

Acceptable Use Policy

Net Support UK Ltd

Rev 2 - May 2016



About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.



Document History

Version	Date	Author	Summary
1.0	01/12/2011	CB	Initial Draft
2.0	03/05/2016	KH	Major Revision \ Rebranding

Acceptable Use Policy

1. Scope

This Acceptable Use Policy (AUP) applies to all services supplied by Net Support UK Ltd and is intended to help protect our customers and the wider Internet community from inappropriate use of our services. A customer's use of any service provided by Net Support UK Ltd constitutes acceptance of this AUP.

In addition to the responsibilities set out in this AUP, customers are reminded that when using our services to connect to the Internet they must comply with all relevant legislation, including but not limited to:

- Communications Act 2003
- Computer Misuse Act 1990
- Investigation of Regulatory Powers Act 2000

We reserve the right to update this AUP from time to time and updates will be posted on our website at www.nasuk.com.

2. Responsibilities

2.1 General Responsibilities

Our AUP prohibits the following:

Impersonation / Forgery

Adding, removing, or modifying identifying network header information ("spoofing") in an effort to deceive or mislead is prohibited. Attempting to impersonate any person or organisation by using forged headers or other identifying information is prohibited. The use of anonymous re-mailers and nicknames does not constitute impersonation. Using deliberately misleading headers ("munging" headers) in news postings in order to avoid spam e-mail address collectors is allowed provided appropriate contact information is contained in the body of the posting.

Privacy Violations

Attempts, whether successful or unsuccessful, to gain access to any electronic systems, networks or data, without proper consent are prohibited.

Threats

Threats of bodily harm or destruction of property are prohibited

Harassment

Threatening or harassing activity is prohibited

Illegal Use

The use of this service for illegal purposes is prohibited

Reselling

The resale of any service without proper authorisation from Net Support UK Ltd is prohibited. Anyone wishing to act as a reseller of our services should contact our sales team and request details of our wholesale / reseller programmes.

Copyright Infringement

Net Support UK Ltd services may not be used to create, transmit distribute or store any content which the customer does not own or to which the customer does not have the appropriate permissions. Net Support UK Ltd will co-operate with all agencies attempting to assert their rights in these matters.

2.2 Threats to the Network

Any activities, which adversely affect the ability of other people or systems to use Net Support UK Ltd services or the Internet, are prohibited. This includes "denial of service" (DoS) attacks against another network host or individual user.

Interference with, or disruption of, use of the network by others, network services or network equipment is prohibited.

It is the customer's responsibility to ensure that their network is configured in a secure manner. A customer may not, through action or inaction, allow others to use their network for illegal or inappropriate actions. A customer may not permit their network, through action or inaction, to be configured in such a way that it gives a third party the capability to use their network in an illegal or inappropriate manner.

You must not run "port scanning" software which accesses remote machines or networks, except with the explicit prior permission of the administrator or owner of such remote machines or networks. This includes using applications capable of scanning the ports of other Internet users.

2.3 Email / Spam

Net Support UK Ltd does not tolerate, endorse or participate in e-mail spamming. Sending unsolicited commercial e-mail is prohibited.

Activities that have the effect of facilitating unsolicited commercial e-mail, or large volumes of unsolicited e-mail, whether or not that e-mail is commercial in nature, are prohibited. Users operating mail servers must ensure that they are not open relays.

In the event that we are alerted to anyone sending bulk e-mails, we will generally attempt to make contact with the senders to discuss appropriate actions.

We recommend that anybody undertaking this kind of activity has a data protection statement on their Website explaining how the company fulfils their obligations in terms of the Data Protection Act.

In the event of any problems being caused by this type of activity, we will make every effort to ensure that the problem is resolved as quickly as possible. This includes full co-operation with any relevant authorities.

3. Policy Enforcement

Violations of this AUP may be detected automatically by our systems or we may be alerted to potential breaches of these services by third parties.

In the event that we become aware of a potential policy violation we will take appropriate and proportionate action to prevent further violations. Such action may include:

- The issuing of written warnings or notifications of violations or suspected violations
- Temporary suspension of the service or aspects of the service, and informing the customer of our actions and the reasons for them
- Requesting that the customer identify and remediate the causes of any violations before service is resumed
- In cases of extreme or repeated violations of the policy, termination of the service in line with our Terms and Conditions.
- Invoicing the customer for administrative costs and/or reactivation charges

We will, wherever possible work with the customer to help them understand and comply with this AUP, and will only resort to suspension or termination of service in extreme cases and with clear evidence of violation. We will always exercise good faith in the enforcement of this policy.

4. Reporting Abuse

Net Support UK Ltd requests that anyone who believes that there is a violation of this AUP should direct the information to the technical team at this address:

abuse@nsuk.com and entitle the subject "Report of Abuse":

Other suspicious activity such as port scans or attempts to penetrate network resources and virus distribution should be reported in the same way.

What information should be submitted?

- The IP address used to commit the alleged violation
- The date and time of the alleged violation, including the time zone or offset from GMT
- Evidence of the alleged violation

Copies of e-mail with full header information provide all the required information, as do syslog files and firewall logs. Other situations will require different methods. If you are unsure, please contact us and we will advise further.

Net Support UK Ltd will comply with any legal requests from law enforcement or government authorities to identify the user or users of illegal material.

5. Further Guidance

For information on how to protect your IT systems in order to prevent inadvertent violations of this AUP please visit our website and review the Frequently Asked Questions (FAQ). This contains a number of recommendations on how to secure your Internet connected computers and networks.



Net Support UK Ltd

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 @net_savvy

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Registered Address

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Network Operations Centre

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