

onecom

# Acceptable Use Policy



## Onecom Limited

### Acceptable Use Policy

#### 1 General

- 1.1 This Acceptable Use Policy defines the acceptable use of Goods and Services.
- 1.2 In this Acceptable Use Policy, terms that are capitalised but not defined in this Acceptable Use Policy have the meaning set out in the Contract.
- 1.3 Onecom may update this Acceptable Use Policy from time to time, so the Customer should:
- 1.3.1 check Onecom's website regularly at <https://www.onecom.co.uk/terms-and-conditions/> for updates; and
- 1.3.2 note that continued use of the Goods and/or Service after any change will mean the Customer has accepted the updated version of the Acceptable Use Policy.
- 1.4 The Customer will be responsible and remain fully liable for use of the Goods and/or Services and any breach of the Acceptable Use Policy by Users.

#### 2 Use of Goods and Services

The Customer will not (whether actually or attempted, directly or indirectly) use the Goods and/or Service to effect or participate in any of the following activities:

- 2.1 Message or Content Abuse
- 2.1.1 Sending or publishing unsolicited bulk messages, content, posts or communications in any form ("spam").
- 2.1.2 Producing content that may be regarded as: (i) harmful to others, or Onecom's operation or reputation, (ii) contrary to a commercial agreement (e.g. breach of a non-disclosure obligation), (iii) abusive, (iv) obscene, (v) deceptive, (vi) a nuisance, or (vii) fraudulent.
- 2.2 Security or Network Abuse
- 2.2.1 Falsifying user or other Service-related information, including omitting, deleting, forging or misrepresenting transmission information provided to Onecom; including headers, return mailing, Internet protocol addresses or any other part of a message describing its origin or route.
- 2.2.2 Withholding or cloaking the Customer's identity, origin or contact information, including assuming a sender's identity without the sender's explicit permission.

- 2.2.3 Accessing or threatening the integrity or security of any device, network or computer system, without proper authorisation; including, transmission of worms, viruses or other malicious codes.
- 2.2.4 Using any part of the Goods and/or Services with the intention of adversely affecting the operation or users of any computer system or network (including the Internet); including, denial of service attacks, web page defacement, port and network scanning, and unauthorised system penetrations.
- 2.2.5 Using or permitting anyone to use the Goods and/or Service to guess passwords or access other systems or networks without written authorisation.

#### 2.3 Harmful, Deceptive or Illegal Activities

- 2.3.1 Violating any law or regulation (including, libel, slander, invasion of privacy, harassment, obscenity, child pornography, export laws and regulations, and infringement or misappropriation of another party's copyrights, trademarks, patents, trade secrets or other intellectual property rights);
- 2.3.2 Engaging in other activities that degrade or interfere with users of the Goods and/or Service or other connected services.
- 2.3.3 Avoiding incurring charges in a way that is inconsistent with good faith commercial practice.

#### 2.4 Regulatory

Spending more than £240 per month and £40 for any single transaction, when using our Services, to call numbers beginning with the following prefixes; 118, 0871, 0872, 0873.

#### 3 Use of Software

In relation to Software, the Customer will (whether actually or attempted, directly or indirectly):

- 3.1 not copy, reverse engineer, decompile, modify, disassemble, or otherwise attempt to derive the source or object code of Software; and
- 3.2 use Software in strict accordance with any instructions or software licence or other third party terms communicated or made available by Onecom or its suppliers from time to time.