

Fair Use Policy

This Fair Use policy applies to all users of an internet service provided by OCCOM Pty Ltd (ABN: 58 608 289 425), who have entered into an agreement with OCCOM for such service.

Under the Agreement, the Customers have agreed to comply with this Policy. This Policy outlines certain prohibited uses of the Service and the OCCOM network and the consequences which may flow from a violation of this Policy. All terms used in the Policy which are not expressly defined shall have the same meaning as in the Agreement.

1. No resale of Service

- 1.1. The Service provided by OCCOM is for the personal use of the Customer or a Business End User in the manner described in the Agreement only and may not be used for any resale purposes whatsoever without the prior written consent of OCCOM. In the event that a Service is used for resale purposes without OCCOM's prior written consent, OCCOM will immediately cancel the Service.

2. Illegal Use

- 2.1. The Service and the OCCOM network may not be used:
 - 2.1.1. To break any law or to infringe another person's rights;
 - 2.1.2. To transmit, publish or communicate material which is defamatory, offensive, abusive, indecent, menacing, unwanted or otherwise unlawful or unauthorised;
 - 2.1.3. In any way that may expose OCCOM to liability; or
 - 2.1.4. In any way which or which may damage, interfere with or interrupt the Service, the OCCOM network or a supplier's network used to supply the Service.
- 2.2. OCCOM reserves the right to suspend without prior notice any Service that, in its reasonable opinion, is being used in breach of clause 2.1. The matter will then be referred to the appropriate authority for further investigation or action.

3. Security

- 3.1. The Customer:
 - 3.1.1. Is responsible for any misuse of the Service or the OCCOM network that is in breach of the Agreement (including this Policy) and must take reasonable steps to ensure that others do not gain unauthorised access to the Service or the OCCOM network;
 - 3.1.2. Must not use or permit the use of the Service or the OCCOM network to obtain or

attempt to obtain unauthorised access to any computer, system or network or to carry out any unauthorised or unlawful activity; and

3.1.3. Must notify OCCOM immediately of any breach of clause 3.1.1 or 3.1.2.

3.2. The Customer acknowledges that when accessing the internet through using the Service and the OCCOM network there is a possibility that other parties may gain unauthorised access to:

3.2.1. The Service or the OCCOM network; or

3.2.2. The Customer's equipment connected to the OCCOM network (including any software used in conjunction with such equipment); or

3.2.3. The Customer's confidential or personal information

Thereby causing harm, damage or loss to the Customer. The Customer agrees to bear all risks of such harm, damage or loss occurring through the Customer's use of the Service and the OCCOM network under the Agreement.

3.3. OCCOM is not responsible for any content that the Customer may publish via websites, email, newsgroups, online forums or other publishing mediums accessed through the Service or the OCCOM network. The Customer:

3.3.1. Acknowledges that OCCOM may take such action as it may deem appropriate to block access to, remove or refuse to post any content:

3.3.1.1. In order to comply with any law or any directions of a regulator or other authority; and

3.3.1.2. That OCCOM in its sole discretion considers to be defamatory, offensive, abusive, indecent, menacing or otherwise inappropriate regardless of whether such content is unlawful; and

3.3.1.3. Agrees to indemnify OCCOM against any claims, loss, actions, damages, suits or proceedings against OCCOM arising out of or otherwise related to such activities.

4. Copyright protection

4.1. Downloading copyright material or making copyright material available to others on the internet is illegal unless specific permission is granted by the copyright owner.

4.2. OCCOM will forward any copyright infringement notices received in relation to a Customer's account to the Customer or the contact person nominated by the Customer for the Customer's account. A copyright infringement notice is a serious allegation made by the copyright owner or their representative which should not be ignored and the Customer must contact the issuer of the notice as soon as possible or send a specific denial of the allegation to OCCOM.

4.3. If OCCOM reasonably suspects that a Customer is infringing a third party's copyright or if three (3) or more copyright infringement notices have been received in relation to a Customer's account and the Customer fails to provide a valid defence for such notice in writing to the issuer of the notice or a categorical denial of the offence to OCCOM that is satisfactory to OCCOM, OCCOM may request the Customer to arrange for an equivalent service to the Service supplied by another carrier or carriage service provider within fourteen (14) days failing which the Service will be cancelled in accordance with the Agreement.

5. Email

5.1. The following activities carried out using the Service or the OCCOM network are prohibited:

- 5.1.1. Sending emails, or causing emails to be sent, to or through the OCCOM network that hides or obscures the source of the email, that contains invalid or forged headers or domain names or deceptive addresses;
- 5.1.2. Receiving or collecting responses from bulk unsolicited emails whether or not the original emails were sent using the OCCOM network;
- 5.1.3. Hosting a website to which recipients of bulk unsolicited emails are directed;
- 5.1.4. Relaying emails from a third party's mail server without permission or which employs similar techniques to hide or obscure the source of the email;
- 5.1.5. Collecting or harvesting screen names or email addresses of others for the purpose of sending unsolicited emails or for exchange;
- 5.1.6. Sending large or numerous emails for the purpose of disrupting another party's computer or account;
- 5.1.7. Sending emails that may damage or affect the performance of an email recipient's computer (including any emails which contain viruses or other harmful components);
- 5.1.8. Persistently sending emails without reasonable cause or for the purpose of causing nuisance, annoyance, inconvenience or needless anxiety to any person; or
- 5.1.9. Connecting the OCCOM network to an open relay mail server or any other device which may allow third parties, whether connected to the OCCOM network or to another service provider's network, to use that mail server or device for the purposes of sending electronic messages, solicited or otherwise, with or without the Customer's prior knowledge or consent.

