

Acceptable Use Policy

PSL operate the following Acceptable Use Policy. If you have any comments or concerns about this policy or have a problem with any of the products or services we manage please e-mail abuse@poundbury.com

We will respond within 3 working days to any query.

The company will not tolerate the use of our systems for any of the following (although this list is by no means exhaustive):

- Anything that contravenes UK law.
- Anything that is defamatory, offensive, abusive, or of an obscene or menacing character.
- Using images etc without the correct copyrights, trademarks and patents procedures in place.
- Deliberately intending to annoy/disrupt another user.
- Anything that violates or infringes any rights of any third party or infringes their customers' rights
- Sending malicious or virus contaminated e-mails or attachments
- Anything that causes anxiety to a third party
- Sending fake virus warnings
- Sending e-mails that may cause fear, concern or confusion.
- Sending or downloading illegal material including pornography and trade secrets.
- **Make money quick schemes:**
Email messages that "guarantee immediate, incredible profits!" including such schemes as chain letters.
- **Pyramid selling:**
Pyramid selling concentrates on the quick profits you can make by recruiting other people to give you money. Similar to a chain letter with cash carried out via email.
- **Chain letters:**
A letter sent via e-mail that explicitly directs the recipient to distribute copies of itself. Some modification of the letter may be requested before making copies, often the updating of a list of senders.
- **Multi level marketing schemes:**
Email messages that "guarantee incredible profits!" right after you send them an "initial investment" and recruit others.
- **Unsolicited bulk mail /SPAM:**
Email messages which are sent to a large number of addresses at once despite recipients not specifically asking to receive it. Spam is generally e-mail advertising for some product sent to a [mailing list](#) or [newsgroup](#)
- **Un-requested binary messages and postings:**
Binary messages and postings are large email files including programs which are sent without recipients consent. Such files not only take a long time to download but also take up a large amount of space. Since the majority of e-mail users are not able to select messages based on size, binary messages sent via e-mail result in a significant waste of resources for the users concerned.

- **Forged headers and / or addresses:**
Email which is sent implying that the sender can be contacted at an address which is not controlled directly by the sender.
- **Mail bombing:**
The sending of enough email to a mail box to overload it or perhaps even overload the system that the mail box is hosted on. A mailbox might be targeted to receive hundreds or thousands of messages; this makes it difficult or impossible for the victim to use their own mailbox, possibly subjects them to additional charges for storage space, and might cause them to miss messages entirely due to overflow.
- **Denial of service attacks:**
A "denial-of-service" attack is characterized by an explicit attempt by attackers to prevent legitimate users of a service from using that service. Examples include
 - attempts to "flood" a network, thereby preventing legitimate network traffic
 - attempts to disrupt connections between two machines, thereby preventing access to a service
 - attempts to prevent a particular individual from accessing a service
 - attempts to disrupt service to a specific system or person
- **Un-authorized use of an SMTP Relay:**
SMTP relay is a service provided by most modern servers. When you send email to someone that is not on the same network as you are, somebody will need to deliver that email. This includes retrying in case the connection on the other party is slow and in some cases sending bounce back messages, informing you that this recipient cannot be reached. Such an act should not be carried out without prior consent. You must ensure any server you connect to our network is not an open relay.
- Users may not mount an attack, by whatever means, against our system, or any other systems.
- Login names and passwords must be kept secret and not be communicated to any third party. We must be notified immediately if they are compromised.
- If you change your password, please keep a note of it as we cannot always gain access to changed passwords.
- We reserve the right to suspend or cancel accounts or access to our (or our suppliers) network during investigation or suspected or potential abuse of this policy.
- We do not tolerate abusive behaviour from anyone and reserves the right to terminate, without notice or refund, the services of any customer who uses abusive, violent, verbally abusive or threatening behaviour towards us, our staff, customers or other users.
- If you break the law we will co-operate with the relevant authorities.
- You are prohibited from running port scanning or other software which is intended to probe, scan, test the vulnerability of remote systems or networks except in circumstances where the remote network administrator has given express permission for this to be done. Users may not run any program that compromises the privacy of network traffic.
- Some broadband customers are on products that have a download quota. You will be billed for any excess usage.
- We are unable to force any removal of material from other servers outside of our control.
- You are responsible for the content of your web space , including obtaining the legal permission for any works they include and ensuring that the contents of these pages do not violate UK law.

- We reserve the right, without notice or explanation, to remove material which does not comply with company policy, such as material of an adult nature or pirated software.
- Subscribers will be held solely responsible for any defamatory, confidential, secret or other proprietary material made available via your web sites. We reserve the right to suspend any sites containing such material.
- Technical support will only be provided for the products and services that you have bought from us. We are not able to help with design queries or questions about how to use software.
- The customer has sole responsibility for ensuring that any data is suitably backed-up. We will accept no responsibility whatsoever for loss of data or information resulting from the use of this service.
- You must not make available or upload Data via your use of our services that contain a virus, worm, trojan or other malicious Data or download any disabling or harmful devices.