

Acceptable Use Policy

Global 4 Communications Ltd (G4CL) has formulated this Acceptable Use Policy (“AUP”) to promote the responsible use of our network, systems, services and products (“G4CL Services and Products”) by our customers, resellers and other end users (collectively, “Users”).

By using G4CL Services and Products, Users are required to accept and be bound by the terms of this AUP at the point of service commencement.

G4CL reserves the right to modify this AUP at its discretion at any time. Users will be notified of any material modifications by email to their registered address. Continued use of G4CL Services and Products following such notification shall constitute acceptance of the modifications.

INTRODUCTION

G4CL’s AUP for products and services is designed to help protect G4CL, its Users and the internet community in general from fraud, abuse of resources and irresponsible or illegal activities.

Unless provided for specifically within a User agreement, G4CL makes no guarantee regarding, and assumes no liability for, the security and integrity of data or information that Users transmit via G4CL Services or over the internet, including data transmitted via any server designated as “secure.” G4CL does not monitor, exercise control over, or accept responsibility for the content of information passing through its network. All persons and organisations, including Users, who transmit or publish information made accessible through G4CL’s network are responsible for the content of that information and for complying with the laws applicable to its publication. G4CL will cooperate with legal authorities in the investigation of suspected criminal or civil violations.

DEFINITIONS

For the purposes of this AUP, the following terms shall have the meanings set out below:

G4CL means Global 4 Communications Ltd, a company registered in England and Wales.

AUP means this Acceptable Use Policy, as amended from time to time.

- **G4CL Services and Products** means the network, systems, services and products provided by G4CL to the User under any applicable service agreement.
- **User** means any customer, reseller or end user of G4CL Services and Products.
- **Transfer Limit** means the maximum monthly data transfer allowance specified in the User’s service agreement.

USER RESPONSIBILITIES

All Users are responsible for the activities of their end users and, by accepting service from G4CL, agree to inform those end users of this AUP or of their own acceptable use policy, which must be no less restrictive than and consistent with this AUP.

PROHIBITED CONDUCT

G4CL Services and Products may only be used for lawful and appropriate purposes. Users must not undertake any activity that has an adverse effect on G4CL Services or its Users. Users may not transmit, retransmit, redirect or store material in violation of any applicable laws, regulations, industry or community standards, including but not limited to the Computer Misuse Act 1990, the Communications Act 2003, the Data Protection Act 2018, the UK General Data Protection Regulation and the Investigatory Powers Act 2016. This includes, without limitation, obscene, indecent, defamatory or infringing material in any jurisdiction. Users may not abuse or fraudulently use G4CL Services and Products, nor permit such use by others. The following illustrate some, but not all, uses that are prohibited under this AUP:

Blacklisting

Any behaviour by a User that causes blacklisting must be remedied within 48 hours of written, electronic or telephone notice from G4CL. Activities that result in re-listing are prohibited and must be stopped immediately. Known spammers, once identified, will be removed from the network.

Indecent Images of Children

It is a criminal offence under the Protection of Children Act 1978 and the Sexual Offences Act 2003 to possess, produce, receive, distribute or transmit by any means, including computer, indecent images or child sexual abuse material (CSAM) involving persons under the age of 18. G4CL operates a zero-tolerance policy in this regard and will

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report any such activity to the National Crime Agency and the Internet Watch Foundation.

Denial of Service

Engaging in any activity that may or will interfere with the service of another user, host or network on the internet. Users are also prohibited from any activity considered a precursor to attempted security violations, including but not limited to any form of scanning, probing or other testing or information-gathering activity, without the prior express written consent of G4CL.

Distribution of Malicious Software

Distribution of software, programs or messages that may cause damage or annoyance to persons, data or computer systems. Hosts not secured or removed by Users in a timely manner may be blocked by G4CL from accessing the network.

Email Spamming

The transmitting of unsolicited email to multiple recipients; sending large volumes of email that annoys, harasses or threatens another person or entity; or attempting to use G4CL servers as a mail drop or name server for spam, or sending unsolicited bulk email from another internet service provider's network advertising or implicating any service hosted or provided by G4CL.

Facilitating a Violation of this AUP

Advertising, transmitting or otherwise making available any software, program, product or service designed to facilitate a violation of this AUP. This includes, but is not limited to, the facilitation of spam, ping, flooding, mail bombing, denial of service attacks and software piracy.

Forging Headers

Forging or misrepresenting a message header of an electronic transmission originating or passing through G4CL's network.

Fraudulent Activities

Fraudulent activities include, but are not limited to, intentional misrepresentation or misleading statements, writings or activities made with the intent that the recipient will act upon them; obtaining services with the intent to avoid payment; and hosting phishing websites.

Inappropriate Content

Using G4CL Services to transmit, distribute, redirect or store material that, as reasonably determined by G4CL, is inappropriate, obscene, defamatory, libellous, threatening, abusive, hateful, or which contains or incites violence.

Network Sabotage

Use of G4CL Services and Products in a manner that interferes with others' use of the internet or G4CL's network.

