

# amaysim Broadband Fair Go Policy

Valid as of March 2018

## Table of Contents

<u>1.</u>	<u>ABOUT THIS POLICY</u>	<u>2</u>
<u>2.</u>	<u>GENERAL</u>	<u>2</u>
<u>3.</u>	<u>ILLEGAL ACTIVITY</u>	<u>3</u>
<u>4.</u>	<u>SECURITY</u>	<u>3</u>
<u>5.</u>	<u>RISKS OF THE INTERNET</u>	<u>4</u>
<u>6.</u>	<u>CONTENT PUBLISHING</u>	<u>5</u>
<u>7.</u>	<u>ELECTRONIC MESSAGING</u>	<u>6</u>
<u>8.</u>	<u>ONLINE FORUMS</u>	<u>7</u>
<u>9.</u>	<u>AUTOMATED APPLICATIONS</u>	<u>8</u>
<u>10.</u>	<u>COMPLAINTS ABOUT CONTENT</u>	<u>8</u>
<u>11.</u>	<u>COMPLAINTS ABOUT SPAM</u>	<u>8</u>
<u>12.</u>	<u>VIOLATION OF ACCEPTABLE USE POLICY</u>	<u>9</u>
<u>13.</u>	<u>WHAT DO WORDS IN THIS POLICY MEAN?</u>	<u>10</u>

## 1. About this Policy

This Broadband Fair Go policy has been created so that amaysim can continue to provide high quality low cost broadband Services to all of our customers. This policy applies to you if you have activated and use an amaysim broadband Service. This Policy applying to you is as follows, or as amended and made available to you by amaysim from time to time:

- (a) This policy is set out below - please read it carefully. Your use of the Service is subject to the following rules and guidelines contained in this policy.
- (b) The meaning of the words printed like this is set out at the end of this policy, the Service description for the relevant Service or in the amsim General Terms or the Product Description. If a definition in this policy is inconsistent with a definition in the General Terms or Product Description for the relevant Service (as applicable to you), the definition in this policy applies.

## 2. General

- (a) This policy is designed to ensure that your use of the Service does not break any laws, hinder the efficient operation of our network, interfere with the rights of other amaysim customers, or the customers on our wholesale provider's network, or interfere more generally with the rights of Internet users.
- (b) You are responsible for ensuring that use of the Service complies with this policy. You are also responsible for any use of the Service even if, for example, it was used, with or without your consent, by a friend, family member, guest or employee who gains access to the Service.
- (c) If we amend this policy, we may notify you, and you hereby consent to us sending you notices in such a way, by using one or more of the following methods:
  - (i) mail (to the last address *you* have given *us*),
  - (ii) email (to *your primary email address*), or
  - (iii) notice on our amaysim website web site at [www.amaysim.com.au](http://www.amaysim.com.au)
- (d) You should consult this policy regularly to ensure that your activities conform to the most recent version.
- (e) If there is an inconsistency between any other part of your agreement and this policy, this policy will apply.

- (f) If you become aware of any violations of this policy by other amaysim users you should contact us.

### 3. **Illegal Activity**

*You* must not use the *Service* for any activity that breaches any law or violates any local, state, federal or international law, order or regulation.

Prohibited activities include (but are not limited to):

- (a) posting, disseminating, or in some cases accessing, *content* which is unlawful, including:
  - (i) *content* that is or would be classified by the *Classification Board* as *RC rated* or *X rated* and that is or would be classified by the *Classification Board* as *R rated* where a *restricted access system* is not in place,
  - (ii) *content* which violates the copyright or other *intellectual property rights* of others. *You* assume all risks regarding the determination of whether material is in the public domain, or
  - (iii) *content* that defames, harasses or abuses anyone or violates their privacy,
- (b) pyramid or other illegal soliciting schemes, or
- (c) any fraudulent activities, including impersonating any person or entity or forging anyone else's digital or manual signature.

