

## **Introduction**

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Unlike in the area of regulated common carrier services, certain activities of Customers and Users of, Internet services, including Hosting and Emails (collectively referred to herein as "IP Services") may expose providers of those Services, such as 2CONNECT W.L.L, to claims of civil or criminal liability or other legal sanctions. These activities may also disrupt or degrade 2CONNECT W.L.L's IP related Services. Moreover, because of various conventions used in the industry (including blocking, filtering and blacklisting) these activities may impair 2CONNECT W.L.L's ability to interconnect with other IP related Service providers. These activities may relate to the content stored by Customers or Users, to content of the messages transmitted by Customers or Users or to the nature of the transmissions themselves such as sending large numbers of unsolicited messages (Spam).

While 2CONNECT W.L.L does not normally monitor the stored content or transmissions of its Customers, we must be able to respond to complaints by governmental authorities, affected parties and other Internet Service Providers. 2CONNECT W.L.L has adopted this "Acceptable Use Policy" in an attempt to balance interference or risk of harm arising from its Customers' use of 2CONNECT W.L.L's IP related Services with the interests of those who may be affected by such use.

## **Revisions to this Policy**

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2CONNECT W.L.L may revise this Policy at any time without additional notice effective when a new version of this document is posted on the 2CONNECT W.L.L web site at [www.2connectbahrain.com](http://www.2connectbahrain.com).

Accordingly, customers and users should consult this document regularly to ensure that their activities conform to the most current 2CONNECT W.L.L Policy. In the event of a conflict between any service agreement or other terms and this Policy, the terms of this Policy will govern.

Notice of any change to this policy will also be provided via electronic or regular mail.

Though updates may be made online and the Customer should endeavour to conform to the new policy, the copy of the Acceptable Use Policy attached to the Customer's original contract shall be the only copy that they must comply to.

## **Governing Law**

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This Policy shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain and the Telecommunication Regulatory Authority (TRA).

## **Complaints**

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Complaints regarding prohibited use or other abuse of the 2CONNECT W.L.L Network, including violations of this Policy, should be sent via e-mail to [abuse@2connectbahrain.com](mailto:abuse@2connectbahrain.com) Please include all applicable information that will assist 2CONNECT W.L.L in investigating the complaint, including all applicable headerlines of forwarded messages.

For contact information concerning possible infringement, review 2CONNECT W.L.L's web site at [www.2connectbahrain.com](http://www.2connectbahrain.com)

## **Resale and Sublease**

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The resale or sublease of 2CONNECT W.L.L services is not permitted, unless expressly permitted in a written agreement signed by 2CONNECT W.L.L.

## **Email**

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Users are prohibited from engaging in improper use or distribution of electronic mail ("email") over the 2CONNECT W.L.L Network and the Internet. Sending unsolicited e-mail messages to individuals who have not indicated a willingness to receive such messages is prohibited.

## **Usenet Newsgroups**

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Use of Usenet Newsgroups and messages posted to Newsgroups must comply with the charters or FAQs for those Newsgroups and all applicable laws. Customers and users are responsible for determining the policies of a given Newsgroup before posting to it and are prohibited from disruptive or abusive practices that otherwise violate this Policy. 2CONNECT W.L.L reserves the right to take any necessary action to ensure Usenet groups available through the 2CONNECT W.L.L Network comply with this Policy.

Customers and users shall not post via the newsgroup any solicitation for mailback to an email address (including addresses of non-2CONNECT W.L.L users) with the intention of bypassing this Acceptable Use Policy.

## **System Security**

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Customers remain solely and fully responsible for their Content. Customers are responsible for maintaining the basic security of their systems, including implementation of necessary patches and operating systems updates, to prevent use by others in a manner that violates this policy.

Networks or Systems connecting to the 2CONNECT W.L.L Network must be properly configured to prevent unauthorized use. Examples of improper configuration include but are not limited to:

- Servers that can be exploited to conduct denial of service attacks.
- Mail servers that permit the distribution of Spam.
- FTP servers that may be used by others to illegally distribute copyrighted material.
- Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g. "hacking").
- Forging of any part of the header information in an e-mail or newsgroup posting to make it look as though it has come from a different source.
- Obtaining or attempting to obtain service by any means or device with intent to avoid payment.

2CONNECT W.L.L reserves the right to take any necessary action against customers' site that is involved in such activities without prior warning.

Examples of failure to provide basic security include but are not limited to improperly securing a mail server so that it may be used by others to distribute Spam and improperly securing an FTP server so that it may be used by others to illegally distribute copyrighted material. Customers are responsible for taking corrective actions on vulnerable or exploited systems to prevent abuse.

## **Miscellaneous**

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2CONNECT W.L.L Services may not be used in a manner that:

- Violates another ISP's acceptable use policy and/or terms of service.
- Disrupts 2CONNECT W.L.L services.
- Interferes with other's use of 2CONNECT W.L.L service.