

The One Broadband Acceptable Use Policy

1. Introduction

Welcome to The One Broadband! We are committed to providing you with the best full fibre broadband experience possible. To keep our network running smoothly and ensure everyone enjoys a fast, reliable, and secure internet connection, we have an Acceptable Use Policy (AUP).

Our AUP sets out the rules for using our services. It's designed to protect you, our network, and the broader online community. By understanding and following these guidelines, you help us maintain a high-quality service for everyone. Let's keep the internet a safe, fair, and enjoyable space for all our users.

By using The One Broadband services, you agree to comply with this AUP. This policy is designed to ensure that our services are used in a lawful, ethical, and responsible manner, in compliance with UK Ofcom regulations.

This policy may change from time to time, so please check back from time to time so that you are aware of any changes. We will seek to ensure that significant changes will be notified to you.

2. General Use

- 2.1. **Domestic Use Only:** The One Broadband services are intended for domestic home use only. Our services are not designed for business or commercial use. This means you should not use our broadband for running a business, hosting commercial websites, or any other enterprise-level activities.
- 2.2. **Lawful Purposes:** You may only use our services for lawful purposes. You must not use our services for any illegal or unauthorized activities, including but not limited to:
 - Any activity that breaches any applicable local, national, or international law or regulation.
 - Any activity that infringes the rights of others, including intellectual property rights.
- 2.3. **Network Integrity and Security:** You must not use our services to harm or attempt to harm our network or other users. Prohibited activities include, but are not limited to:
 - Unauthorized access to or use of data, systems, or networks.
 - Monitoring data or traffic on any network or system without express authorization.
 - Interference with service to any user, host, or network, including mail bombing, flooding, deliberate attempts to overload a system, and broadcast attacks.
 - Forging any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

3. Prohibited Activities

- 3.1. **Harmful Content:** You must not use our services to create, transmit, store, or publish any material that is:
 - Abusive, defamatory, obscene, or otherwise objectionable.
 - Encouraging or facilitating illegal activity, violence, or hate speech.
- 3.2. **Spam and Unsolicited Communications:** You must not use our services to send unsolicited bulk messages (spam). This includes, but is not limited to:
 - Sending unsolicited emails, instant messages, or other communications.
 - Posting the same or similar messages to large numbers of newsgroups (cross-posting).
 - Collecting replies to messages sent from another internet service provider if those messages violate this AUP or the AUP of that provider.

3.3. Network Abuse: You must not use our services for purposes that negatively impact the network, including:

- Reselling or providing access to our services to third parties without our express permission.
- Running servers that provide open proxies, open mail relays, or similar services that may be abused by others.

3.4. Privacy Infringements: Harvesting or collecting personal data without consent, sending unsolicited communications (spam), or any activity that violates privacy rights.

3.5. Intellectual Property (IP) Infringements: Downloading, sharing, or distributing copyrighted material without proper authorization.

3.6. Illegal Activities: Engaging in any criminal activity, including hacking, fraud, or any form of cybercrime. This also includes promoting or encouraging terrorism, hate crimes, or any illegal acts.

3.7. Network Security Violations: Unauthorized access to or tampering with our network or systems, distributing viruses, malware, or engaging in any activity that could harm or disrupt the network.

3.8. Hate Speech and Abuse: Using our services to spread hate speech, harassment, or any form of abusive or threatening language towards others.

3.9. Promoting Crime: Using our network to advance any criminal activities, such as drug trafficking, human trafficking, or any illegal trade.

3.10. Revenge Activities: Engaging in activities intended to harm others, such as revenge porn or doxxing.

4. Fair Usage

4.1. Bandwidth Usage: While we offer unlimited data plans, we expect customers to use the service in a manner consistent with residential use. Excessive bandwidth usage that affects other customers' service may result in a warning, restriction, or termination of your service.

5. Reporting Violations

5.1. How to Report: If you become aware of any violation of this AUP, you must immediately notify us at support@theonebroadband.co.uk.

6. Monitoring and Enforcement

6.1. Consequences of Violation: If we detect any prohibited activities, or we have a reason to suspect this activity, we may take various actions, including:

- A formal warning.
- Blocking of access, or limiting access to content
- Suspension or termination of your service.
- Legal action to recover any losses or damages caused by your actions.
- Conduct an investigation

6.2. Cooperation with Authorities: We will cooperate with law enforcement authorities and comply with lawful court orders and subpoenas related to the use of our services.

7. Amendments

7.1. Policy Changes: We may amend this AUP at any time by posting the revised policy on our website. Your continued use of the services after any changes are posted constitutes your acceptance of the revised AUP.

8. Contact Us

- 8.1.** If you have any questions or need further information about this Acceptable Use Policy, please contact us by email: support@theonebroadband.co.uk

9. Effective Date

- V2.0 Issued on 24 February 2025
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By using our services, you acknowledge that you have read, understood, and agree to be bound by this Acceptable Use Policy. Thank you for choosing The One Broadband as your full fibre broadband provider.