

ACCEPTABLE USE POLICY



What You Cannot Do

You must not use our services, attempt to use our services or allow anyone else to use our services through your account, in any of the following scenarios.

You must not:

- Break any law, or be involved in breaking any law, order or regulation
- Damage any property or injure any person
- Interfere with or damage any service equipment provided by us or our suppliers
- Create or distribute viruses, malware or anti-security programs
- Transmit, publish or communicate any defamatory, offensive, abusive, indecent, menacing or unwanted material
- Interfere with other customers' use of a service or interfere with the efficient or proper operation of our services
- Attempt to manipulate or bypass limitations on your service by any means.

If You Breach This Policy

Should we believe that you have breached any of the above obligations, we may limit, suspend or terminate your service.

Limiting or Suspending Your Service

We may limit or suspend your service, once we have given you reasonable notice:

- Where we would be entitled to terminate your service in accordance with this policy
- If we suspect a breach of this policy has occurred, requiring us to investigate; or
- For the purpose of maintenance, integrity, protection and restoration of our networks or the users of our networks.

If we need to limit or suspend your service for maintenance reasons, we will usually give you 24 hours' notice, with the exception of urgent maintenance, in which case we will give you as much notice as reasonably possible.

Terminating Your Service

We may terminate your service:

- If you are in serious breach of this policy and we have notified you of your breach but you have failed to remedy the breach within 30 days of our notice (where the breach can be remedied)
- Immediately, if you are in serious breach, and the breach is something which cannot be remedied; or
- Immediately, for a non-serious breach of this policy, where the consequences are serious

We may also terminate your service by providing you reasonable notice if:

- We obtain your consent
- The law requires us to do so, or if providing your service becomes illegal or we believe on reasonable grounds that it may become illegal
- If a regulatory event occurs, and we are not able to continue providing a service to you at all or on the same terms as set out in our [Terms doc / Customer Relationship Agreement doc] and this policy
- You become bankrupt or insolvent or appear likely to do so
- You vacate the premises to which your service is connected
- We are not able to provide your service to you due to an event outside of our reasonable control.