

Sky-Internet Acceptable Use Policy

What is this Document?

This is Sky-Internet's Acceptable Use Policy (AUP), which is part of your Terms of Service. By ordering a service from Sky-Internet or by using a service provided by us, you accept this policy and agree to follow the rules explained in it. This document is just as binding as the Terms of Service.

We may revise this policy at will. Changes are in force as soon as the revised document is published. "Published" means uploaded to our website. Any changes will apply instantly only to the portion of the Terms of Service contained in this document. 30 Days notice must still be given by Sky-Internet for any changes to other parts of the Terms of Service not included in this document.

You are responsible for keeping up with the provisions of the AUP. However, there is nothing peculiar or tricky in this document, nor will there be in future. Courteous, law-abiding behavior almost always falls within the limits of the AUP.

Definitions

Customer, I, you, your:	means a person, a company, or legal entity who subscribes to a service provided By Sky-Internet
User:	Also refers to a person, company or legal entity who subscribes to a service provided by Sky-Internet, but also includes someone who also uses the same service
Service:	Any service provided by Sky-Internet
Equipment:	Means any hardware or device provided by Sky-Internet for use by a customer.
AUP:	Acceptable Use Policy
Sky-Internet or we or us:	Sky-Internet, Chiclana de la Frontera, Spain.

What is an Acceptable Use Policy (AUP)

Every reputable Internet or telecommunications provider has an Acceptable Use Policy, or AUP. Its purpose is to describe what kinds of behavior are acceptable while you are using the ISP's services--or rather, to describe what kinds of behavior are not acceptable, why this is so, and what will happen if you engage in them in violation of the AUP.

Some of the rules are based on the law, and some on the Internet conventions that have developed in the last two or three decades. These conventions are not arbitrary. Internet users created them by discovering, by trial and error, what works and what doesn't.

The Internet only works if the people using it cooperate to use the Internet sensibly.

What happens if you violate the AUP?

If you do something illegal or otherwise in violation of the guidelines given here, we will take action.

If you do something blatantly illegal or directly harmful to life or property, we may immediately suspend or close your account and shut down your access to the Internet. Especially: If you use your Sky-Internet service to send unsolicited bulk messages, we will close your account.

We are required by law to report some kinds of behavior to law enforcement, including (but not limited to) child abuse and child pornography of any kind, terrorism, and certain kinds of threats.

If you do something less directly harmful, Sky-Internet will send you a warning or make contact with you.

If you continue to violate the AUP, Sky-Internet will close your account. You have the right to disagree with us, but the decision is Sky-Internet's alone.

If someone else uses your account to do something which violates the AUP, you are still responsible and may have your account suspended or closed. If this is done without your knowledge, you are still responsible. If you can convince us that you will control access to your account more closely in future, we may reinstate your account without prejudice.

In any event, whether your account is suspended or closed, Sky-Internet does not owe you credit. If you lose access because of your own or your users' behavior, you will not get a refund. Outstanding charges still apply. There may be a disconnection and or reconnection fee that may be charged.

Basics

Sky-Internet offers access to the Internet and other telecommunication services. However, the Internet is not owned, operated, managed by, or in any way affiliated with Sky-Internet. The Internet is a separate network of computers independent of Sky-Internet. Your use of the Internet and telephone network is solely at your own risk and is subject to all applicable local laws and regulations. Your access to the Internet is dependent on numerous factors, technologies, and systems, most of which are beyond Sky-Internet authority and control.

Servers (only for private contracts)

You are not to run a dedicated server, serving resources accessible to the internet outside the Sky-Internet network using your Sky-Internet service. This includes Http, ftp, or any other major protocol based resource / service. Note that we do not mind small amounts of usage with regard to remote control applications such as RDP or VNC as well as limited personal use such as file transfers between home and work. Business contracts however can get a special contract that will allow the to put a dedicated server with unlimited amounts of data-traffic.

Local Laws

All local laws must be followed when using a service provided by Sky-Internet

Unacceptable Conduct

You need to avoid certain activities in connection with your Sky-Internet service besides outright crime.

- harassing anyone
- violating anyone's privacy
- attempting to use Sky-Internet as a starting point for an activity that will intentionally hurt or annoy someone
- participating in chain letters
- harassing, threatening, or abusing Sky-Internet staff
- excessive posting or otherwise abusing Usenet
- sending bulk unsolicited emails (spam)
- using Sky-Internet for any spam-related purpose
- making available any software, script, product, or service that will violate this AUP (this includes, but is not limited to, programs for the distribution of spam)
- forging or falsifying any information, including (but not limited to) TCP/IP packet headers or any part of the header information in an email message or Usenet posting
- email "bombing" or flooding
- any attempt to overload Sky-Internet's, or any other, system
- network-unfriendly activity or "hacking" that interferes with normal network operations
- attempts to gain unauthorized access to ("hack into") Sky-Internet's servers, or to access Sky-Internet data, accounts, systems or networks, or to find security holes in a Sky-Internet system, whether these attempts are electronic or otherwise
- any activity which could damage, disable, overload or impair Sky-Internet's services
- sending scripts or data to chat programs to cause rapid scrolling and prevent people from reading the dialog members using bots on IRC
- Intentionally leaving open SMTP ports so as to allow the sending of unsolicited email by a third party. That is, if you are running a mail server on a Sky-Internet account, you may not leave it open for email relay.
- Please note that Sky-Internet reserves the right to send announcements and other email to its customers. That is not spam. You agree to receive such email when you order a Sky-Internet service.

Unacceptable Data

"Data" means text, pictures, software, recordings, or any other form of information. In the event of complaints against your data, Sky-Internet alone will determine whether the file or information in question is unacceptable.

Sky-Internet supports the uncensored flow of information and ideas over the Internet. We do not monitor what you are receiving or transmitting in the form of email, web pages, or other data. We do not exercise editorial control over the content of any website, email message, Usenet posting, or other data created through or accessible via our service. However, we may remove any materials that we believe to be illegal or in some other way violate Sky-Internet's policies, or may subject us to liability.

If you run your own web server, email server, or any other kind of server, you are totally responsible for those servers and their content. Make sure you are aware of any laws regarding the material you are providing, including copyright laws. You should contact Sky-Internet to talk about running your own server as it may violate the server-specific clause above.

Do not upload, email, post or otherwise distribute data which is:

- unlawful or illegal under the laws of Spain
- threatening
- abusive
- harassing
- libelous
- defamatory
- obscene
- deceptive
- fraudulent
- invasive of another's privacy
- inaccurate
- intended to victimize, harass, degrade, or intimidate a person or group on the basis of religion, gender, sexual orientation, race, ethnicity, age, disability, or any other reason
- Intended for use in distributing unsolicited bulk mail, "hacking," or other proscribed activities.

More Unacceptable Activities

If you shouldn't do it in "real life," you shouldn't do it on the Internet. Do not do any of these things using the Sky-Internet service:

- fraud
- false advertising
- unsolicited advertising
- copyright violations
- use of trademark or service mark to which you have no rights
- trade secret violations
- any intentional disruption of communication.
- You may not use Sky-Internet to work around some other ISP's rules or to abuse another service.
- You may not use any part of the Sky-Internet service to support an activity done elsewhere which violates this AUP. For instance, you can't link to a web site hosted at Sky-Internet in unsolicited bulk email even if you send it from another service.

Valid Return Email Address

All emails sent by you must have a valid return email address.

Moving of Sky-Internet's Equipment

No equipment supplied by Sky-Internet may be removed from its installed position unless you have permission from Sky-Internet. It remains property of Sky-Internet.