

# Acceptable Usage Policy

Serventus Inc. ([www.serventus.com](http://www.serventus.com))



## Content

Introduction .....	2
Prohibited Content .....	3
Users' Security Obligation .....	3
Network Abuse .....	3
Intellectual Property Infringement Policy .....	4
E-mail and Anti-Spamming Policy .....	4
IP Allocation .....	5
IRC Policy .....	5
Usenet Policy .....	5
Legal Investigations .....	5
Violations of AUP .....	6
Reporting Violations .....	6

## Introduction

The Acceptable Use Policy of InterTech BV with the trade mark SERVENTUS.com (“Serventus”), is designed to (i) protect Serventus’s customers, users of The Serventus’s website, Products and Service, Serventus Network and physical infrastructure and third parties, (ii) further compliance with all relevant laws and regulations, (iii) promote the security and availability of Serventus’s website, Serventus Network and physical infrastructure and (iv) regulate and restrict the use of all products and services (including, but not limited to the Products and Services) provided by Serventus, its website, The Serventus Network and its physical infrastructure (“Serventus Services”).

This AUP applies to each user that subscribes for Serventus Services (“Customers”), all users of The Serventus Services and all users that access or utilize Serventus’s website, The Serventus Network or its physical infrastructure, whether or not such users are customers of Serventus, including the customers of our Customers (“Third Party Users”), and every server or network device that is under each User’s control and attached to The Serventus Network or physical infrastructure as a part of The Serventus Services (a “Server”). The term “User” as used in this AUP means both Customers and Third Party Users.

This AUP is incorporated by this reference into each Customer’s Terms of Service and Service Level Agreement. This AUP should be read in conjunction with Serventus’s Terms of Service, Serventus’s Service Level Agreement and Serventus’s Privacy Policy. Capitalized terms used herein without being defined herein shall have the meaning ascribed to such capitalized term in the Terms of Service, the SLA or the Privacy Policy, as applicable. Customer’s use of The Serventus’s website, The Serventus Network, the Products and Services is also subject to Customer’s acceptance and compliance with the Terms of Service, the SLA and this AUP. Current copies of The Serventus’s Terms of Service, SLA and Privacy Policy may be reviewed or printed by Customer at the Legal section of Serventus’s website. CUSTOMER HEREBY REPRESENTS AND WARRANTS THAT IT HAS READ, UNDERSTOOD AND ACCEPTED THE TERMS OF THE TERMS OF SERVICE, THE SLA AND THIS AUP. Serventus reserves the right to amend or modify this AUP from time to time, and a User’s use of Serventus Services, Serventus’s network and physical infrastructure after changes to the AUP are posted on the legal department page of Serventus’s website ([www.serventus.com](http://www.serventus.com)) will constitute the User’s acceptance of any such amendments or modifications.

Customers are responsible for complying with this AUP and for violations attributable to their customers and users, whether authorized or not by a Customer or Serventus. Customers must take all reasonable steps to ensure that their customers and users will comply with this AUP.

This AUP does not (a) obligate Serventus to monitor, review, or police the data and content residing on Serventus Network or (b) create any obligation or duty of Serventus to any party that is not a Customer, including, but not limited to, any Third Party User. Unless and until notified, Serventus is not likely to be aware of any violations of this AUP or any violations of law. Serventus expects all Users to notify us of any violations of law or violations of this AUP. SERVENTUS EXPRESSLY DISCLAIMS ANY LIABILITY FOR THE DATA AND CONTENT TRANSMITTED THROUGH OR INTERMEDIATELY, TEMPORARILY OR PERMANENTLY STORED ON SERVENTUS NETWORK OR ANY SERVER AND FOR THE ACTIONS OR OMISSION OF USERS.

## Prohibited Content

Users shall not allow the posting, transmission, or storage of data or content on or through Serventus Services, Serventus Network or its physical infrastructure which, in Serventus's sole determination, constitutes a violation of any federal, state, local or international law, regulation, ordinance, court order or other legal process ("Applicable Law"). Users shall be responsible for determining which Applicable Laws are applicable to their use of Serventus Services. Prohibited content includes, without limitation, (a) content or code that facilitate any violation of, or describe ways to violate, this AUP or (b) "harvested" addresses or information, (c) "phishing" websites, or (d) "spamvertising" sites.

A User shall not knowingly host on its Servers, use Serventus Services or transmit over Serventus Network, any material believed by Serventus to constitute child pornography. In addition to any other actions it may take under this AUP, Serventus reserves the right to cooperate fully with any criminal investigation of content located on a Server that constitutes alleged child pornography or an alleged violation of Applicable Law.

## Users' Security Obligation

Users must use reasonable care to ensure the security of each Server, Serventus Network and its physical infrastructure. A Customer is solely responsible for any intrusions into, or security breaches of, any of its Servers, except as otherwise covered by a specifically designated security administration or firewall security service package ordered by the Customer. Serventus reserves the right to disconnect without refund or the provision of service credit any Servers which disrupt Serventus Network or any hardware objects on the network as a result of a security compromise.

