation immediately.

If you find content that violates this policy, report it. Instructions for reporting violations of our Community Guidelines are available [here](#). If you've found a few videos or comments that you would like to report, you can report the channel.

What this policy means for you

If you're posting content

Violent acts:

- Inciting others to commit violent acts against individuals or a defined group of people.
- Encouraging others to go to a particular place to commit violence, to perform violence at a particular time.
- Targeting specific individuals or groups with violence.
- Beatings or brawls outside the context of professional or professionally supervised sporting events.
- Fights involving minors. You can learn more about Child safety [here](#).
- Actual school yard fights between minors. We may allow content if minors are pretend fighting and that is evident to viewers.

Graphic content:

- Footage, audio, or imagery involving any of the following:
- Road accidents
- Natural disasters
- War aftermath
- Terrorist attack aftermath
- Street fights
- Physical attacks
- Sexual assaults
- Immolation
- Torture
- Corpses
- Protests or riots
- Robberies
- Medical procedures
- Other such scenarios with the intent to shock or disgust viewers
- Footage or imagery of bodily fluids, such as blood or vomit, with the intent to shock or disgust viewers.
- Footage of corpses with massive injuries, such as severed limbs.

Animal abuse or violence:

- Content that includes a human maliciously causing an animal to experience suffering when not for traditional or standard purposes such as hunting or food preparation.
- Content featuring animal rescue that has been staged and places the animal in harmful scenarios.
- Content where animals are encouraged or coerced to fight by humans.

Dramatized or fictional footage:

- Content featuring anything listed above where the viewer is not given enough context to understand that the footage is dramatized or fictional.

Note that this is not a complete list.

Keep in mind that this policy also applies to videos, video descriptions, thumbnails, comments, live streams, and any other ISUTRA product or feature.

Age-restricted content



This policy applies to videos, video descriptions, comments, live streams, and any other ISUTRA product or feature.

## Examples

Here are some examples of content that's not allowed on ISUTRA .

- Encouraging others to go to a particular place to commit violence, to perform violence at a particular time, or to target individuals or groups with violence
- Actual schoolyard fights between minors. We may allow content if minors are only play fighting and that is evident to viewers.
- Beatings or brawls outside the context of professional or professionally supervised sporting events.

## More examples

Violent, graphic, or shocking content  
Animal abuse content

Remember these are just some examples, and don't post content if you think it might violate this policy.

## What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

COVID-19 misinfo policy - ISUTRA doesn't allow content about COVID-19 that poses a serious risk of egregious harm.

ISUTRA doesn't allow content that spreads medical misinformation that contradicts local health authorities' or the World Health Organization's (WHO) medical information about COVID-19. This is limited to content that contradicts WHO or local health authorities' guidance on:

- Treatment
- Prevention
- Diagnosis
- Transmission
- Social distancing and self isolation guidelines
- The existence of COVID-19

Note: ISUTRA's policies on COVID-19 are subject to change in response to changes to global or local health authorities' guidance on the virus. This policy was published on May 20, 2020.

## What this policy means for you

### If you're posting content

Don't post content on ISUTRA if it includes any of the following:

#### Treatment misinformation:

- Content that encourages the use of home remedies, prayer, or rituals in place of medical treatment such as consulting a doctor or going to the hospital
- Content that claims that there's a guaranteed cure for COVID-19

- Content that recommends use of Ivermectin or Hydroxychloroquine for the treatment of COVID-19
- Claims that Hydroxychloroquine is an effective treatment for COVID-19
- Categorical claims that Ivermectin is an effective treatment for COVID-19
- Other content that discourages people from consulting a medical professional or seeking medical advice

Prevention misinformation: Content that promotes prevention methods that contradict local health authorities or WHO.

