

Roggen Telephone Acceptable Use Policy

RTEBB broadband accesses the internet through multiple tier1 backbone internet providers and are required to adhere to their acceptable use policies. These acceptable use policies can be obtained from the following providers: Level3, CCT, ECIN, and NRTC

System abuse is strictly prohibited. Roggen Telephone may terminate service immediately and may bill for any resulting charges if the client engages in system abuse. See Roggen Telephones Terms and Conditions on the back of your signup sheet for more information on Service Termination.

Following is a list of actions that are defined to be system abuse. This list is Non-exclusive, any action about which there is any doubt should be referred to Roggen Telephone for evaluation.

Actions which constitute system abuse include, but are not limited to:

- Attempting to circumvent user authentication or security of any host, network, or account on Roggen Telephone systems or the Internet at large ("cracking")

- Attempting, in any way, to interfere with or deny service to any user or any host on the internet

- Forging email or USENET posting header information

- Sending any number of unsolicited mail messages (i.e. "junk email, Spam")

- Forwarding or posting "chain letters" (multiple forwarding) of any type; posting inappropriate messages to USENET newsgroups e.g., posting large numbers of unsolicited posts indiscriminately ("spamming"), or posting encoded binary files to USENET newsgroups not specifically named for that purpose

- Attempting to cancel, supersede, or otherwise interfere with email or USENET posts other than one's own

- Engaging in harassment, whether through language, frequency, or size of messages

- Using an account at another provider to promote a Roggen Telephone hosted web site in an abusive manner

- Using an account to collect replies to messages sent from another provider which violate these rules or those of that provider

IRC:

If you use Internet Relay Chat, please be aware that running bots of any kind imposes a ban on our entire domain - your abuse, eliminates *everyone* else at Roggen Telephone from being able to use the given IRC server. IRC servers are not run by Roggen Telephone; they are run by individuals who put a lot

of time and resources into making it all work. Please respect their wishes. Anyone caught running bots or other like software will have their account brought under review.

Newsgroups:

Posting the same message to over 20 newsgroups is considered Spam, and is cancelled by news administrators world-wide. We honor those cancels, as well as their decision to do such. Please keep your posts in the *relevant* newsgroups only. Minor offenses will result in a warning; major offenses and/or repeated minor offenses will result in account termination.

SMTP (Email):

Mass junk email sent from Roggen Telephone will result in a review of your actions, potentially leading to account termination. Exceptions are made only for business accounts with a list of people who requested to be put on their mailing list. If in doubt, email support@rtebb.net for clarification.

CUSTOMER SUPPORT

Roggen Telephone provides Customer Support regarding issues relating to connectivity and common Internet problems. Our employees strive to be as helpful as possible and will help you with your needs within the scope of Roggen Telephone's services. Abusing our employees or using profanity while speaking to a employee will not be tolerated and are terms for immediate service termination without refund.