

## Internet Services Acceptable Use Policy

This Acceptable Use Policy (AUP) sets forth the principles and ethics that govern the use of Internet Services by subscribers and users. It is designed to help protect our users, and the Internet community, from irresponsible, abusive or illegal activities.

### 1. Scope

This AUP is applicable to all Tashi InfoComm Private Limited (TIPL) Internet subscribers and users.

### 2. AUP recommendations:

- (i) Do keep your use of the Internet to a minimum.
- (ii) Do check that any information you access on the Internet is accurate, complete and current.
- (iii) Do check the validity of the information found.
- (iv) Do respect the legal protections to data and software provided by copyright and licenses.
- (v) Do keep your network secure and clean.
- (vi) Educate your users for best benefit of Internet.
- (vii) Do protect your children from Internet.
- (viii) Do keep your login accounts and password secure.
- (ix) Do inform the Service Provider immediately of any unusual occurrence.
- (x) Do abide by Bhutan Information Communications and Media Act and associated regulations.

### 3. AUP Prohibits the following but not limited to:

- (i) Creation or transmission, or causing the transmission, of any offensive, obscene or indecent information.
- (ii) Creation or transmission of information with the intent to cause annoyance or anxiety.
- (iii) Creation or transmission of information with the intent to defraud.
- (iv) Creation or transmission of defamatory information.
- (v) Creation or transmission of information such that this infringes the copyright of another person.
- (vi) Deliberate unauthorized access to networked facilities or services.
- (vii) Deliberate activities having, with reasonable likelihood, any of the following characteristics:
  - (a) wasting service provider's staff effort or networked resources, including time on end systems and the effort of staff involved in the support of those systems;
  - (b) corrupting or destroying other users' data;
  - (c) violating the privacy of other users;

- (d) disrupting the work of other users;
- (e) denying service to other users (for example, by deliberate or reckless overloading of access links or of switching equipment);
- (f) continuing to use an item of networking software or hardware after service provider has requested that use because it is causing disruption to the correct functioning of service provider's internet systems and services;
- (viii) Creation or Transmission or causing the transmission of a pornographic, racist or extreme political nature, or which incites violence, hatred or any illegal activity.
- (ix) Adding, removing, or modifying identifying network header information in an effort to deceive or mislead.
- (x) Attempting to impersonate any person by using forged headers or other identifying information.
- (xi) Sending unsolicited commercial e-mail or unsolicited bulk-emails (spams) or junk-mails.
- (xii) Attempting to circumvent user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for the customer, logging into a server or account the customer is not expressly authorized to access, or probing the security of service provider servers and networks.
- (xiii) Using any program/script/command, or sending messages of any kind, designed to interfere with a user's session.
- (xiv) Using internet as a tool to exploit minors, children's or as an abusive tool.

#### 4. Reporting Violation of the AUP

- (i) Any subscriber or user, who believes that there is a violation of this AUP, direct the information to the service provider's address [isp@tashicell.com](mailto:isp@tashicell.com) with all relevant information and evidences.
- (ii) Service Provider shall take necessary action such as warnings, account cease or account termination to the violator.

#### 5. Revision of the AUP

- (i) TIPL reserves the right to revise, alter or modify this AUP.
- (ii) Any revision made to this AUP shall be made available publicly on the TIPL website.

#### 6. Monitoring

- (i) TIPL usually do not monitor internet services under normal circumstances, however service provider reserves the right to monitor internet activities if seen necessary to protect the Internet Community in general.

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