

ACCEPTABLE USE POLICY

1. By using the services of NetSA, you agree to comply to our current policies, which may be changed at any time without any notification
2. You undertake to use the Internet with respect, courtesy, and responsibility, giving due regard to the rights of other Internet users. We expect you to have a basic knowledge of how the Internet functions, the types of uses which are generally acceptable, and the types of uses which are to be avoided. Common sense is the best guide as to what is considered acceptable use.
3. The following are unacceptable uses, which may not be transmitted, stored, or distributed through NetSA hosted sites and are by no means exhaustive:
 - Illegality in any form
 - Unauthorized distribution of copyrighted software
 - Violation of export restrictions
 - Harassment
 - Hate speech
 - Fraud
 - Trafficking in pornographic material
 - Defamatory speech
 - Hackers programs
4. Examples of other unacceptable content or links are:
 - Warez Sites
 - Irc Bots
 - Mp3
5. NetSA's servers may be used only for lawful purposes.
6. NetSA reserves the right at all times to prohibit activities that damage its reputation and goodwill.
7. NetSA will be the sole arbiters as to what constitutes a violation of this provision.
8. You may not violate system or network security by, yet not limited to the following:
 - Unauthorized access, use, probe, or scan of a system's security or authentication measures, data or traffic.
 - Interference with service to any user, host or network including, without limitation, mail bombing, flooding, and broadcast attacks.
 - Forging of any TCP-IP packet header or any part of the header information in an e-mail or a newsgroup posting.

9. Violations of system or network security are prohibited, and may result in criminal and civil liability.
10. It is a violation for anyone who:
 - Employs posts or programs which consume excessive CPU time or storage space
 - Permits the use of mail services, mail forwarding capabilities, POP accounts, or auto responders other than for their own account
 - Resale of access to CGI scripts installed on our servers.
11. Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is expressly prohibited.
12. It is contrary to NetSA's policy for customers to use our servers to effect or participate in sending unsolicited mass e-mailings, if such unsolicited e-mailings provoke complaints from the recipients;
13. When NetSA becomes aware of an alleged violation of its Acceptable Use Policy, NetSA will initiate an investigation in collaboration with our service provider (within 24-48 hours). During the investigation NetSA may restrict Customer's access in order to prevent further possible unauthorized activity.
14. If the Customer is found in violation of our SPAM policy, NetSA may, at its sole discretion, restrict, suspend, or terminate Customer's account and/or pursue other civil remedies.
15. NetSA reserves the right, if any violation is a criminal offence, to notify the appropriate law enforcement department of such violation.
16. NetSA does not issue service credits for any outages incurred through service disablement resulting from Policy violations.
17. The Customer shall be held liable for any and all costs incurred by NetSA or their service provider as a result of the customer's violation of these terms and conditions. This is including, but is not limited to, attorney fees and costs resulting from Postmaster responses to complaints from and the cleanup of unsolicited commercial mailings and/or unauthorized bulk mailings and/or news server violations. First violations will result in a Cleanup Fee of R1500 and the customers account will be reviewed for possible immediate termination. A second violation will result in Cleanup Fee of R3500 and immediate termination of the customers account. The Customer who violates this policy agrees to also pay Investigation Fees of no more than R1500 per hour that our service provider's personnel must spend to investigate any violations.
18. Any party seeking to report any violations of NetSA policy may contact [NetSA Abuse](#)