

## **0845 Acceptable Use Policy**

*Please note that this Acceptable Use Policy relates to 0845 dialup access only and NOT ADSL access.*

### **1. Introduction**

Tarragon's aim is to provide Internet services to our customers that allow our customers to enjoy the freedom of the Internet. Part of that freedom comes from the breadth and flexibility of the Internet; another part comes from being able to use it as free from interference as possible. Both you as a customer and Tarragon as your service provider have legal and other responsibilities that must be adhered to in pursuit of this freedom (and, sometimes, in order to comply with national and international laws).

#### **This Acceptable Use Policy (AUP) sets out to define two things:**

- a. the standards of conduct required of Tarragon users when using any of the Tarragon services; and
- b. technical and capacity usage guidelines set by Tarragon to ensure that all users have access to a quality service.

Please check this AUP regularly for updates.

### **2. Unlawful Activities**

In using any of the Tarragon services, you must abide by the law applicable to your part of the UK and not commit or contribute to any offence being carried out. This includes not:

- a. publishing, distributing, circulating or otherwise propagating any material which may be deemed illegal, abusive, offensive, anti-social, racist, distressing, harmful or threatening
- b. infringing the rights of others including privacy and copyright
- c. intentionally causing a reduction in performance or functionality of any computer or network facilities.

### **3. Email**

You must not:

- a. send ework facilities
- b. send unsolicited bulk mail or 'spam'
- c. subscribe anyone else to a mailing list without their authorisation
- d. attempt to conceal your identity or impersonate any individual or organisation

### **4. Chat, Newsgroups and Forums**

When using chat, newsgroups and forums (including Tarragon ones) You must not:

- a. send messages that cause distress, anxiety or harm to another person or constitute a criminal offence
- b. send messages that contain abusive, offensive or illegal content
- c. send messages that are inappropriate to the room topic
- d. send mass messages or mass invites

- e. post messages that infringe third party intellectual property rights or otherwise violate or infringe the rights of any third party
- f. attempt to conceal your identity or impersonate any individual or organisation
- g. connect to the Tarragon chat server more than three times simultaneously using one connection
- h. make an identical posting to more than two forums (multi-posting)
- i. You must not engage in unsolicited advertising in the chat rooms

#### General Chat Room Guidelines:

- a. Do not type personal information into public channels
- b. Do not give your password to anyone
- c. General Newsgroup and Forum Guidelines:
- d. Do not hijack a thread by repeatedly adding postings designed to draw the readers' attention to separate forum, thread, site or issue
- e. Do not post unsolicited bulk postings or 'spam'
- f. Do not continue a thread which has previously been deleted by Tarragon Forum Moderators or Tarragon staff, unless it is with prior permission from the Community Team

### **5. Use of services**

#### All Services:

- a. Do not disclose your username or password to anyone. You are responsible for the security of these

#### For Pay As You Go package:

- a. Before using the Tarragon service, you must obtain permission from the person who pays the phone bill.

### **6. Security**

- a. You are responsible for the set-up and security of your computer and any servers that may run on your PC
- b. Tarragon suggests that you protect your PC with anti-virus software and a firewall.

### **7. General Abuse**

- a. You must not run port scanning software on the Tarragon service.
- b. You must not attempt to gain unauthorised access to any computer system.
- c. You must not undertake any activity that has an adverse effect on the Tarragon service or its users.

### **8. AUP Enforcement**

Tarragon reserve the right to suspend or terminate an account that has not adhered to the points outlined above. In some cases, accounts may be suspended or terminated without prior warning.

- a. mails that cause distress, anxiety or harm to another person or that constitute a criminal offence
- b. send / knowingly receive emails that contain abusive, offensive or illegal content

- c. send emails that deliberately affect the performance or functionality of any computer or net.