

Acceptable Use Policy

Version 1.0

1. Definitions

- 1.1. "Account" means the account held with Joshi & Co Media by the Customer that is used for billing, contact information and details of the Service(s) assigned to the Customer.
- 1.2. "cPanel" refers to the shared web hosting Service control panel and "cPanel user" refers to the Customers Service on the shared web hosting cPanel server environment
- 1.3. "CloudLinux" means server-side software that monitors resources to ensure operation within set limits.
- 1.4. "Client" or "Customer" refers to any person, partnership, corporation, or other legal entity acquiring Services from Joshi & Co Media.
- 1.5. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has ordered from Joshi & Co Meia. This can include, but is not limited to, website design, website development, website hosting, email hosting, domain name registration or transfer or renewal, and all auxiliary service(s).
- 1.6. "Joshi & Co Media", "Joshi & Co", "Company", "Business" means Joshi & Co Media.
- 1.7. "We", "Us", "Our" is a reference to Joshi & Co Media.
- 1.8. "You" and "Your" is a reference to the Customer.

2. Acceptance

- 2.1. The customer signified acceptance of the Acceptable Use Policy upon becoming a client of Joshi & Co Media and using our Service(s).
- 2.2. The customer acknowledges that they are solely responsible for ensuring that all Service(s) are in full compliance with this policy, and that they are solely responsible for the files and applications that have been uploaded and executed.

3. Unacceptable content and material

- 3.1. The customer may not publish, transmit, distribute, or store any content on Joshi & Co Media's servers or network that Joshi & Co Media believes:
 - a) Constitutes child pornography;
 - b) Is excessively violent or incites, threatens or implies violence;
 - c) Contains harassing content or hate speech;

- d) Is unfair or deceptive under any relevant Fair Trading or Consumer Affairs act in your state;
- e) Is defamatory or violates a persons privacy;
- f) Creates a risk to a persons safety, health or security;
- g) Compromises national security or interferes with an investigation by any law enforcement agency;
- h) Improperly exposes trade secrets or any other confidential or proprietary information of another person business;
- i) Is intended to assist in defeating technical copyright protection, which includes illegal file sharing and torrents;
- j) Clearly infringes on another person or business trade mark, patent or property;
- k) Promotes illegal drugs or violates import or export laws;
- l) Relates to illegal gambling or fire arms trafficking;
- m) Is otherwise illegal or solicits conduct that is illegal under laws applicable to the Customers or to Joshi & Co Media;
- n) Is otherwise malicious, fraudulent, or may result in retaliation against Joshi & Co Media by offended viewers.

4. Prohibited use

4.1. cPanel web hosting Service(s) may not be used for the following purpose:

- a) For storage of backup archives nor any data which is not directly related to and accessible through the website itself.
- b) For storage of email data exceeding 5GB in total per service; this total encompasses email inboxes additional directories within the cPanel service including default catchall email account.

4.2. cPanel web hosting Service(s) may not be used for any of the following activities:

- a) IRC scripts or bots;

- b) Proxy scripts or anonymous browsing utilities;
- c) Image or file hosting scripts (similar to Photobucket, Rapidshare etc);
- d) IP scanners;
- e) Pirated software or “warez” sites;
- f) Banner advertisement services;
- g) Lotteries, banking or investment sites (such as Pyramid or Ponzi schemes);
- h) Hacker focussed sites, archives or programs;
- i) Sale of any controlled substance without having appropriate permits;
- j) Sites promoting illegal activities;
- k) Any game servers
- l) Any VoIP service primarily associated with game server communities;
- m) Any other purpose that Joshi & Co Media have deemed as unacceptable.

5. Security

- 5.1. The Customer acknowledges that they are solely responsible for what is hosted from and stored in the Service.
- 5.2. The Customer agrees to keep all PHP and CGI scripts up to date with the latest release or stable versions as directed by the publisher or developer. Failure to do this may result in security vulnerabilities leading to your Service being compromised, defaced, or destroyed.
- 5.3. The Customer warrants that their Service usernames and passwords will be kept in a safe and secure location at all times, and that they will not use dictionary words or consecutive strings as a password.
- 5.4. The customer agrees to keep all file and folder permissions set correctly.

6. Excessive resource usage

- 6.1. CloudLinux CPU core, RAM allocations, I/O usage, Processes and inodes count limits apply to all cPanel web hosting Services. Any Service which exceeds these limits will automatically display a “503 Service Temporarily Unavailable” message to all visitors until the resource usage falls below the assigned limits.

Information on the limits assigned to a clients service can be found in the proposal delivered to the client by Joshi & Co Media.

