

## **SUPPLEMENTARY TERMS AND CONDITIONS FOR INTERNET SERVICE PROVISION**

- i. Definitions: Us/we/our means the provider, SILIQ Limited, You/your means the customer/client/user. Services means anything done by us for or on behalf of you.
- ii. You authorise us to hold and process electronically any data relating to you and your business for the purpose of maintaining our business relationship with you.
- iii. You agree to abide by the terms of the registrar(s) for the domain(s) that you have selected. These are always available online at the registrar's site or in printed form on request. You agree to indemnify us against any claim brought against us as a result of your action or inaction by the registrars or any other suppliers.
- iv. It is your responsibility alone to protect and back up all data you consider important or valuable at all times including web data, e-mail, and records/logs.
- v. Any or all of the services may be unavailable from time to time due to routine maintenance, repairs, or upgrades, or miscellaneous reasons. You will not be entitled to compensation in such circumstances. We aim to solve technical faults by the end of the working day following the fault being reported.
- vi. If we are unable to deliver a component or components of the service for reasons beyond our control you will not be entitled to a refund or compensation. You will be entitled to a refund for the remaining proportion of your term only if we are able to deliver no component of the service.
- vii. If you wish to cancel your service or transfer to another provider, you must first pay any outstanding charges on your account.
- viii. You will not use the services in any way which is contrary to our published AUP, or which causes offence to any third party. We may remove any content which we believe to breach this condition without refund or compensation. You agree to indemnify us against any claim brought against us by an offended third party.
- ix. Changing from one tariff/package to another more expensive tariff/package mid-term will be possible upon payment of the difference. If you change to a less expensive tariff mid-term or cancel the service mid-term there will be no refund of charges invoiced or paid.
- x. We may change or remove services for any reason but will always try to notify you in advance and try to offer a suitable alternative service.

- xi. Our records and logs will be the only basis of any charges under your tariff. We will use our best endeavours to ensure the accuracy of these records and logs.
- xii. Your usage of the services is subject to the Acceptable Usage Policy which will be updated from time to time and available on our website.
- xiii. If you fail to pay any invoice from us within the specified time period we reserve the right to charge interest and administration charges to you. We may suspend any services we are providing until all monies owing are paid in full.

## **ACCEPTABLE USE POLICY**

- xiv. Upon the first breach of this AUP, the account holder will receive a written warning. If the AUP is breached a second time in the same or a different way, all services will be terminated, and no refunds will be given.
- xv. You will not commit or encourage a criminal offence. We will cooperate fully with law enforcement authorities in order to identify and stop criminal activity.
- xvi.
- xvii. Unless a package is labelled by us as a "reseller package" you may not resell or redistribute all or part of these services.
- xviii. You must not send, receive, upload, download, use or re-use any information or material which is offensive, abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights.
- xix. You must not do anything which is contrary to the acceptable use policies of any connected networks and internet standards.
- xx. You must not knowingly or recklessly transmit or distribute a virus or other malicious software.
- xxi. You must not circumvent or attempt to circumvent any privacy or security measures.
- xxii. You must not use the service to harass, threaten, or intimidate, or cause annoyance, inconvenience or anxiety to others.
- xxiii. You must not send or distribute any unsolicited advertising or promotional material by e-mail or other means using the service.
- xxiv. You must not impersonate any person or entity or falsely state or otherwise misrepresent your affiliation with the provider or any other person or entity.
- xxv. You must not do anything which would cause the service quality to destabilise or deteriorate to the detriment of other users.