



Acceptable Use Policy

The following "Acceptable Use Policy" defines what we deem to be "unacceptable internet behaviours" and clarifies your obligations as a responsible "netizen", and as a customer of any of our services.

We may at any stage change this Acceptable Use Policy. You will be notified of any changes by the posting of an updated version of the relevant policy on our website.

Your Responsible and Acceptable Use of our Fastcom services:

If you are a customer of our services, you agree to comply with this Acceptable Use Policy and to respect the laws and right of others.

Your Responsibilities:

You are responsible for all activities when using our services, including:

- All content or material sent or received from your internet connection /account, or posted on our website
- Everything you view over the internet, and for what your children view

You are also responsible for maintaining the security of your personal information, and for all decisions relating to where and how you use it, for example your credit card details.

You must ensure that all information you give us is correct and to update us as soon as possible if any of the information you have supplied us changes.

Your Acceptable Use:

When you are using Fastcom services or accessing our website you are required to behave in a reasonable and responsible manner and must not use our Services in a way which:

- breaks any laws;
- infringes anyone's rights; or
- is malicious, obscene or offensive;

Such behaviours include, but are not limited to, using our services

- for unlawful or illegal purposes, or to commit or encourage a criminal offence
- to inconvenience, harass, abuse, cause nuisance to or breach the rights to other users of the internet or person
- to deliberately receive, use, own, post or publish material or communications which are illegal, offensive, obscene, defamatory or menacing
- to purposefully receive or distribute unsuitable material such as spam, or viruses



Systems Abuse:

Any form of systems abuse will also be regarded by Fastcom as an abuse of our service and acceptable use in the context of this Acceptable Use Policy.

Systems abuse includes, but is not limited to the following actions or attempted actions to:

- Log into a server or account that you are not authorised to access, i.e. hacking
- Accessing data or taking any action to obtain services not intended for You or Your use
- Attempting to probe, scan or test the vulnerability of any system, subsystem or network
- Tampering, hacking, modifying, or otherwise corrupting or breaching security or authentication measures without proper authorization
- Breaching the Privacy Act 1993, or the Unsolicited Commercial Electronic Messages Act 2007, by spamming or multi-forwarding unsolicited materials or emails.
- Email address cultivating, or any unauthorised collecting of email addresses without prior notification of the email address owner is strictly prohibited. Interfering with, or denying service to any user or any host on the internet.
- Transmitting material that contains viruses, trojan horses, worms, time bombs, cancel bots or other computer programming routines or engines with the intent or effect of damaging, destroying, disrupting or otherwise impairing a computer's functionality or the operation of the system
- Interfering with, intercepting or expropriating any system, data or information
- Creating or using false identities
- Interfering with service to any User, host or network including, without limitation, by means of overloading, "flooding," "mail bombing," or "crashing" any computer system
- Port Scanning - We do not allow any kind of port scanning to be done on or from our servers or network.
- Proxies - We do not allow proxy servers of any kind, whether for personal or business use. Files with references to any proxy or likeness thereof are prohibited.

Actions we may Take:

By using our Services, you have agreed to comply with all aspects of our Acceptable Use Policy.

In the event that Fastcom believes you are not using our Services in an acceptable or lawful manner or you have abused our systems, we may, at our discretion take all or any of the following actions:

- a formal notice specifying our concerns and notifying you that on-going breaches may result in your service being temporarily or permanently withdrawn.
- Reduce, suspend, restrict or make changes to your service up to and including termination of Fastcom services without notice.
- Charge you for any costs we incur in relation to your systems abuse, and the termination of your account.
- Pass on information regarding your activities to appropriate authorities

In the event we terminate your services as a result of your unacceptable use, we will not be liable for any loss, damage or expenses you may suffer. You will remain responsible for all outstanding charges up to the point of termination of your Services and for the return of any Fastcom equipment.