Exemption to Prohibition on Circumvention of Copyright Protection Systems for Access Control Technologies

My family and I share a family plan with Cincinnati Bell, a relatively large local carrier. Both my mother and I bought the Motorola Milestone XT720, which came with Android 2.1 (Éclair). After Android 2.2 (Froyo) was released, from what I understand, Motorola would not support an upgrade. So, because their customers demanded an upgrade, Cincinnati Bell took it upon themselves to actually instruct customers how to root and flash a 2.2 ROM. The website with instructions still exists with a video walk through tutorial:

http://www.cincinnatibell.com/milestoneupgrade/

As far as I know, there are no other examples of another carrier actually instructing their own customers on how to flash a custom ROM.

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