

## ACCEPTABLE USE POLICY

### **Introduction**

This policy sets out the rules that apply when you use services provided by Bragborough Hall Business Centre. Bragborough Hall Business Centre may change this policy at any time, effective upon the posting of the updated policy to this site. Please check regularly for updates.

### **General**

You must not use Bragborough Hall Business Centre for any unlawful purpose; to send, receive or store any material which is offensive, indecent, defamatory or menacing (as reasonably determined by Bragborough Hall Business Centre); or to send, receive or store any material which infringes copyright, trademark or other any other intellectual property law.

### **Email**

You may not use any Bragborough Hall Business Centre service to: send duplicative, unsolicited e-mail messages (commercial or otherwise), or to collect the responses from unsolicited email; send an offensive, indecent or harassing message to another user of the Internet, including any message which is offensive to people on the grounds of gender, race, colour or religion; or send messages for the purpose of fraud and/or with the intention of committing a criminal offence.

You must ensure that your use of mailboxes does not adversely affect the proper functioning of Bragborough Hall Business Centre's systems, including where mailboxes: receive large volumes of undeliverable mail; have forwarders set to other mailboxes where mail cannot be delivered, or have forwarders or auto-responders that generate circular loops.

You are responsible for keeping records to show that each subscriber has given their consent to their inclusion on the mailing list.

You must not breach any guidelines or restrictions of any news group. The following are expressly prohibited: Excessive cross-posting, posting of irrelevant material or advertisements; posting binaries to non-binary news groups:

### **Internet Access**

You must not use your Internet connection or allow or enable another person to use your Internet connection, to: attempt network scan, denial of service attack or any other possible hacking activities; or send any email that breaches section 2 of this policy.

You must not use our services to send data which has forged addresses, or which is deliberately constructed to adversely affect remote machines. You must not configure your PC as an open relay system.

You must ensure that any system you connect to the Internet conforms to all applicable Internet Engineering Task Force (IETF) standards.

### **Suspension and Termination**

Your use of Bragborough Hall Business Centre internet services requires you to comply with this Acceptable Use Policy. If you do not do so, Bragborough Hall Business Centre may suspend or terminate your service.

Bragborough Hall Business Centre or its agents may run manual or automatic system tests (including scanning for open mail relays or unsecured proxy servers) to assess compliance.

Although Bragborough Hall Business Centre reserves its right to immediately suspend or terminate services which have been used in breach of this policy, provided that the breach does not require immediate remedy, Bragborough Hall Business Centre will usually contact you during business hours to inform you of the actions needed to resolve the issue before it suspends service. Otherwise, if urgent action is required, Bragborough Hall Business Centre will contact you after suspension to advise what actions you need to take to rectify the situation.

Restoration of any and all services suspended as a result of breach of this policy will be considered on a case-by-case basis. Bragborough Hall Business Centre will not restore a service where there is history of similar misuse:

You are responsible for keeping your contact details with Bragborough Hall Business Centre up to date. Where Bragborough Hall Business Centre is unable to contact you at an address you have given, it will address any email correspondence to 'postmaster' at your domain address/es.

Please send reports of any suspected breach of this Acceptable Use Policy to the Manager  
[Manager@bragboroughhallbusinesscentre.com](mailto:Manager@bragboroughhallbusinesscentre.com)

### **Fair use policy**

#### **Introduction**

Our fair usage policy is designed to make sure that your internet service is quick and reliable whenever you use it from one day to the next.

A minority of tenants use peer to peer or file sharing software, which constantly sends and receives video or



other very large files, over a large amount of time. This activity uses a large amount of bandwidth which can have a dramatic effect on the traffic in our network and has a detrimental effect on the service our tenants can receive.

We frown upon anything that causes constant excessive use of our network and we have therefore implemented the following policy.

Core Hours (8am-8pm) Peak Hours (8pm-8am)

We believe that this is the fairest way of guaranteeing a quality and reliable service to all of our tenants, whenever they need it.

#### **Am I Likely To Be Affected?**

If you don't use any peer to peer or file sharing software, it is unlikely that you will ever be affected by this policy. 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 the demand on the network. This email will be sent to the email address you have supplied to us. It will contain advice on how to reduce your usage.

If, your usage is still excessive, we will contact you again to ask you to reduce your bandwidth during peak hours. If we have to contact you on a third occasion, it will be to advise you that we are restricting your bandwidth during peak hours for the benefit of our other tenants.

#### **What Happens If I Am Affected?**

During peak hours, all tenants will share bandwidth with each other and be separated from the other tenants on the network. The amount of bandwidth available for affected

tenants will be at least as much as for those tenants unaffected by the policy.

The speed that affected tenants experience when downloading at peak hours will therefore depend on what these tenants are doing. If they are browsing the internet or downloading email, they will experience normal broadband speed. However, if they are using peer to peer software, they will experience slow broadband speed.

#### **Malicious Spyware and Viruses**

If your computer equipment has become infected with any form of malicious code, intended to cause damage or harm to user's machines or our network, you must make reasonable attempts to remove all traces from your equipment.

Any machine to harbour such code is in a position to spread and is therefore a security risk to our network and tenants. In these circumstances, we will disconnect your internet connection until we are satisfied that your machines are free from such code and the security risk is no longer apparent.

Bragborough Hall Business Centre holds the right to suspend or cancel connection to its internet services if a tenant uses the service in a manner Bragborough Hall Business Centre deems unacceptable or illegal. This includes, but is not limited to peer-to-peer file sharing of material covered by copyright, email abuse, port scanning and attempting unauthorized access to secured networks

**WE RESERVE THE RIGHT TO CHANGE TERMS AT ANY TIME**