

Acceptable Use Policy



General

1. No resale of service

1.1 The Service provided by Evolution IT is for use by the customer in the manner described in the terms and conditions only and may not be used for any resale purposes whatsoever without the prior written consent of Evolution IT. In the event that a Service is used for resale purposes without Evolution IT's prior written consent, Evolution IT will immediately cancel the Service without notice to the customer.

2. Illegal Use

2.1 The BizPhone service provided by Evolution IT may not be used to:

- a) To break any law or infringe on another person's rights
- b) To transmit, publish or communicate material which is defamatory, offensive, abusive indecent, menacing, unwanted or otherwise unlawful or unauthorized;
- c) In any way that may expose Evolution IT to liability; or
- d) In any way which may damage, interfere, or interrupt the service, the Evolution IT network or a supplier's network used to deliver the service.

2.2 Evolution IT reserves the right to suspend without prior notice any Service that, in its reasonable opinion, is being used in breach of clause 2.1. The matter will then be referred to the appropriate authority for further investigation or action.

3. Security

3.1 The Customer:

- a) Is responsible for any misuse of the service or the Evolution IT network that is in breach of this agreement or the Terms of Service and must take reasonable steps to ensure others do not gain unauthorised access to the service or Evolution IT network.
- b) Must not use or permit the service or the Evolution IT or supplier network to obtain or attempt to obtain unauthorised access to any service, system or network or to carry out any unauthorised or unlawful activity.
- c) If the customer finds any violation of clause 3.1a, or 3.1b they must let Evolution IT know immediately of the breach.

4. Violation of Policy

4.1 Evolution IT like other network providers is serious about taking action to eliminate the inappropriate use of the Evolution IT network. If Evolution IT at its discretion considers that this policy has been violated in any way whatsoever, then Evolution IT will take all appropriate steps available under this agreement to enforce compliance with this policy including suspending or disconnecting the customers service.

5. Acceptable Usage Policy

- 5.1 This Acceptable Usage Policy aims to ensure Evolution IT can provide quality telephone services to all our customers and that no other customers are disadvantaged by the behavior of others on the Evolution IT or suppliers network.
- 5.2 Exetel provides this service for customers only in good faith. Under our telephone services acceptable usage policy (AUP) if Evolution IT detects unusual or excessive use (subject to investigation) then Evolution IT may suspend the service and request that an explanation be provided by the customer surrounding these patterns of usage.
- 5.3 Evolution IT further reserves the right to cancel any service it deems to be in breach of the telephone services Acceptable Usage Policy (AUP).
- 5.4 Very high usage, especially with relation to VoIP services can be caused by a virus, or other internet exploitation that is unknown to the user and can cause the user's network to be utilised for illegal activity.