



Acceptable use policy for hosting

The following is the entire Acceptable User Policy (AUP) agreement between Chill IT Hosting and YOU the client. Chill IT Hosting provides World Wide Web Hosting, Marketing, and Development services. Chill IT Hosting has certain legal and ethical responsibilities consisting with the use of its servers and equipment involved in these services. Chill IT Hosting general policy is to act as a Hosting of Internet presence. Chill IT Hosting reserves the rights to suspend or cancel a customer's access to any or all services provided by Chill IT Hosting when we decide that the account has been inappropriately used.

SERVER ABUSE

Any attempt to undermine or cause harm to a server or customer of Chill IT Hosting is strictly prohibited. Chill IT Hosting will strongly react to any use or attempted use of an Internet account or computer without the owners authorisation. Such attempts include Internet scamming (tricking other people into releasing their passwords), password theft, security hole scanning, etc. Any unauthorised use of accounts or computers by YOU, whether or not the attacked account or computer belongs to Chill IT Hosting, will result in action against YOU. Possible actions include warnings, account suspension or cancelation, as well as civil or criminal legal action, depending on the seriousness of the attack.

IMPORTANT NOTE – Chill IT Hosting has the right to discontinue service, or deny access to anyone who violates our policies or the terms and conditions shown below **WITHOUT WARNING or PRIOR NOTICE**. No refunds of fees paid will be made if account termination is due to violation of the terms outlined below. YOU may not run IRC, bots or clients on shared servers. Unacceptable uses also include, but are NOT limited to: Bulk emailing, unsolicited emailing, newsgroup spamming, pornographic content, illegal content, copyright infringement, trademark infringement, warez sites (including links to/from), cracks, software serial numbers, proxy-relaying, link farming (the act of or by use of scripts), link grinding, link-only sites, spamdexing, FFA (Free-For-All) and/or anything else determined by Chill IT Hosting to be unacceptable use of our services including abuse of server resources.

WEB APPLICATIONS and WEB ACCESSIBLE SCRIPTS

All web applications that are out-of-date and actively being exploited will be shut down immediately without prior notice. YOU are responsible for and should evaluate YOUR web-based applications and scripts on a regular basis to ensure their security and orderliness.

Shared hosting accounts may also be terminated if it includes the following content or have links to the following content: Providing material that is grossly offensive to the Web community including blatant expressions of bigotry, racism, hatred, or profanity; promoting or providing instructional information about illegal activities; promoting physical harm or injury against any group or individual; displaying material containing obscene nudity or pornographic material (not applicable to managed dedicated servers); displaying material that exploits children under 18-years of age; acts of copyright infringement including offering pirated computer programs or links to such programs; information used to circumvent manufacturer-installed copy-protect devices, including serial or registration numbers for software programs, or any type of cracker utilities.

STORAGE SPACE ABUSE

Chill IT Hosting will not tolerate any form of storage space abuse. At least 90% of YOUR web pages (HTML) must be linked with files (GIF, JPEG, etc.) stored on Chill IT Hosting servers. Website that are found to contain either/or no HTML documents, a large number of unlinked files are subject to files deletion or account cancelation at the discretion of Chill IT Hosting Management (MANAGEMENT), with or without prior notice. If YOU do not qualify for the free service, disk space will go unmonitored until YOU reach the amount allocated to YOUR specific web hosting plan. Thereafter, normal website data storage costs \$0.50/1MB/month will be billed to YOUR account.

Failure to do so will result in YOUR website being disabled within 3 days of YOUR first notice. This does not apply to co-location clients. Co-location clients will be billed for the overages based on switch reports. Co-location clients must pay for the overages IMMEDIATELY once billing or Chill IT Hosting has the sole decision to deactivate any and all servers. Chill IT Hosting will be the sole arbiter as to what constitutes a violation of this provision.

BANDWIDTH ABUSE

The intention of Chill IT Hosting is to provide a large bandwidth to transfer web documents, and not an offsite storage area for electronic files. If YOU violate this condition, YOU will be notified and given 48 hours to remedy the problem. Failure to do so will result in YOU being billed for the overages. If YOU do not qualify for the free service, traffic will go unmonitored until YOU reach the amount of quota allocated to YOUR specific PLAN. Thereafter, normal data transfer cost of £10.00/1GB/month will be billed to YOUR account. If YOU want to pre-pay for bandwidth overages, YOU will be billed \$5.00/1GB/month. YOU will have 3 days to pay for your overages. Failure to do so will result in YOUR website being disabled within 3 days of YOUR first notice. This does not apply to co-location clients. Co-location clients will be billed for the overages based on switch reports. Co-location clients must pay for the overages IMMEDIATELY once billing or Chill IT Hosting has the sole decision to deactivate any and all servers. Chill IT Hosting will be the sole arbiter as to what constitutes a violation of this provision.

UNSOLICITED EMAIL & SPAMMING

Unsolicited commercial advertisements (SPAM) are not allowed in e-mail, and will likely result in account cancelation. Chill IT Hosting takes a zero-tolerance approach to SPAM originating from its servers or for spam advertising of domains hosted within our network. The following activities are not allowed: SPAM, which includes, but is not limited to, bulk mailing of commercial advertising, informational announcements, charity requests, petitions for signatures, and political or religious tracts (such messages may only be sent to those who have explicitly requested it from your domain); Forging, altering or removing electronic mail headers – any domain sending stealth spam will be terminated without warning and without refund.

TECHNICAL SUPPORT BOUNDARIES

CHILL IT HOSTING provides technical support for YOU that encompasses within our area of expertise only. Such expertise includes assistance, troubleshooting, and debugging of our Plesk control panel interface, servers within our immediate responsibility and any other hosting related issues.

Development is our of scope and if required will be separately.

However, in under no circumstances is Chill IT HOSTING neither obligated to help YOU in the installations of new application modules, templates and/or programming languages, nor in providing assistance for any errors produced by any applications that have been modified by YOU previously.

BACKGROUND RUNNING PROGRAMS

We may allow programs to run continually in the background. These are considered on a one-to-one basis and an extra charge will be incurred based on system resources used and operational maintenance needed. (This section does not apply to managed dedicated servers).