

ACCEPTABLE USE POLICY (AUP) – GENERAL TERMS

- Every KPNQwest Italia customer must comply to the following Acceptable Use Policy (AUP).
- Customers who supply services must require their customers to adhere to these same rules, and must proactively act to ensure the respect of these rules, including the termination of the contracts in case of violation.
- In this document the term *Customer* refers both to the customers who has signed a contract with KPNQwest Italia, and to the users/customers of this direct customer.
- This document can be updated by KPNQwest Italia, and published on the web site, without previous notification. The Customer is responsible for monitoring the web site and retrieving the most recent updates to the AUP.
- KPNQwest Italia reserves the right to react against the Customer for every forbidden activity. A non-exclusive list of the actions that can be taken is:
 - Traffic filtering or limiting of any type;
 - Suspension or cancellation of the account
 - Invoicing the Customer (at the current rates for technical support) for all the activities carried out to react to the problem; for example, to answer to claims of other entities, to cancel undesired messages, to reset to normal work conditions.
- The following conditions are part of a non-exclusive list of forbidden actions, and have to be considered only as examples. The Customer can contact KPNQwest Italia via e-mail to be certain that a specific action is legitimate.
- Generally, the Customer cannot use the network, the devices and the services of KPNQwest Italia to:
 - **Violate any applicable law, rule, treat or rate**
 - Violate the Acceptable Use Policy (AUP) of any network, device or service accessed by the KPNQwest Italia network
 - Violate the intellectual property of KPNQwest Italia or others;
 - Violate the privacy of others;
 - Violate in any way this AUP;

BEHAVIOR IN CASE OF INTRUSION IN THE SYSTEMS OF THE CUSTOMER

- The Customer has the responsibility to protect his devices from intrusions and attacks from third party and discharge KPNQwest Italia of any responsibility, except for the cases explicitly reported in and subscribed in the service agreement.
- The Customer is aware of the risk that third parties might access his systems through the internet, overriding the protections. In this case KPNQwest Italia can block the services until the Customer will take the proper actions to stop the unwanted access. KPNQwest Italia will not be charged in any way for this suspension of the service.
- Qualunque attività, programma o altro che carichi eccessivamente il server o una risorsa condivisa di KPNQwest Italia potrà essere sospeso.

PROHIBITED ACTIVITIES

A non-exclusive list of explicitly forbidden activities is:

- Unauthorized usage (or attempt of usage) of networks, devices, or systems
- Interfere with, or prevent the usage of, any other communication of internet hosts or users (for example “denial of service” attacks);
- Any kind of forgery of network information (for example data header packets), or personal information.
- Attempt or injection of harmful or unwanted software into networks or hosts.
- Unauthorized attempt or access to networks, hosts or information.
- Unauthorized monitoring activity (eg “packet sniffing”)
- Attempt to bypass any authentication or security system on any network or host account
- Sending or receiving data breaking right, royalties or any Italian law.
- Attempt to alter the system used to monitor the bandwidth or any other testing system provided by KPNQwest Italia.
- Collect email addresses in order to send unsolicited email or to give the lists to others.

CUSTOMERS WHO SUPPLY NETWORK SERVICES TO THEIR USERS

Customers who supply services to their users must:

- Keep active addresses to manage the communication relating abuse: abuse@customer.it, postmaster@customer.it
- Comply with Internet RFCS
- Keep up-to-date DNS information about hosts connected to KPNQwest Italia networks
- Keep up-to-date contact information registered at InterNIC and other authorities for the registration of domains and IP addresses
- Take proper action against the users trying to use IP spoofing techniques

RULES FOR ACCESSING EMAIL SERVICES

The following activities are explicitly forbidden in the use of email services:

- Sending unsolicited email
- Keeping an email server with open relays
- Sending messages via other providers, with information identifying the usage of KPNQwest Italia services, devices or networks
- Sending messages that can bother the recipient with undesired language, frequency or size, or following a request of cancellation
- Sending message that can interfere with a service (e.g. mail bombing or flashing)
- Sending messages with fake header information
- Sending mail-chain, jokes or torea
- Using KPNQwest Italia account as reply address for any kind of message breaking acceptable policies

Note:

- Customers sending massive email must register their users, keep their lists up to date and must have documentation of registration for each user

RULES FOR ACCESSING USENET NEWSGROUP SERVICES

The Customers accessing KPNQwest Italia Newsgroup service must:

- Get acquainted with newsgroup before publishing posts
- Comply to specific newsgroup policies
- Do not advertise

The Customers accessing KPNQwest Italia Newsgroup service must not:

- Publish any illegal content
- Publish the same article more than 20 times in 45 days
- Publish an article after that it has been declared "out of context"

- Violate these AUP via another Provider and publish information identifying the usage of KPNQwest Italia services, devices or networks

- Publish the same article in too many groups (usually a publication in more than 5 groups results in some "out of context")

- Publish articles with forged headers

Note: it is acceptable to partially modify an email address to avoid spamming, if the modification keeps the address recognizable

RULES FOR ACCESSING WEBHOSTING AND FTP SERVICES

The following activities are prohibited to the Customers accessing KPNQwest Italia FTP and Web Hosting services:

- Publishing illegal content
- Archiving or publishing in any form, even a simple hyperlink, any content breaking royalties, patents, intellectual properties, or any law
- Using any system that can store on a client PC any content breaking royalties, patents, intellectual properties, or any law
- Using web pages with dialers not complying with the law.
- Storing any content breaking this AUP

RULES FOR ACCESSING INTERNET RELAY CHAT (IRC) SERVICES

The following activities are prohibited to the Customers accessing KPNQwest Italia IRC service:

- Using bots for any activity not compliant with RFC 1855
- Harmful activity such as unsolicited messages, identity cloning or any activity that can interfere with third party using the service