

# **broadband**

## Acceptable Use Policy



**Atlantic Electric and Gas**  
energy made better

# Acceptable Use Policy

## 1. General

- 1.1. This policy applies to all **broadband** users and by accepting our terms and conditions you agree to be bound (and that any users of your **broadband** service shall be bound) by this policy.
- 1.2. We are committed to ensuring that your Service is fast and reliable. The fair use policy is designed to help us honour this commitment.
- 1.3. The Abuse Policy contains several lists. These are for illustration and are not exhaustive.
- 1.4. If you have any queries about this policy please contact customer services.

## 2. Fair Use

- 2.1. Usage of the Service beyond levels which we regard to be reasonable for a residential **broadband** product will slow down our service and affect the network for all our customers.
- 2.2. As a result, we monitor usage of the service and may identify overuse.
- 2.3. An example of such overuse may be the use of file sharing software (often known as peer-to-peer or P2P), the continual downloading of large files like music or videos and/or excessive email use.
- 2.4. If your heavy use of the service is only occasional or at off peak times it is unlikely that we will identify overuse.
- 2.5. In the event that we identify overuse we will notify you (by email or phone) and request that you modify your behaviour.
- 2.6. If this overuse is continued, we may suspend or terminate your Service.

## 3. Abuse Policy

- 3.1. You are responsible for all materials and data originating from your use of the Service. In the event that we identify and notify you of any abusive use of the Service, you must take immediate action as instructed by us. If this does not happen, we reserve the right to suspend or terminate your Service.
- 3.2. You must not use the Service to send, receive, store, distribute, transmit, post, upload or download any materials or data which may:
  - 3.2.1. be illegal
  - 3.2.2. be abusive, defamatory, indecent, obscene or may constitute harassment
  - 3.2.3. be harmful to minors
  - 3.2.4. promote illegal or socially irresponsible or unacceptable behaviour
  - 3.2.5. have a fraudulent purpose, for example may involve you misrepresenting yourself as the source of the communication
  - 3.2.6. be in breach of any third party rights (for example intellectual property rights).
- 3.3. You must not use the Service in order to violate our network security or the security of any third person. Such action may include unauthorised:
  - 3.3.1. access to or use of data or a system or network
  - 3.3.2. monitoring of data or traffic on a network
  - 3.3.3. interference with any user, system, host or network
- 3.4. You must not reverse engineer, adapt or modify any part of the Service.
- 3.5. You must use the messaging service responsibly. This means you must not send:
  - 3.5.1. unsolicited bulk messages
  - 3.5.2. advertising mailings
  - 3.5.3. mailings in relation to the provision of hosting facilities
  - 3.5.4. messages with false headers
  - 3.5.5. messages from any email address you are not authorised to use