Internet Service Level Agreement

INTERNET ACCEPTABLE USE POLICY.
V1.07 – October 2014

1. The Internet Services the Customer has requested fall under Sensible Business Solutions' Acceptable Use Policy ("AUP"), the Customer must comply with the AUP. Sensible Business Solutions' AUP has been compiled for the following reasons:
   a) To protect subscribers of Sensible Business Solutions' Internet Service
   b) To meet legal, regulatory and government policies
   c) To mitigate possible impacts by users on the delivery of services

2. Usernames and Passwords - The Customer must keep the password and username that the Customer uses to subscribe to the Internet Service completely confidential. The Customer will be responsible for any use of the Internet Service, regardless of who connects to the Internet Service, when using the Customer's account.

3. Illegal and Inappropriate use of the Sensible Business Solutions network - The Customer is not authorised to access Sensible Business Solution's network or systems for any purpose other than to use the Internet Service in accordance with this AUP and other applicable agreements with Sensible Business Solutions for supply of the Internet Service. The Customer must also not use the Internet Service to breach any applicable criminal laws or to infringe on the rights of a third party. This includes the Customer using the Internet Service to, without limitation:
   a) breach of the law order or regulation through fraudulent, deceptive or illegal activity;
   b) infringe censorship laws and classification of material;
   c) discriminate or incite discrimination against people or groups due to religion, race or gender and so on;
   d) engage in illegal business activities or practices such as gambling;
   e) damage people or property including the use defamatory statements, harassing, stalking or menacing people or individuals;
   f) provide a minor with access to inappropriate material or establish (or try to establish) contact with a minor not otherwise known to the Customer;
   g) to publish, distribute, transmit any material that Sensible Business Solutions reasonably suspects is offensive or obscene;
   h) distribute electronic communications (SMS, email, chat) such as unsolicited SPAM, disguise the origin of email communications;
   i) participate in any attempt to cause any computer system (including Sensible Business Solutions' systems) to malfunction, whether by way of viruses, worms, trojan horses, denial of service attacks, spoofing, SPAM, Open relay and port probing or otherwise.
   j) attempt to alter data, billing information or usage limits provided by Sensible Business Solutions for the Customer's Internet Service; or
   k) Obtain unauthorised access to any computer system, including unauthorised access to Sensible Business Solutions' system (for example, by attempting to use the account of another user).

4. Consequences of a breach by the Customer - Sensible Business Solutions does not inspect or monitor the contents of transmitted information when the Customer uses the Internet Service; however Sensible Business Solutions will investigate complaints of any nature of inappropriate use of the Internet Service. Sensible Business Solutions will use its reasonable endeavours to safeguard the privacy of all parties in the event of an investigation. Sensible Business Solutions may take one or more of the following actions if the Customer is suspected of a policy breach:

a) provide relevant government and regulatory authorities with information pertaining to suspected illegal activities or infringements of this AUP;
b) cease provision of the Internet Service to the Customer;
c) deny or suspend the Customer's access to, or limit the Customer's use of, the Internet Service; or
d) Delete or edit any of the Customer's data stored on Sensible Business Solutions' computer systems.

5. Complaints - in the event that the Customer suspects a violation of Sensible Business Solutions' Acceptable Use Policy please forward electronic correspondence to support@sensible.com.au