### 4. **Security**

- (a) *You* are responsible for any misuse of the *Service*, *You* must take reasonable steps to ensure that others do not gain unauthorised access to the *Service*.
- (b) The *Service* must not be used to obtain or attempt to obtain unauthorised access to any computer, system or *network*. If *you* do not have authorisation, prohibited activities include (but are not limited to):
  - (iv) accessing, monitoring or using any data, systems or *networks*,
  - (v) probing, scanning or testing the vulnerability of a system or *network*,
  - (vi) breaching any security or authentication measures for a system or *network*,

- (vii) accessing the account or private information of any other person or entity,
  - (viii) accessing any server in violation of any acceptable use policy of that server, including any attempt to do any of the things mentioned in paragraphs (iv) to (vii) above.
- (c) *You* must not:
- (ix) use (or attempt to use) or distribute tools designed for compromising security including, but not limited to, password guessing programs, cracking tools, packet sniffers or *network* probing tools,
  - (x) knowingly transmit or disseminate any information or software, which contains a virus or other harmful feature,
  - (xi) use (or attempt to use) the *Service* in a manner that may interfere with the technical operation of the *Service* or any other computer, system, *network* or telecommunications services, including (but not limited to) denial of service attacks, flooding of a *network*, overloading a *Service*, improper seizing and abuse of operator privileges and attempts to 'crash' a host, or
  - (xii) interfere (or attempt to interfere) with the regular workings of *our* systems or *network* connections.
- (d) *You* are solely responsible for the security of any device *you* choose to connect to the *Service*, including any data stored on that device.
- (e) *We* recommend against enabling file or printer sharing of any sort. *We* recommend that any files or services *you* do choose to make available for remote access be protected with a password or other appropriate measures to prevent unauthorised access.
- (f) *You* must notify *us* immediately of any unauthorised or attempted unauthorised use of *your Service* and any other breach or attempted breach of security.

## 5. Risks of the Internet

- (a) Some activities that *you* can perform when accessing the Internet may be harmful or cause loss to *you*, other people that may access *your Service*, or *your* equipment. Typical activities include (but are not limited to):
- (xiii) downloading *content* (including receiving emails) from the Internet which may introduce viruses or other harmful features to *your* computer,

- (xiv) purchasing goods or services using the Internet,
  - (xv) transmitting confidential information over the Internet (such as *your* credit card number or other personal information), or
  - (xvi) accessing and viewing *content* on the Internet or otherwise available through the *Service* that may be offensive to some individuals, or inappropriate for children (for example, it is possible to obtain access to *content* that is pornographic, offensive and/or unsuitable for children).
- (b) *You* bear all risk associated with the activities referred to in paragraph (a) above, and we do not have any liability for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to such activities.
  - (c) *You* may minimise the risk of accessing illegal or offensive *content* as well as managing use of the Internet by using a *filtering solution*. We may choose to provide access to one or more of these *filtering solutions* at a reasonable cost to *you* as part of the *Service*.
  - (d) You have the right to make complaints to the Australian Communications and Media Authority about Internet *content* which is or would be classified by the *Classification Board* as *X rated*, *RC rated*, or *R rated* and does not have a *restricted access system* in place.

## 6. Content Publishing

- (a) *You* are solely responsible for any *content* that *you* publish via websites, email, newsgroups, online forums or other publishing mediums accessed via the *Service*.
- (b) *You* must not publish material that is or would be classified by the *Classification Board* as *RC rated* or *X rated* via websites, email, newsgroups or other publishing mediums accessible via the *Service*.
- (c) *You* must take appropriate precautions to prevent minors from accessing or receiving any *content* you have published that may be inappropriate for them. This includes implementing a *restricted access system* on *content* that is or would be classified by the *Classification Board* as *R rated*. We also encourage *you* to use appropriate warnings and / or labelling systems in respect of content which is likely to be considered unsuitable for children.
- (d) We reserve the right to block access to, to remove, or to refuse to post any *content*, in whole or in part, that we, in our sole discretion, deem to be offensive, indecent, or otherwise inappropriate regardless of whether such *content* or its dissemination is unlawful. This includes (but is not limited to) obscene

material, fraudulent or deceptive statements, threatening, intimidating or harassing statements, or material which violates the privacy rights or *intellectual property rights* of others, or is likely to be defamatory of another person.