## Network Abuse

Users are prohibited from engaging in any activities that Serventus determines, in its sole discretion, to constitute network abuse, including, but not limited to, the following:

1. Introducing or executing malicious programs into any network or server, such as viruses, worms, Trojan Horses, and key loggers.
2. Causing or initiating security breaches or disruptions of network communication and/or connectivity, including port scans, flood pings, email-bombing, packet spoofing, IP spoofing, and forged routing information.
3. Executing any form of network activity that will intercept data not intended for the Customer's server.
4. Evading or circumventing user authentication or security of any host, network or account, including cracking, brute-force, or dictionary attacks.
5. Interfering with or denying service to any user, host, or network other than the Customer's host, such as a denial of service attack or distributed denial of service attack.
6. Conduct designed to avoid restrictions or access limits to specific services, hosts, or networks, including the forging of packet headers or other identification information.
7. Soliciting the performance of any illegal activity, even if the activity is not performed.
8. Using any program, or sending messages of any kind, designed to interfere with or disable a user's terminal session.

For your convenience, you may click on Prohibited Activities to review a list of additional prohibited activities and examples of prohibited activities. All Users are encouraged to review this list to ensure compliance with this AUP. If you believe that a violation of this AUP has occurred please review the information at the Legal section which contains important information concerning the reporting of potential violations.

## Intellectual Property Infringement Policy

Users may not transmit, distribute, download, copy, cache, host, or otherwise store on a Server, Serventus Network or its physical infrastructure any information, data, material, or work that infringes the intellectual property rights of others or violates any trade secret right of any other person. Serventus has the right to disable access to, or remove, infringing content to the extent required under any law or regulation, including the Digital Millennium Copyright Act of 1998. For your convenience, information concerning procedures for making claims of copyright infringement for purposes of Title 17, Section 512, of the United States Code is contained at the Legal section of our website.

If any Customer or any Third Party User, including those that are customers of our Customers, repeatedly violates The Serventus's Intellectual Property Infringement Policy, any copyright law or any other intellectual property right, The Serventus reserves the right to (i) suspend permanently or terminate Serventus Services of

## E-mail and Anti-Spamming Policy

Users may not (i) send unsolicited bulk messages over the Internet (i.e., "spamming"), (ii) create fake weblog or weblogs which are intended or reasonably likely to promote the author's affiliated websites or to increase the search engine rankings of associated sites (i.e., "splogs") or (iii) send spam to weblog sites or automatically post random comments or promotions for commercial services to weblogs (i.e., "spamming blogs"). Users must comply with all relevant legislation and regulations on bulk and commercial e-mail, including the CAN-SPAM Act of 2003. Mass Mailings – Users may not send mass unsolicited e-mail, which is email that is sent to recipients who have not Confirmed Opt-In or Closed-Loop Opt-In in to mailings from the User. Users who send mass mailings must maintain complete and accurate records of all consents and opt-ins and provide such records to Serventus upon its request. If a User cannot provide positive and verifiable proof of such consents and opt-ins, Serventus will consider the mass mailing to be unsolicited.

Mailing Lists – Users are prohibited from operating mailing lists, listservs, or mailing services that do not target an audience that has voluntarily signed up for e-mail information using a Confirmed Opt-In or Closed-Loop Opt-In process or that has made their e-mail addresses available to a User for distribution of information. Users who operate mailing lists must maintain complete and accurate records of all consents and Confirmed Opt-In or Closed-Loop Opt-In elections and provide such records to Serventus upon its request. If a User cannot provide positive and verifiable proof of such consents and Confirmed Opt-In or Closed-Loop Opt-In elections, Serventus will consider the list mailing to be unsolicited. Any User-maintained mailing list must also allow any party on the list to remove itself automatically and permanently.

Other prohibited activities include, without limitation, the following:

1. Use of Serventus Network for the receipt of replies to unsolicited mass e-mail.
2. Forgery of e-mail headers ("spoofing").
3. Spamming via third-party proxy, aggregation of proxy lists, or installation of proxy mailing software.
4. Configuration of a mail server to accept and process third-party messages for sending without user identification and authentication.

5. Hosting web pages advertised within “spam e-mail” sent from another network (“spamvertising”).
6. Hosting web pages or providing services that support spam.
7. Any other unsolicited bulk messages, postings, or transmissions through media such as weblog posts, IRC/chat room messages, guestbook entries, HTTP referrer log entries, usenet posts, pop-up messages, instant messages, or SMS messages.
8. Instructing others in any activity prohibited by this AUP.

