Acceptable Usage Policy

Last Revision
Date: 10 July 2000

Introduction

Real Image (PTY) Ltd. believes in the right to free speech and the right to privacy, but equally acknowledges the possibility that some users may from time to time abuse the privileges they have obtained as Internet users, and that action may have to be taken against such users. If you (the user) feel that your privacy is at risk, the onus is upon you to safeguard it, using whatever legal and acceptable means are appropriate, such as cryptography, mail filtering, etc.

The "Terms and Conditions of Service" which bind you as a user of the Internet, whether as a single user or in order to connect your network, requires you to abide by this Acceptable Use Policy (AUP). This AUP, dated 10 July 2000, supersedes all other AUP documents that may have been posted previously. As a Real Image user, it is obligatory that you are familiar with the contents of this document. If you are the administrator of a network connected to Real Image, it is incumbent upon you to inform individual users on your network of the contents of this policy.

This document does not aim to place restrictions on your use of the network, inasmuch as you are responsible for Internet facilities and content that you request to receive on your computer or company network; parents are especially urged to investigate protecting their children against content that Real Image has no means of restricting, as it may reside on Internet servers outside its control.

Taking Action

Listed below are different categories of network abuse or activities that are governed by this Acceptable Use Policy. Please note that Real Image reserves the right - at its sole discretion - to act against other types of abuses not listed in this document.

Upon receipt of a complaint, or having attained attention of an incident otherwise, Real Image reserves the right to:

In the case of individual users:-

- *warn the user*
- *suspend the user's account*
- *withdraw the user's network access provileges*
- *charge the offending user for machine and human time lost due to the incident*
- *share information concerning this incident with other Internet access providers, or publish the information*

In the case of networks connected to Real Image:-

- *inform the network's administrator of the incident*
- *ask the administrator to deal with the incident according to Real Image's Acceptable Use Policy (this document)*
- *in severe cases, suspend the entire network's access, after attempts at amicable resolution have failed*

Types of Activity Specifically Governed By This Document

- *Lawful Use of Resources*
- *Sending Unsolicited Bulk Electronic Mail*
- *Disruption of Service and Network Security Breaches*
- *Use of Material*

Lawful Use of Resources

Real Image users agree not to use their Internet access facilities for any unlawful purpose. Within the borders of Swaziland, that means your actions have to comply to Swazi law. If you reside outside Swaziland, the laws of your respective country of residence apply. Real Image will, upon request and if issued with a legally binding court order or application, make available users' details to law enforcement agencies.

Sending Unsolicited Bulk Electronic Mail

Real Image takes a strong stand against users who send bulk unsolicited commercial or other bulk email to our or other providers' users. Most Internet users object strongly to being sent such mail, and repercussions against the offending user or their network provider are often implemented by other network providers, causing disruption of service to other, legitimate users on the Real Image network.

Mailing lists maintained by Real Image users must be with the full permission, approval and discretion of the list members. Mailing lists that contain addresses that are not deliverable or that contain addresses of unwilling recipients must have those addresses removed.

Disruption of Service and Network Security Breaches

Real Image will not permit users of its network facilities to disrupt the normal functioning of any part of the Internet, or to attempt to circumvent any security measures.

This includes all manner of "denial of service attacks", attempted password cracking, utilising another user's Internet account without that user's permission, and any form of attempted circumvention of any network security measures.

Use of Material

Real Image users may use their network access to obtain and download materials in the public domain (images, text, software), provided such materials are clearly marked as available for download in this manner. Real Image users may also not use their Internet access facilities to distribute copyrighted material (images, text, software), unless they have obtained the written agreement of the publishers and owners of the material first.

Users may not use Real Image's services to obtain or distribute unlawful materials, such as stolen intellectual property, software containing viruses or trojan horses or unlawful hate speech.

Use of Usenet News Facilities

Real Image users may have access to Internet newsgroups carried on the M-Web's news server. Users acknowledge that material contained on this server may, from time to time, contain information that may be unacceptable to them, and that Real Image is unable to control any news content that was not generated on its network.

Posts to Usenet News generated by Real Image users must comply with the written guidelines of the newsgroup in question. Those guidelines may be obtained from other users of the newsgroup upon request, or from the group's administrators/moderators.

Use of IRC and Other "Chat" Facilities

While Real Image does not monitor Internet Relay Chat (IRC) or other chat useage, it does from time to time receive complaints about its users' behaviour in this environment.

Real Image reserves the right to investigate such occurrences and take action against offending users, at its sole discretion. Such action may include issuing of warnings or disconnecting the offending user.

Conclusion

Real Image firmly believes in individual privacy, and it is not our policy to permit or deny communication on the basis of the content, except where forced to by law or where bound by the above policies.

Users are required to familiarise themselves with the above policies and act according to them while connected to Real Image. This AUP is published in the interest of all Real Image users and aims at maintaining a peaceful, non-confrontational Internet environment.