- (e) Commonwealth legislation allows the Australian Communications and Media Authority to direct *us* to remove certain prohibited or potentially prohibited *content* from our servers or to prevent users from accessing certain Internet *content*. We may take any steps necessary in order to ensure compliance with any relevant industry code of practice, or notification or direction from the Australian Communications and Media Authority, including removing any *content* (including part or all of a website) from our servers, blocking access to news-groups, closing or suspending *your Service*, filtering the Internet *content* made available to *you* or restricting access to a particular website. We may take these steps at any time and without notice to *you*.
- (f) Commonwealth legislation allows copyright owners or their agents to direct *us* to remove copyright materials from our servers or to prevent users from accessing copyright materials. We may take any steps necessary in order to ensure compliance with a notification from a copyright owner or their agent, including removing *any content* (including part or all of a website) from our servers, closing or suspending *your Service*, filtering the Internet *content* made available to *you* or restricting access to a particular website. We may take these steps at any time and without notice to *you*.
- (g) We are under no obligation to monitor transmissions or published *content* on the *Service*. However, *we* (or *our agents*) have the right to monitor such transmissions or published *content* from time to time and to disclose that content.
- (h) By using the *Service* to reproduce, publish, display, transmit or distribute *content*, *you* warrant that the *content* complies with this policy and authorises *us* (or *our agents*) to reproduce, publish, display, transmit and distribute such *content* as necessary for *us* to deliver the *content* in a timely manner.

## 7. Electronic Messaging

- (a) *You* must not use the *Service* to send bulk and/or unsolicited messages. This includes, but is not limited to commercial advertising, informational announcements, charity requests, petitions for signatures, chain letters and political or religious messages. *You* must only send such a message to those individuals who have explicitly requested it.
- (b) The *Service* must not be used to:
  - (xvii) send messages to any individual or entity who has indicated that he/she/it does not wish to receive messages from *you*,

- (xviii) collect or redirect responses from unsolicited messages sent from accounts on other Internet hosts or messaging services which violates this policy, or the equivalent policy or any other policy of any other Internet service provider or web site. Moreover, unsolicited messages sent from accounts on other Internet hosts or messaging services may not direct the recipient to any web site or other resource that uses *our network*.
- (c) *You* must not:
  - (xix) obscure, alter or delete the source of messages that *you* send or forge message headers,
  - (xx) send numerous copies of the same or substantially similar messages, or send very large messages or files, to a recipient with the intent to disrupt a server or account (for example, 'mail bombing'),
  - (xxi) send chain letters, whether or not the recipient wishes to receive such mailings.
- (d) *We* are not responsible for forwarding or storing messages sent to any email account that has been suspended or cancelled. Such messages may be returned to sender, ignored, deleted, or stored temporarily at *our* sole discretion.

## 8. Online Forums

- (a) This paragraph applies to *online forums*, in addition to paragraph 6.
- (b) Messages posted to an *online forum* must comply with the written charters for that forum. *You* are responsible for determining the policies of a given forum before posting a message to it. Data files may only be posted to *online forums* that specifically permit this.
- (c) Posting or cross-posting the same or substantially similar messages to more than eight *online forums* is prohibited.
- (d) *You* must not disrupt or attempt to disrupt *online forums* by posting a large number of messages that contain no substantive *content*. Disruption occurs when normal discussion in the group is significantly hindered.
- (e) *You* must not use the Service to connect to an *online forum* from which *you* have been previously banned.

## **9. Automated Applications**

The *Service* is provided for interactive use. However, if automated programs or programs that maintain a persistent connection to a remote service are used, they must only be used when *you* are physically present at the computer. These activities include (but are not limited to) automated file *downloading*, IRC 'bots', continuous streaming media and peer-to-peer file sharing applications.

## **10. Complaints about content**

If you have a complaint about content accessible using your Internet Service you may contact the ACMA by filling out an online complaint form at [acma.gov.au](http://acma.gov.au), emailing [online@acma.gov.au](mailto:online@acma.gov.au) or faxing your complaint to the ACMA Content Assessment Hotline Manager on (02) 9334 7799. You may also report a complaint about content by emailing us at [resolutions@amaysim.com.au](mailto:resolutions@amaysim.com.au).

## **11. Complaints about SPAM**

If you think you have been sent Spam by a subscriber of another internet or email service provider, you may report it by emailing that service provider at their "abuse@" email address or other email address as notified by the service provider for that purpose.

You can report or make a complaint about Spam you have received by contacting the ACMA by filling out an online complaint form at [acma.gov.au](http://acma.gov.au) or via the ACMA Spam Reporting System SpamMatters.

You may also make complaints to other bodies about Spam where the content is in some other way offensive or contrary to law. For example, you may complain to the ACMA about Spam that contains content you believe is offensive or relates to online gambling.

You can report a Spam message that contains fraudulent or misleading and deceptive content (for example, email scams) to the Australian Competition and Consumer Commission (ACCC) via the ACCC website by phoning 1300 302 502 (business hours, Monday to Friday).