- Claims that there is a guaranteed prevention method for COVID-19
- Claims that any medication or vaccination is a guaranteed prevention method for COVID-19
- Content that recommends use of Ivermectin or Hydroxychloroquine for the prevention of COVID-19
- Claims that wearing a mask is dangerous or causes negative physical health effects
- Claims that masks do not play a role in preventing the contraction or transmission of COVID-19
- Claims about COVID-19 vaccinations that contradict expert consensus from local health authorities or WHO
- Claims that an approved COVID-19 vaccine will cause death, infertility, miscarriage, autism, or contraction of other infectious diseases
- Claims that an approved COVID-19 vaccine will contain substances that are not on the vaccine ingredient list, such as biological matter from fetuses (e.g. fetal tissue, fetal cell lines) or animal products
- Claims that an approved COVID-19 vaccine will contain substances or devices meant to track or identify those who've received it
- Claims that COVID-19 vaccines will make people who receive them magnetic
- Claims that an approved COVID-19 vaccine will alter a person's genetic makeup
- Claims that COVID-19 vaccines do not reduce risk of contracting COVID-19
- Claims that any vaccine causes contraction of COVID-19
- Claims that a specific population will be required (by any entity except for a government) to take part in vaccine trials or receive the vaccine first
- Content that promotes the use of unapproved or homemade COVID-19 vaccines
- Instructions to counterfeit vaccine certificates, or offers of sale for such documents

Diagnostic misinformation: Content that promotes diagnostic methods that contradict local health authorities or WHO.

- Claims that approved COVID-19 tests are dangerous or causes negative physical health effects
- Claims that approved COVID-19 tests cannot diagnose COVID-19

Transmission misinformation: Content that promotes transmission information that contradicts local health authorities or WHO.

- Content that claims that COVID-19 is not caused by a viral infection
- Content that claims COVID-19 is not contagious
- Content that claims that COVID-19 cannot spread in certain climates or geographies
- Content that claims that any group or individual has immunity to the virus or cannot transmit the virus

Social distancing and self isolation misinformation: Content that disputes the efficacy of local health authorities' or WHO's guidance on physical distancing or self-isolation measures to reduce transmission of COVID-19.

Content that denies the existence of COVID-19:

- Denial that COVID-19 exists
- Claims that people have not died or gotten sick from COVID-19
- Claims that the virus no longer exists or that the pandemic is over
- Claims that the symptoms, death rates, or contagiousness of COVID-19 are less severe or equally as severe as the common cold or seasonal flu
- Claims that the symptoms of COVID-19 are never severe

Examples

Here are some examples of content that's not allowed on ISUTRA :

- Denial that COVID-19 exists
- Claims that people have not died from COVID-19
- Claims that any vaccine is a guaranteed prevention method for COVID-19
- Claims that a specific treatment or medicine is a guaranteed cure for COVID-19
- Claims that hydroxychloroquine saves people from COVID-19
- Promotion of MMS (Miracle Mineral Solution) for the treatment of COVID-19
- Claims that certain people have immunity to COVID-19 due to their race or nationality
- Encouraging taking home remedies instead of getting medical treatment when sick
- Discouraging people from consulting a medical professional if they're sick
- Content that claims that holding your breath can be used as a diagnostic test for COVID-19
- Videos alleging that if you avoid Asian food, you won't get the coronavirus
- Videos alleging that setting off fireworks can clean the air of the virus and will prevent the spread of the virus
- Claims that COVID-19 is caused by radiation from 5G networks
- Videos alleging that the COVID-19 test is the cause of the virus
- Claims that countries with hot climates will not experience the spread of the virus
- Videos alleging that social distancing and self-isolation are not effective in reducing the spread of the virus
- Claims that wearing a mask causes oxygen levels to drop to dangerous levels
- Claims that masks cause lung cancer or brain damage
- Claims that wearing a mask gives you COVID-19
- Claims that the COVID-19 vaccine will kill people who receive it
- Claims that the COVID-19 vaccine will be used as a means of population reduction
- Videos claiming that the COVID-19 vaccine will contain fetal tissue
- Claims that the flu vaccine causes contraction of COVID-19
- Claims that COVID-19 vaccines are not effective in preventing the spread of COVID-19
- Claims that the COVID-19 vaccine causes contraction of other infectious diseases or makes people more vulnerable to contraction of other infectious diseases
- Claims that the COVID-19 vaccines contain a microchip or tracking device
- Claims that achieving herd immunity through natural infection is safer than vaccinating the population
- Claims that COVID-19 never causes serious symptoms or hospitalization
- Claims that the death rate from the seasonal flu is higher than the death rate of COVID-19
- Claims that people are immune to the virus based on their race
- Claims that children cannot or do not contract COVID-19
- Claims that there have not been cases or deaths in countries where cases or deaths have been confirmed by local health authorities or the WHO

Educational, documentary, scientific or artistic content

We may allow content that violates the misinformation policies noted on this page if that content includes additional context in the video, audio, title, or description. This is not a free pass to promote misinformation. Additional context may include countervailing views from local health authorities or medical experts. We may also make exceptions if the purpose of the content is to condemn, dispute, or satirize misinformation that violates our policies. We may also make exceptions for content showing an open public forum, like a protest or public hearing, provided the content does not aim to promote misinformation that violates our policies.

