



Acceptable Usage Policy

About This Document

This Acceptable Usage Policy document is to be read with your service terms and conditions. It is an integral part of your service agreement with Nova Telecom. This document combined with the terms and conditions, jointly referred to as "the Policy", set out the acceptable manner in which you may use the services, equipment, network and other resources ("the Service") of Nova Telecom.

Requirement to Adhere to the Policy

By utilising the Service, you accept the Policy and warrant that you will adhere to the Policy. If you engage in any of the activities prohibited by this AUP document or the terms and conditions, or engage in any activity deemed by Nova Telecom to be illegal, unfair, damaging, malicious or bringing Nova Telecom into disrepute, you will be deemed to be acting in contravention of the Policy, in which event Nova Telecom may suspend or terminate your account or take any other action deemed necessary, including but not limited to partial or full withdrawal of the Service. If it is suspected that any laws have been broken, Nova Telecom reserves the right to make a report to the relevant authorities.

The Policy is designed to help protect Nova Telecom, its customers and the Internet community in general from irresponsible or, in some cases, illegal activities. The Policy is a non-exclusive list of the actions prohibited by Nova Telecom. Nova Telecom reserves the right to modify the Policy at any time, effective upon posting at <http://www.novatelecom.ie>.

Prohibited Uses of the Service Under the Policy:

1. Creation, hosting, transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorisation, and material that is obscene, defamatory or constitutes an illegal threat, child sexual abuse material, or material that is deemed to be unlawful / libellous / abusive / offensive / vulgar / obscene / calculated to cause unreasonable offence. Material that is harmful to children should be reported to hotline.ie immediately.
2. Sending Unsolicited Bulk Email ("UBE", "spam") or bulk emails. The sending of any form of Unsolicited Bulk Email or bulk emails (more than 20 recipients, whether broken into multiple messages or not) through Nova Telecom's network or servers is prohibited. Use of Nova Telecom mail servers to send emails to large numbers of recipients from any type of automated program or to send circulars to more than 20 recipients is not permitted – commercial externally hosted services should be considered for such purposes. Nova's outbound mail service is to be only used for genuine individual human-generated messages.
3. Bringing Nova Telecom resources into disrepute – Any activities that bring Nova Telecom's servers, network, IP ranges, mail systems or any other constituents of the Service or any other resource under the control of Nova Telecom into disrepute with other ISPs, network providers, organisations, states, etc. will be considered a contravention of the Policy.
4. Attempts - whether or not successful - to violate the security of a network, service, or other system. Examples of prohibited activities include hacking, cracking into, attempting to log in to, monitoring, or using systems without authorisation; scanning ports; conducting denial of service attacks; and distributing viruses or other harmful software. Users of the Service are also forbidden to carry out any of these activities against the network and Service of Nova Telecom.

Please note that customers are responsible for maintaining the basic security of their systems to prevent their use by others in a manner that violates this Policy. Examples include improperly securing a mail server so that it may be used by others to distribute spam, and improperly securing an FTP server so that it may be used by others to illegally distribute licensed software. Customers are responsible for taking corrective actions on vulnerable or exploited systems to prevent continued abuse.

Customer Responsibility for Customer's Users

Each Nova Telecom customer is responsible for the activities of its users and, by accepting service from Nova Telecom, is agreeing to ensure that its customers/representatives or end-users abide by this Policy. Complaints about customers/representatives or end-users of a Nova Telecom customer will be forwarded to the Nova Telecom customer's contact for action. If violations of the Nova Telecom Acceptable Use Policy occur, Nova Telecom reserves the right to terminate services with or take action to stop the offending customer from violating Nova Telecom's AUP as Nova Telecom deems appropriate, without notice.

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