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Acceptable Use Policy

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Purpose

Our customers should be able to use our services to express themselves and share information. We also believe that there should be certain rules on how services are used to ensure:

- we protect the safety and rights of other users and LocalPref
- that our services aren't used in an unreasonable or unacceptable manner, to safeguard the quality of service for our customers and other users of our wholesale providers

Our Acceptable Use Policy explains what those rules are and what action we may take if you breach them.

Respecting others

Every person should be able to use the internet freely and safely. You must not use our services to:

- promote or threaten violence towards anyone
- abuse or harass anyone, for example by making offensive, misleading or menacing comments (this includes to our staff)
- encourage hate, for example by making racist, sexist or discriminatory comments
- create a risk to the health or safety of any person
- send unsolicited or unwanted commercial electronic messages (spam) to individuals or businesses

Respecting the law

You must not use your services for anything illegal or unlawful. This includes, but is not limited to:

- providing us with false account information
- hacking or gaining improper access to someone else's information
- sending, or assisting in the sending of, spam, or otherwise breaching the Spam Act 2003 (Cth)
- transmission or storage of data that infringes Australian laws, including malicious software
- contravening any applicable laws, including infringing copyright laws

Respecting LocalPref and our suppliers

You must not use your service for anything that would adversely affect LocalPref's network, reputation, or customer base. This includes, but is not limited to:

- using our services in a manner which is 'unreasonable', 'unacceptable', or exceeds 'ordinary use'
- resupplying our services or products to others without our consent
- using services for other than their intended purpose, such as using a home broadband service for commercial or non-domestic purposes
- using your service in a way that causes or may cause interference, disruption, congestion or more generally sub-optimal network performance
- using your service in a way that breaches our wholesale agreement with NBN Co or any other third-party suppliers

Technology specific requirements

In addition to the above, the following applies to specific services.

NBN Fixed Line and Fixed Wireless services — examples of activities that may be seen as unfair use include:

- use of the NBN infrastructure or NBN Ethernet in a way that causes or may cause interference, disruption, congestion or, more generally, sub-optimal network performance. This includes whether the use would be deemed as unreasonable or exceeding ordinary use for the account type; for example, a residential product being used for business or commercial purposes.
- undertaking (or attempting to undertake) any of the following activities without authorisation: disabling, disrupting or interfering with the regular working of any service or network, including, without limitation, by means of overloading it, denial of service attacks or flooding a network
- probing, scanning or testing the vulnerability of a system or network
- breaching the security or authentication measures for a service or network
- servicing more than one premises with a single connection

What happens if you breach this policy?

If we think you have breached this policy, we can act. This includes:

- looking into the breach (which may or may not involve contacting you)
- requesting that you change the way you use our services
- issuing a formal warning
- restricting your access, with or without notice
- suspending or ending your service, with or without notice

If we think you have broken the law, we will report you to the police and give them your personal information.