

• It is a requirement of the Two Wells Internet Service Terms and Conditions that all users of its network or services accept and adhere to the company's Acceptable Use Policy for Internet Access. Two Wells Internet Service may change this policy to include changes in the law or in the acceptable practice of internet use and reserves the right to make such changes without notice and whenever required. The current version of the Two Wells Internet Service Acceptable Use Policy will be published on the Two Wells Internet Service website and all users are responsible for ensuring that they have read and understand the current policy.

• Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to observe the terms of this policy your account or service may be liable to termination or suspension. In the event that an account is suspended, Two Wells Internet Service may be prepared, at its sole discretion, to restore the account on receipt of a written statement that the user will not commit any further abuse of the service.

• Two Wells Internet Service's relationship with its clients, its partners and other network providers depends on responsible conduct from all users. The company will not hesitate to protect itself and other clients and networks should any form of abuse be found to be occurring.

#### **1.0 Use of networks and the Internet in general**

**1.1** You must not use the service for the transmission of illegal material. The user agrees to refrain from sending or receiving any materials which may be deemed to be offensive, abusive, indecent, hard-core or paedophile pornography, defamatory, obscene, menacing or otherwise as prohibited by current and future statutes in force. The user agrees to refrain from sending or receiving any material which may be in breach of copyright (including Intellectual Property Rights), confidence, privacy or other rights.

**1.2** You should be aware that the storage, distribution or transmission of illegal materials may lead to investigation and possible prosecution by the Australian authorities.

**1.3** You must not gain or attempt to gain unauthorised access to any computer systems for any purpose. In addition to being a breach of this AUP, such action may lead to criminal prosecution.

**1.4** You must not send data to the internet using forged addresses or data which is deliberately designed to adversely affect remote machines (including but not limited to denial of service, ping storm, trojans, worms and viruses).

**1.5** You must ensure that local PCs and network connected servers are not configured to allow open relay and must not participate in the sending of unsolicited commercial or bulk email (commonly referred to as 'spam' or 'UCE') including hosting or allowing the hosting of sites or information that are advertised ('spamvertised') by UCE from a third party network or supplier..

**1.6** You are prohibited from running 'port scanning' or other software intended to probe, scan, test the vulnerability of or access remote systems or networks except in circumstances where the remote user has given express permission for this to be done.

**1.7** You must not knowingly transmit any messages over the network (including but not limited to viruses) which cause or are likely to cause detriment or harm to computer systems, networks or otherwise, owned, used or licensed by Two Wells Internet Service or other internet users

#### **2.0 Email**

**2.1** Sending and receiving email involves the same responsibilities and approach as would be used when sending or receiving any other form of communication – written or printed mail, fax, telephone call etc. Most users fully understand what would be considered appropriate and acceptable when communicating with others and apply these considerations to their use of email. There are occasions when some users send mail or engage in online communication that others consider unacceptable – generally regarded as abuse by the online community.

**2.2** If you find it difficult to determine what might be considered 'abuse' with online communication you should realise that, in general terms, anything that might be unacceptable, and possibly illegal, in other forms of communication will be equally unacceptable and possibly illegal online.

**2.3** You should not send emails that might cause annoyance, inconvenience or anxiety to a recipient.

**2.4** You should not send any emails likely to cause distress or any material which is offensive, indecent, obscene, menacing or in any way unlawful

**2.5** You must not use Two Wells Internet Service mail services or network to send email to any user who does not wish to receive it.

**2.6** You must not use Two Wells Internet Service mail services or network to send unsolicited commercial email (commonly known as 'spam' or 'UCE') in bulk or individually.

**2.7** You must not use Two Wells Internet Service mail services or network with intent to deprive others of service ('mail bomb' or other Denial of Service attacks)

**2.8** You must not use false mail headers or alter the headers of mail messages in such a way as to conceal the identity of the sender.

**2.9** You must not use any email address that you are not authorised to use.

**2.10** You must ensure that any email servers connected to the Two Wells Internet Service network and operated by you are not configured to allow 'open relay'.

**2.11** Customers who abuse the Two Wells Internet Service email service will be notified that their behaviour is unacceptable and may have their accounts suspended, terminated or blocked. If a customer account or service is suspended or blocked due to abuse, then service may be restored at Two Wells Internet Service's sole discretion and generally will only be restored on receipt of a written assurance of future compliance with this Policy.

#### **3.0 Web usage**

**3.1** Web usage includes the use of web space provided with client accounts, web hosting on Two Wells Internet Service servers and the use of web services and space on customer colocated servers.

**3.2** Two Wells Internet Service cannot and does not proactively monitor content on any web space maintained by customers (whether customer space, web hosted or colocated services) and cannot and does not guarantee that such sites are free of illegal content or other materials that may be considered unacceptable.

