

# SSE Broadband Acceptable Use Policy

June 2021

## 1. General

This policy applies to all broadband users and by accepting our terms and conditions you agree to be bound (and that any users of your broadband service shall be bound) by this policy.

## 2. Fair use

- 2.1 We will take action to limit the impact of your usage of our Service where it goes beyond levels which we regard to be reasonable for a residential broadband product and would affect the network and service for our other customers.
- 2.2 The Service is provided for a legitimate user who uses the service in accordance with our terms and conditions i.e. not for business use or for illegal purposes.
- 2.3 We are committed to ensuring that your Service is fast and reliable. This fair use policy is designed to help us honour this commitment.
- 2.4 If you have any queries about this policy, please contact customer services.

## 3. Abuse policy

- 3.1 You are responsible for all materials and data originating from your use of the Service. In the event that we identify and notify you of any abusive use of the Service, you must take immediate action as instructed by us. If this does not happen, we reserve the right to suspend or terminate your Service.
- 3.2 You must not use the Service to send, receive, store, distribute, transmit, post, upload or download any materials or data which may:
  - 3.2.1 be illegal.
  - 3.2.2 be abusive, defamatory, indecent, obscene or may constitute harassment.
  - 3.2.3 be harmful to minors.
  - 3.2.4 promote illegal or socially irresponsible or unacceptable behaviour.
  - 3.2.5 have a fraudulent purpose.
  - 3.2.6 be in breach of any third-party rights (for example intellectual property rights).
- 3.3 You must not use the Service in order to violate our network security or the security of any third person. Examples of such action may include unauthorised:
  - 3.3.1 access to or use of data or a system or network.
  - 3.3.2 monitoring of data or traffic on a network.
  - 3.3.3 interference with any user, system, host or network.
- 3.4 You must not reverse engineer, adapt or modify any part of the Service.
- 3.5 You must use the messaging service responsibly. This means you must not send:
  - 3.5.1 unsolicited bulk messages.
  - 3.5.2 advertising mailings.
  - 3.5.3 mailings in relation to the provision of hosting facilities.
  - 3.5.4 messages with false headers.
  - 3.5.5 messages from any email address you are not authorised to use.

Last updated: June 2021

The SSE name and the accompanying logos are owned by, and registered trademarks of, SSE plc and its subsidiaries and are licensed to SSE Energy Services (SSE's GB domestic retail business, and formerly part of the SSE Group) which became part of the OVO family in January 2020. SSE is a trading name of OVO (S) Retail Telecoms Limited. The registered office of OVO (S) Retail Telecoms Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 10086511.

sse.co.uk