



## ACCEPTABLE USE POLICY

This Acceptable Use Policy document, including the following list of Prohibited Activities, is an integral part of your Service Agreement with ST Telco. If you engage in any of the activities prohibited by this AUP document ST Telco may suspend or terminate your account.

ST Telco's Acceptable Use Policy (the "Policy") for ST Telco Services is designed to help protect ST Telco, ST Telco's customers and the Internet community in general from irresponsible or, in some cases, illegal activities. The Policy is a non-exclusive list of the actions prohibited by ST Telco. ST Telco reserves the right to modify the Policy at any time, effective upon posting at [www.STTelco.co.uk/terms](http://www.STTelco.co.uk/terms)

### PROHIBITED USES OF ST TELCO SYSTEMS AND SERVICES:

1. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorisation, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
2. Sending Unsolicited Bulk Email ("UBE", "spam"). The sending of any form of Unsolicited Bulk Email through ST Telco's servers is prohibited. Likewise, the sending of UBE from another service provider advertising a web site, email address or utilising any resource hosted on ST Telco's servers, is prohibited. ST Telco accounts or services may not be used to solicit customers from, or collect replies to, messages sent from another Internet Service Provider where those messages violate this Policy or that of the other provider.
3. Running Unconfirmed Mailing Lists. Subscribing email addresses to any mailing list without the express and verifiable permission of the email address owner is prohibited. All mailing lists run by ST Telco customers must be Closed-loop ("Confirmed Opt-in"). The subscription confirmation message received from each address owner must be kept on file for the duration of the existence of the mailing list. Purchasing lists of email addresses from 3rd parties for mailing to from any ST Telco-hosted domain, or referencing any ST Telco account, is prohibited.
4. Advertising, transmitting, or otherwise making available any software, program, 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 send Unsolicited Bulk Email, initiation of phishing, flooding, mail-bombing, denial of service attacks.
5. Operating an account on behalf of, or in connection with, or reselling any service to, persons or firms listed in the Spamhaus Register of Known Spam Operations (ROKSO) database at [www.spamhaus.org](http://www.spamhaus.org).
6. Unauthorised attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., "cracking").
7. Obtaining or attempting to obtain service by any means or device with intent to avoid payment.
8. Unauthorised access, alteration, destruction, or any attempt thereof, of any information of any ST Telco customers or end-users by any means or device.
9. Knowingly engage in any activities designed to harass, or that will cause a denial-of-service (e.g., synchronised number sequence attacks) to any other user whether on the ST Telco network or on another provider's network.
10. Using ST Telco's Services to interfere with the use of the ST Telco network by other customers or authorised users.

### CUSTOMER RESPONSIBILITY FOR CUSTOMER'S USERS

Each ST Telco customer is responsible for the activities of its users and, by accepting service from ST Telco, is agreeing to ensure that its customers/representatives or end-users abide by this Policy. Complaints about customers/representatives or end-users of an ST Telco customer will be forwarded to the ST Telco customer's postmaster for action. If violations of the ST Telco Acceptable Use Policy occur, ST Telco reserves the right to terminate services with or take action to stop the offending customer from violating ST Telco's AUP as ST Telco deems appropriate, without notice.

## FAIR USAGE POLICY

ST Telco's policy towards Fair Usage is that Customers should be able to use the service in an appropriate manner to meet their needs.

A very small number of customers use an excessive amount of the network bandwidth at peak times, to the extent that it can impair the performance of others. ST Telco's Fair Usage Policy is designed to provide the most effective service to all Customers.

The fair usage policy will identify the very small number of very heavy users. We will communicate with these users to try and establish what is driving the high usage and how individual usage patterns and habits can be modified to the benefit of all.

In extreme cases, ST Telco may be required to apply management techniques to reduce the impact the heavy users have of the service performance of others.

### WHAT LEVEL OF USAGE IS ALLOWED?

Only customers downloading well in excess of 40GB a month are likely to be impacted by the Fair Usage Policy.

This is the equivalent of downloading more than 5 movies a week, or watching streaming content for more than 4 hours every day

The Fair Usage Policy will adversely impact less than 0.5% of the users on the network.

### HOW DO I KNOW IF I AM LIKELY TO BE AFFECTED BY THE FAIR USAGE POLICY?

If you don't use Peer to Peer file sharing software or stream video for extended periods, it is unlikely you will ever be affected by this Fair Usage Policy.

If you do use these applications, all we ask is that you use these applications considerably and send and receive large files outside of peak hours.

### WHAT HAPPENS IF YOU ARE AFFECTED BY THE FAIR USAGE POLICY?

1. If you are affected, we will contact you by email to let you know that your usage at peak hours is excessive and is affecting other customers. The email will be sent to your contact email address and will contain simple advice on how to reduce your usage.
2. If your usage is still excessive, we will contact you again to ask you to reduce your usage during peak hours.
3. If your usage still remains excessively high, we will contact you a third time to advise you that we will be reducing your capability to consume bandwidth at times of congestion.