


# Telecom Services



# Acceptable User Policy

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Scottish Broadband Telecom (hereafter 'SBT') have adopted a philosophy that assumes the honesty and good intent of our subscribers, therefore our services are provided in as unrestricted a manner as possible to allow our users to have the richest experience possible.

This Acceptable Use Policy (AUP) must be read in conjunction with our Terms and Conditions, and may be subject to change from time to time. It is the subscribers' responsibility to ensure that they comply with the latest edition of the AUP at any given time. If you have any questions about any of our policies, please contact the Customer Services at [contact@scotbbtel.co.uk](mailto:contact@scotbbtel.co.uk).

This AUP may be revised, without notice, at any time, at the sole discretion of SBT. Completion of the relevant application forms or connection to the service for the first time is deemed to be an agreement to our Terms & Conditions and AUPs.

In the event of a breach of this policy, SBT reserves the right to terminate your service with immediate effect, without recompense and delete any data held on our servers.

## **1 · General**

Users may not mount an attack, by whatever means, against our system, or any other systems. Users may not run unauthorised predictive dialling systems from, or through any of our machines, or servers.

Login names and passwords must be kept secret and not be communicated to any third party. SBT must be notified immediately if they are compromised. If someone were to gain access to your account password, they could tamper with your packages, credit and settings. If you change your password, please keep a note of it as SBT staff cannot gain access to changed passwords.

Any attempt to breach the security of any machine is forbidden. Attempting to do so will result in immediate account termination and possible further legal action. Users may not run any program that monitors network packet data or any program that compromises the privacy of network traffic unless asked to do so by our Technical Support.

SBT reserves the right to suspend accounts or access to the network during investigation or suspected or potential abuse of this policy.

SBT customers who engage in abuse of its network and/or systems will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated if such abuse continues.

SBT does not tolerate abusive behaviour from anyone and reserves the right to terminate, without notice or refund, the services of any customer who uses abusive, violent, verbally abusive or threatening behaviour towards SBT, its staff, customers or other users.

## **2 · Telecom services**

You should ensure that you are aware of any laws regarding any material you are using or transmitting, including copyright laws.

If you are breaking the law we will co-operate with the relevant authorities and may also suspend or disconnect your service.

SBT customers are required not to use the Services for illegal purposes; this includes copyright violation and/or the transmission of illegal material.

The user agrees to refrain from sending or receiving any material which may be deemed to be offensive, abusive, indecent, hard-core, paedophile pornography, defamatory, obscene, menacing or as prohibited by current and future law. SBT reserves the right to disconnect or suspend your service.

You must not gain or attempt to gain unauthorised access to any computer system(s) for any purpose. This is classed as a breach of this AUP and also such action may lead to criminal prosecution under the Computer Misuse Act.

You are prohibited from running port scanning or other software which is intended to probe, scan, test the vulnerability of remote systems or networks except in circumstances where the remote network administrator has given express permission for this to be done.

Telephone and mobile customers should also be aware of their Daily Maximum Spend and Credit Limit settings. When any of these limits are exceeded, their Services will be suspended until:

- the next working day if the Daily Maximum Spend has been exceeded;
- until the account balance has been restored if the Credit Limit has been exceeded.

### **3 · HV.Select Services**

#### **3.1 · HV.Select Hosted Seats**

HV Select seat licences include Free calls to UK 01/02 and 03 numbers and mainstream UK Mobile Networks.

Our inclusive FREE Calls Offer is subject to an Acceptable Use Policy (AUP).

The combined number of minutes to UK 01/02 and UK Mobile Destinations (FM1, FM3, FM4, FM5 and FM6) is 5,000 minutes in each calendar month per seat, 03 minutes must not exceed 15% of the total minutes used for that seat and the duration of each call must not exceed 60 minutes.

SBT reserves the right to charge for the total duration of any call type above, with a duration in excess of 60 minutes. Minutes are aggregate across the combined seats on a customers site. For example: if a customers site has 10 seats the combined number of minutes is 50,000 for the site. The 03 allowance applies on a per seat basis.

The HV.Select service is provided on the basis that service will not be used by automated and non-human operators.

SBT reserves the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of the AUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.

Should a seat/site exceed the usage limits defined in the AUP, the customer will be notified and be given the opportunity to rectify the usage within the AUP limits. Should any seat or site exceed the AUP in a future month, the FREE calls offer will be suspended and ALL USAGE for the customer site will be rated at the call tariff assigned to the customer for future whole months until the usage fails within the AUP.

SBT reserves the right to review the Inclusive calls offer at any time giving 30 days' notice of any change to the customer.

#### **3.2 · HV.Select Hosted SIP Channels**

HV Select SIP chargeable channels include Free calls to UK 01/02 and 03 numbers and mainstream UK Mobile Networks .

Our inclusive FREE Calls Offer is subject to an Acceptable Use Policy (AUP).

The combined number of minutes to UK 01/02 destinations is 5,000 minutes in each calendar month per chargeable channel, 03 minutes must not exceed 15% of the total minutes used for that channel and 2000 UK Mobile Destinations per chargeable channel.

The duration of each call must not exceed 60 minutes. SBT reserves the right to charge for the total duration of any call type above, with a duration in excess of 60 minutes.

Minutes are aggregate across the combined chargeable channels against each company. Example: if a Company has 10 chargeable channels the combined number of minutes is 50,000 across the company for UK 01,02 destinations and 20,000 FM1, FM3, FM4, FM5 and FM6 minutes. The 03 allowance applies per chargeable Channel.

The HV.Select service is provided on the basis that service will not be used by automated and non-human operators.

SBT reserves the right to suspend the service without prior notice and/or remove this offer and charge retrospectively for ALL call usage should the terms of the AUP be broken or if we suspect the service is being used to generate AIT (artificially inflated traffic), or if the service is suspected to be used for the involvement in fraud, illegal activity, terrorism and arbitrage.

Should a channel exceed the usage limits defined in the AUP, the customer will be notified and be given the opportunity to rectify the usage within the AUP limits. Should any seat or site exceed the AUP in a future month, the FREE calls offer will be suspended and ALL USAGE for the customer site will be rated at the call tariff assigned to the customer for future whole months until the usage falls within the AUP.

SBT reserves the right to review the Inclusive calls offer at any time giving 30 days' notice of any change to the customer.

#### **4 · Technical support**

Technical support exists for the benefit of SBT customers, providing support for questions relating directly to our services. Technical support is here to provide the best service possible to our customers, but can, at times, be stretched by having to answer unnecessary calls or emails. When contacting Technical support, please have all relevant details to hand.

If the problem doesn't directly involve your Telecom services, for example – how do I setup my VoIP phone to listen to my voicemail messages, how do I setup a new extension onto my IP PBX to receive and make calls, how do I connect my laptop to the new broadband - this is a function of the particular hardware device or software application you own. Please explore the various settings and options, read the device user manual or use the in-built help menu for instructions on such procedures. Before contacting us for support, you are obliged to check other documentation for answers to your question. This includes:

- Documentation that was supplied with the account.
- Our support web pages.