



INTERNET & COMPUTERS

www.true.co.za

TRUE TECHNOLOGIES JEFFREYS BAY:

Tel: 042 293 4168 **Fax:** 042 293 1851 **E-mail:** sales@true.co.za

Address: Shop 22 Neptune's Terrace, 12 Da Gama Rd, Jeffreys Bay

Postal: PO Box 1770 Noorsekloof 6331

True Technologies on the Web:

twitter.com/TrueTechSA

facebook.com/TrueTechnologies

www.truehotspot.co.za & www.true.co.za

ACCEPTABLE USAGE POLICY

I. General Notice

Thank you for reading True Technologies' Acceptable Use Policy (AUP). By accessing our website, or by contracting with us for service, you agree, without limitation or qualification, to be bound by this policy and the terms and conditions it contains, as well as any other additional terms, conditions, rules or policies which are displayed to you in connection with this service/website.

The purpose of this AUP is to comply with the relevant laws of the Republic; to specify to customers and users of our service/website what activities and online behaviour are considered an unacceptable use of the service/website; to protect the integrity of our network and to specify the consequences that may flow from undertaking such prohibited activities.

This document contains a number of legal obligations which you are presumed to be familiar with. As such, we encourage you to read this document thoroughly and direct any queries to our customer services centres:
North West: 018 011 0411, Eastern Cape: 042 293 4168.

True Technologies respect the rights of our customers and users of our services to freedom of speech and expression; access to information; privacy; human dignity; religion, belief and opinion in accordance with our constitution. We undertake not to interfere with any of those rights unless required to do so by law; unless those rights are exercised for unlawful purposes; or unless the exercise of those rights threatens to cause harm to another person or affect the integrity of our network.

II. ISPA membership and Code of Conduct

True Technologies confirms that in compliance with section 72 of the Electronic Communications and Transactions Act 25 of 2002, True Technologies is a member of the Internet Service Providers' Association (ISPA) and has adopted and implemented the association's official Code of Conduct, which can be viewed at www.ispa.org.za/code.

III. Unlawful Use

True Technologies' services/website may only be used for lawful purposes and activities. We prohibit any use of our website/network including the transmission, storage and distribution of any material or content using our network that violates any law or regulation of the Republic.

This includes:

1. Any violation of local and international laws prohibiting child pornography; obscenity; discrimination (including racial, gender or religious slurs) and hate speech; or speech designed to incite violence or hatred, or threats to cause bodily harm.
2. Any activity designed to defame, abuse, stalk, harass or physically threaten any individual in the Republic or beyond its borders; including any attempt to link to, post, transmit or otherwise distribute any inappropriate or defamatory material.
3. Any violation of Intellectual Property laws including materials protected by local and international



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copyright, trademarks and trade secrets. Moreover True Technologies cannot be held liable if you make any unlawful use of any multimedia content accessed through the search facility provided by True Technologies' network, or otherwise available through access to our network, whether for commercial or non-commercial purposes.

- Any violation of the individual's right to privacy, including any effort to collect personal data of third parties without their consent.
- Any fraudulent activity whatsoever, including dubious financial practices, such as pyramid schemes; the impersonation of another subscriber without their consent; or any attempt to enter into a transaction with True Technologies on behalf of another subscriber without their consent.
- Any violation of the exchange control laws of the Republic.
- Any activity that results in the sale, transmission or distribution of pirated or illegal software.
- Failing to respond to a request by a recipient of unsolicited mail to be removed from any mailing or direct marketing list and continuing to send unsolicited mail following such a request for removal. Where any user resides outside of the Republic, permanently or temporarily, such user will be subject to the laws of the country in which s/he is currently resident and which apply. On presentation of a legal order to do so, or under obligation through an order for mutual foreign legal assistance, True Technologies

will assist foreign law enforcement agencies (LEA) in the investigation and prosecution of a crime committed using True Technologies' resources, including the provisioning of all personal identifiable data.

IV. Prohibited Activities

The following sections outline activities that are considered an unacceptable use of True Technologies' services/network/website and also detail the guidelines for acceptable use of certain facilities/services, as the case may be.

V. Threats to Network Security

Any activity which threatens the functioning, security and/or integrity of True Technologies' network is unacceptable.

