



Sonic Broadband Acceptable Use Policy

Introduction

Our customers should be able to use our services to express themselves and share information. But we also believe that there should be certain rules on how services are used to protect the safety and rights of other users and Garth Weiley Coastal IT Solutions. Our acceptable and Fair Use Policy explains what those rules are and what action we may take if you breach them.

Definitions

Sonic or Sonic Broadband – refers to Sonic Broadband a product supplied by Garth Weiley Coastal IT Solutions.

Customers – all customers of Garth Weiley Coastal IT Solutions including residential, small business, corporate, and enterprise.

Grandfathered Plans – this refers to any plan currently not offered by Sonic Broadband but that is still available to those customers that were on it at the time of new plans being released.

Services – applies to all services that we supply including internet, fixed phone, mobile phone, VoIP, Unified Communication as a Service, mobile data services and web related services, like domain name registration and web hosting.

Spam – unsolicited electronic messages with an “Australian Link”, as per the Spam Act 2003

You – the account holder and anyone the account holder has authorised to access the internet via their account

Policy

Respecting others

Everyone should be able to use the internet freely and safely. You must not use Sonic 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 team)
- encourage hate, for example by making racist, sexist, or discriminatory comments
- create a risk to the health or safety of any person

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 (name, date of birth, etc.)
- hacking or gaining improper access to someone else’s information
- controlling another person’s systems or networks, without that person’s consent
- send or assist in the sending of Spam, or otherwise breach the Spam Act 2003
- transmission or storage of data that infringes Australian laws, including pornography, viruses, etc.
- infringing copyright laws

Respecting Sonic Broadband and the nbn

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

- resupplying our services or products to others without our consent
- use our brand or website to promote your own business or product without our consent
- using services for other than their intended purpose (both residential and business), such as trying to bypass your service limitations
- using your service in a way that interferes with or poses a risk to our network or other customers' services
- using your service in a way that breaches our wholesale agreement with our upstream providers or the nbn, in their Fair Use Policies.

Respecting your data limits (if you have them)

If you have a data-limited plan and you exceed your data use:

- you will be shaped to either 256k or 1Mbps downstream and 256k or 1Mbps upstream (grandfathered plans) depending on how long ago your plan was grandfathered, with no additional data charges, or to 1Mbps/1Mbps for current plans,

OR

- you may elect to keep your connection at full speed and pay an additional fee for either data blocks or an upgraded plan (depending on the age and status of your plan)

Once your service is shaped, access is provided for limited use. Examples of limited use are web pages and email.

What happens if you breach the 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)
- issuing a formal warning
- restricting your access, with or without notice
- suspending or ending your service, with or without notice.

Reporting breaches

If we think you have breached the law, we will report you to the police and give them your personal information in accordance with our Privacy Policy. If you suspect you may have inadvertently breached this policy, or you wish to report someone else breaching this policy, please contact us as soon as practicable

Related documents

Privacy Policy on our website

Communications

This policy will be made available on Sonic Broadband's website. It may change from time to time. If there are substantial changes, we will notify you directly.