



Acceptable Use Policy

General

This Policy forms part of the Agreement between the Customer and ISPAfrika and is binding on Customer using ISPAfrika's services. By using any of ISPAfrika's services, the Customers agree to comply with these terms and conditions. ISPAfrika reserves the right to change or modify the terms of the AUP at any time, by posting and updated version on its website at <http://www.ispafrika.co.za/legal/>. Please take the time to familiarize yourself fully with the provisions of this Policy.

The purpose of this policy is to:

- Specify to Customers and users of ISPAfrika's service what activities and online behavior are considered an unacceptable use of the service; and
- Specify the consequences that may flow from undertaking such prohibited activities;
- Ensure compliance with the relevant laws of the Republic;
- Protect the integrity of ISPAfrika's network;
- Outline the service provided by ISPAfrika

Unacceptable Use

ISPAfrika's services may only be used for lawful purposes and activities. ISPAfrika prohibits any use of its Services including the transmission, storage and distribution of any material or content using ISPAfrika's network that violates any law or regulation of the Republic. This includes, but is not limited to:

- Any violation of local and international laws prohibiting child pornography, obscenity, discrimination (including racial, gender or religious slurs) and hate speech, or speech designed to incite violence or hatred, or threats to cause bodily harm.
- Any activity designed to defame, abuse, stalk, harass or physically threaten any individual in the Republic or beyond its borders; including any attempt to link to, post, transmit or otherwise distribute any inappropriate or defamatory material.
- Any violation of Intellectual Property laws including materials protected by local and international copyright, trademarks and trade secrets.

- Any violation of another's right to privacy, including any effort to collect personal data of third parties without their consent.
- impersonation of another client without their consent;
- Any activity that results in the sale, transmission or distribution of pirated or illegal software.

Protection of Minors

ISPAfrika prohibits Customers from using ISPAfrika's services to harm or attempt to harm a minor, including, but not limited to, by hosting, possessing, disseminating, distributing or transmitting material that is unlawful, and including child pornography and cyber bullying.

ISPAfrika prohibits Customers from using ISPAfrika's service to host sexually explicit or pornographic material of any nature.

User Responsibilities

Customers are responsible for any misuse of ISPAfrika's services that occurs through the Customers account. It is the Customers responsibility to ensure that unauthorized persons do not gain access to or misuse ISPAfrika's service.

Network Use and Performance

ISPAfrika currently prioritizes Web, Email, Gaming, VoIP and Streaming Traffic for our customers. All other classification of traffic will be not be prioritized. ISPAfrika reserves the right at its sole discretion to determine whether any customer's use of the service interferes with other customer's use and enjoyment of the services. Users may not use the services in a way to result in excessive data transfer so as such to negatively impact other customers; this includes excessive P2P and Torrent Traffic. Customers that wish to use these protocols are requested to do so between 01:00 am and 05:00 am.

ISPAfrika provides a best effort service and due to International Capacity cannot always guarantee a customer's maximum purchased capacity.

Customers requiring us to prioritise any other traffic need to send a request to noc@ispafrika.co.za for review.

Equipment

All equipment provided during the FREE installation belongs to ISPAfrika while the customer is an active subscriber of the ISPAfrika service. On termination of the service, ISPAfrika reserves the right to reclaim and remove all equipment provided for during the service period.

Support

ISPAfrika provides a Next Business Day response to Customers utilizing any of the ISPAfrika Services. The ISPAfrika Helpdesk is manned from 08:00am to 17:00PM Monday to Friday. Customers are requested to email help@ispafrika.co.za or contact the Helpdesk on 0877402425 for any assistance.

Any issues that cannot be resolved remotely and require an onsite engineer will be assigned for the next business day. ISPAfrika turnaround times for Hardware repairs and re-alignment carry an expected completed rate of 48 Business Hours.

ISPAfrika

Simply a better internet experience

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