

itcent.re

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IT Work

# ACCEPTABLE USE POLICY

THE FOLLOWING ACCEPTABLE USE POLICY (AUP) IS SUPPLEMENT TO OUR GENERAL TERMS AND CONDITIONS IS INTENDED TO HELP PROTECT ITCENT.RE CUSTOMERS, AND THE INTERNET COMMUNITY FROM THE INAPPROPRIATE USE OF OUR SERVICES. A CUSTOMER'S USE OF ITCENT.RE SERVICES CONSTITUTES ACCEPTANCE OF THIS AUP. ITCENT.RE RESERVES THE RIGHT TO REVISE AND UPDATE THIS AUP FROM TIME TO TIME AND EXPECTS CUSTOMERS AND USERS OF OUR SERVICES TO COOPERATE WITH OUR AGENTS WHEN REQUESTED TO ASSIST IN THEIR DUTIES.

## 1) VIOLATIONS AND DESCRIPTIONS OF ACCEPTABLE USE

### a) General Violations

This AUP prohibits the following:

- i) Impersonation/forgery:
  - (1) Adding, removing, or modifying identifying network header information ("spoofing") to deceive or mislead is prohibited.
  - (2) Attempting to impersonate any person by using forged headers or other identifying information is prohibited.
  - (3) The use of anonymous re-mailers and nicknames does not constitute impersonation.
  - (4) Using deliberately misleading headers ("munging" headers) in news postings to avoid spam e-mail address collectors is allowed provided appropriate contact information is contained in the body of the posting.
  - (5) Privacy Violations Attempts, whether successful or unsuccessful, to gain access to any electronic systems, networks, or data, without proper consent, are prohibited.
- ii) Threats:
  - (1) Threats of bodily harm or destruction of property are prohibited.
  - (2) Harassment Threatening or harassing activity is prohibited.
- iii) Illegal Use
  - (1) The use of any itcent.re service for illegal purposes is prohibited.
- iv) Reselling
  - (1) Reselling, the resale of the any itcent.re product or service is strictly prohibited unless the customer has explicitly entered into a reseller agreement with itcent.re.
- v) Copyright infringement:
  - (1) All material published must be owned by the publisher or the appropriate releases must have been obtained prior to publishing. itcent.re will co-operate with all agencies attempting to assert their rights in these matters.
- vi) Network Disruptions and Network-Unfriendly Activity:
  - (1) Any activities, which adversely affect the ability of other people or systems to use itcent.re services or the Internet, are prohibited. This includes "denial of service" (DoS) attacks against another network host or individual user.
  - (2) Interference with, or disruption of, use of the network by others, network services or network equipment is prohibited.
  - (3) It is the customer's responsibility to ensure that their network is configured in a secure manner.
  - (4) A customer may not, through action or inaction, allow others to use their network for illegal or inappropriate actions.
  - (5) A customer may not permit their network, through action or inaction, to be configured in such a way that it gives a third party the capability to use their network in an illegal or inappropriate manner.
- vii) E-Mail:
  - (1) itcent.re does not tolerate, endorse, or participate in e-mail spamming. Sending unsolicited commercial e-mail is prohibited. We cannot authorise bulk e-mailing although we do recognise that in some instances this is a valid and useful form of marketing for both senders and recipients.
  - (2) Using a itcent.re e-mail or Web site address to collect responses from unsolicited commercial e-mail is prohibited.
  - (3) Sending large volumes of unsolicited e-mail, whether that e-mail is commercial in nature is prohibited. All solicited e-mail should have been confirmed through the use

of a double opt-in list (i.e. the recipient must confirm their wish to receive that particular e-mail twice).

- (4) Activities that have the effect of facilitating unsolicited commercial e-mail, or large volumes of unsolicited e-mail, whether that e-mail is commercial in nature, are prohibited. Users operating mail servers must ensure that they are not open relays.
  - (5) Anonymous bulk e-mailings are not permitted, and we will terminate the accounts of any customers who attempt to do this. This may happen without notice.
  - (6) If we receive any complaints from recipients or other third parties, or any mailing causes technical problems on our systems, we may take further action to stop this happening again. This may involve the termination of any accounts the sender has and may occur without notice.
  - (7) If we are alerted to anyone sending bulk e-mails, we will generally attempt to contact the senders to discuss appropriate actions.
  - (8) We recommend that anybody undertaking this kind of activity has a data protection statement on their Web site explaining how the company fulfils their obligations in terms of the Data Protection Act.
  - (9) Senders must give recipients the ability to easily contact the sender and remove themselves from their mailing list.
  - (10) Senders must be sure that recipients are aware that they are listed on the sender's e-mailing list and that they themselves provided their information or authorised a third party to do so on their behalf.
  - (11) Senders must make every effort to ensure that the information they are sending is of interest to the recipient and matches the reason given for the collection of the e-mail address in the first place.
  - (12) In the event of any problems being caused by this type of activity, we will make every effort to ensure that the problem is resolved as quickly as possible. This includes full co-operation with any relevant authorities.
- viii) Facilitating a violation of the AUP:
- (1) Advertising, transmitting, or otherwise making available any software, programme, product, or service that is designed to violate this AUP, or the AUP of any other Internet Service Provider, which includes, but is not limited to, the facilitation of the means to spam.
- ix) Excessive Usage
- (1) You must use the services in good faith and in line with what would generally consider to be typical usage for the type of service.
  - (2) Usage limits for Product and Service are set out within the Service Schedule, where limits are not specifically defined, the judgement of itcent.re and its agents shall be used to define those limits. Usage more than those limits is not permitted.
  - (3) If itcent.re determines that excessive utilisation is adversely affecting itcent.re's ability to provide service, itcent.re may take immediate action. itcent.re will attempt to notify the account owner by e-mail as soon as possible.

## 2) REPORTING TO ITCENT.RE'S ABUSE DEPARTMENT

- a) itcent.re requests that anyone who believes that there is a violation of this AUP should direct the information to the AUP Abuse Staff at this address: [abuse@itcent.re](mailto:abuse@itcent.re)
- b) itcent.re customers who wish to report 'spam' from a non- itcent.re source should send copies of the e-mail they received along with full header information. Some messages may

not receive a response, but itcent.re may use the information received at this address to aid in the development of itcent.re filter lists.

- c) All issues involving other e-mail abuse originating from itcent.re e-mail or network addresses should also be sent to the above address.
- d) All issues regarding USENET 'news' abuse issues originating from itcent.re customers.
- e) Other suspicious activity such as port scans or attempts to penetrate network resources and virus distribution.
- f) Copyright infringement.
- g) itcent.re may take any one or more of the following actions in response to complaints:
  - i) Issue warnings: written or verbal.
  - ii) Suspend the customer's newsgroup posting privileges.
  - iii) Suspend the customer's account.
  - iv) Terminate the customer's account.
  - v) Invoice the customer for administrative costs and/or reactivation charges.
- h) What information should be submitted?
  - i) The IP address used to commit the alleged violation.
  - ii) The date and time of the alleged violation, including the time zone or offset from GMT.
  - iii) Evidence of the alleged violation
  - iv) Copies of e-mail with full header information provide all the required information, as do syslog files and firewall logs. Other situations will require different methods.