

## IDENTIVUE - Acceptable Use Policy

This document should be used as a guide to Identivue Ltd's policy with regard to acceptable use of our services. Identivue Ltd's reputation is directly related to your use of our services and the Internet. We wish to protect both ourselves and our customers from illegal, unacceptable, abusive and unfair use of the service, or use which we deem to cause an adverse effect to other user of the Internet whether or not they are connected to the Identivue Ltd's network.

Our policy is to provide a quality service to our customers who, we trust, will use the service(s) provided to them in a fair, honest and reasonable manner. We strive to be completely transparent as to our terms, pricing and use policies.

The following information is a guide only and must be read in conjunction with our terms and conditions document which can be found at [www.Indentivue.com](http://www.Indentivue.com). We suggest customers should also read the AUP held at [www.usenet.org.uk](http://www.usenet.org.uk).

### General

1. The AUP may be changed without notice at the sole discretion of Identivue Ltd.
2. If you wish to contact us about any infringement of our policies, please email [abuse@identivue.com](mailto:abuse@identivue.com)
3. If you have a question about our acceptable use policy, please email [support@identivue.com](mailto:support@identivue.com)
4. Any breach of our AUP will result in the suspension of your service with immediate effect and ultimately termination if the issue cannot be resolved, without notice and without recompense.
5. When you visit a website, a copy of any material you view is stored locally on your machine. Storage of illegal material is an offence. You may be breaking the law in the UK and in other parts of the world by storing such material.
6. Identivue Ltd have a policy of giving all it's broadband users a static IP address, this allows Identivue Ltd technical staff to pinpoint illegal, unacceptable and unfair activity and take such action as the company deems necessary to prevent further abuse of the service.
7. Hosting of websites on Identivue Ltd's home user connectivity products is expressly forbidden. The home user products are aimed at the consumer, and as such we suggest they should not be used by business users. Business grade products offer better contention ratios to improve speed at busy times.
8. Identivue Ltd will operate and put in place such systems as we deem necessary to prevent abuse of our systems to include but not limited to port scanning and tools to detect open relays, servers and other equipment used to abuse our acceptable use philosophy. Identivue Ltd have a Dispute Resolution and Complaint Handling scheme in place which complies with the Ofcom guidelines "Code of Practice". Information regarding this service can be found at [www.identivue.com](http://www.identivue.com). This page includes information regarding our "Alternative Dispute Resolution Service" as set out in Sections 52 to 55 of the communications Act 2003 (the Act).

### Abuse of the Service

9. Identivue Ltd's broadband and other products and services are not to be used for the following purposes.
  - a. The sending of but not limited to, spam email, which is defined as unwanted or un-requested email (details of which can be found at [www.identivue.com](http://www.identivue.com)), virus, denial of service attack, Trojan, worm or anything which may result in having an adverse effect on a computer, network or data.
  - b. For making physical threats, abuse to other persons or companies.
  - c. For stalking, harassing or involving menacing activity towards another person(s).
  - d. For unlawfully inciting discrimination, hate or violence towards a group or individual.
  - e. For illegal business practices, to include pyramid emailing, illegal gambling or gaming activities.
  - f. Transferring or downloading of illegal images, software or information.
  - g. Mounting attacks against Identivue Ltd's or any other systems, network and or computers by whatever means, including but not limited to running illegal mailing systems over our services.
  - h. The spamming of Usenet or newsgroup with a single post to a large number of newsgroups unrelated to the topic of the article.
  - i. Forging of email addresses or the deleting, obscuring or hiding of the source address or changing the email so as it appears to come from someone other than you.
  - j. Running an open relay for mail purposes
  - k. Running an open proxy server allowing other users of the internet to use your machine as a gateway to the internet as if it were there own.
  - l. Scanning ports for any reason on another computer including the running of scanning software and packet-sniffers.

If you send bulk email of a legitimate nature, you must include a return address and an option for the customer to opt out by phone, fax or by email. Please read our terms and conditions and also our Fair Use Policy for 'Pay as You Go' services at [www.Indentivue.com](http://www.Indentivue.com)

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