

Acceptable Use Policy

1. About the Policy

As part of our aim to provide a quality service at a reasonable price to all our users, we have implemented this Policy to ensure that each subscriber's use of the Service:

Meets legal requirements;

does not unreasonably interfere with other subscribers;

and does not unreasonably impact on our ability to provide the Service.

In this document, the following words have these meanings:

you means a subscriber to the Service, or any person who accesses the Service using the subscriber's access details;

Policy means this document, as may be amended by Launch Internet from time to time on 14 days notice;

Service means a residential Internet dial-up service provided by Launch Internet, together with associated services and software such as email facilities, web space and customer support.

2. When this Policy comes into effect

This Policy applies immediately if you are a new subscriber to the Service. For current Users, this Policy applies 14 days after this Policy is posted on Launch Internet's website. If any changes are made to this policy by Launch Internet, these changes come into effect 14 days after the revised policy is posted on Launch Internet's website.

3. Security

3.1 Passwords

You must keep confidential the password you use to subscribe to the Service. You remain responsible for any use of the Service made using your password.

3.2 Unauthorised access

You must not attempt to obtain unauthorised access to any computer system, including unauthorised access to Launch Internet's system (for example, by attempting to use the account of another user).

3.3 Attacks on third party systems

You must not participate in any attempt to cause any computer system (including Launch Internet's system) to malfunction, whether by way of viruses, worms, trojan horses, denial of service attacks or otherwise.

4. Illegal and infringing use

You must not use the Service to breach any applicable criminal laws or to infringe on the rights of a third party. This includes, without limitation:

fraudulent, deceptive or illegal activity;

infringement of copyright, trademarks or other intellectual property rights;

infringement of laws relating to censorship and classification of material;

using the Service to create, forward or distribute defamatory statements.

5. Inappropriate use of resources

The Service is provided for the benefit of residential users and is not designed or intended for commercial use or for use as a permanent connection. You must not:

use software (such as automated agents) to maintain a connection or to reconnect when you are not personally using such connection;

download software or other material for sale, distribution or other non-personal use;
attempt to make more than one simultaneous connection to the Service;
stay connected to the Service continuously for an unreasonable amount of time, or download or upload an unreasonable volume of data, given the purposes for which the Service is provided to you and the usage

patterns of other users (for example, staying connected continuously for several days, or downloading gigabytes of data in a short period).

Launch Internet reserves the right to disconnect or separate into a separate pool the users that stay connected to the Service continuously for an unreasonable amount of time, or download or upload an unreasonable volume of data, given the purposes for which the Service is provided to you and the usage patterns of other users (for example, staying connected continuously for several days, or downloading gigabytes of data in a short period).

6. Electronic Mail

You must not use the Service to distribute electronic communications (including electronic mail, SMS messages, chat messages and newsgroup postings):

to a person or group who has indicated that they do not wish to receive the communication from you;

if the communication is unsolicited bulk mail or "spam" (whether or not it is commercial in nature);

in a way that forges or disguises the origin of the communication;

in a way which is intended, or likely to, adversely affect the functionality of any computer system (including Launch Internet's systems).

7. What happens if you breach this Policy?

If Launch Internet believes on reasonable grounds that you have breached this Policy, Launch Internet may (but is not obliged to) take one or more of the following steps:

suspend your access to the Service indefinitely or for a specific period;

place time or download limitations on your use of the Service;

terminate your access to the Service and refuse to provide the Service to you or your associates in the future;

if Launch Internet considers that you are in breach of Section 5 of this Policy (Inappropriate Use of Resources, Launch Internet may (in addition to other steps set out above) place you in a separate pool of users with similar usage patterns in order to free up resources for other users; inform appropriate government and regulatory authorities of suspected illegal or infringing conduct; and

delete or edit any of your data (including webpage content) stored on Launch Internet's computer systems.