

## Acceptable Use Policy (“AUP”)

Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to do so, your service may be suspended or terminated.

### **Broadband AUP**

#### **Illegal Activities**

You must not, by using the service, possess or transmit illegal material. You should be aware that as the Internet is a global network, some activities/material which may be legal in the UK, may be illegal elsewhere in the world and vice versa. When you visit a website, a copy of the visited pages is stored on your pc in the web browsers' cache files. Storage of illegal material in this way may well be a criminal offence, as well as contravening this AUP.

If you are in any doubt as to the legality of anything, don't do it and take independent legal advice before proceeding.

You must not gain or attempt to gain unauthorised access to any computer systems for any purpose, including accessing the Internet. As well as being in breach of your contract for the particular service, such hacking or attempted hacking is a criminal offence.

#### **Forging Addresses**

You must not send data via the Internet which has forged addresses or which is deliberately constructed to adversely affect remote machines.

You must not configure your pc as an open relay system.

## **Port Scanning**

You must not run "port scanning" software which accesses remote machines or networks, except with the explicit prior permission of the administrator or owner of such remote machines or networks. This includes using applications capable of scanning the ports of other Internet users.

If you intend to run a port scanning application, you must provide Vispa with a copy of the written consent received from the target of the scan authorising the activity. This must be supplied to Vispa prior to the application being run.

## **Spam or Unsolicited Email**

You must not participate in the sending of unsolicited bulk email or any other form of email or Usenet "abuse". This applies to material which originates on your system as well as third party material which passes through your system.

## **What Action Will Vispa Take?**

Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to do so, your service may be suspended or terminated.

Customers who engage in abusive behaviour will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated.

## **Account Restoration**

A suspended account may be restored at Vispa's discretion, upon receipt of a written undertaking by the abuser not to commit any future "abuse". All cases are, however, considered by Vispa on their individual merits.

# **Email AUP**

## **Abusive Emails**

It is not always obvious whether an activity is innocent, inadvertent, or intentional but as a general rule, email users should be aware that what is unacceptable (and possibly illegal) offline (oral or written), applies equally online. As with telephone calls, you must not send any emails which cause annoyance, inconvenience or needless anxiety. You should not send false messages likely to cause distress (e.g. advising the recipient that a relative has been in an accident when they have not), or any other material which is distressing, grossly offensive, indecent, obscene, menacing or in any other way unlawful. Particular care should be taken to avoid any material which is offensive to people on grounds of gender, race, colour, religion or other similar categorisation. Always be sensitive to the fact that children might have access.

## **Spam (Unsolicited Bulk emails)**

You must not use Vispa's email system to send unsolicited emails, bulk or otherwise. The sending of such emails is an abuse of the service and you will be in breach of the relevant terms and conditions.

## **What Action Will Vispa Take?**

Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to do so, your service may be suspended or terminated.

Customers who engage in abusive behaviour will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated if such behaviour continues.

## **Account Restoration**

A suspended account may be restored at Vispa's discretion, upon receipt of a written undertaking by the abuser not to commit any future "abuse". All cases are, however, considered by Vispa on their individual merits.

## **Usenet AUP**

Participating successfully in the various newsgroups that make up the Usenet news system is mostly a matter of common sense and extending courtesy to other participants. The vast majority of Vispa's customers understand what is appropriate and will have no difficulties in conforming to this AUP.

This Usenet AUP is based on current "best Internet industry practice" and draws on the collective experience of Usenet users, service providers and the owners and administrators of computer networks which are used to exchange Usenet articles across the Internet community.

Although it is not always obvious whether abuse is innocent, inadvertent or intentional, you must not post articles which cause annoyance, inconvenience or needless anxiety to other participants.

Always remember that what is acceptable in one part of the world may be regarded as offensive in another. Since the Internet links many different countries great care must be taken to avoid giving offence. The right to freedom of expression is recognised and healthy debate is encouraged. However, inflammatory language is not necessary to express strongly held views.

## **What Action Will Vispa Take?**

Vispa will not tolerate abusive behaviour by its customers, which could adversely affect other Internet users or jeopardise Vispa's position within the Usenet community.

Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to do so, your service may be suspended or terminated.

The offending material may be removed without prior notice/explanation. Customers who engage in abusive behaviour will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated if such behaviour continues.

## **Account Restoration**

A suspended account may be restored, at Vispa's sole discretion, upon receipt of a written undertaking by the abuser not to post any further abusive articles. All cases are, however, considered by Vispa on their individual merits.

# Webpace AUP

The following AUP contains rules governing the use by customers of Vispa webpace services.

It is based on current "best Internet industry practice" and draws on the collective experience of webpace users, service providers and the owners and administrators of computer networks which are connected to form the world wide web.

Vispa cannot and does not proactively monitor content on its customers websites and therefore cannot and does not guarantee that all such websites are free of illegal material or other content considered unacceptable (abusive) by the Internet community.

## Illegal Activities

You must not have illegal material on your website or link to content that is illegal. You should be aware that as the Internet is a global network, some activities/material which may be legal in the UK may be illegal elsewhere in the world and vice versa, and you could risk being prosecuted in another country if you publish what is illegal in that country. If you are in doubt, don't do it and take independent legal advice before proceeding.

You must not incite disorder or publish any material which would amount to instructions concerning illegal activities.

You must not publish content, or link to content in which you do not own the rights, without the permission of the owner of the relevant rights.

## Unacceptable Behaviour

It is not always obvious whether an activity is innocent, inadvertent, or intentional, but generally webpace users should be aware that what is unacceptable (and possibly illegal) offline (oral or written), applies equally online.

Avoid content that may offend. If you have any doubt about the suitability of your content to others, in particular to children, you must give a warning page before reaching the content. If in doubt, don't do it and take independent legal advice before proceeding. In particular, you must not use expressions that are offensive to others on grounds of gender, race colour, religion or other similar categories. Vispa will not make any logs or details of who visited your site available.

You must ensure that your index.htm or default.htm file (the first to be viewed on a site) does not contain any material liable to offend. A clearly readable warning page must be displayed before any adult material is displayed.

You must not use your webpace to cause annoyance, inconvenience, offence or needless anxiety. You must not publicise the personal details of others without their consent.

You must not use your website to advertise, distribute (or link to another webpage containing) virus creation software, e-mail spamming software, or port scanning software.

Your homepage site may not be used to distribute or advertise any of the following:

1. Software for sending SPAM (excessive news postings, bulk emails etc.).

2. Software for port scanning, virus creation, hacking or any other illegal or antisocial activity.
3. Lists of email addresses except where all the addressees have given their explicit permission.
4. Any collection of personal data other than in accordance with all applicable data protection legislation.
5. Links to websites hosting illegal content, including adult material
6. Content designed to offend or cause needless anxiety to others.

You must not advertise your Homepages (websites), or cause another person to advertise it, by techniques that would be classified as abuse, e.g. bulk emailing and excessive news posting.

## **Security**

You must not share the password for your web space. Your passwords are your responsibility, and must not be disclosed to any third party. This is also important for your own protection.

### **What Action Will Vispa Take?**

Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to do so, your service may be suspended or terminated.

Offending material may be removed without prior notice/explanation. Customers who engage in abusive behaviour will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated.

### **Account Restoration**

A suspended account may be restored, at Vispa's discretion, upon receipt of a written undertaking by the abuser not to commit any future "abuse". However, Vispa will consider all cases on their individual merits.