The Australian Securities and Investment Commission (ASIC) also deals with certain complaints about the contents of Spam messages, particularly with regard to fraudulent conduct by Australian businesses. The ASIC website outlines the types of complaints they deal with, and has an online complaint form: [www.asic.gov.au](http://www.asic.gov.au) (click on 'Complaining About Companies or People').

If you are concerned that your personal information has been misused to send you Spam, the Federal Privacy Commissioner recommends that you complain to the organisation first, especially if you know how to contact it and have had dealings with it in the past about other goods or services. If the matter is not resolved adequately, you can visit the Federal Privacy Commissioner's website for details on how to make a complaint.

## 12. Violation of Acceptable Use Policy

- (a) If *you*, or someone with access to the *Service*, use the *Service* in a way that *we*, in *our* sole discretion, believe violates this policy or any other term of *your agreement*, *we* may take any responsive action *we* deem appropriate.
- (b) Such actions may include (but are not limited to) temporary or permanent removal of *content* and content publishing capabilities, filtering of Internet transmissions and the immediate suspension or cancellation of all or any portion of the *Service*.
- (c) *We* have no liability for any such responsive actions and may take any other legal or technical action *we* deem appropriate, including taking action against offenders to recover the costs and expenses of identifying them. If *your* use of the *Service* causes a loss to third parties and *we* are required to pay compensation, *we* may require you to reimburse *us*.
- (d) *We* are not obligated to regularly monitor *your* usage of the *Service* (including any *content* posted, disseminated or accessed by *you*), however *we* reserve the right to monitor *your* use of the *Service* to identify violations of this policy, and to protect *our network*, the other users of this *Service*, and other Internet users.
- (e) *We* reserve the right to investigate suspected violations of this policy, including the gathering of information from the user(s) involved and the complaining party, if any, and examination of transmissions and material on *our* servers and *network*. During an investigation, *we* may suspend the *Service* involved, interrupt transmissions and/or remove material that potentially violates this policy.
- (f) In order to enforce this policy, *you* authorise *us* (or *our* agents) to cooperate with:
  - (xxii) law enforcement authorities in the investigation of suspected criminal violations, and
  - (xxiii) system administrators at other Internet service providers or other *network* or computing facilities.

Such cooperation may include *us* providing, for example, the username, IP address or other identifying information about a user.

- (g) Upon cancellation of a Service and its associated accounts, we are authorised to delete any files, programs, data and email messages associated with the account.
- (h) Any failure by us to enforce this policy, for whatever reason, shall not be construed as a waiver of any right to do so at any time.
- (i) You agree that, if any portion of this policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.
- (j) This policy is governed by the laws of the Commonwealth of Australia and the laws of the state or territory in which you normally reside. You and we submit to the exclusive jurisdiction of the courts of the Commonwealth, and its states and territories.

### 13. What Do Words in this Policy Mean?

**Classification Board** is the Classification Board established under the *Classification (Publications, Films and Computer Games) Act 1995* (Cth).

**electronic messaging** includes all forms of electronic communications to other individuals including email, instant messaging, web to SMS, Internet chat and online forums.

**filtering solutions** means Internet filtering software or system approved for use under the Internet Industry Association Content Codes of Practice registered under the *Broadcasting Service Act 1992* (Cth). The Internet Industry Association provides a list of approved filtering solutions on its website - [www.iaa.net.au](http://www.iaa.net.au)

**online forum** mean a forum accessible on the Internet that is generally devoted to the discussion of a specific topic area and includes (but is not limited to) newsgroups, message boards, chat rooms or mailing lists.

**our network** means the network(s) used to supply the Service to you as set out in the relevant *Service description*.

**R rated** includes (but is not limited to) material containing excessive and/ or sexual violence, implied or simulated sexual activity, or materials which deal with issues or contains depictions that requires an adult perspective.

**RC rated** includes (but is not limited to) material containing detailed instruction in crime, violence or drug use, child pornography, bestiality, excessive violence or sexual violence, real depictions of actual sexual activity or obscene material.

**restricted access system** means a 'restricted access system' as referred to on the Australian Communications and Media Authority website at [www.acma.gov.au](http://www.acma.gov.au).

**Service** means each of the amaysim residential broadband over the Network, as applicable to the individual user.

**Services** means the amaysim residential broadband over the Network.

**X rated** includes (but is not limited to) material containing real depictions of actual sexual activity.