

Liquid Telecom Acceptable Use Policy: NeoBroadband Fibre

1. Definitions

In this document, unless the context indicates otherwise:

- 1.1. "AUP" means Liquid Telecoms Acceptable Use Policy;
- 1.2. "NeoBroadband Fibre" means the internet access service provided by Liquid Telecom to the user, using optic fibre, microwave or other relevant technologies;
- 1.3. "excessive usage" means usage more than the maximum possible usage for the internet access service. Such factor may be on upload or download from time to time and any such change will be publicised, including by publication on Liquid Telecom Internet web site.
- 1.4. "Maximum possible usage" shall be the maximum download speed multiplied by the period of use to derive a maximum possible download capacity per month and the maximum upload speed multiplied by the period of use to derive a maximum possible upload capacity per month;
- 1.5. "AUP" means this Acceptable Use Policy relating to the Liquid Telecom internet access service; and
- 1.6. "improper usage" means usage which contravenes this AUP as it pertains to the usage of the internet access service.
- 1.7. "MPLS" Multiprotocol Label Switching is a type of data-carrying technique for high performance telecommunications networks.
- 1.8. "network neutrality" Net Neutrality is the basic principle that prohibits internet service providers like Liquid Telecom from speeding up, slowing down or blocking any content, applications or websites its users want to use.
- 1.9. "Congestion" Network congestion in data networking and queueing theory is the reduced quality of service that occurs when a network node or link is carrying more data than it can handle
- 1.10. "Viruses" Viruses can be spread through email and text message attachments, Internet file downloads, social media scam links and so forth.

- 1.11. "Worms" An internet worm is a program that spreads across the internet by replicating itself on computers via their network connections.
- 1.12. "Malicious Code" Malicious code is the kind of harmful computer code or web script designed to create system vulnerabilities leading to back doors, security breaches
- 1.13. "Law Enforcement Agencies" A law enforcement agency is any agency which enforces the law. This may be a special, local, or state police, federal agencies
- 1.14. "Public Authorities" A public authority is a type of public-benefit corporation that takes on a more bureaucratic role, such as the maintenance of public infrastructure, that often has broad powers to regulate or maintain public.

2. Acceptable Use Policy (AUP) introduction

The purpose of this AUP is to ensure equity of access to all users of Liquid Telecom internet access service. Liquid Telecom endeavor to provide equitable access to all users to ensure the best possible performance and experience for the majority of its users.

Many factors must be considered, including the regulatory environment. Generally, to be compatible with the spirit of Network Neutrality to enable Liquid Telecom to deliver our internet access service .

This AUP relates to the data usage of the internet access service only. Other issues related to our internet access service as well data usage related to other access services are covered by the Liquid Telecom service schedule.

3. Usage Guidelines and Acceptable Use

The internet access service is provided over a MPLS, network with service guarantees, which may be impacted by the activities of other users that may cause congestion on our network.

To help ensure that all customers have fair and equal use of the service and to protect the integrity of its network, Liquid Telecom reserves the right, and will take necessary steps, to prevent improper or excessive usage.

This policy applies to and will be enforced for both intended as well as unintended (e.g., Viruses, Worms, Malicious Code, or otherwise unknown causes) excessive and/or improper

usage. Online activity will be subject to the available bandwidth, data storage and other limitations of the internet access service, which Liquid Telecom may from time to time, revise at its own discretion and without prior notice to the customer.

4. Illegal and Inappropriate Activities

As an Internet user, whilst connected to the Internet via Liquid Telecom you must comply with the relevant laws that apply in the country where you consume the service, and the laws of the United Kingdom. Liquid Telecom makes most of its connections to the internet in the United Kingdom, hence UK law is considered by the LT group as the standard for operations. Some African nations are in the process of developing laws relating to internet usage, and in the absence of such laws in the country where you consume the service, you must comply with the laws of the UK.

You should also be mindful of the fact that the Internet is a global medium and is regulated by the laws of many different countries. Material or content which is legal in this country may be illegal in another and vice versa.

These are some of the things that you must not do whilst connected to the Internet:

- 4.1. You must not, by using the service, download, possess or transmit in any way, illegal material (for example indecent images of children).
- 4.2. You must not send, publish, distribute, circulate or otherwise propagate any material that may be deemed to be grossly offensive or of an indecent, obscene nature or menacing in character.
- 4.3. You must not use the Liquid Telecom network and Services to transmit unsolicited e-mail messages, including, without limitation, unsolicited bulk email, where such emails could reasonably be expected to provoke complaints ("spam")
- 4.4. You must not send, with the intention of causing annoyance, inconvenience or needless anxiety a message that you know to be false, or to cause such a message to be sent or to persistently make use of our service for that purpose.
- 4.5. You must not gain or attempt to gain unauthorised access to any computer systems for any purpose, including accessing the Internet.
- 4.6. You must not, without authorisation intentionally impair or attempt to impair the operation of any computer, prevent or hinder access to any program or data held in any computer or to impair the operation of any such program or the reliability of any such data (this could include deleting files, changing the desktop settings introducing viruses etc.).



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4.7. You must not infringe the rights of others, including the right of privacy and copyright (an example would be sharing without permission of the copyright owner protected material such as a music or video file).

Many of these activities could result in legal action, a fine or a term of imprisonment or both. If you are in any doubt as to the legality of anything, take independent legal advice before proceeding.

5. Liquid Telecom's Obligations

Liquid Telecom is obliged to disclose information to Law Enforcement Agencies and Public Authorities that are legally entitled to obtain such information. This includes the Regulation of Investigatory Powers Act (UK), and any other local legislation that applies in the country where the service is delivered. Similarly, Liquid Telecom must comply with court orders to disclose information. In serious instances of abuse, we may also notify the police or relevant law enforcement agency.

Liquid Telecom cannot and does not monitor content of its' customers web space or content of chat rooms, instant messaging, email, newsgroup or indeed of any communications and therefore Liquid Telecom cannot and does not guarantee that all of these are free of illegal material or other content considered unacceptable by others including the Internet community.

6. Privacy

Because the Internet is an inherently open and insecure means of communication, any data or information a user transmits over the internet may be susceptible to interception and alteration. Subject to our Online Privacy Policy, we make no guarantee regarding, and assume no liability for, the security and integrity of any data or information a User transmits via the service or over the internet, including any data or information transmitted via any server designated as "secure."

7. Changes to the Acceptable Use Policies

We may change the Acceptable Usage Policies' from time to time and will inform you on www.liquidtelecom.net website when we do so. To make the most of the guidance contained

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in the AUPs, please keep up to date with changes and look at them on a regular basis. We hope you will find them useful and informative.

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