Customer Acceptable Use Policy

Top things to takeaway

Use Services Responsibly

No illegal, abusive, or misleading activity

Protect Networks Securely

Customers must prevent misuse by others

No Spam Allowed

Unsolicited or bulk email is prohibited

Respect Privacy Rights

Unauthorised system or data access forbidden

Avoid Network Disruption

DoS attacks and interference prohibited

Report Suspected Abuse

Incidents reported to Node4 Abuse team

Proprietary Notice

Version control and ownership

Policy owner: Kate Lincoln

Version no	Date	What changed	Changed by	Approver
1.0	06/02/2023	Approved version	Vicky Withey	Andy Gilbert
1.1	09/08/2024	Annual review	Eddie Adams	Kate Lincoln
1.2	12/03/2025	Rebrand	Eddie Adams	Kate Lincoln
1.3	15/04/2026	Rebrand	Eddie Adams	Kate Lincoln

What is this policy for?

This Acceptable Use Policy (AUP) sets out the standards of behaviour and permitted use of Node4 services. It is designed to protect Node4 customers and the wider internet community by defining prohibited activities (including illegal use, threats/harassment, privacy violations, impersonation/forgery, copyright infringement, spam and other network-disruptive activity) and explaining how suspected misuse should be reported to Node4's TOS/Abuse department. Node4 may revise this AUP from time to time.

Who is this policy for?

This policy applies to all Node4 customers and any users acting on their behalf who access or use Node4 services (including email, web/hosting, FTP and network services). Customers are responsible for ensuring their networks are securely configured and are not used, through action or inaction, for illegal or inappropriate activity. Node4 expects customers to cooperate with the Abuse department when requested to support investigations.

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Acceptable Use Policy

This Acceptable Use Policy (AUP) is intended to help protect Node4 customers, and the Internet community, from the inappropriate use of the Internet. A customer's use of Node4 service constitutes acceptance of this AUP. Node4 reserves the right to revise and update this AUP from time to time. Node4 expects customers to cooperate with the company's Abuse department when requested to assist in their investigations.

This AUP is divided into two parts:

- Part 1. Violations and Descriptions of Appropriate Use
- Part 2. Reporting to Node4's TOS/Abuse department

Violations and Descriptions of Acceptable Use

General Violations

Our AUP prohibits the following:

- **Impersonation/Forgery** - Adding, removing, or modifying network header information ("spoofing") to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous re-mailers and nicknames does not constitute impersonation. Using deliberately misleading headers ("munging" headers) in news postings to avoid spam e-mail address collectors is allowed provided appropriate contact information is contained in the body of the posting.
- **Privacy Violations** - Attempts, whether successful or unsuccessful, to gain access to any electronic systems, networks, or data, without proper consent, are prohibited.
- **Threats** - Threats of bodily harm or destruction of property are prohibited.
- **Harassment** - Threatening or harassing activity is prohibited.
- **Illegal Use** - The use of any Node4 service for illegal purposes is prohibited.
- **Reselling** - The resale of any Node4 service without proper authorisation from Node4 Ltd. is prohibited. Persons wishing to act as resellers may review details of the Node4 Partner Programme, available at http://www.node4.co.uk.
- **Copyright Infringement** - All material published must be owned by the publisher or the appropriate releases must have been obtained prior to publishing. Node4 will co-operate with all agencies attempting to assert their rights in these matters.

Network Disruptions and Network-Unfriendly Activity

- Any activities, which adversely affect the ability of other people or systems to use Node4 services or the Internet, are prohibited. This includes "denial of service" (DoS) attacks against another network host or individual user. Interference with, or disruption of, use of the network by others, network services or network equipment is prohibited.
- It is the customer's responsibility to ensure that their network is configured in a secure manner. A customer may not, through action or inaction, allow others to use

their network for illegal or inappropriate actions. A customer may not permit their network, through action or inaction, to be configured in such a way that it gives a third party the capability to use their network in an illegal or inappropriate manner.

