



# toob: acceptable usage policy

This acceptable usage policy outlines how the toob's broadband service should and should not be used. It makes up part of your Agreement with us as detailed in the home broadband and business broadband terms and conditions.

## 1. unacceptable usage

The below list is not an exhaustive list of "unacceptable" behaviour but should give an indication of the types of behaviour which we could deem "unacceptable".

You may not:

- Transmit, use or store any materials in violation of any applicable law or regulation. Including material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
- Send unsolicited bulk email ("UBE", "spam")
- Use the Service to make unauthorized attempts to gain access to any account or computer resource not belonging the user.
- Through unauthorized means, access, alter, destroy any information of any toob customers or end users
- Knowingly engage in any activities designed to harass, or cause a denial-of-service to any other user, whether on our network or on another provider's network
- Use or allow others to use the Service to break any laws or regulation (of the UK or elsewhere)
- Download, share or upload any copywrited material without the explicit permission of the copywrite holder
- Resell the Service or allow any other parties to resell the Service
- Use or allow others to use the Service in any way that is detrimental to other users of the Service
- Use the Service in any home or business other than where the Service was installed
- (and nor may anyone you authorise to deal with us on your behalf) act in an unreasonable manner or in a way towards our staff or agents which we reasonably consider to be inappropriate

## 2. breach of acceptable usage

If you are found to be in breach of this policy, we may:

- Limit your usage of the Service
- Suspend or terminate the Service
- Terminate your account with us



- Pass any information to law enforcement, or any other competent authority, that we believe it is reasonable to do so
- Take any other action that we deem is reasonable

### **3. responsibilities**

We are not responsible for any activity you undertake using the Service or network.

You are responsible for:

- Protecting your customer details and password which you use to access your account with us.
- Ensuring, where reasonably possible, that no unauthorised users are accessing the network without your knowledge
- Ensuring the devices connected to your network have up to date virus protection and security software
- Informing us of any security breach that you suspect

If you think your password may have been shared or known by anyone else, you can change this in your online account at [www.toob.co.uk/myaccount](http://www.toob.co.uk/myaccount).

### **4. excessive usage**

If your usage is seen to be excessive to the point where it negatively impacts other customers usage of the network, the Service may be reduced to 100Mbps download and 100Mbps upload until usage returns to acceptable levels.

You will be informed of any restrictions on the Service via email. We will assist you in identifying the cause of excessive use where appropriate.