



Net Associates Ltd is a signatory to the **Internet Code of Practice** and strongly recommends that our customer's familiarise themselves and comply with the Code.

See www.isocnz.org.nz/code.htm for the ISOCNZ Code of Practice.



Users of Net Associates agree to:

1. Abide by the **netiquette** rules that govern Internet usage and behaviour.
2. Never participate in **spamming** in any form.
3. Never attempt to gain entry to, or compromise the security of any other computer connected to the Internet using **hacking or cracking** or any other techniques.
4. Never mount an attack that could be construed as being a **"Denial of Service"** attack against any Internet user.
5. Never knowingly participate in the spreading of **virus and trojan** products using the Internet.
6. Resist in participating in any other activity which will inhibit the use, enjoyment and rights of other users of the Internet.
7. Obey New Zealand and International laws as they apply to **copyright, trademarks, libel, privacy, human rights** and to **indecent and obscene material**, either when browsing on the Internet, or as content included in a users own web site.
8. Keep access passwords confidential, to the same extent that users would keep personal bankcard PIN numbers confidential, and to maintain a high level of security over the Net Associates Internet account.
9. To monitor the use of the Internet by any **minors** for whom they are responsible from using their Net Associates Internet account to gain access to any content which may be considered objectionable or illegal in the hands of a minor.
10. To regularly review updates to this policy which will be posted to this page.
11. To pay Net Associates accounts promptly as they fall due. Net Associates may publish your personal details if your account is overdue.

(A full description of the words and expressions in italics above can be read at the bottom of this page or in hard copy from the Net Associates office upon request. Any user who is unsure of the meaning of the words should discuss the matters further with Net Associates technical staff).

For its part, Net Associates agrees to:

1. Endeavour to ensure the Net Associates services are operating 24 hours per day, 7 days a week, to enable as close to full access as is possible is available to users.
2. Expedite repairs to Internet services as rapidly as possible to reinstate full system functionality.
3. Electronically monitor incoming e-mail to reduce the incidence of spam, viruses and trojans from affecting Net Associates users enjoyment of the Internet.

4. Monitor individual users usage of the Internet to the extent of ensuring users are complying with the rules set out in this policy.
5. Take whatever action deemed necessary against any user for breaching the rules of this policy, which may include the suspension or termination of the user's account, without any recourse by the user.
6. To not accept any person as a customer, without any requirement to explain to that user the reason.
7. To report any illegal activity by a user to the relevant authority.
8. To keep the Net Associates policies page at <http://www.netassoc.co.nz/about/thistopic.asp?pg=legal01> up to date with any changes or alterations regarding this policy.
9. To attempt to keep all users informed of any changes, including price changes, which may impact on the users costs, or the users ability to use Internet services.

Net Associates gives no guarantee that full Internet services can be maintained 24 hours per day, 7 days a week, and therefore can not assume any responsibility for any consequential loss suffered by any user for any reason.

DESCRIPTION OF TERMS AND EXPRESSIONS

The following explanations are given to specific terminology used in the Net Associates AUP:

Netiquette: (Abbreviation of net-etiquette) Although the Internet is a relatively new phenomena, a certain etiquette has evolved that all users are expected to abide by. Difficulties usually arise when new users (often called "newbies") are not aware of netiquette. For example, if a newbie in newsgroups posts off-subject material, or inappropriate material, they run the risk of being "flamed". A flame is a highly inflammatory or emotive post which usually puts the newbie well in their place for their breach of netiquette. Similar problems will occur in chat rooms, when users tend to take the conversation off-topic. It is highly recommended that newbies take the time to study the protocol, and mind their step, as they start new Internet experiences. It certainly can prevent unpleasantness.

