



## **ACCEPTABLE USE POLICY**

This Acceptable Use Policy (AUP) document, including the following list of Prohibited Activities, is an integral part of a customer's Telecommunications Agreement with DoveTel Communications, LLC, dba SyncGlobal Telecom.

SyncGlobal Telecom's Acceptable Use Policy (the "Policy") for SyncGlobal Telecom Services is designed to help protect SyncGlobal Telecom, SyncGlobal Telecom's customers, and the Internet community in general from irresponsible or, in some cases, illegal activities. The Policy is a non-exclusive list of the actions prohibited by SyncGlobal Telecom. SyncGlobal Telecom reserves the right to modify the Policy at any time, effective upon posting on this site.

### **Prohibited Uses of SyncGlobal Telecom Systems and Services:**

1. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
2. Sending Unsolicited Bulk Email ("UBE", "spam"). The sending of any form of Unsolicited Bulk Email through SyncGlobal Telecom's servers is prohibited. Likewise, the sending of UBE from another service provider advertising a web site, email address or utilizing any resource hosted on SyncGlobal Telecom's servers is prohibited. SyncGlobal Telecom accounts or services may not be used to solicit customers from, or collect replies to, messages sent from another Internet Service Provider where those messages violate this Policy or that of the other provider.
3. Running Unconfirmed Mailing Lists. Subscribing email addresses to any mailing list without the express and verifiable permission of the email address owner is prohibited. All mailing lists run by SyncGlobal Telecom customers must be Closed-loop ("Confirmed Opt-in"). The subscription confirmation message received from each address owner must be kept on file for the duration of the existence of the mailing list. Purchasing lists of email addresses from 3rd parties for mailing to or from any SyncGlobal Telecom-hosted domain or referencing any SyncGlobal Telecom account is prohibited.



4. Advertising, transmitting, or otherwise making available any software, program, product, or service that is designed to violate this AUP or the AUP of any other Internet Service Provider, which includes, but is not limited to, the facilitation of the means to send Unsolicited Bulk Email, initiation of pinging, flooding, mail-bombing, denial of service attacks.
5. Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., "cracking").
6. Obtaining or attempting to obtain service by any means or device with intent to avoid payment.
7. Unauthorized access, alteration, destruction, or any attempt thereof, of any information of any SyncGlobal Telecom customers or end-users by any means or device.
8. Knowingly engage in any activities designed to harass, or that will cause a denial-of-service (e.g., synchronized number sequence attacks) to any other user whether on the SyncGlobal Telecom network or on another provider's network.
9. Using SyncGlobal Telecom's Services to interfere with the use of the SyncGlobal Telecom network by other customers or authorized users.

### **Customer Responsibility for Customer's Users**

Each SyncGlobal Telecom customer is responsible for the activities of its users and, by accepting service from SyncGlobal Telecom, is agreeing to ensure that its customers/representatives or end-users abide by this Policy. Complaints about customers/representatives or end-users of a SyncGlobal Telecom customer will be forwarded to the SyncGlobal Telecom customer for action. If violations of the SyncGlobal Telecom Acceptable Use Policy occur, SyncGlobal Telecom will terminate services with or take action to stop the offending customer from violating SyncGlobal Telecom's AUP as SyncGlobal Telecom deems appropriate, and may do so without notice.

Customers are responsible for ensuring and maintaining security of their systems and the machines that connect to and use IP Service(s), including implementation of necessary patches and operating system updates.