

## Hosting and Acceptable Use Policy (HAUP)

The policy below outlines the areas, which must be adhered to, by customers and Freecom.net (Freecom) in order to meet legal and generally accepted standards.

Complaints regarding illegal use, email abuse or network issues should be sent to [abuse@freecom.net](mailto:abuse@freecom.net)

Please check this policy regularly for updates.

- a) Unless agreed with us in writing, the following may not be exceeded:-
- i) a maximum bandwidth allowance per website and total e-mail mail box accounts per domain of 64k at any time;
  - ii) web server hard disk space per website and total e-mail mail box accounts per domain of 25 megabytes of storage (unless otherwise agreed by us in writing);
  - iii) a data transfer allowance per website and total mailbox accounts per domain of 1 gigabyte within a calendar month.

If any of the above figures are exceeded, we will have the right to increase your Quarterly Payments upon written notice to you.

- b) You may not in any circumstances do any of the following in any chat room or otherwise in relation to the website:-
- i) publish or distribute material that is defamatory, unlawful, objectionable, obscene or in breach of confidence or privacy;
  - ii) harass, threaten, stalk or abuse others or otherwise violate their legal rights or behave in a manner that causes annoyance or inconvenience;
  - iii) send or receive material protected by intellectual property laws or any other laws unless you own those rights or have received all necessary consents;
  - iv) send material containing viruses or any corrupted data;
  - v) post chain letters or pyramid schemes;
  - vi) send any electronic message with the intention or result of affecting the performance of function of any computer facilities; or
  - vii) act in any manner contrary to applicable law or regulation, including but not limited to the acceptable use and anti-spam policies of connected networks.
- c) We reserve the right (but do not take on the obligation) to monitor use of the website and to remove anything contained in it for any reasons without notice.
- d) You may not in any circumstances do any of the following in relation to your use of Freecom's email services:
- i) Send unsolicited bulk mail messages ("junk mail" or "spam") of any kind.
  - ii) Allow others to send unsolicited bulk mail messages either directly or by relaying through your systems (Open Mail Relay). For the avoidance of doubt, you must ensure that your systems cannot be relayed through.
- e) You must ensure that system or network security is not violated. Freecom will investigate incidents involving violations, examples of which include, without limitation, the following:
- i) Unauthorised access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network.
  - ii) Unauthorised monitoring of data or traffic on any network or system without the express permission of the owner of the system or network.
  - iii) Interference with service to any user, host or network including, without limitation, deliberate attempts to overload a system or broadcast attacks.

### HAUP Enforcement

Freecom reserve the right to suspend or terminate, without notice, an account that has not adhered to the guidelines set out in this policy or the Terms and Conditions.

If approached with complaints relating to any violation of this policy, Freecom will co-operate and assist the Police and law enforcing bodies with their investigations to bring such violations to a close.