This includes:

- Any efforts to attempt to gain unlawful and unauthorised access to the network or circumvent any of the security measures established by True Technologies for this goal;
- Any effort to use True Technologies' equipment to circumvent the user authentication or security of any host, network or account ("cracking" or "hacking");
- Forging of any TCP-IP packet header (spoofing) or any part of the header information in an email or a newsgroup posting;



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4. Any effort to breach or attempt to breach the security of another user or attempt to gain access to any other person's computer, software, or data without the knowledge and consent of such person;
5. Any activity which threatens to disrupt the service offered by True Technologies through "denial of service attacks", flooding of a network, or overloading a service or any unauthorised probes ("scanning" or "nuking") of others' networks;
6. Any activity which in any way threatens the security of the network by knowingly posting, transmitting, linking to or otherwise distributing any information or software which contains a virus; Trojan horse; worm, lock, mail bomb, cancelbot or other harmful, destructive or disruptive component.
7. Any unauthorised monitoring of data or traffic on the network without True Technologies' explicit, written consent.
8. Any unsolicited mass mailing activity including direct marketing; spam and chain letters for commercial or other purposes, without the consent of the recipients of those mails.

VI. Public Space and Third Party Content and sites

In reading this AUP or in signing a service contract with True Technologies, you acknowledge that True Technologies has no power to control the content of the information passing over the Internet and its applications, including

e-mail; chatrooms; news groups; or other similar fora, and that True Technologies cannot be held responsible or liable, directly or indirectly, for any of the abovementioned content, in any way for any loss or damage of any kind incurred as a result of, or in connection with your use of, or reliance on, any such content.

Our services also offer access to numerous third party webpages. You acknowledge that we exercise absolutely no control over such third party content, or sites and in such cases, our network is merely a conduit or means of access and transmission. This includes, but is not limited to, third party content contained on or accessible through the True Technologies network websites and web pages or sites displayed as search results or contained within a directory of links on the True Technologies network. It remains your responsibility to review and evaluate any such content, and that any and all risk associated with the use of, or reliance on, such content rests with you.

Access to public Internet spaces, such as bulletin boards, Usenet groups, chat rooms and moderated forums is entirely voluntary and at your own risk.

True Technologies employees do not moderate any of these services, or your communications, transmissions or use of these services. We do not undertake any responsibility for any content contained therein, or for any breaches of your right to privacy that you may experience as a result of accessing such spaces.



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VII. Usenet Newsgroups

The customer is responsible for determining and familiarising himself or herself with the written policies of a given newsgroup before posting to it. The customer must comply with these guidelines at all times which can be obtained from other users of the newsgroup upon request, or from the group's administrators/moderators.

The following are prohibited practices with regard to Usenet newsgroups and True Technologies reserves the right to delete and/or cancel posts which violate the following conditions:

1. Excessive cross-posting of the same article to multiple newsgroups.
2. Posting of irrelevant or off-topic material to newsgroups (also known as USENET spam).
3. Posting binaries to a non-binary newsgroup.
4. Posting adverts, solicitations, or any other commercial messages unless the guidelines of the newsgroup in question explicitly permit them.
5. True Technologies does not monitor nor control the content that is available or unavailable via newsgroup and/or usenet services. The services offered by True Technologies in respect to usenet services is merely a convenience to True Technologies customers to make the use of the service more convenient. True Technologies accepts no liability and has no control over the content that may or may not be available, including, but not limited to, pornography, illegally obtained movies, applications and music.

VIII. Unsolicited, Spam and Junk mail

Spam and unsolicited bulk mail are highly problematic practices. They affect the use and enjoyment of services by others and often compromise network security. True Technologies will take swift and firm action against any user engaging in any of the following unacceptable practices:

1. Sending unsolicited bulk mail for marketing or any other purposes (political, religious or commercial) to people who have not consented to receiving such mail;
2. Operating or maintaining mailing lists without the express permission of all recipients listed;
3. Failing to promptly remove from lists invalid or undeliverable addresses or addresses of unwilling recipients;
4. Using True Technologies' service to collect responses from unsolicited e-mail sent from accounts on other Internet hosts or e-mail services, that violate this AUP or the AUP of any other Internet service provider;
5. Including True Technologies' name in the header or by listing an IP address that belongs to True Technologies in any unsolicited email sent through True Technologies' network or not;
6. Failure to secure a customer's mail server against public relay as a protection to themselves and the broader Internet community. Public relay occurs when a mail server is accessed by a third party