Email

- Node4 does not tolerate, endorse, or participate in email spamming. Sending unsolicited commercial e-mail is prohibited. We cannot authorise bulk emailing although we do recognise that in some instances this is a valid and useful form of marketing for both senders and recipients.
- Using a Node4 e-mail or Web site address to collect responses from unsolicited commercial e-mail is prohibited.
- Sending large volumes of unsolicited e-mail, whether that e-mail is commercial in nature is prohibited. Activities that have the effect of facilitating unsolicited commercial e-mail, or large volumes of unsolicited e-mail, whether that e-mail is commercial in nature, are prohibited. Users operating mail servers must ensure that they are not open relays.
- Anonymous bulk e-mailings are not permitted, and we will terminate the accounts of any customers who attempt to do this. This may happen without notice.
- If we receive any complaints from recipients or other third parties, or any mailing causing technical problems on our systems, we may take further action to stop this happening again. This may involve the termination of any accounts the sender has and may occur without notice. In the event that we are alerted to anyone sending bulk e-mails, we will generally attempt to make contact with the senders to discuss appropriate actions.
- We recommend that anybody undertaking this kind of activity has a data protection statement on their Web site explaining how the company fulfils their obligations in terms of the Data Protection Act.
- Senders must give recipients the ability to easily contact the sender and remove themselves from their mailing list.
- Senders must be sure that recipients are aware that they are listed on the sender's e-mailing list and that they themselves provided their information or authorised a third party to do so on their behalf.
- Senders must make every effort to ensure that the information they are sending is of interest to the recipient and matches the reason given for the collection of the e-mail address in the first place (e.g. e-mail collected from people interested in Motorcycle Products should not be sent e-mail relating to tattoos, no matter how likely it may seem that they will be interested in the same topic).
- In the event of any problems being caused by this type of activity, we will make every effort to ensure that the problem is resolved as quickly as possible. This includes full co-operation with any relevant authorities.

Facilitating a Violation of this AUP

- Advertising, transmitting, or otherwise making available any software, programme, product, or service that is designed to violate this AUP, or the AUP of any other

Internet Service Provider, which includes, but is not limited to, the facilitation of the means to spam.

News

- Node4 customers should use their best judgment when posting to any newsgroup. Many groups have charters, published guidelines, FAQs, or 'community standards' describing what is and is not considered appropriate. Usenet can be a valuable resource if used properly. The continued posting of off-topic articles is prohibited. Commercial advertisements are off topic in most newsgroups, especially non-commercial regional groups. The presence of such articles in a group is not indicative of the group's intended use. Please familiarise yourself with basic Usenet netiquette before posting to a newsgroup.
- Newsgroup spamming: Spam is, first and foremost, a numerical metric-posting of substantively similar articles to multiple newsgroups. This form of spam is sometimes referred to as "excessive multi-posting" (EMP). Node4 considers 'multi-posting' to 10 or more groups within a two-week period to be excessive.
- Hostile attacks or invectives (flames) aimed at a group, or an individual poster are generally considered inappropriate in Node4 service groups. Flames in the non-service groups are discouraged. Many newsreaders offer filtering capabilities that will bring certain messages to your attention or skip over them altogether (kill files).
- Node4 customers may not cancel messages other than their own messages. A customer may cancel posts forged in that customer's name. Node4 may cancel any postings that violate this AUP.

Web

- Using a Node4 Web site address or Node4 hosted Web account for the purpose of distributing illegal material is prohibited. Node4 will co-operate with authorities to remedy breaches of this policy.
- Using a Node4 Web site address or Node4 hosted Web account to collect responses from unsolicited commercial e-mail is also prohibited.

Excessive Bandwidth or Disk Utilisation

- Node4 account descriptions specify current limits on bandwidth and disk utilisation. Where limits are not specifically defined the judgement of the Node4 Technical Support team shall be used to define those limits. The use of bandwidth or disk space more than those limits is not permitted. The total number of bytes transferred from an account's Web and FTP space determines bandwidth utilisation. The total number of bytes required to store an account's Web, FTP, and Mail data determines disk utilisation.
- If Node4 determines that excessive bandwidth or disk space utilisation is adversely affecting Node4's ability to provide service, Node4 may take immediate action. Node4 will attempt to notify the account owner by e-mail as soon as possible.

Reporting to Node4's Abuse department

- Node4 requests that anyone who believes that there is a violation of this AUP should direct the information to the AUP Abuse Staff at this address: abuse@Node4.co.uk.
- Node4 customers who wish to report 'spam' from a non-Node4 source should send copies of the e-mail they received along with full header information. Some messages may not receive a response, but Node4 may use the information received at this address to aid in the development of Node4's filter lists.
- All issues involving other e-mail abuse originating from Node4 e-mail or network addresses should also be sent to the above address, along with all issues regarding Usenet 'news' abuse issues originating from Node4 customers, other suspicious activity such as port scans or attempts to penetrate network resources and virus distribution and copyright infringement.

Node4 may take one or more of the following actions in response to complaints:

- Issue warnings: written or verbal.
- Suspend the customer's newsgroup posting privileges.
- Suspend the customer's account.
- Terminate the customer's account.
- Invoice the customer for administrative costs, loss of service and/or reactivation charges.

What information should be submitted?

- The IP address used to commit the alleged violation.
- The date and time of the alleged violation, including the time zone or offset from GMT.
- Evidence of the alleged violation.
- Copies of e-mail with full header information provide all the required information, as do syslog files and firewall logs. Other situations will require different methods.