**3.3** You undertake sole responsibility for the content of web pages owned and or operated by you – whether on client pages, web hosted space or colocated servers - within the Two Wells Internet Service domain or other domains hosted within the Two Wells Internet Service network.

**3.4** You undertake sole responsibility to ensure that all materials on any web site owned or operated by you contains material that you have created or have permission to use.

**3.5** You undertake sole responsibility for any dispute involving Copyright or Intellectual Property Rights associated with your site or service.

**3.6** You must not use your website or web service to promote or distribute any material or content that is illegal (under any current or future legislation). You should be aware that the internet is a global communications network and what may be legal in Australia may be illegal elsewhere and leave you liable to prosecution in another country.

**3.7** You must not host or allow the hosting of sites or information advertised ('spamvertised') by UCE, including UCE from third party network(s) or supplier(s).

**3.8** Two Wells Internet Service may undertake investigation of content services if potential abuse is brought to its attention and reserves the right to remove any web page on our servers, or to deny access to other hosted services at any time and for any reason.

#### **4.0 Usenet news services**

**4.1** Use of Usenet news services, like email communication, is generally a matter of a common sense approach to communication. What is generally considered unacceptable in other forms of communication may also be unacceptable in postings to Usenet news groups. You should acknowledge that some newsgroups that are accessible through Two Wells Internet Service news servers contain language, pictures or discussion of topics intended for an adult audience.

**4.2** Two Wells Internet Service cannot and does not proactively monitor discussions and content held within news groups on our servers. Material may originate from other servers and be transmitted as part of the normal Usenet news network. Two Wells Internet Service does not accept any responsibility for the content or otherwise of any postings made to Usenet – whether considered legal or otherwise.

**4.3** Two Wells Internet Service reserves the right to discontinue access to Usenet or to any Usenet newsgroup at any time and for any reason.

**4.4** You may not alter the headers of postings to Usenet newsgroups to attempt to conceal the identity of the sender. This does not include the addition of characters to an email address or domain name in an attempt to prevent capture of email addresses by automated gathering software.

**4.5** You should abide by the terms or charter of any newsgroup to which you belong or wish to post.

**4.6** Two Wells Internet Service may undertake investigation of Usenet content within its own servers if potential abuse is brought to its attention and reserves the right to remove any posting from our servers at any time and for any reason. Two Wells Internet Service is unable to force the removal of material from other servers outside of its control. Two Wells Internet Service customers who engage in abuse of the Usenet network will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated if such abuse continues. If a customer account or service is suspended or blocked due to abuse, then service may be restored at Two Wells Internet Service's sole discretion and generally will only be restored on receipt of a written assurance of future compliance with this Policy.

#### **5.0 Fair Home Use Guideline for RockIT DSL plans**

**5.1** The Fair Home Use Guideline is designed to ensure that a small proportion of users do not severely disrupt the network operations over an

extended period of time. We guarantee that this policy will not be imposed upon 99% of our customers. Two Wells Internet Service provides a large national network for the benefit of a very large number of home users. These plans have no data transfer (download and upload) limits. Although the capacity of the Two Wells Internet Service network will be continually expanded (within reasonable limits) to fulfil demand for the service, Two Wells Internet Service may contact users deemed to be causing repeated congestion (to the detriment of other users) and request that they transfer to a commercial grade service. Alternatively, Two Wells Internet Service reserves the right to not renew the monthly service on their account.

#### **6.0 Investigation of Abuse of Two Wells Internet Service services**

**6.1** Two Wells Internet Service reserves the right to investigate suspected or potential abuse of its Acceptable Use Policy. If we become aware of possible abuse, either through our own investigations or through referral by another user or by a third party, we may begin an investigation that may include gathering information from all potential parties and materials on our servers. Two Wells Internet Service reserves the right to suspend accounts or access during such investigations and/or to remove materials from

servers (on a temporary or permanent basis). All actions will be determined on an individual basis and will not be taken to form any precedent.

**6.2** Two Wells Internet Service customers who engage in abuse of the network / and or the internet will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated if such abuse continues. If a customer account or service is suspended or blocked due to abuse, then service may be restored at Two Wells Internet Service's sole discretion and generally will only be restored on receipt of a written assurance of future compliance with this Policy.

**6.3** All Two Wells Internet Service users acknowledge that the Company may be required by current or future legislation to access, store, copy or otherwise Customer data stored within or transmitted by our service. By accepting this Acceptable Use Policy you expressly agree that we may access and use your personal data or other account information in connection with any such investigation and may disclose such data to any third party who has a legitimate interest in the data, investigation or outcome. Two Wells Internet Service reserves the right to terminate service, with immediate effect and without further obligation or liability to Customers, as required by any law enforcement authority or by the Courts of Australia.