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from another domain and utilised to deliver mails, without the authority or consent of the owner of the mail-server. Mail servers that are unsecured against public relay often become abused by unscrupulous operators for spam delivery and upon detection such delivery must be disallowed. True Technologies reserves the right to examine users' mail servers to confirm that no mails are being sent from the mail server through public relay and the results of such checks can be made available to the user. True Technologies also reserves the right to examine the mail servers of any users using True Technologies' mail servers for "smarthosting" (when the user relays its mail via a True Technologies mail server to a mail server of its own) or similar services at any time to ensure that the servers are properly secured against public relay. All relay checks will be done in strict accordance with True Technologies' privacy policy.

IX. Spam/Virus Filtering

True Technologies provides a spam and virus filtering system to protect customers from unsolicited mail and viruses. The customer acknowledges that this system might incorrectly identify a valid message as spam or as a virus and consequently this message might not be delivered to the customer. The customer acknowledges and agrees that True Technologies shall without limitation have no responsibility for, or liability in respect of any data lost as a result of this system.

X. Webmail

Webmail and other web based email services made available by True Technologies are provided on an "as is" basis without representations, warranties or conditions of any kind, and the customer acknowledges and agrees that True Technologies shall have no responsibility for, or liability in respect of, any aspect of the Webmail services, including without limitation for any lost or damaged data or any acts or omissions of True Technologies. As webmail storage space is limited, some Webmail messages may not be processed due to space constraints or message limitations.

Webmail is provided to individuals and for personal use only. Any unauthorised commercial use of the Webmail service, or resale of the Webmail service is expressly prohibited.

XI. Uncapped Accounts

It is our goal to provide the best possible internet experience for all of our customers using Uncapped services and as such we reserve the right to manage uncapped users in order to achieve optimal performance for all clients across our network. We may contact you from time to time to make changes in order to receive the best possible internet experience.

The available capacity and the performance of our network is evaluated regularly. If available capacity is under pressure we will manage customer's accounts where necessary in order to give all customers the best possible internet experience. The True Technologies Fair usage policy is applicable to all uncapped users and states



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as follows: Uncapped connection speed at any given time is determined by calculating data usage for the 7 days prior to that moment - for every 5GB (or 10GB for the more expensive option) exceeded over and above the first 5GB (or 10GB) in these 7 days, the current maximum speed of the connection is halved – initial speed being maximum 4Mb/s. Thus usage of between 5-10GB (or 10-20GB in the more expensive option) in the past 7 days will result in a maximum speed reduction to 2Mb/s, between 10-15GB (or 20-30GB) in reduction to 1Mb/s, between 15-20GB (or 30-40GB) in reduction to 512Kb/s, etcetera. Note: maximum speeds are best effort! Uncapped is designed primarily for large amounts of data download and does not always perform well for normal browsing, like capped Internet accounts.

XII. Protection of Minors

True Technologies prohibits customers from using True Technologies' service to harm or attempt to harm a minor, including, but not limited to, by hosting, possessing, disseminating, distributing or transmitting material that is unlawful, including child pornography.

(Refer to www.true.co.za/support/protection for information about protecting minors)

XIII. Privacy and Confidentiality

True Technologies respects the privacy and confidentiality of our customers and users of our service.

XIV. User Responsibilities

Customers are responsible for any misuse of Company's services that occurs through the customer's account. It is the customer's responsibility to ensure that unauthorised persons do not gain access to or misuse True Technologies' service.

True Technologies urges customers not to reply to unsolicited mail or "spam", not to click on any suggested links provided in the unsolicited mail. Doing so remains the sole responsibility of the customer and True Technologies cannot be held liable for the Customer being placed on any bulk mailing lists as a result.

Where the customer has authorised a minor to use any of the True Technologies' services or access its websites, you accept that as the parent/legal guardian of that minor, you are fully responsible for: the online conduct of such minor; controlling the minor's access to and use of any services or websites; and the consequences of any misuse by the minor, including but not limited to transactions entered into by the minor using such access.

