



Fair Use Policy

This policy serves to notify all Fibreworks customers of what lies outside of 'Fair Use' and as such constitutes a prohibited use of our services.

If we reasonably believe you are guilty of misuse, we may take immediate action to suspend or terminate your service without notice even if you are unaware of your infraction.

RESALE OF SERVICES

Once a Fibreworks service has been purchased, it is for the personal, non-commercial use of the Customer or Business End User; it should not be resold without prior written consent from Fibreworks. Any unsanctioned resale of the product will be classed as fraudulent use, resulting in an immediate cancellation of the service.

ILLEGAL ACTIVITY

Fibreworks services may not be used:

- a. To break any law or infringe on others' rights;
- b. To publicise defamatory, abusive, indecent or otherwise unlawful content;
- c. In any way wherein Fibreworks could be exposed to liability; or
- d. To interfere or disrupt the service, Fibreworks' network or a supplier's network.

In the event a customer is found in breach of the above terms, their services will be suspended; the matter will then be escalated to the relevant authorities for further action.

SECURITY

The Customer is responsible for any misuse of Fibreworks services or the Fibreworks network, so must try to ensure that others do not gain unauthorised access to the service. This includes properly using any user ID's, personal identification numbers (PINs) and passwords needed for this service, and maintaining the confidentiality and security of such information.

The Customer also assumes responsibility for ensuring that any equipment used to access the Internet via the Fibreworks service is adequately protected against viruses, worms, trojans, denial of service attacks etc. This includes antivirus updates at reasonable intervals.

While Fibreworks is committed to maintaining a high standard of security on its network, we cannot guarantee that viruses will never be distributed on the network. Under the Standard Form of Agreement, the Customer acknowledges that the Internet is not an impenetrably secure and confidential method of communication; your use of the Internet to send and receive data is at your own risk.

Fibreworks is not responsible for any content that may be accessed by using the Internet service. The Customer (or another responsible adult) must take steps to monitor use of your Internet service by anyone under the age of 18 years. In turn, Fibreworks is entitled to monitor the Customer's use of the Internet service without providing notice, so as to ensure users' compliance with the Fair Use Policy.

EQUIPMENT

The Customer is responsible for any and all Fibreworks equipment that is located on their premises or is used for the purpose of their services. If any Fibreworks equipment is damaged, the Customer agrees to finance its replacement or repair.

If equipment is being replaced or repaired, the Customer agrees to provide safe access to their premises if required (and subject to notification).

This Fair Use Policy is designed to best facilitate Fibreworks' provision of premium services to our customer base without users being inconvenienced, disadvantaged or sabotaged by the activity of others; via network congestion, compromised network security etc.