

Acceptable Usage/Fair Usage Policies Residential Broadband & Internet Services

As at October 2012

Version number	Date	Edited by
1.0	01/12/2011	CB

Acceptable Usage Policy

This Acceptable Use Policy (AUP) is intended to help protect Spectrum customers, and the Internet community, from the inappropriate use of the Internet. A customer's use of Spectrum service constitutes acceptance of this AUP. Spectrum reserves the right to revise and update this AUP from time to time. Spectrum expects customers to cooperate with the company when requested to assist in their investigations.

While connected to the Internet via Spectrum Internet you must comply with the law.

Your account should only be used for one direct connection to the Internet at a time. You are responsible for the security of your username or password and you should not disclose these to anyone. Should you think that this information is no longer secure, please contact us as soon as possible.

This AUP is divided into two sections:

1. Violations and Descriptions of inappropriate use
2. Reporting Abuse

SECTION 1. Violations and Descriptions of Acceptable Use

GENERAL VIOLATIONS

Our AUP prohibits the following:

IMPERSONATION/FORGERY

Adding, removing, or modifying identifying network header information ("spoofing") in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous re-mailers and nicknames does not constitute impersonation. Using deliberately misleading headers ("munging" headers) in news postings in order to avoid spam e-mail address collectors is allowed provided appropriate contact information is contained in the body of the posting. Privacy, violations Attempts, whether successful or unsuccessful, to gain access to any electronic systems, networks or data, without proper

consent, are prohibited. Threats of bodily harm or destruction of property are prohibited. Threatening or harassing activity is prohibited. Illegal Use The use of any Spectrum service for illegal purposes is prohibited. The resale of any Spectrum service without proper authorisation from Spectrum Internet Ltd. is prohibited. Persons wishing to act as resellers may contact us regarding our Spectrum Partner Programme.

COPYRIGHT INFRINGEMENT

All material published must be owned by the publisher or the appropriate releases must have been obtained prior to publishing. Spectrum Internet will co-operate with all agencies attempting to assert their rights in these matters.

NETWORK DISRUPTIONS AND NETWORK-UNFRIENDLY ACTIVITY

Any activities, which adversely affect the ability of other people or systems to use Spectrum services or the Internet, are prohibited. This includes "denial of service" (DoS) attacks against another network host or individual user.

Interference with, or disruption of, use of the network by others, network services or network equipment is prohibited.

It is the customer's responsibility to ensure that their network is configured in a secure manner. A customer may not, through action or inaction, allow others to use their network for illegal or inappropriate actions. 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.

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.

E-MAIL

Spectrum Internet does not tolerate, endorse or participate in e-mail spamming. Sending unsolicited commercial e-mail is prohibited.

Using a Spectrum e-mail or Web site address to collect responses from unsolicited commercial e-mail is prohibited.

Activities that have the effect of facilitating unsolicited commercial e-mail, or large volumes of unsolicited e-mail, whether or not that e-mail is commercial in nature, are prohibited. Users operating mail servers must ensure that they are not open relays. 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. In the event that we are alerted to anyone sending bulk e-mails, we will generally attempt to make contact with the senders to discuss appropriate actions.

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.

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.

FACILITATING A VIOLATION OF THIS AUP

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.

EXCESSIVE BANDWIDTH

Spectrum account descriptions specify current limits on bandwidth. Where limits are not specifically defined the judgement of the Spectrum Internet Technical Support team shall be used to define those limits. The use of bandwidth in excess of those limits is not permitted. The total number of bytes transferred from an account's Web and FTP space determines bandwidth utilisation.

If Spectrum determines that excessive bandwidth is adversely affecting Spectrum's ability to provide service, Spectrum may take immediate action. Spectrum will attempt to notify the account owner by e-mail as soon as possible.

SECTION 2. Reporting Abuse

Spectrum requests that anyone who believes that there is a violation of this AUP should direct the information to the technical team at this address:

support@Spectruminternet.com and entitle the subject "Report of Abuse"

Other suspicious activity such as port scans or attempts to penetrate network resources and virus distribution should be reported in the same way.

Copyright infringement

Spectrum may take any one or more of the following actions in response to complaints:

- Issue warnings: written or verbal
- Suspend the customer's account
- Terminate the customer's account
- Invoice the customer for administrative costs and/or reactivation charges

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

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. If you are unsure please contact the technical team to advise.

Spectrum will comply with any requests from the legal or government authorities to identify the user or users of illegal material.

General advice to protect your computer

You should keep your operating system (for example Windows 7) up to date with the latest updates. Ideally you should enable the automatic tool for this purpose (for example Windows automatic updates) provided by your operating system's manufacturer.

Install and keep up to date anti-virus, firewall and anti-spyware software:

Viruses often rely on being introduced to a computer through opportunism and simple user mistakes. They can also be introduced if you visit a corrupted or malicious website, via Internet attacks, where they are known as "worms" and even via the macros in some documents.

Once it infects a computer the damage a virus can do ranges from simply changing your Internet home page to deleting entire file systems on your computer or making it slow, perhaps even unusable and can even lead to the compromise of your identity details which can in turn lead to fraudulent use of your personal information.

Installing anti virus software on your computer will help by scanning your incoming emails for attachments infected with known viruses and scanning attachments for infection when you open them; it also makes checks of your computer for infected files.

With anti-virus software as with any other security software for your computer you should ensure that you purchase from a reputable vendor and that having made a purchase that you keep it up to date.

Fair Usage Policy

Your broadband usage is the data that you upload and download from the internet. That's why Spectrum Internet offers broadband services at different pricing levels.

To give all customers the best service, irrespective of network demand, we have a usage policy covering Monthly Usage Allowances and may introduce Network Management of specific applications, which is measured each calendar month (from the first of the month to the end of the month).

We support Ofcom's Code of Practice on Speed and Spectrum remains committed to providing the best information about what affects customers' speeds and managing our service to optimise the experience for all our customers. To find out more about Ofcom's Code of Practice on Speed visit Ofcom's website. www.ofcom.org.uk

Spectrum Internet reserves the right to update this policy at any time to ensure the best service is delivered to its customers.

If you would like to speak to us about our terms and conditions, or to request them electronically in a larger font, please contact us:

Post: Spectrum Internet Limited, Riverside Court, Beauport Park Way,
Chepstow, NP16 5UH

Call: 029 200 22 355

Email: marketing@spectruminternet.com

Website: www.spectruminternet.com