

Ace Internet Services – Fair Use Policy

1. Introduction

We want all our customers to be able to use our services to connect, share, and express themselves. However, we also believe in keeping the internet a safe space for everyone. Our Fair Use Policy outlines the rules for using our services and the actions we may take if you don't follow them.

2. Definitions

- **Ace Internet** – Refers to Ace Internet Services Pty Ltd and any related companies.
- **You** – The account holder and anyone you've given permission to use the internet through your account.
- **Services** – Includes all the services we offer, like internet, fixed phone, and VoIP.
- **Customers** – All Ace Internet customers, including those with residential, small business, corporate, or enterprise accounts.

3. Policy

3.1 Respecting Others

Everyone should be able to use the internet in a safe and respectful environment. You must not use our services to:

- Threaten or promote violence.
- Abuse or harass anyone, including making offensive or misleading comments (this includes our staff).
- Encourage hate, including making racist, sexist, or discriminatory comments.
- Put anyone's health or safety at risk.

3.2 Respecting the Law

You must not use your services for anything illegal. This includes, but is not limited to:

- Providing false information when signing up.
- Hacking or gaining unauthorised access to others' data.
- Sending spam.
- Sharing illegal or harmful content, including pornography or viruses.
- Violating copyright laws.

3.3 Respecting Ace Internet and Our Partners

You must not use your service in a way that harms Ace Internet's network or reputation. This includes:

- Reselling our services or products without our permission.
- Misusing your service (e.g., trying to bypass usage limits).
- Interfering with or putting our network or other customers' services at risk.
- Violating any agreements we have with our suppliers, such as AAPT, Vocus, or NBN.

3.4 Respecting Your Data Limits (if applicable)

If you have a data-limited plan and exceed your data limit, your connection will be **shaped**, which means it will slow down to a fixed speed (either 256Kbps, 512Kbps, or 1024Kbps). This will prevent extra charges. Alternatively, you can opt to keep your connection at full speed and pay for additional data **Top Ups**.

4. What Happens If You Breach the Policy?

If we believe you've broken this policy, we may take action, including:

- Investigating the issue (this may or may not involve contacting you).
- Issuing a formal warning.
- Restricting your access, with or without notice.
- Suspending or ending your service, with or without notice.

If we think you've broken the law, we will report you to the police and may provide them with your personal information (as outlined in our Privacy Policy).