Non-Email Based Spamming

Posting messages to newsgroups, blogs or services that are irrelevant; blanket posting of messages to multiple newsgroups, blogs or services; and the posting of annoying, harassing or threatening messages. Violation of any rules, policies or charters posted online by any search engine, subscription web service, chat area, bulletin board, webpage or other service accessed via G4CL is prohibited.

Port Scanning

Users must not run port-scanning software without the prior express written consent of G4CL.

Pyramid Schemes

Use of a fraudulent system of achieving financial gain requiring an ever-increasing stream of recruits for success, including any scheme prohibited under the Pyramid Selling Schemes Regulations 1989 (as amended).

Unauthorised Access

Unauthorised access includes the illegal or unauthorised access to other computers, accounts or networks; accessing or attempting to access computer resources belonging to another party; attempting to penetrate the security measures

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of other systems; using G4CL Services not included in the User's contract; circumventing security measures to access unsubscribed services; using G4CL Services in a manner that encumbers disc space, processors or other system resources beyond amounts permitted under the applicable service agreement; and interfering with, overloading or attempting to disable any host not assigned to the User.

Unlawful Acts

Use of G4CL Services and Products to violate the law or in furtherance of any unlawful act in any jurisdiction in which the User operates.

NETWORK USAGE AND PERFORMANCE

G4CL takes pride in its network performance. To ensure that G4CL Services remain fast and reliable for all Users, the following conditions apply. G4CL's systems monitor User bandwidth utilisation in real time and on a monthly basis. Where G4CL identifies excessive bandwidth utilisation that is compromising G4CL Services, G4CL will contact the User and may dynamically restrict bandwidth consumption if the User is unable or unwilling to curtail or restrict the excessive use. This gives the User the ability to exceed the fair usage threshold provided the User remains within its overall monthly limit, and protects all Users from the impact of excessive bandwidth utilisation by any individual User. For the avoidance of doubt, bandwidth restriction will only apply to Users on unlimited packages as a last resort where, in G4CL's reasonable opinion, excessive usage compromises G4CL Services for other Users, and where excessive usage has exceeded the Transfer Limit of 100GB per month.

Over Transfer Limit

Where G4CL Services are capped by the amount of data that can be transferred, upon reaching the applicable limit, the User will be charged a premium for additional data transfer as detailed in the relevant service pricing schedule, unless otherwise agreed in writing.

Peer-to-Peer Software

Peer-to-peer software is widely used on the internet and, whilst G4CL does not restrict Users from using such software, Users must not abuse it. This activity consumes large amounts of data transfer and can contribute to network congestion and reduced speeds for all Users. Users should be aware that peer-to-peer software can facilitate the download of illegal content, which is not permitted under this AUP. Downloading illegal content constitutes a serious copyright infringement under the Copyright, Designs and Patents Act 1988, and copyright holders may take legal action. Individual downloads may be traced by User IP address back to the User's account with G4CL.

Security

Each User is wholly responsible for the set-up and security of their equipment and any internet services operating on their network. G4CL recommends that antivirus software be installed on all relevant equipment, with appropriate use of firewalls and encryption. Users must report any disclosure or suspected disclosure of usernames and passwords to unauthorised parties to G4CL immediately by contacting the G4CL Service Desk.

VIOLATIONS AND ENFORCEMENT

At G4CL's sole and reasonable discretion, violations of any element of this AUP may result in a written warning to the offending User, followed by suspension or termination of the affected service if the User does not cease the violation. G4CL may immediately suspend or terminate service with or without notice where G4CL reasonably determines that a violation of this AUP has occurred. G4CL will enforce this AUP according to the severity of the breach and the User's history of prior AUP infringements. Severe or repeated breaches will result in immediate termination of service. Where an enforcement authority presents G4CL with a legally valid notice requiring the disclosure of User information, G4CL may be required to release such information in accordance with its obligations under applicable law, including the Investigatory Powers Act 2016 and the UK General Data Protection Regulation. Any such disclosure will be handled in accordance with G4CL's Privacy Policy.

G4CL is not liable for damages of any nature suffered by any User, end user or third party resulting in whole or in part from G4CL exercising its rights under this AUP. G4CL has no practical ability to monitor all conduct, communications or content that might violate this AUP prior to its transmission over G4CL's network but may do so at its discretion where possible and necessary. G4CL therefore does not assume liability for others' violations of this AUP or for any failure to terminate those violations. G4CL reserves the right to charge time and materials costs to resolve User issues

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that the User fails to resolve within a reasonable period.

COMPLAINTS AND DISPUTES

Any User who wishes to dispute a decision made by G4CL under this AUP should contact G4CL in writing in the first instance. G4CL will acknowledge the complaint within five business days and aim to resolve it within 30 business days. Where a dispute cannot be resolved, Users may refer the matter to the relevant alternative dispute resolution scheme.

GOVERNING LAW AND JURISDICTION

This AUP and any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this AUP.

CONTACT DETAILS

To report violations of this AUP, security incidents or unauthorised disclosure of credentials, please contact:
Email: feedback@global4.co.uk

This AUP was last reviewed and updated in May 2026 and supersedes all previous versions.

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