

It is a requirement of Reliance Communications (henceforth Reliance) that all users of its network or services adhere to the company's Acceptable Usage Policy (AUP) for Internet access. Reliance may change this policy to changes in the law or in the acceptable practice of Internet use. Reliance reserves the right to make such changes without notice and whenever required. The current version of the Reliance AUP has been published with the changes either in the law or in the acceptable practice of Internet use. The current version of the Reliance AUP has been published on [www.rcom.co.in](http://www.rcom.co.in) and all users are responsible for ensuring that they have read and understood current policy.

Compliance with this AUP is a contractual requirement. If you fail to observe the terms of this policy your account or service may be liable to termination or suspension. In the event that an account is suspended, Reliance may be prepared, at its sole discretion, to restore the account on receipt of a written statement that the user will not commit any further abuse of the service.

Reliance's relationship with its clients, its partners and other network providers depends on responsible conduct from all users. The company will not hesitate to protect itself and other clients and networks should any form of abuse be found to be occurring.

## **USE OF NETWORKS AND THE INTERNET IN GENERAL**

- You must not use the service for the transmission of illegal material. The user agrees to refrain from sending or receiving any materials which may be deemed to be offensive, abusive, indecent, hard-core/pedophile, pornography, defamatory, obscene, menacing or otherwise as prohibited by current and future statutes in force. The user agrees to refrain from sending or receiving any material, which may be in breach of copyright (including Intellectual Property Rights), confidence, privacy or other rights. If you are in any doubt as to the legality of what you are doing, or propose to do, you should either take independent legal advice or cease usage
- You should be aware that the storage, distribution or transmission of illegal materials might lead to investigation and possible prosecution by the legal authorities
- You must not gain or attempt to gain unauthorized access to any computer system for any purpose. In addition to being a breach of this AUP, such action may lead to criminal prosecution under the relevant legal act

- You must not send data by Internet using forged addresses or data, which is deliberately designed to adversely affect remote machines (including but not limited to denial of service, ping storm, trojans, worms and viruses)
- You must ensure that local PCs and network connected servers are not configured to allow open relay and must not participate in sending of Unsolicited Commercial E-mails (UCE) or bulk email (commonly referred to as 'spam' ) including hosting or allowing the hosting of sites or information that are advertised ('spamvertised') by UCE from a third party network or supplier
- You are prohibited from running 'port scanning' or other software intended to probe, scan, test the vulnerability of or access remote systems or networks except in circumstances where the remote user has given express permission for this to be done
- You may not divulge your network passwords to third parties and should take all reasonable steps to ensure that such information remains confidential
- You must not knowingly transmit any messages over the network (including but not limited to viruses) which cause or are likely to cause detriment or harm to computer systems, networks or otherwise, owned, used or licensed by Reliance or other internet users
- For the purpose of preserving customer system and network resources, Reliance has blocked ports 137, 138, 139, 445, 5554, 9996, and 1434 for both TCP and UDP destinations as a security measure. Reliance reserves the right to block any other ports depending upon vulnerability assessment and threat analysis done by it's security team

## E-MAIL

Sending and receiving email involves the same responsibilities and approach as would be used when sending or receiving any other form of communication – written or printed mail, fax, telephone call etc. Most users fully understand what would be considered appropriate and acceptable when communicating with others and apply these considerations to their use of email. There are occasions when some users send mail or engage in on-line communication that others consider unacceptable – generally regarded as abuse by the on-line community. If you find it difficult to determine what might be considered ‘abuse’ with on-line communication you should realize that, in general terms, anything that might be unacceptable, and possibly illegal, in other forms of communication will be equally unacceptable and possibly illegal on-line.

- You should not send emails that might cause annoyance, inconvenience or anxiety to a recipient
- You should not send emails likely to cause distress or any material which is offensive, indecent, obscene, menacing or in any way unlawful
- You must not use Reliance network to send email to any user who does not wish to receive it
- You must not use Reliance network to send UCE (commonly known as ‘spam’) in bulk or individually
- You must not use Reliance network with intent to deprive others of service (‘mail bomb’)
- You must not use false mail headers or alter the headers of mail messages in such a way as to conceal the identity of the sender
- You must not use any email address that you are not authorized to use

Customers who abuse the Reliance Internet access service may have their accounts suspended, terminated or blocked, with or without notice. If a customer account or service is suspended or blocked due to abuse, then service may be restored at Reliance’s sole discretion and generally will only be restored on receipt of a written assurance of compliance with this policy and on payment of an administrative charge for restoration of service.

## INVESTIGATION OF ABUSE OF RELIANCE SERVICES

Please address all complaints about abuse of Reliance services to [Internetabuse@rcom.co.in](mailto:Internetabuse@rcom.co.in). Reliance reserves the right to investigate suspected or potential abuse of its AUP. If we become aware of possible abuse, either through our own investigations or through referral by another user or by a third party, we may begin an investigation that may include gathering information from all potential parties and materials on our servers. Reliance reserves the right to suspend accounts or access during such investigations (on a temporary or permanent basis).

All actions will be determined on an individual basis and will not be taken to form any precedent. All users of Reliance users acknowledge that the company may be required by current or future legislation to access store, copy or otherwise the customer data stored within or transmitted by our service. By accepting this AUP you expressly agree that we may access and use your personal data or other account information in connection with any such investigation and may disclose such data to any third party who has a legitimate interest in the data, investigation or outcome. Reliance reserves the right to terminate service, with immediate effect and without further obligation or liability to customers, as required by any law enforcement authority or by the Indian courts