If any Customer or any Third Party User that is a customer of our Customer uses Serventus Services, Serventus Network or its physical infrastructure in a manner that causes Serventus to be “blacklisted” or blocked, Serventus reserves the right to (i) suspend permanently or terminate Serventus Services of such Customer and/or (ii) suspend permanently or terminate the access to Serventus Services, Serventus Network or its physical infrastructure by such Third Party User. Operating Serventus Service on behalf of, or in connection with, or reselling any service to persons or firms listed in the Spamhaus Register of Known Spam Operations database at [www.spamhaus.org](http://www.spamhaus.org) shall constitute a violation of this AUP.

## IP Allocation

Serventus owns each IP address that it assigns to a Customer. A Customer shall not use IP addresses that were not assigned to it by Serventus. Serventus reserves the right to suspend the network access of any server utilizing IP addresses outside of the assigned range.

## IRC Policy

Customers may not operate and maintain IRC servers which connect to global IRC networks such as Undernet, EFnet and DALnet. Use of IRC plug-ins, scripts, add-ons, clones or other software designed to disrupt or deny service to other users is prohibited. Harassing or abusive IRC activity is expressly prohibited under the AUP, including (i) disruption or denial of service or (ii) the use or joining of “botnets” or the use of IRC BNC’s or other proxy and re-direction software. If a Customer’s IRC servers are frequently compromised or attract denial of service or distributed denial of service attacks that disrupt or denies service to other Customers or users, Serventus may null-route, filter, suspend, or terminate that Customer’s service.

## Usenet Policy

Usenet posts and content must conform to standards established by the Internet community and the applicable newsgroup charter. Serventus reserves the right to determine whether such posts violate the AUP.

## Legal Investigations

Users will cooperate and comply with any civil or criminal investigation regarding use of Serventus Services, Serventus Network or its physical infrastructure or content located on its Servers or transmitted using Serventus Services, Serventus Network or its physical infrastructure, including, without limitation, the following: discovery orders, subpoenas, freeze orders, search warrants, information requests, wire taps, electronic intercepts and surveillance, preservation requests, and any other order from a court, government entity or regulatory agency (each an “Investigation”). Serventus may charge a User or any person seeking compliance with an Investigation for the reasonable costs and expenses associated with Serventus’s compliance with any Investigation

Serventus reserves the right to comply with any Investigation without notice to a User. Customers shall not be entitled to a refund or any service credits, and Serventus shall not be in default under any agreement for Serventus Services, if its compliance with any Investigation causes a User to incur downtime or requires the sequestering of all or a portion of the Servers. Serventus also reserves the right to disclose information relating to Users and their use of Serventus Services, Serventus Network or its physical infrastructure or information transmitted, owned by or stored by or on behalf of any User, if such information is disclosed in connection with an Investigation or in order to prevent the death of or bodily harm to any individual, as determined by Serventus in its sole discretion.

## Violations of AUP

Serventus may enforce this AUP, with or without notice to a User, by any action it deems reasonable, in its sole discretion. In addition to the remedial provisions provided elsewhere in this AUP, Serventus may:

1. Disable access to a User's content that violates this AUP.
2. Suspend or Terminate a User's access to Serventus Services, Serventus Network or its physical infrastructure.
3. Remove DNS records from Servers.
4. Block mail or any other network service.
5. Effect IP address null routing.
6. Take legal action against a User to enforce compliance with this AUP.

## Reporting Violations:

If there is a violation of this AUP direct the information to the Abuse Department at [abuse@serventus.com](mailto:abuse@serventus.com). If available, please provide the following information

1. The IP address used to commit the alleged violation.
2. The date and time of the alleged violation, including the time zone or offset from GMT.
3. Evidence of the alleged violation.

E-mail with full header information provides all of the above, as do system log files. Other situations will require different methods of providing the above information. Serventus may take any one or more of the following actions in response to complaints:

1. Issue written or verbal warnings.
2. Suspend the User's newsgroup posting privileges.
3. Suspend the User's account.
4. Terminate the User's account.
5. Bill the User for administrative costs and/or reactivation charges.
6. Bring legal action to enjoin violations and/or to collect damages, if any, cause by violations.

If any User uses Serventus Services, Serventus Network or its physical infrastructure in a manner that exposes Serventus to potential liability, as reasonably determined by Serventus, Serventus may suspend permanently or terminate the access to Serventus Services, Serventus Network or its physical infrastructure by such User.

The remedial actions set forth in this AUP shall not be construed in any way to limit the actions or remedies that Serventus may take to enforce and ensure compliance with this AUP. Serventus reserves the right to recover any and all expenses, and apply any reasonable charges, in connection with a User's violation of this AUP. No refund or service credits will be issued for any interruption in service resulting from violations of this AUP.

Serventus reserves the right at all times to investigate any actual, suspected, or alleged violations of this AUP, with such investigation to include accessing of data and records on, or associated with, any Server, Serventus Network or its physical infrastructure.