6. SPAM

6.1. When using the Service supplied by OCCOM, the Customer must at all times comply with the Spam Act 2003 (Cth) and the regulations made thereunder including the Spam Regulations 2004 (Cth) (together Spam Legislation).

6.2. In particular, the Customer:

- 6.2.1. Must not use or permit the use of the Service or the OCCOM network to accept, transmit

or distribute bulk and/or unsolicited commercial electronic messages, including messages of an advertising or promotional nature (Spam); or

6.2.2. Supply, acquire or use or permit the supply, acquisition or use of any software designed to harvest email addresses through the Service or the OCCOM network or any electronic email address list produced using such address-harvesting software.

6.3. OCCOM may suspend the Service in the following events:

6.3.1. If the Service or the OCCOM network is being used to host any device or service that allows email to be sent between third parties not under the Customer's authority and control; or

6.3.2. The Customer is in breach of clause 6.1

Whether or not the same occurs with the Customer's knowledge, through misconfiguration of the Customer's equipment or network or by other means not authorised by the Customer such as through a Trojan horse or computer virus.

6.4. If it comes to OCCOM's notice that Spam is being transmitted through a Customer's account using the Service or the OCCOM network, OCCOM may take the action to blocking the Customer's account from which, in OCCOM's reasonable opinion, the Spam originates.

6.5. The Customer must use its best endeavours to secure all equipment, devices and networks within its control against being used by third parties in breach of clause 6.1, including where appropriate:

6.5.1. Installation and maintenance of appropriate up-to-date antivirus software;

6.5.2. The installation and maintenance of an appropriate and adequate firewall software;

6.5.3. The application of operating system and application software patches and updates.

6.6. OCCOM may scan any IP address ranges allocated for a Customer's use with the Service in order to detect the presence of open or otherwise mis-configured mail and proxy servers.

6.7. If a Service is suspended and the grounds upon which it was suspended are not corrected by the Customer within seven (7) days, OCCOM may terminate the Service under the Agreement.

7. Newsgroups

7.1. The Customer must not use the Service or the OCCOM network or allow the Service or the OCCOM network to be used to:

7.1.1. Engage in mass posting of messages to newsgroups;

7.1.2. Post advertisements other than in newsgroups that specifically encourage or permit advertising;

7.1.3. Post binary files other than in newsgroups that specifically encourage or permit such postings;

- 7.1.4. Post large or numerous messages with purpose of disrupting a newsgroup; or
- 7.1.5. Send messages that contain invalid or forged headers or domain names or deceptive addresses.

8. Viruses, worms, trojans, denial of service attacks, etc

- 8.1. The Customer must take steps to protect its computer and any equipment or networks that are connected to the OCCOM network against higher level computer programs (such as viruses, worms, Trojans and other malicious programs) and lower level denial of service attacks that can be distributed or propagated through the internet, including electronic mail.
- 8.2. The Customer must ensure that it has in place appropriate and adequate protection for its systems to prevent circulation of such computer programs and attacks from the Customer's computer, equipment or networks through the OCCOM network. Such protection methods should include firewalls and an appropriate user policy regarding email attachments, the most up to date virus scanning software, etc.
- 8.3. While OCCOM makes reasonable efforts to ensure the security of its network, it cannot and does not guarantee that viruses and other detrimental programs will not be distributed via the OCCOM network. Under the Agreement, OCCOM is not liable for any degradation in Service or any increased download or damage suffered by a Customer as a result of any program received by or sent to the Customer over the OCCOM network.

9. Violation of Policy

- 9.1. Like other network providers, OCCOM is serious about taking action to eliminate inappropriate use of newsgroups and preventing spam from being transmitted through the OCCOM network whether or not originating from a Customer. If OCCOM, at its complete discretion, considers that this Policy has been violated in any way whatsoever, OCCOM will take all appropriate steps available under the Agreement to enforce compliance with this Policy including suspending or disconnecting a Customer's Service.

10. Purpose and Aim of Policy

- 10.1. This policy aims to ensure OCCOM are able to provide quality Broadband services to all of our customers and that no customers are disadvantaged by the behaviour of others (including usage patterns that cause significant network congestion, disruption or otherwise adversely affect the OCCOM network, a supplier's network or adversely affect another person's use of or access to the Broadband services, the OCCOM network or a supplier network). We provide this offer for residential customers only in good faith. Under the OCCOM Fair Use Policy, if OCCOM detects non-residential usage patterns that suggest



commercial use or nonordinary use of the Service (subject to investigation and in OCCOM’s exclusive opinion), OCCOM will request that you reduce your usage. Persistent (two or more) breaches of our Residential Acceptable Use Policy may result in OCCOM terminating your service.

- 10.2. Very high usage can be caused by a virus or other external exploitation that is unknown to the user, and in some cases can cause the users network to be utilised for illegal activity. While the user remains solely responsible for the use, security and maintenance of their own equipment, OCCOM employ an automatic detection system for virus and ‘bot-net’ activity, which, when such activity is detected, may block the user traffic from the Internet.

11. Unlimited Data

- 11.1. ‘Unlimited’ means that the amount of data you download or upload is not limited and will not be counted and you will not be billed for any data usage.

12. About Policy Updates

OCCOM is continuously improving and enhancing its products and services to our clients and we may update this policy from time to time. Any changes to this policy will be updated on the OCCOM website.