6.2. For all cPanel web hosting Service(s), the customer may not:

- a) Perform any task which unreasonably consumes server resources leading to degradation of the shared hosting server environment for other customers;
- b) Perform any task which generates high IO load;
- c) Consume large amounts of system memory;
- d) Execute a script which takes longer than 180 seconds to execute;
- e) Operate a script which does not close MySQL connections upon completion;
- f) Run any server-side or stand-alone processes or daemons;
- g) Run any bit torrent applications, trackers or clients;
- h) Run any web spiders or indexers;
- i) Run cron entries with intervals less than 15 minutes;
- j) Use PHP includes that call the full URL instead of a local file;

6.3. For all cPanel web hosting Service(s) the customer must request permission from Joshi & Co Media and supply valid reason before using any of the following commands in scripts, SSH or via any other means;

- a) rsync;
- b) tracert, traceroute or traceroute6;
- c) ping or ping6;
- d) mtr;
- e) lynx;
- f) ftp;

6.4. Joshi & Co Media reserves the right to suspend any service utilising excessive network resources and reserves the right to charge additional usage fees for

excessive usage. Joshi & Co Media may make reasonable attempts to notify the Customer at the time of suspension, however, notification is not guaranteed, and the Customer should ensure they are compliant with all policies.

7. Backups

7.1. The customer warrants they will maintain a local or off-site backup of their service data at all times.

7.2. Joshi & Co Media will not be held liable for data loss under any circumstances and it's the customers sole responsibility to ensure they have a backup of all data.

8. Spam and bulk email

8.1. The Customer warrants that they will not knowingly use the Service for sending any unsolicited email or any unsolicited bulk email (commonly known as spam).

8.2. The Customer may not use any purchased email list for individual or bulk email sending.

8.3. Joshi & Co Media assigns a limit of 1,000 outbound emails per domain per hour on cPanel web hosting services (unless specified). Any Customer who attempts to send more than the allowed amount will receive an undeliverable message for up to one (1) hour after the limit has been reached. All email over the limit will be discarded.

8.4. The Customer agrees that all mailing list applications, including but not limited to Mailman, will have no more than 4,000 individual email addresses per list per domain.

8.5. The Customer warrants that all mailing lists used are "opt-in" by the recipient, and all recipients in the list have consented to being on the list.

8.6. The Customer warrants that all commercial emails sent contain an appropriate mechanism for the recipient to "opt-out" of the list.

8.7. The Customer warrants that all email sent, either individually or bulk, complies with the Australian Spam Act 2003, the United States CAN-SPAM Act 2003 and any other relevant Spam-related legislation that may be created or amended from time to time.

9. Non-compliance and remedy

9.1. Any Service(s) that are found to be in breach of this policy but have not caused any known inconvenience to other Customers will result in an email being sent to the Customer asking for changes to be made in order to comply with this

policy and two (2) days to make the changes. The Customer is required to acknowledge this email and advise Joshi & Co Media what actions have been taken to remedy the breach. Failure to comply may result in the Service(s) being suspended without additional warning.

- 9.2. Any Service(s) that are found to be in breach of this policy that have caused issues and/or degradation of service for other Customers, will result in immediate suspension followed by an email requesting changes to be made in order to comply with this policy. The Service(s) will only be unsuspended once the Customer has acknowledged the breach and agreed in writing to remedy the breach.
- 9.3. Any Service(s) that are found to be in breach of this policy and have recorded a prior breach within three (3) months of the new breach will result in immediate suspension followed by an email requesting changes to be made in order to comply with this policy. The Service(s) will only be unsuspended once the Customer has acknowledged the breach and agreed in writing to remedy the breach, and a \$29.95 re-activation fee has been paid in full.
- 9.4. Any Service(s) that are found to be in breach of this policy and have recorded two (2) prior breaches within three (3) months of the new breach, will result in immediate suspension followed by an email advising that the Service(s) must be moved to another provider immediately. Joshi & Co Media will supply the Customer with a backup archive of their files if available, and termination of the service will occur within seven (7) days. If the Customer does not respond to this notice, the Service(s) will be automatically terminated in thirty (30) days.
- 9.5. Suspension advisory emails (as detailed in 9.1 to 9.4) will be sent to the nominated account holder email address, and the Customer warrants that this address will be kept current and up to. We recommend using an externally hosted email address to ensure continued delivery of important service information and notifications.
- 9.6. The Customer will be solely liable for any fees or charges that are paid by Joshi & Co Media to third party providers for the unblocking of any restrictions they have placed due to Service(s) operated by the Customer breaching this policy.
- 9.7. The Customer will not be entitled to a refund if any of Joshi & Co Media's, Policies and Agreements have been breached.

10. Changes

- 10.1. Joshi & Co Media may amend our Acceptable Use Policy at any time. At all times Joshi & Co Media will make available the current terms for client review and download via our website. Changes to this agreement other than price changes

will become effective upon their publication to our website, and furthermore, continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Service(s) in-line with our Termination Policy.

If you have any questions about this agreement, please contact us via email at support@joshiandco.com.au.

DOCUMENT CHANGE HISTORY

Date	Description of change	Version
29/06/2022	Document creation for Joshi & Co Media	1.0