

Fair and acceptable usage policy

What's this all about?

The following list details all the uses of Avanta's network that we consider unacceptable or unfair usage (some exclusion apply to dedicated lines). Avanta maintains and promotes a policy of fair and acceptable usage at all times, so please ensure that any use of Avanta's network services, by yourself or anyone in your office, doesn't in any way contradict the restrictions listed below.

Please ensure that anyone using your account to access Avanta's network services agrees with this policy and is aware of their obligations under it. This extends to your employees or office workers or any one accessing the network through your office.

So what can Avanta network services be not used for?

1. Unlawful, fraudulent, criminal or otherwise illegal activities.
2. Making very heavy use of the network, for example by sending or receiving large volumes of email (especially with large email attachments) or by heavy download or upload of any other data, unless you have a dedicated connection.
3. Sending, receiving, publishing, posting, distributing, disseminating, encouraging the receipt of, uploading, downloading or using any material which is offensive, abusive, defamatory, indecent, obscene, unlawful, harassing or menacing or a breach of the copyright, trademark, intellectual property, confidence, privacy or any other rights of any person.
4. Sending or uploading unsolicited emails, advertising or promotional materials, offering to sell any goods or services, or conducting or forwarding surveys, contests or chain letters except marketing communications in accordance with the Privacy and Electronic Communications Regulations 2003 if sent in batches of no more than fifty (50) emails at any time, each individual campaign being sent to no more than five hundred (500) recipients, with no more than five (5) campaigns per month, unless you have a dedicated connection, but still we do not approve of spam.
5. Knowingly or negligently transmitting, creating or uploading any electronic material (including, without limit, files that contain viruses, corrupted files, or any other similar software or programmes) which is likely to cause, interrupt, damage, destroy or limit the functionality of any computer software, hardware or telecommunications equipment owned by Avanta or any other Internet user or person.
6. Activities that invade privacy, cause annoyance, inconvenience or needless anxiety to any person.
7. Activities that are in breach of any other third parties' rights, including downloading, installation or distribution of pirated software or other inappropriately licensed software, deletion of any author attributions, legal notices or proprietary designations or labels in any file that is uploaded, falsification of the origin or source of any software or other material.
8. Anything that may disrupt or interfere with Avanta's network services or cause a host or the network to crash.

9. Launching “denial of service” attacks; “mail bombing” attacks; or “flooding” attacks against a host or network.
10. Granting access to Avanta’s network to others not residing at the premises at which these network services are provided (unless for your company or associates).

What about security?

You are responsible for taking all reasonable steps necessary to prevent a third party obtaining access to the network.

You must immediately advise us if you become aware of any breach or suspected breach of Avanta network security or this policy.

What about usage by others without you knowing?

No excuse. You are responsible for all uses made of Avanta’s network through your connection (whether authorised or unauthorised) and for any breach of this policy whether an unacceptable use occurs or is attempted, whether you knew or should have known about it, whether or not you carried out or attempted the unacceptable use alone, contributed to or acted with others or allowed any unacceptable use to occur by omission. You agree that Avanta are not responsible for any of your activities in using the network.

Anything else you should know?

Spam is evil.

What about excessive network usage?

You need to remember that when on 5:1 contention ratio connection you share your bandwidth with 4 other users/offices. They also have a right to a decent level of service, so don’t abuse the bandwidth. If you require regular heavy downloads or uploads you need to switch to a dedicated line.

What happens if the Policy is breached?

If any member’s use of these services constitutes a breach of this Policy, Avanta may either give the member notice to stop the unacceptable use or terminate that member’s services (with or without notice as Avanta consider appropriate).