

The Acceptable Use Policy (AUP) aims at ensuring a responsible use of the Service, the web site and network operated by 3StarsNet. 3StarsNet reserves the right to change AUP upon notice by e-mail.

1. BASIC PRINCIPLE

- 1.1 Customer shall use the Service, the web site and the network for lawful purposes only. The use of the 3StarsNet Services, website and network in violation of any Belgian or international law or regulation is prohibited. This includes, but is not limited to, transmission of copyright material without consent of the copyright owner, material considered to be violation the principles of public order or good morals, and material protected by trade secret.
- 1.2 3StarsNet reserves the right to remove any material or data and to block the use of the network for one or more users when their use or purpose does not meet the AUP.
- 1.3 Customer shall indemnify and hold 3StarsNet harmless from any claim brought by third parties resulting of the illegal or harmful use of the Service, the web site or the network by Customer. Customer shall give 3StarsNet notice of any claim he is involved with or aware of.
- 1.4 3StarsNet will not communicate its customers e-mail addresses or other personal identification to any third party without prior written approval, with the exception of enquiries by Law Enforcement Authorities for which 3StarsNet is invited to fully co-operate and the events provided for in the general terms and conditions.

2. THE NETWORK

- 2.1 Customer acknowledges that 3StarsNet is unable to exercise control over and is not liable for the content of the information passing over the 3StarsNet network.
- 2.2 To the extent that Customer uses the 3StarsNet network to link into other worldwide networks, Customer shall abide to the acceptable use policies of these networks.
- 2.3 In addition Customer undertakes to conform to the Internet protocols and standards.
- 2.4 Customer may not circumvent user authentication or security of any host, network, or account ("hacking"), nor interfere with the Service to any user, host, or network ("denial of service attacks").
- 2.5 Any application that overloads the network by whatever means will be considered as making profligate use of the network and is as such not allowed. Use of IP multicast other than by means provided and coordinated by 3StarsNet is likewise prohibited.
- 2.6 3StarsNet will fully co-operate with investigations of suspected criminal violations, violation of systems or network security under the leadership of law enforcement authorities.

3. ELECTRONIC COMMUNICATION

3.1 Customer shall refrain from:

- sending e-mail to any person who does not wish to receive it;
- sending unsolicited bulk mail messages ("junk mail" or "spam") of any kind (e.g. commercial advertising, political tracts, announcements);
- posting messages to large numbers of newsgroups ("cross-posting" or also known as "usenet spam");
- forwarding or propagating chain letters, nor malicious e-mail;
- soliciting mail for any other address other than that of the customer, except with full consent of the owner of the referred address.

3.2 These rules apply to:

- any Internet based distribution medium and any application using the Internet as well (e.g. usenet news, fax-like documents over the Internet);
- even if Customer uses another site's server to relay his communications.

4. COMPLAINTS HANDLING

- 4.1 Complaints about illegal or inappropriate use, whatever be the nature thereof, in connection with 3StarsNet's network may be submitted in writing to 3StarsNet registered office, or by e-mail to info@3starsnet.com.
- 4.2 The online reporting service to which Customer as an Internet user can report crimes committed on or through the Internet is eCops on www.ecops.be. eCops is an initiative of the Federal Computer Crime Unit of the Federal Judicial Police (FCCU), the Federal Public Service Economy, SMEs, Self-employed and Energy. It will make sure that a report is being investigated by the appropriate service.