Spam: (Also called UCE - Unsolicited Commercial Email) Spam is the name given to unrequested e-mail sent to multiple recipients, or in other words, junk-mail. Spamming may also mean the posting of commercial messages in inappropriate newsgroups. Although it is very difficult to stop the junk mail you receive in the letter box at your gate, there are rules that apply to unsolicited messages in your electronic mail box. Senders of spam can have their Internet access terminated by their Internet Service Provider for abusing their usage, and some States in USA are currently considering laws to make the sending of spam illegal. Sophisticated spammers are capable of forging the "senders" e-mail name and usually steal bandwidth from unsuspecting owners of open-relay mail servers, sending a spam message sometimes to tens of millions of recipients. If you receive spam (you will usually recognise it by its contents e.g. "unbelievable offer, never to be repeated prices") Net Associates recommends you do not respond to it in any way, or click onto any hyperlink included. Either just delete the spam, or if you would like to take the matter further, forward the entire e-mail message (including headers) to abuse@netassoc.co.nz, and we will take appropriate action against the perpetrator on your behalf. *NEVER* respond to spam mail with the "unsubscribe" request, or demand they remove you from their mailing list. Usually spammers are unsure if your e-mail address is current, but if they receive replies from you, they have confirmation yours is a current address, and the value of your address for sale to other spammers increases because of this. Do not be tempted to use spam yourself. It may appeal as a very cheap method of getting a message to large numbers of people. But rest assured, someone will complain, and Net Associates has a strict policy of permanently closing all user accounts of Net Associates users who spam.

Hacking or Cracking: Although more commonly (and incorrectly) known as "hacking", cracking is the process by which a perpetrator bypasses security to gain illicit access to computers or software programmes. While cracking is not illegal in New Zealand, there are

amendments to the Crimes Act currently being enacted, and it will probably become illegal at some point during 1999. Crackers are almost always young males. In the past there has been a certain admiration for these folk, with the uninformed believing these people are misguided but very clever "whizz-kids". However, illegal entry to computer systems is usually gained by using commonly available software, particularly trojan horse viruses. Net Associates believe it no different to a vandal who breaks down your door to enter your home, and that crackers commit a similar level of offence to the owner of the cracked computer. The handful of international "professional" crackers tend not to remove any data or change anything on computers they crack, they merely enjoy the challenge of making the crack. However the more common crackers who use cracking tools designed by others to gain access usually do so with mischief in mind, and many of the tools used are capable of destroying the data on your disks, or theft of that data including usernames, passwords and credit card information. Many of these tools give the cracker greater access to your computer files than you have. Usually the cracker depends on getting a trojan horse onto your computer first, and this can be accomplished by attaching infected files to e-mails or file downloads, or through floppy disks and CD-ROM's. Some commercial software products have been released to the market with infections in place, affecting tens of thousands of users. The best protection against crackers is to be very wary of e-mail attachments, or downloading files from any non-reputable source. A virus checker should be run over any new files added to your computer.

Cracked software can also be obtained through the Internet, and many Internet users believe it is quite reasonable to use cracked software, available free. Users are reminded that this is a breach of copyright, and if everyone used cracked software, the software companies would become bankrupt and no further development of software products would be available. Net Associates believes that if users find good use for a software package, users should purchase legitimate versions. Net Associates will terminate accounts for users who are found offering cracked software over the Internet, and will terminate accounts for users who attempt to crack other computers connected to the Internet.

Virus and Trojan: Viruses are lines of software code designed for malicious purposes, and vary from relatively benign (popping up a message on your computer screen occasionally) to incredibly destructive (deleting your hard drive data, or rendering your computer inoperable). Trojan horses are specific virus codes designed to allow crackers illicit entry onto your computer. Net Associates recommends all users regularly scan their computers with a reputable virus scanner, and keep the virus scanner files up to date (usually by downloading updates from the Internet). We recommend any new files or email attachments are virus scanned before being executed on your computer. New viruses, and variants of old viruses are being released almost on a daily basis, hence the reason for keeping virus checker software right up to date. It is considered sensible to not download or execute new programmes immediately on their release, it is better to wait a few weeks and if any infections are found, fixes are usually available by the time your machine is infected.

