

ACCEPTABLE USE POLICY

Last Updated: 10/24/2024

This agreement represents the complete legal understanding between **greenhills.net** and the account holder and supersedes any other written or oral agreement. Upon notice published on-line, **greenhills.net** may modify these terms and conditions and the prices and services offered. **greenhills.net** holds the right to terminate the account of an offending customer without notice.

greenhills.net sets forth an Acceptable Use Policy with the intent of protecting our service, our customers, and other users of the Internet from potentially abusive actions taken by **greenhills.net** customers. The following policy is non-exclusive; any action about which there is doubt should be referred to **greenhills.net** for evaluation.

If you do not agree to these policies, please notify our business office toll free at (800) 846-3426 so we may discontinue your account.



Statement of Responsibility

The use of the system by the User is purely permissive, and no license or periodic right of use is granted. All information placed upon the system, or network, is published by User and not by **greenhills.net**. **greenhills.net** will not edit or exercise any prior control over content of messages placed by User on the system. **greenhills.net** assumes no responsibility for the accuracy or quality of the information obtained through its services. **greenhills.net** acts only as a conduit for information placed by the User. **greenhills.net** makes no guarantees of privacy; all user files, unless otherwise stated, are subject to search/investigation by **greenhills.net** if deviant activity is suspected. E-mail content is deemed as private information. User agrees to indemnify and hold harmless **greenhills.net** from any claims resulting from account holders' use of the service that damages user or another party.

Each **greenhills.net** account has a password that is key to gain access to the account. The customer who registers the account is solely responsible for all access and actions taken with regard to the account. The **customer** shall not permit or assist others to abuse or fraudulently use the account. It is the account owner's responsibility to safeguard the account password and to ensure that **greenhills.net** Acceptable Use Policies (AUP) are honored. **greenhills.net** will hold the account owner responsible for any violations of the AUP.

greenhills.net enforces these policies with respect to **greenhills.net** customers only. We are not responsible for abusive actions from other sites or networks on the Internet.

greenhills.net makes no warranties of any kind, whether expressed or implied, for the service it is providing. **greenhills.net** is not responsible for any damages to the account holder, including loss of data resulting from delays, mis-deliveries, or service interruptions, sustained or incurred in connection with the use of, operation of, or inability to use, **greenhills.net**.

Acceptable Use: Network

Acceptable use of the **greenhills.net** network prohibits:

- ☒ Attempting to circumvent user authentication or security of any host, network, or account on **greenhills.net** systems or the Internet at large.
- ☒ Using **greenhills.net** systems or networks (willfully or negligently) in a manner that encumbers disk space,

processors, bandwidth, or other system resources so as to interfere with others' normal use of services on **greenhills.net** or other systems and networks ("denial of service" attack).

☒ Attempting to gain unauthorized access to any account or computer resource not belonging to that user (e.g. "spoofing"); or, obtaining or attempting to obtain service by any means or device with intent to avoid payment.

☒ Engaging in any activities that will cause a denial-of-service (e.g. synchronized number sequence <SYN> attacks) to any server or end user; or, using **greenhills.net** products and services to interfere with the use of the **greenhills.net** network by other customers or authorized users.

☒ Allowing programs to run on the server after the user has logged off the system. No bots, exploits, Daemons, or any server programs shall be run by users at any time. Abuse of system in such manner will result in the immediate termination of the program and deletion of the files. It may also result in termination of the user's account.

☒ Distribution of restricted software or materials in violation of copyright or distribution leases.

☒ Engaging in activities which violate local, state, or federal statutes **REPORT**

ANY ABUSE TO: customercare@ghc.com or call 1-800-846-3426

Acceptable Use: Domain Names

Keeping registry information updated and accurate is the responsibility of the domain holder and not **greenhills.net**. Acceptable use of the **greenhills.net** domain name service prohibits:

☒ Falsifying or omitting valid domain contact information, including the administrative, technical, zone, and billing contacts.

☒ Violating the U.S. Federal laws and international treatise concerning copyrighted materials (e.g. images, text, and programs).

REPORT ANY ABUSE TO: customercare@ghc.com or call 1-800-846-3426

Acceptable Use: Email

Acceptable use of Email prohibits:

☒ Sending unsolicited mass mailings of any nature, including those with a "negative option" for continuation. The negative option is inviting those who do not wish to receive more email to reply to you.

☒ Mail bombing (sending a large number of email messages, or singularly large email messages, to a single address in order to flood someone's mailbox).

☒ Forgoing email headers to obscure the true originator of the message.

☒ Creating or participating in pyramid schemes or chain letters.

☒ Sending harassing email, either by language, size, or frequency. This includes sending email (or real time) messages to a person who has asked explicitly that you do not.

☒ Distribution of restricted software or materials in violation of copyright or distribution leases.

☒ Activities which violate local, state, or federal statutes.

greenhills.net reserves the right to isolate spam and other unsolicited bulk email. Each authorized email account holder has a password protected access to the Anti-Spam system. The account holder has rights to control the level of protection offered through the Anti-Spam system.

REPORT ANY ABUSE TO: customercare@ghc.com or call 1-800-846-3426.

Acceptable Use: Web Sites

Acceptable use of **greenhills.net** web spaces prohibits:

☒ Distribution of pornographic or otherwise indecent or offending materials.

☒ Distribution of restricted software or materials in violation of copyright or distribution licenses.

☒ Distribution of materials which violate local, state, or federal statutes.

REPORT ANY ABUSE TO: customercare@ghc.com or call 1-800-846-3426

greenhills.net reserves the right to restrict or terminate service without refund in the event of an AUP violation. **greenhills.net** also reserves the right to take action on abuse which is specifically named in this AUP at the sole discretion of **greenhills.net**. Use of the **greenhills.net** systems and network constitutes understanding and agreement of this policy.

REPORTING ABUSE TO greenhills.net

Last Updated: 04/18/02

greenhills.net provides an e-mail address and phone number for use in reporting abusive activities originating from **greenhills.net** customers as outlined in the **greenhills.net Acceptable Use Policy**. Please note, abuse originating from non-**greenhills.net** customers cannot be handled by **greenhills.net**. Report those instances to the provider/site who has authority over the abusive user.

☒ When reporting e-mail abuse, include a FULL copy of the message, including headers. This information is required in order for any action to be taken.

☒ When reporting other types of abuse, include details such as log files documenting the incident. **greenhills.net** cannot act on your word alone. We must have documented proof of an incident.

☒ Send your report in e-mail to customercare@ghc.com or call 1-800-846-3426. Due to the number of reports submitted pertaining to a single abuse incident, it is not always possible for **greenhills.net** to respond to each and every report.

NOTE: The action taken on abuse reports will be at the sole discretion of **greenhills.net**. Our intent is to simply do our part to insure quality access and use of the Internet to all of our customers and to the Internet community at large.