

Use Policy for Internet Service

Written By Webmaster Trinet Online ® © 2010

- Revision 2.4a 18 February 2010 -

ACCEPTABLE USE POLICY

Users of Trinet Online's services are required to agree and conform to the service contract and acceptable use policies as defined in the document below. The purpose of this **AUP** is to ensure equity of access to all by ensuring the best possible speeds and performance for all of our users. Violations of these policies may result in loss of service or other disciplinary action.

USAGE GUIDELINES & ACCEPTABLE USE

- To help ensure that all customers have fair and equal use of the service and to protect the integrity of the network, Trinet Online reserves the right, and will take necessary steps, to prevent improper or excessive usage. Excessive resource or traffic usage may cause performance problems for other Trinet Online customers.
- This policy is also intended to regulate traffic consumption in order to ensure the financial viability of our business model. The action that Trinet Online may take includes, but is not limited to, limiting throughput, preventing or limiting service through specific ports or communication protocols, migration to a more suitable package or a complete termination of service to customers with improper or excessive usage. This policy applies to and will be enforced for intended and unintended (e.g., viruses, worms, malicious code, or otherwise unknown causes) prohibited usage. Online activity will be subject to the available bandwidth, data storage and other limitations of the service, which Trinet Online may, from time to time, revise in its own discretion and without prior notice to the customer.
- Examples of use, which may result in excessive data transfer, include, but are not limited to:
 - Downloading large files or large quantities of files
 - Downloading files like movies, MP3s, games and software using software such as Napster, Kazaa, Edonkey etc.
 - Mail / News Groups / CHAT Examples of prohibited use include, but are not limited to:
 - Running servers (that put traffic on the network)
 - Hosting multi-user interactive forums such as chat rooms.
- Trinet Online's services may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws. Violations of system or network security are prohibited, and may result in criminal and civil liability.
- Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks. The infringement of other's intellectual property rights or the breaching of any laws or infringement of any third party rights.

DOWNLOAD LIMITATIONS

- Trinet Online reserves the right to implement technical mechanisms, which prevents usage patterns in violation of this AUP.
- Trinet Online further reserves the right to take such action as may be necessary to protect the integrity of its' systems, including, but not limited to, system monitoring, as well as protocol management and shutting down of ports affected by viruses, worms or other malicious code.

ABUSE & SPAM

- We have a strong position against unsolicited e-mail.

Abusive Practices

- The transmission of unsolicited or prohibited advertising or other content (commonly known as 'Spam') through electronic mail or inappropriate Usenet postings is forbidden. Trinet Online reserves the right to suspend or terminate, without warning, any account that violates this policy. Usage Trinet Online's Internet and hosting services constitutes acceptance and understanding of this policy. As a Trinet Online customer, should you infringe this policy, you will be held liable for any costs incurred by Trinet Online, both monetary and in reputation.
- The use of any other service to make such a mailing or posting, with any reference to Trinet Online's services (including but not limited to mailboxes, auto responders, and Web pages), shall also be grounds for account termination as described above.

Other Information

- Abusive behavior can severely damage an online reputation and business. We will not tolerate such incidents of abuse.

SECURITY & CRACKING

These abuses are taken very seriously!!!

- Use of Trinet Online's services to engage in any type of fraud, "cracking", malicious behavior, or harassment is expressly forbidden. Interference with the proper operation of systems reachable via the Internet is forbidden. Compliance with the acceptable use policies of any network or system with which you connect through our service is required.
- Forging e-mail, Usenet postings, or other messages is forbidden. Trafficking in pirated software is forbidden.
- Port scanning or the use of similar tools is forbidden.
- Use of Trinet Online's services to publish or otherwise disseminate information about the availability of pirated software or other material that is being made available illegally, including the publication of a list of links to such material, regardless of disclaimers, is specifically forbidden. We do not condone or encourage any illegal material or behavior.
- If inappropriate activity is detected, all accounts of the user in question will be deactivated until the investigation is complete. Prior notification to the user is not assured. In extreme cases, law enforcement will be contacted regarding the activity.

LEGAL RIGHTS

- Nothing contained in this policy shall be construed to limit Trinet Online's rights or remedies in any way with respect to any of the foregoing activities, and Trinet Online reserves the right to take any actions that it may deem appropriate with respect to such activities, including without limitation, investigating suspected violations of this AUP, taking action to recover the costs and expenses of identifying offenders and terminating their access to and use of the service.
- This **AUP** may be clarified or modified periodically and Trinet Online reserves the right to modify this policy at any time. Changes shall become effective as soon as they are posted to www.trinet.co.za

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