



Connexin Acceptable Usage Policy

Document Reference: CXNWB 018

Version Number: 2.0

Date Created: 28.12.2023

1. Purpose Of The Policy

This policy describes what Connexin deems as acceptable use of our services and network.

2. Applicable Legislation

N/A

3. Scope of the Policy

This policy applies to Connexin customers and anyone properly authorised by you to use the services we provide over our network. You may use our network to access the internet for different purposes, as long as they are within the law and regulations.

4. Definitions/Abbreviations

Network - Our broadband network which we use to provide you with services.

Services - Connexin broadband services as described in our price guide.

Website – Connexin website

You/Your – References to you the customer and the customer of Connexin

Us – Connexin Ltd

5. Responsibilities

This policy forms part of our terms of business for all customers. It is the responsibility of you to make sure that anyone you allow to use the services complies with this acceptable usage policy. You have full control over what data you choose to upload or download to the internet. You are responsible for:

- Materials or content accessed or put online
- What you say or do online
- Materials or data on equipment that you connect to our services
- Websites or pages you own, run or control using our services
- Making sure your network and devices are properly password protected, up to date and running appropriate security software.

We cannot see or monitor the content of the packets of data which you send and receive over our network. However, we do monitor the type and amount of data packets flowing through our network to ensure good network performance and to guard against any activity aimed at harming our customers or our network. Further information about how we manage your personal data can be found in our privacy policy.

6. Description

What is 'acceptable' use?

Customers must use our services within the law and without infringing the rights of anyone else or causing any harm. This is what we mean by acceptable use and any other use of our services is 'unacceptable'.

Below we have listed some examples of uses of our network which are unacceptable, either because the use is illegal, malicious, harmful to others or will interfere with the operation of our network. This list is not exhaustive, and we may deem any use to be unacceptable.

Examples of unacceptable use:

- Using the service in any way which is or is intended to be, criminal, fraudulent or otherwise illegal.
- Using the service to harm, or attempt to harm children or any other vulnerable person.
- Using the service to threaten, harass, stalk, abuse or in any way violate the rights of others.
- Using the service for any malicious activity, including spam calls, nuisance calls or any unsolicited calls or advertising.
- Breaking, or trying to break, the security of anyone else's equipment, hardware or software without the owner's express permission.
- Uploading, downloading, posting, publishing or transmitting any information or software that is protected by copyright or other ownership rights without the permission of its owner.
- Copying or distributing any software that we provide (but you may make a backup copy of any software that we provide for your personal use).
- Using any Internet Protocol (IP) address that Connexin has not assigned to you, or impersonating another user, whether on our network or external to our network.
- Using the services in a way that (i) risks degradation of service levels to other customers, (ii) puts Connexin's systems at risk or (iii) interferes with or attempts to interfere with the operation of any of Connexin's equipment, services or its website or (iv) interferes with or attempts to interfere with the normal running of any website or any other web resource.
- Knowingly transmitting any data, sending or uploading any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.
- Running open mail relays or open web proxies or similar services that can allow unknown third parties to use your connection without your knowledge or control.
- Modifying identifying network header information in order to deceive or mislead.

Interactive Services

You may and can from time to time provide interactive services on our website, for example, support chat conversations, social media and customer forums (“interactive services”). Where we provide any Interactive services, Connexin will give you clear information about the kind of service offered, whether it’s moderated and, if it is, the sort of moderation that’s being used (e.g. whether it’s human or automated).

We will do our best to work out any possible risks for users (especially for children) from other people when they use any interactive services, and will decide in each case whether to use moderation (and what kind this should be). However, we don’t have a duty to keep an eye on or moderate any interactive services. We also accept no responsibility for any loss or damage caused by someone who uses an interactive services but doesn’t follow the “content standards” section below (whether the interactive service is moderated or not).

A child can only use an interactive service if their parent or guardian agrees to this. Connexin advise both parents and guardians who allow their children to use an interactive service to talk to their children about the risks involved with this and about staying safe online.

Security

The security of our network and the protection of our customers is a key priority and we ask that you do your part to ensure that risks to your own home network and to our wider network are avoided wherever possible.