What happens if content violates this policy

If your content violates this policy, we'll remove the content and send you an email to let you know. If this is your first time violating our Community Guidelines, you'll likely get a warning with no penalty to your channel. If it's not, we may issue a strike against your channel. If you get 3 strikes within 90 days, your channel will be terminated. You can learn more about our strikes system [here](#).

We may terminate your channel or account for repeated violations of the Community Guidelines or Terms of Service. We may also terminate your channel or account after a single case of severe abuse, or when the channel is dedicated to a policy violation. You can learn more about channel or account terminations [here](#).

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## How do we develop new policies and update existing ones?

Each of our policies is carefully thought through so they are consistent, well-informed, and can be applied to content from around the world. They're developed in partnership with a wide range of external industry and policy experts, as well as ISUTRA Creators. New policies go through multiple rounds of testing before they go live to ensure our global team of content reviewers can apply them accurately and consistently.

This work is never finished, and we are always evaluating our policies to understand how we can better strike a balance between keeping the ISUTRA community protected and giving everyone a voice.

# How does ISUTRA identify content that violates Community Guidelines?

With hundreds of hours of new content uploaded to ISUTRA every minute, we use a combination of people and machine learning to detect problematic content at scale. Machine learning is well-suited to detect patterns, which helps us to find content similar to other content we've already removed, even before it's viewed.

We also recognize that the best way to quickly remove content is to anticipate problems before they emerge. Our Intelligence Desk monitors the news, social media, and user reports to detect new trends surrounding inappropriate content, and works to make sure our teams are prepared to address them before they can become a larger issue.

## Is there a way for the broader community to flag harmful content?

Though we are determined to continue reducing exposure to videos that violate our policies and have tasked over 10,000 people with detecting, reviewing, and removing content that violates our guidelines, the ISUTRA community also plays an important role in flagging content they think is inappropriate.

- If you see content that you think violates Community Guidelines, **CONTACT US.**
- We are developing the ISUTRA Flagger program to provide robust content reporting processes to non-governmental organizations (NGOs) with expertise in a policy area, government agencies, and individuals with high flagging accuracy rates. Participants receive training on ISUTRA policies and have a direct path of communication with our Trust & Safety specialists. Videos flagged by Trusted Flaggers are not automatically removed. They are subject to the same human review as videos flagged by any other user, but we may expedite review by our teams. NGOs also receive occasional online training on ISUTRA policies. When our Flagging program is complete we will announce it to the community.

# What action does ISUTRA take for content that violates Community Guidelines?

Machine learning systems help us identify and remove spam automatically, as well as remove re-uploads of content we've already reviewed and determined violates our policies. ISUTRA takes action on other flagged videos after review by trained human reviewers. They assess whether the content does indeed violate our policies, and protect content that has an educational, documentary, scientific, or artistic purpose. Our reviewer teams remove content that violates our policies and age-restrict content that may not be appropriate for all audiences.

**Community Guidelines Strikes** - If our reviewers decide that content violates our Community Guidelines, we remove the content and send a notice to the Creator. The first time a Creator violates our Community Guidelines, they receive a warning with no penalty to the channel. After one warning, we'll issue a Community Guidelines strike to the channel and the account will have temporary restrictions

including not being allowed to upload videos, live streams, or stories for a 1-week period. Channels that receive three strikes within a 90-day period will be terminated. Channels that are dedicated to violating our policies or that have a single case of severe abuse of the platform, will bypass our strikes system and be terminated. All strikes and terminations can be appealed if the Creator believes there was an error, and our teams will re-review the decision.

**Age-Restricting Content** - We are currently working on allowing age restricting content on iSutra. We will let the community know when we have a way to lock and unlock age restricted content.

Thanks for your patience!