

Single Mode Networks Limited

Acceptable Use Policy for Internet Services

Purpose of this document

This document is Single Mode Networks Limited's ("Singlemode", "our", "we") Acceptable Use Policy ("AUP"). The policy specifies actions or uses of our services which are prohibited to help protect our customers and other Internet users from inappropriate use of the Internet.

If one of our customers is found to be using our service in violation of these terms we may take enforcement action to prevent further violations – see section 7.

If a customer (hereafter "you") allows other individuals to use our Internet services, that customer will be responsible for ensuring that our services are used in accordance with this AUP.

We reserve the right to update this policy from time to time – the latest version is always available on our website <https://www.singlemode.co.uk/documents/aup.pdf> where you can also find our Terms and Conditions of business.

1. General use

Singlemode's Internet services must not be used in any way that is unlawful or illegal or in any way detrimental to other Internet users.

2. Prohibited Uses and Activities

This section outlines uses and actions which are prohibited under this AUP.

- **Illegal and inappropriate activities** – you must comply with all relevant and applicable laws while using our Internet services. You must not use our services to access or transmit illegal material in any way. You must not send, publish, distribute, circulate or otherwise propagate any material that is threatening, invasive of privacy, discriminatory, defamatory, racist, obscene, indecent, offensive, abusive, harmful or malicious.
- **Copyright Infringement** – you must ensure that you have ownership of, or suitable permission from the owner of, any material that you publish or distribute using our Internet services.
- **Malware** – you must not knowingly transmit any material that contains viruses, trojans, spyware or other harmful computer code designed to adversely affect the operation of any computer software or hardware.
- **Impersonation, Forgery, Spoofing** – you must not add, remove or modify any network header information in an effort to deceive or mislead. You must not use our Internet service to transmit network packets with a source address that we have not assigned to you. You must not attempt to impersonate any person or organisation by using modified e-mail headers or other identifying information.
- **Unsolicited Communications, Spam** – you must not use our Internet services to send large volumes of unsolicited email or to publish any material which would be regarded as spam. You must cease unsolicited communication with any Internet user that requests you to do so.
- **Network disruption, DDoS** – you must not take any action to prevent other users of our service from using the service. You must not use our services to control, request or incite any form of network attack (such as, but not limited to, a DDoS) against us, our customers or other Internet users.
- **Hacking** – you must not gain or attempt to gain access to any computer systems for any prohibited or unauthorised purpose. You must not attempt to compromise or evade the security systems of any third party. You must not attempt to monitor or intercept data for any purpose.

- **Reselling our services** – you may not sell or resell our Internet service to others. You must not charge any other person for allowing access to the service we provide to you.

This list is not exhaustive and examples of any material or actions which breach this AUP shall be determined by Singlemode, at our sole discretion.

3. Customer Security

You are responsible for the security of any of your own devices that are connected (directly or indirectly) to our network. We recommend that you update your devices and any security software regularly. If we suspect (at our sole discretion) that a device connected to our service has been compromised, we may take action including suspending services provided to you. See Section 7.

4. Excessive Use of Broadband Services

Many of our residential and small business broadband services do not have defined limits on monthly data transfer (“unlimited services”). However, usage that we deem to be excessive, particularly where this usage is having a detrimental effect on other customers, is in violation of this AUP and we may take action in accordance with this AUP – see section 7.

5. Monitoring

We may monitor your use of our services to assist in any investigation of a suspected violation of this AUP, to help with the operation, management or improvement of our services, or as directed by law enforcement.

6. Complaints

If you believe that one of our Customers is violating this AUP, please send full details to abuse@singlemode.co.uk. We will investigate and take action if we decide, at our sole discretion, that such action is necessary.

7. Enforcement Actions

If we discover that you are using our services in violation of this AUP, we may, at our sole discretion, take action to prevent further violations. This could include, but is not limited to, one or more of the following:

1. Verbal or written warning. A written warning will be delivered by email to your registered email address.
2. Restrict the service provided to you by means of a filter or rate limit.
3. Suspend the service provided to you, with or without notice.
4. Terminate the service provided to you.

If your service is suspended or terminated you may be liable to a fee for reconnection. Please see our Terms and Conditions for more information.