

Acceptable Use Policy

Last Updated: May 2022



1. Introduction

- 1.1 This policy applies to all communications services provided by CSL.
- 1.2 This policy may be updated from time to time. New versions will be placed on the CSL website.

2. Using CSL services

- 2.1 When using CSL services you must not use the service:
 - (a) in breach of any applicable law
 - (b) in any way that is fraudulent or dishonest
 - (c) in any way that violates any other person's rights, including intellectual property rights and rights to privacy
 - (d) to transfer data that is indecent, defamatory, offensive, discriminatory or harassing;
 - (e) to send spam or other unsolicited or nuisance communications
 - (f) in any way that impairs the services CSL provides to other customers
 - (g) to transfer data that contains harmful code, such as computer viruses
 - (h) to carry out unauthorized access to CSL's or another person's systems or networks
 - (i) to deny access to (or in any way impair the operation of) CSL's or another person's systems or networks

3. Customer Responsibilities for internet use

- 3.1 Your use of the internet is at your own risk. You will be responsible for:
 - (a) your use of the internet, including any material that you access through the internet, and any websites or pages that you own, run or control using the services;
 - (b) all material that is stored on, or accessed or distributed by the devices that you use in connection with the services; and
 - (c) making sure, when sharing the internet over a private network on your premises, that your network is secure and that any internet connection sharing software that you use does not permit access from outside of your network.
- 3.2 You accept that the internet is never completely private or secure and that any data or information that you send using the services may be read or intercepted by others.
- 3.3 You will make sure that your computer systems, network and equipment have the appropriate security software installed, such as up-to-date virus protection and firewalls, so that they are protected against viruses, worms, Trojans and other risks and so that others cannot access them without your permission or interrupt your use of the services. CSL will not be responsible for any negative consequences that occur as a result of your failure to install appropriate security software.

4. CSL's rights

- 4.1 If CSL becomes aware, or reasonably believes, that you have breached this policy, CSL reserves the right to take any action it deems appropriate including:
- (a) investigating the possible breach and contacting you to gather further information, discuss CSL's concerns, or issue you with a formal warning;
 - (b) running diagnostic checks to find and resolve issues covered by this AUP; and
 - (c) any other right CSL has in its contract with you regarding your breach of this AUP.

5. Fair Usage

- 5.1 CSL's terms and conditions contain terms relating to fair usage which shall apply to your use of CSL's services.
- 5.2 Some services that are marketed as "unlimited" (or similar terminology) are subject to a fair usage limit. The limits are set by network operators and CSL will inform you of the limits if they apply and when they change. For services using a mobile operator's SIM card the fair usage limit is 650GB per calendar month. If a fair usage limit is exceeded then CSL may restrict or suspend usage of the affected services.
- 5.3 CSL (or network operators) may temporarily reduce the bandwidth on a particular connection to deal with network congestion.