

# Legal Information:

## @dcsi Customer Email Policy



### About This Document

This document is our @dcsi Customer Email Policy ("Policy"). In this @dcsi Customer Email 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 @dcsi Customer Email service ("Mailbox" or "Mailboxes") you agree to comply with the terms of this @dcsi Customer Email Policy.

### History

A legacy of our long history, @dcsi email addresses ('username@dcsi.net.au') date back to the early days of the internet in Australia. Back then, it was common for internet service providers to offer email addresses to their customers who may have had no or few other options for email. Now with people spoiled for choice when it comes to email services, ISP-supplied email addresses are more of a relict of bygone days. A myriad of cheap and free dedicated services exist, rendering ISP-supplied email addresses obsolete.

### @dcsi Customer Email Policy

- @dcsi Customer Emails are legacy services and are closed to new activations. No new Mailboxes will be created.
- Customers wishing to set up a new email service are advised to consider a third party email service such as (but not limited to) Gmail, Outlook.com or Yahoo email. We make no representation that the named services are suited to an individual user's intended use, and recommend you assess the service yourself before signing up.
- Email storage on our server is limited to a maximum of 500MB per Mailbox.
- Mailboxes that have been inactive for 12 months will be deleted without prior notification.
- Prohibited uses include but are not limited to:
  - the transmission of unsolicited commercial bulk email ("spam") or any other act in violation of the Spam Act 2003;
  - transmission of malicious software such as viruses or worms;
  - the transmission of copyright-infringing or pornographic material;
  - the transmission of bulk email to more than 10 recipients per message;
  - any use that is unreasonable or detrimental to other users of the service or of the internet.
  - any use that is prohibited under our Acceptable Use Policy or our Terms of Service
- Your password must be compliant with our minimum requirements for email passwords, and as such must be a minimum of 8 characters and contain at least 1 letter, 1 number and 1 special character. Some common strings may be prohibited for use as they pose a security risk. If your Mailbox is protected with a non-compliant password, your access may be restricted without warning.
- You are responsible for maintaining the confidentiality of information such as usernames or

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passwords used to access the Mailbox, and you agree not to disclose them to any other person or organisation. You must notify us immediately if your username and/or password is lost, or if you suspect that someone else may be using them. You will be responsible for any unauthorised use of the Mailbox.

- @dcsi Customer Email Addresses are only available in conjunction with an active eligible Swoop Broadband service. Eligible services are Acceler8ed Broadband, NBN and OptiComm broadband services. Web hosting and domain registration services are not eligible services.
- Your @dcsi Customer Email Addresses will terminate immediately upon closure of your last eligible service. Upon termination, any data you have stored on our server will be deleted and cannot be recovered.
- We will provide the basic settings needed to configure your Mailbox. You are responsible for configuring and/or troubleshooting your own devices, and/or employing a third party technician if you need assistance with this.
- You agree to indemnify us from any claim regarding any communications you send or receive via the service. Communications that are sent by third parties are outside of our control and may contain unsuitable, dangerous or otherwise objectional content. Your use of this service is at your own risk.
- We employ automated spam filtering to reduce the likelihood of receiving unwanted email, but make no representation that this service will eliminate all unwanted email. Anti-spam filters employ methods to reduce the chances of a false positive identification, where legitimate email is misidentified as spam, however this is not infallible, and may cause delivery failures.
- Our mail server is a shared environment, and can be affected by other users. We will use our best endeavors to prohibit use that is detrimental to your use of the service. Restrictions and interruptions to the service that occur due to the shared nature of the environment are unavoidable. You are advised to reconsider your use of this service if this would cause you hardship or financial loss.
- We make no warranty regarding the storage of your data and you agree to indemnify us from any claim that may arise in conjunction with your use of the Mailbox. You are advised to keep your own backups. If you require secure storage of your email data, you are advised to use another service.
- If you deliberately or carelessly breach the terms of this policy, we may immediately restrict or terminate your access to the Mailbox. We may also restrict or terminate your access to the Mailbox because we reasonably believe your Mailbox is compromised, or poses a security risk that may have a detrimental impact on our systems, network, or other users of our services or the Internet.