



1. OVERVIEW AND SCOPE

Main One Cable Company Limited’s (Main One) Acceptable Use Policy (“AUP”), is designed to protect Main One’s networks, services, customers and users as well as other internet users from the improper, illegal, unacceptable and/or prohibited use of Main One’s networks, services, systems or equipment.

For the purposes of this AUP, the following terms shall have the meanings ascribed to them below:

- (i) “Customer” means the Main One’s customers to whom Main One has agreed to provide the Main One Services;
- (ii) “Main One” means Main One Cable Company Limited and its subsidiaries or affiliates;
- (iii) “Main One Services” means the IP and related services provided by Main One to its customers as set out in the Master Service Agreement (MSA) entered into between Main One and the Customer or any part thereof.

Capitalized terms not defined herein shall have the meanings given to them in the MSA.

The AUP forms an integral part of the agreement between Main One and its Customers. All Customers are responsible for reviewing and complying with the terms and content of this AUP and by accessing and using the Main One Services, each Customer acknowledges that it has read, understood and agrees to be bound by the AUP.

Where a Customer provides services to its own customers or other end users (the “End User”), the Customer is responsible for, and must take all reasonable steps to ensure that the End User is aware of, and complies with this AUP. For the purposes of this requirement, End users shall include the Customer’s own customers, employees, agents and third parties to whom the Customer makes the Main One Services available. A breach of this AUP by an End User who obtains access to the Main One Services through a Customer will be considered to be a breach of this AUP by that Customer.

2. UNACCEPTABLE USE OF THE MAIN ONE SERVICES

The following activities and uses of the Main One Services, networks, equipment, systems or data are defined by Main One as expressly prohibited and are unacceptable uses of the Main One Services.

The prohibited and unacceptable uses listed below are non-exhaustive and intended as for guidance only.

2.1 the transmission, storage or distribution of any material or content where such action would violate any applicable law or regulation or acceptable use policy of any network or system accessed through Main One’s

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- network; or that infringes on the intellectual property rights of Main One or violates the privacy of others; or that materially affects the quality of Main One Services or other telecommunications services provided by Main One.
- 2.2 the creation or transmission (other than for properly supervised and lawful research purposes) of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material.
 - 2.3 falsifying network packets, particularly of TCP/IP header information, or user identification information;
 - 2.4 dispatching unwanted commercial advertising using personal or corporate e-mail addresses, SMS (Short Message Service), e-mail lists or Usenet discussion groups;
 - 2.5 unauthorized use of another party’s mail server as a relay without prior consent from its owner;
 - 2.6 the unauthorized or attempted unauthorized use of any computers, machines or networks;
 - 2.7 deliberately overloading other party’s network or systems with a view of impairing such system or network, or attempting to interfere with or denying service to any user or host (e.g. denial of service attacks and/or DNS spoofing attacks);
 - 2.8 introduction of malicious programs (such as viruses, worms etc.) into the network or System;
 - 2.9 scanning the networks of others for vulnerabilities without authorization;
 - 2.10 executing any form of network monitoring (e.g. using a packet sniffer) or otherwise engaging in any monitoring or interception of data not intended for the Customer without authorization;
 - 2.11 simulating communications from and/or the website or other service of another entity in order to collect identity information, authentication credentials, or other information from the legitimate users of that entity’s service (phishing);
 - 2.12 furnishing false or incorrect data;
 - 2.13 Hosting of websites and other Services (Ex. DNS) that have been promoted by SPAM from the customer network or other networks (spamvertising). This does include but is not limited to the direct listing of the destination URL in a SPAM message and to spamvertised URL's which are being redirected;
 - 2.14 Reselling or otherwise providing the services to other parties without the prior express written consent of Main One;
 - 2.15 Any other use which Main One, exercising its reasonable discretion, from time to time determines and notifies to the Customer in writing constitutes an unacceptable use.

3. CONSEQUENCES OF VIOLATION OF THIS AUP

While Main One is not obligated to monitor the Customer’s use of the Main One Services, Main One reserves the right to monitor the Customer’s use of the Main One Services and shall have the absolute discretion in determining whether a Customer’s activities are in violation of this AUP. Where the Customer is determined to be in violation of this AUP, Main One shall have the right, at its sole discretion to suspend the use by the Customer of the Main One Services providing prior notice to the Customer in writing to afford the Customer the opportunity of remedying the activity in violation. Where the Customer fails or neglects to remedy the said activity within the cure period specified in the notice to the Customer, Main One shall suspend the Customer’s use of the Main One Service. Where the activity or use constituting a violation of this AUP is such as to constitute an immediate and material breach threat to the security and integrity of Main One’s network or system, Main One may suspend the use by the Customer of the Main One Service without notice to the Customer and shall subsequently or at the same time as the suspension provide the Customer with notice of the service suspension.

Main One may suspend the Customer’s use of the Main One Services for a duration as is reasonably necessary for Main One to protect its network, systems, and other Customers and until such time as the unacceptable use by the

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Customer has ceased and the Customer has provided an undertaking, in writing in a form and content satisfactory to Main One, that it shall ensure that such unacceptable use of the Main One Service does not re-occur.

Each Customer is responsible for the activities of its End Users, and agrees and acknowledges that the violation of this AUP by its End User shall be deemed to be a violation by the Customer.

The above provisions notwithstanding, Main One reserves the right of further action against a Customer in violation of this AUP including the blocking of access to particular services, content or systems or termination of the Customer’s use of the Main One Services.

4. INDEMNITY

The customer agrees to indemnify, defend and hold Main One, its officers, directors, shareholders, employees, agents, licensors, subsidiaries and affiliates harmless from and against any and all claims, actions, demands, liabilities, losses, damages, expenses and costs, including attorneys’ fees, arising out of or relating to the Customer’s use of the Main One Services, including any violations of this AUP, misuse of the Main One Services or infringement of intellectual property rights.

5. CHANGES TO THE AUP

Main One reserves the right to make changes to this AUP at any time without prior notice, effective upon posting such changes on its web site at www.mainonecable.com, which shall be deemed as conclusive Notice thereof for the purpose of this AUP.

6. DISCLAIMER

Main One is not obligated and does not intend to monitor or control content sent or received by Customers using the Main One Services and therefore accepts no responsibility or liability to Customers or any other person for the content of any communications transmitted over the Main One Network or via the Main One Services. Notwithstanding the above, Main One reserves the right to remove or edit any content it deems to be in breach of this AUP, or which is otherwise offensive or harmful.

Main One shall in no event be liable to any Customer or End User or other third party for any direct, indirect, special or consequential damages for actions taken pursuant to this AUP, including, but not limited to, any lost profits, business interruption, loss of programs or other data, or otherwise.