

## **ACCEPTABLE USE POLICY**

This Acceptable Use Policy ("AUP") for Internet Service Provider (ISP) services, including the following list of Prohibited Activities, is a fundamental part of your Service Agreement with Metropolitan Regional Service Council (MRSC). When you subscribe to or use MRSC's ISP services, you are bound by this AUP. Any violations of the terms outlined herein may result in the suspension or termination of your ISP account by Metropolitan Regional Service Council (MRSC).

### **Purpose of the Acceptable Use Policy:**

Metropolitan Regional Service Council (MRSC)'s Acceptable Use Policy is designed to ensure responsible and lawful usage of MRSC's ISP services. This AUP serves as a non-exhaustive list of actions prohibited by MRSC. MRSC reserves the right to modify this policy at any time, with changes becoming effective upon posting at <https://neonet.org/policies/>.

### **Prohibited Uses of MRSC's ISP Services:**

**Violation of Applicable Laws:** Transmission, distribution, or storage of any material in violation of any applicable law or regulation is strictly prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret, or other intellectual property rights used without proper authorization, as well as material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

**Unsolicited Bulk Email ("Spam"):** The sending of Unsolicited Bulk Email ("UBE" or "spam") through MRSC's ISP servers is expressly prohibited. Likewise, sending UBE from another service provider to advertise a website, email address, or any resource hosted on MRSC's servers is not allowed. MRSC ISP accounts or services must not be used to solicit customers or collect responses to messages sent from another Internet Service Provider if those messages violate this AUP or the AUP of the other provider.

**Unconfirmed Mailing Lists:** Subscribing email addresses to any mailing list without explicit and verifiable permission from the email address owner is not allowed. All mailing lists managed by MRSC ISP customers must follow a "Confirmed Opt-in" or "Closed-loop" process. Subscription confirmation messages from each address owner must be retained for the duration of the mailing list's existence. Purchasing email address lists from third parties for mailing purposes via any MRSC-hosted domain, or referencing any MRSC ISP account, is prohibited.

**Facilitating AUP Violations:** Advertising, transmitting, or making available any software, program, product, or service designed to facilitate violations of this AUP or the AUP of any other Internet Service Provider is strictly prohibited. This includes, but is not limited to, tools that enable Unsolicited Bulk Email, initiation of pinging, flooding, mail-bombing, or engagement in denial-of-service attacks.

**Unauthorized Access:** Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., "cracking") are strictly prohibited.

**Service Evasion:** Obtaining or attempting to obtain service by any means or device with the intent to evade payment is not allowed.

Unauthorized Access and Alteration: Unauthorized access, alteration, destruction, or any attempts thereof, of any information belonging to MRSC ISP customers or end-users, by any means or device, is strictly prohibited.

Harassment and Denial of Service: Knowingly engaging in activities designed to harass or cause a denial-of-service (e.g., synchronized number sequence attacks) to any other user, whether on the MRSC ISP network or on another provider's network, is strictly prohibited.

Interference with Network Use: Using MRSC ISP services to interfere with the use of the MRSC ISP network by other customers or authorized users is not allowed.

**Customer Responsibility for Customer's Users:**

Each MRSC ISP customer is responsible for ensuring that its users, representatives, or end-users adhere to this AUP. By subscribing to MRSC's ISP services, customers agree to enforce compliance with this policy. Complaints regarding customers, representatives, or end-users violating this AUP will be forwarded to the respective MRSC ISP customer's postmaster for appropriate action. In case of AUP violations, MRSC reserves the right to terminate services or take necessary actions to prevent the offending customer from further violating MRSC's AUP, at MRSC's discretion and without prior notice.