



ACCEPTABLE USE POLICY

1. Definitions

Users or you refers to anyone who uses our service as a customer.

2. Our service

Our service refers to Fibre Support Ltd, full fibre broadband (internet).

3. Who may use our service

You may use our service and any other person you allow to use our service.

4. Illegal activities

You must not use our service in any way or for any activities that are unlawful or illegal. You must also not use our service in any way detrimental or harmful to our other users or to us.

You must not allow anyone using your connection to our service for activities that are unlawful, illegal, or in any way detrimental or harmful to our other users or to us.

5. In breach

If you are in breach of this (which we will determine in our discretion), this will mean a material breach by you and of the agreement between us. If this is the case, steps we take may include:

- a) An information phone conversation
- b) A warning letter issued to you via post and email
- c) Suspension of your access to our service immediately, temporarily or permanently
- d) Termination of your account
- e) Disclose information to law enforcement authorities if we feel it is necessary.

6. Your responsibilities

You may not sell or reseller our service. Our service is for personal use only.

7. Security

We are not responsible for taking security measures on your devices connected to our networks. We recommend that you keep your Wi-Fi password/s confidential and secure. We suggest changing your Wi-Fi password regularly.

8. Reporting breaches by others

Please contact support@fibrenova.co.uk immediately. If you have any questions regarding your service, you can also contact support@fibrenova.co.uk



9. Email

You may not use this service for spam or other unsolicited emails.

10. Fair usage

We do not put a cap on the amount of data you can use. However, if we believe your data usage is negatively impacting our network and other customer's use of the network, we will be in touch to discuss your usage.

Fibre Support Ltd reserves the right to monitor activity if we suspect any unauthorised use of the network.

We do not restrict or otherwise shape traffic types unless specifically requested by you, the customer.

11. Changes to the Acceptable Use Policy

Fibre Support Ltd may revise this policy at any time by publishing the updated version of the policy on our website. You can check this regularly and take note of any changes.