

Legal Information:

Acceptable Use Policy



About This Document

This document is our Acceptable Use Policy ("Policy"). In this Acceptable Use Policy, "we", "our" and "us" are all references to BOSLEY HOLDINGS PTY LTD trading as SWOOP BROADBAND, ABN 71613948575 of 1A, 155 Queen Street, Warragul VIC 3820 Australia.

This Policy is accessible on our website and is distributed to customers and former customers (together, "Customers") and our staff.

Our Chief Executive Officer (or equivalent) has approved this Policy and is responsible for ensuring its implementation, operation and compliance with any applicable regulations and industry codes. By your use of any Swoop Broadband service ("Services") you agree to comply with the terms of this Acceptable Use Policy.

Your Responsibilities

You are responsible for the use of your service. It is your obligation to ensure that any person who uses your Service complies with this Policy and all other Swoop Broadband policies, and with the Swoop Broadband [Terms of Service](#).

Your use of the Service must not be reckless, or irresponsible, and your actions must not endanger any person/s, and also must not pose a threat to the security or integrity of our Network, our systems, our equipment, or our staff.

Prohibited Use

You must not use the Service for any illegal purpose, or to encourage, incite, enable or abet any other person to use or attempt to use the Service for any illegal conduct.

The follow activities are prohibited by us:

- Cracking or hacking
- Provoking or generating Denial of Service attacks
- The transmission of copyright-infringing or pornographic material
- Unauthorised access to areas or systems on our network or any systems connected to our network
- Any act which would contravene Australian law
- Any use that would breach our [@DCSI Customer Email Policy](#), [Terms of Service](#), or any other Swoop Broadband policy.
- Any use that would cause us to breach the nbn™ Fair Use Policy
- Any use that would breach the relevant Fair Use or Acceptable Use Policy of any of our other wholesale partners
- Any use that is excessive, unreasonable, or is detrimental to other users of the Swoop Broadband Network

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Your Security

You must take reasonable measures to ensure that devices accessible via the Service are secured against abuse by third parties.

We may take measures to guard against the abuse of insecure services and protocols – including, but not limited to, the following:

- Open recursive DNS resolvers
- Open SMTP mail relays
- Insecure NTP, SNMP, or CHARGEN services
- Insecure code operating in our hosting environment .

You are responsible for the security of your internal network, and of your devices. You should ensure your devices are protected with appropriate security, which may include anti-virus and/or anti-malware software, firewalls and other measures.

Your Account Credentials

You are responsible for maintaining the confidentiality of access information such as usernames or passwords used by you to access the Service, and you agree not to disclose them to any other person.

You must notify us immediately if your username and/or password is lost, or if you suspect that someone else may be using your credentials or accessing your service without your permission. You will be responsible for any unauthorised use of the Service.

Your Conduct

You must remain civil when engaging with any of our Staff, and not take any action that could pose a risk to their right to a safe workplace. If your conduct is unreasonable or abusive, or constitutes an abuse of the service, or poses a hazard that could potentially result in an OH&S Breach, we may impose restrictions on how you access our Services, or terminate your Service.

Your Authorised Representatives and/or Consumer Advocates may be deauthorised if they engage in abusive, threatening, or unreasonable behavior, as listed above.

If you deliberately or carelessly breach the terms of this policy, we may immediately restrict or terminate your access to the Service.