Denial of Service: (Usually referred to as DoS, sometimes called "nuking") A denial of service attack usually consists of sending "out of band" data to a user's computer, with a view to causing the computer to lock-up or freeze, or operate very slowly. Alternatively, a constant stream of data is directed to a computer, reducing its Internet speed to almost a standstill. There are many programmes freely available on the Internet which enable users to make DOS attacks, and there are also some programmes available which will protect your computer against DOS attacks. These attacks are becoming increasingly rare. If you believe you are constantly being targeted for DOS attacks, please advise the Net Associates technical support team, to enable us to monitor the events, and suggest potential fixes. Net Associates strongly recommends to its users that they do not attempt to mount DOS attacks against any other Internet user, as user accounts may be terminated for this breach.

Copyright & Trademarks: Intellectual property rights extend beyond international boundaries. The Internet is the largest source of knowledge that has ever been readily available to individuals. Users should never assume they have a right to reprint or republish any information sourced from the Internet, without express permission from the originator. In some instances, establishing the actual author can be difficult if not impossible. Many items of artwork, logos and other material are subject to strict copyright and trademark legislation. In NZ law, the Copyright Act 1994 and the Trade Marks Act 1953 govern the rights of use over this material. International laws also apply. Users are reminded it is illegal to breach a country's security or state secrets or to participate in a conspiracy to usurp a Government.

Human rights, Privacy and Libel: All users of the Internet are entitled to their privacy.

Users should be considerate on matters of privacy of others, and any details gained regarding other Internet users should not be passed on to any other person without permission. In NZ, The Privacy Act 1993 covers these rights. Harassment consists of persisting in unwanted contact with another, and often involves deliberately hurtful or offensive communication, and in some instances may be illegal. The key to avoiding harassing others is to treat everyone with respect, to abide by the principles of netiquette and to be aware that we all need our own space. Unfamiliarity with many cultures can give rise to unintended harassment. In NZ the Human Rights Act 1993 covers the rights of individuals. Messages containing defamatory comments are equally libelous on the Internet as any other written form, particularly when directed at an individual person. What users say or write is just as important as how users say or write it. Users should be aware that disseminating malicious comments about people is defamatory and illegal.

Censorship, Indecent and Obscene Material: The Internet is not a sanitised environment, and probably never will be. It does contain material that users may find objectionable, if not to themselves then perhaps to other members of their family. Users are reminded they have a personal responsibility for where they go, what they do, and what they see, hear and read on the Internet. The New Zealand Films, Videos, and Publications Classification, 1993 currently applies to the content of the Internet. While Net Associates does not wish to censor any user activities on the Internet, it sometimes is apparent that users do not have knowledge of the above Act, and we therefore caution users to exercise self control in this regard. Both the Department of Internal Affairs and NZ Police have succeeded in convictions of people who have been found with indecent material on their computer drives which has been downloaded from the Internet. If users intend to allow minors access using their Internet account, Net Associates recommends that users investigate parental control programmes such as Net Nanny, Cybersitter, Surf Watch or Cyber Patrol. Users are reminded that these programmes will limit the opportunities for minors to find potentially objectionable material, but they do not totally eliminate or negate the possibility. Net Associates recommends minors be subject to some supervision while using the Internet.

Security Issues: Net Associates entrusts users with certain information and rights, and users are expected to respect these privileges, including protection of passwords and other private information. A similar degree of security over passwords to that users would apply to their bank cards is expected. Net Associates expects users to protect their computer equipment, by practising safe computing and regularly using virus checkers. Users should not participate in the development, utilisation or spreading of any computer virus, trojan horse programme or denial of service programme, or attempt to breach the security of any other computer connected to Internet.

Minor: A minor in NZ is usually regarded as a young person under the age of 18 years old. There are specific applications in the New Zealand Films, Videos, and Publications Classification, 1993 which apply to minors.

Our Website Address is:

www.netassoc.co.nz

Our Email Address is:

info@netassoc.com

Our Postal Address is:

Net Associates Ltd
P.O. Box 76-568
Manukau City
New Zealand



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See www.netassoc.co.nz for updates.

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