



Acceptable Use Policy

Dial-up Accounts and Web Space

(to be read in conjunction with Nildram's Terms and Conditions)

We have adopted a philosophy that assumes the honesty and good intent of our subscribers, therefore our services are provided in as unrestricted a manner as possible to allow our users to have the richest Internet experience possible.

This Acceptable Use Policy (AUP) must be read in conjunction with our Terms and Conditions and may be subject to change from time to time. It is the subscribers' responsibility to ensure that they comply with the latest edition of the AUP at any given time. The latest version of this document can be found at www.nildram.net

If you have any questions about any of our policies please contact info@nildram.net

This AUP may be revised without notice at any time at the sole discretion of Nildram Limited. Completion of the relevant application form, or connection to the service for the first time is deemed to be an agreement to our Terms and Conditions and AUP.

In the event of a breach of this policy, Nildram reserve the right to terminate your service with immediate effect, without recompense and delete any files held on our servers.

Dial-up Accounts

1. Login names and passwords must be kept secret and not be communicated to any third party. Nildram must be notified immediately if they are compromised. If someone were to gain access to your account password they could tamper with your files and your e-mail. If you change your password, please keep a record of it.
2. Users may not download or store illegal copies of commercial software. If un-licensed software is discovered on our servers, files will be deleted and service terminated without recompense.
3. Any attempt to breach the security of any machine is forbidden. Attempting to do so will result immediate account termination and possible further legal action. Users may not run any program that monitors network packet data or compromises the privacy of network traffic.
4. A Standard Dial account is for a single user only. Where it is necessary to utilise multiple connections a MultiDial account should be employed.

e-mail and Usenet (news)

1. Users may not "spam" or flood the usenet with a single post to a large number of newsgroups which are not related to the topic of your article.
2. Users may not abuse, or make physical threats against, another person via e-mail, news or any other electronic media/service we provide.
3. Users may not forge e-mail (to include cancel messages, whether manual or automated).
4. Users may not "spam" people via e-mail. This is defined as unsolicited (unwanted, un-requested) e-mail.
5. When using newsgroups, subscribers must comply with the globally accepted Usenet Acceptable Use Policy. A good place to refer to is www.usenet.org.uk
6. Nildram Limited reserve the right to cancel any message posted to a news group if it is deemed to be of an unsuitable nature.

Web space

1. You will be responsible for the content of your Website, including obtaining legal permission for any works they include and ensuring that the contents of these pages do not violate UK law. Should any web pages not conform to this then they will be removed.
2. Nildram 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.

3. Nildram reserve the right to suspend any or all of the Website service at any time, without prior notice, explanation, or recompense.
4. Subscribers will be held solely responsible for any defamatory, confidential, secret or other proprietary material made available via your Website. Nildram reserve the right to suspend any sites containing such material.
5. The Customer should maintain an index page called "index.htm" or "index.html" in the root directory of the Homepages space.
6. Login names and passwords must be kept secret and not communicated to any third party, except for agencies, such as web page designers, working on your behalf. Nildram must be notified immediately if they are compromised. If someone were to gain access to your account password, they could tamper with files held on your site.
7. Technical Support will only be provided for uploading, downloading and viewing pages. No support will be provided for HTML authoring or page design, although we may have support pages providing help with these topics.
8. The customer has sole responsibility for ensuring that any data is suitably backed up. Nildram Limited is not obliged to keep backups of your pages.
9. Nildram Limited will accept no responsibility whatsoever for loss of data or information from the use of this service.
10. If the account is suspended for any reason, such as non-payment, access to the customers' Website, both for viewing and uploading, may also be suspended.
11. On closing an account, the relevant data on this web space will be deleted.
12. By uploading to the Website Host, the customer will be deemed to have accepted and agreed to the Terms and Conditions of use of the Web space service.

Non-specific

1. Users may not mount an attack, by whatever means, against our system, or any other systems. Users may not run unauthorised mailing lists from, or through any of our machines, or mail servers.

Technical Support

- Technical Support exists for the benefit of Nildram Customers, providing support for questions relating directly to our services. Technical support is here to provide the best service possible to our customers, but can, at times, be stretched by having to answer unnecessary calls. When contacting Technical Support, please have all relevant details to hand.
- If the problem doesn't directly involve the Internet connection, for example – how do I send an e-mail, how do I change the first page that is displayed when my web browser starts etc, this is a function of the particular software application (e.g. the mail program, web browser etc). Please explore the various settings, options or use the in-built help menu, (in the program you require help for) for instructions on such procedures before contacting Nildram support.
- Before contacting us for support, you are obliged to check other documentation for answers to your question. This includes:
 - Documentation that was supplied with the account
 - Our support web pages www.nildram.net

Please read the Technical Support Help Page at www.nildram.net for further information.