

Ace Internet Services – Policy for Fair Use

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 Ace Internet Services. Our Fair Use Policy explains what those rules are and what action we may take if you breach them.

Definitions

Ace Internet – Refers to Ace Internet Services Pty Ltd and any other subsidiary companies

You – The account holder and anyone the account holder has authorized to access the internet via your account

Services – Applies to all services that we supply including internet, fixed phone, and VoIP

Customers – All customers of Ace Internet Services including residential, small business, corporate and enterprise

Policy

Respecting others

Everyone should be able to use the internet freely and safely. You mustn't use our 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 staff)
- 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 mustn't use your services for anything illegal or unlawful. This includes, but is not limited to:

- providing us with false account information
- hacking or gaining improper access to someone else's information
- spamming
- transmission or storage of data infringing Australian laws, including pornography and viruses
- infringing copyright laws

Respecting Ace Internet and its wholesalers

You mustn't use your service for anything that would adversely affect Ace Internet's network or reputation. This includes, but is not limited to:

- resupplying our services or products to others without our consent
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- 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 suppliers, in their relevant Fair Use policy ([AAPT](#), [Vocus](#), [NBN](#))

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". This means having your connection slowed to a speed set by Ace Internet (either 256Kbps, 512Kbps or 1024Kbps) with no additional data charges, OR you may elect to keep your connection at full speed and pay an additional fee for data Top Ups. 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

If we think you have breached the law, we will report you to the police and give them your personal information (see more in our [Privacy Policy](#)).