True Technologies cannot be held liable for any business dealings you have with any third parties on the Internet, including any vendors, or advertisers found on, or through, the True Technologies network. Further, True Technologies assumes no responsibility whatsoever for any charges you or any user of your account incurs when making purchases or other transactions in this manner. Further, the responsibility for ensuring compliance with all applicable customs and exchange control laws in connection with any such transactions shall be the customer's.



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XV. Notice and Take-down Procedures

True Technologies confirms that it has a procedure in place for the notice and take-down of illegal material. In compliance with section 77 of the Electronic Communications and Transactions Act (No. 25 of 2002) True Technologies' designated agent for this process can be reached at (010) 500 1200 or at: takedown@ispa.org.za. The notice and take-down procedure can be viewed at www.ispa.org.za/code.

Customers are also notified of the content and procedures of the ISPA Code of Conduct (www.ispa.org.za/code) which may be used against any Internet service provider who fails to comply with the code of conduct. We urge you to familiarise yourselves with this code.

XVI. Complaints and procedures

It is the customer's responsibility to familiarise himself or herself with the procedure set out below and report any cases of violation of this AUP to True Technologies' designated complaints handling agent.

Please note that True Technologies cannot handle complaints concerning networks or users that do not have service contracts with us or our affiliates, or are outside of our control.

In order for True Technologies to thoroughly investigate the complaint and take appropriate action, all complaints must be in writing, via fax or e-mail and contain as much information as possible, including, but not limited to:

- the origin of abuse or offence, including the website, full mail headers, relevant logfile extracts etc;
- any contact details for the source of the complaint;
- A brief explanation why the incident is considered to be an offence.

True Technologies discourages anonymous complaints being made via this service, and urges complainants to supply their name and contact details to us. Such information will not be released, except where required by law enforcement. Anonymous complaints will however be acted upon as long as sufficient detail as outlined above is supplied.

XVII. Action following breach of the AUP

Upon receipt of a complaint, or having become aware of an incident, True Technologies may take any of the following steps:

- In the case of a network, inform the user's network administrator of the incident and request the network administrator or network owner to deal address the incident in terms of this AUP and the ISPA Code of Conduct;
- In severe cases suspend access of the user's entire network until abuse can be prevented by appropriate means;
- In the case of individual users, warn the user; suspend the user's account and/or revoke or cancel the user's network access privileges completely;



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- In all cases, charge the offending parties for administrative costs as well as for machine and human time lost due to the incident;
- Assist other networks or website administrators in investigating credible suspicions of any activity listed in this AUP;
- Institute civil or criminal proceedings;
- Share information concerning the incident with other Internet access providers, or publish the information, and/or make available the users' details to law enforcement agencies

XVIII. Reservation and Non Waiver of Rights

True Technologies reserves the right to amend or alter this policy at any time, and without notice to you.

True Technologies reserves the right to take action against any individuals, companies or organizations that violate any of the prohibited activities set out herein, or engage in any illegal or unlawful activity while accessing our services, to the fullest extent of the law.

True Technologies reserves the right, at its sole discretion, to act against other types of abuse not listed in this document and to investigate or prevent illegal activities being committed over our network.

True Technologies reserves the right to monitor user and network traffic for site security purposes and prevent any unauthorised attempts to tamper with our site or cause damage to our property.

True Technologies reserves the right to suspend, revoke or cancel True Technologies' services to the customer/user if the safety and integrity of True Technologies' resources are placed at risk in continuing to provide service to the subscriber/user.

True Technologies reserves the right to remove any information or materials in whole or in part, that, in True Technologies' sole discretion, is deemed to be offensive, indecent, or otherwise objectionable.

True Technologies does not undertake to guarantee the security of any data passing through its networks. Although True Technologies will provide a "best effort" service, including regular updates on computer viruses and other threats to security of data, it is the responsibility of the communicating parties to safeguard their data, and True Technologies cannot be held liable for any loss or damage arising as result of the failure to do so.

True Technologies does not waive its right to enforcement of this AUP at any time, or prejudice its right to take subsequent action, should True Technologies fail, neglect or elect not to enforce a breach of the AUP at any time.

Date last updated:

20th April 2013