

Acceptable Use Policy

January 2018

Our Purpose: to ensure our customers are fully able of using their full-fibre network services without usage caps for all legitimate and legal purposes

Raveningham Group Broadband CIC (RGB) provides you with a broadband connection to the Internet, and as such you can use it to run a large variety of applications and use many new and interesting services.

We provide the broadband and internet access service to the customer, generally the person who pays the bill. It is the responsibility of you, our customer, to make sure that anyone using the RGB service complies with this Acceptable Use Policy.

Subject as set out in this policy, RGB accounts do not have a usage cap, nor do we apply 'traffic management caps' on our customer's use of the Internet.

Most applications will download and upload data, and you may use applications that provide services to third parties through the Internet. That is what we expect, and is completely acceptable so long as:

- i) You stay within the law in terms of the content (information consisting of words, text, data, images, video etc) that passes over your RGB service;
- ii) If you distribute any information, you have the right (including copyright) to do so, and do not infringe another's right to privacy;
- iii) If you send email, you do not send unsolicited commercial e-mail (aka SPAM);
- iv) If you use chat, instant or video messaging services, you do not impersonate someone else.

You are responsible for the way the services are used. You must not use the services, or allow anyone else to use the services to carry out (inter alia) any of the following acts:

- i) Send a message or communication that is offensive, abusive, defamatory (damages someone's reputation), obscene, menacing or illegal, including the use of expressions that are offensive to others on grounds of gender, race, colour, religion or other similar categories.;
- ii) Cause annoyance, nuisance, inconvenience or needless worry to, or break the rights of, any other person;
- iii) Perform any illegal activity;
- iv) Break, or try to break, the security of anyone else's equipment, hardware or software;
- v) Deliberately receive, use, own, post, transmit or publish obscene material (including, but not limited to, child pornography);
- vi) Upload, post, publish or transmit any information or software that is protected by copyright or other ownership rights without the permission of its owner;
- vii) Copy or distribute any software RGB provides (but the customer may make a backup copy of any software RGB provides for the customer's personal use
- viii) Use any services solely for commercial or business purposes except where the customer has specified that the use of the services is for business use and where the customer has subscribed to a business service;
- (ix) Use any Internet Protocol (IP) address that RGB has not assigned to the customer. The customer may not use the internet connection to harm the service of another internet user or impersonate another user, whether on our network or external to our network. The customer acknowledges that RGB may change the customer's Internet Protocol (IP) address from time to time without giving the customer notice;
- (x) Use the services in a way that

(i) risks degradation of service levels to other customers, and/or

(ii) puts the RGBs systems at risk.

This list is not exhaustive and any act which adversely affects either RGB or a 3rd party may result in RGB suspending or terminating your account.

You agree not to use the service to interfere or attempt to interfere with the operation of RGB's equipment or services or the Internet, or to interfere or attempt to interfere with other people's quiet enjoyment of the Internet or their systems or equipment.

You agree not to run open mail relays or open web proxies or similar services that can allow unknown third parties to use your connection for possibly nefarious deeds without your knowledge or control.

You agree not to modify identifying network header information in order to deceive or mislead.

You are responsible for the security of your usernames and passwords and you should not disclose these to anyone.

RGB may operate systems to ensure compliance with this acceptable use policy, including without limitation network scanning and testing of open servers and mail relays.

We may receive a complaint about your use of the Internet. If it comes through a formal process (e.g. a Court Order) then we will follow the appropriate legal steps. However, we may receive an informal complaint about your use of the Internet that indicates you may not be following this Acceptable Use Policy. We will contact you to investigate, but where we are required by law, or to protect RGB's interests or the interests of a 3rd party, or you are not able to satisfy our investigation, then we reserve the right to suspend or terminate your service immediately.

We may change the Acceptable Use Policy from time to time and will inform you on our website when we do so. To make the most of the guidance contained in the AUP, please keep up to date with changes and look at them on a regular basis.