

**IMPORTANT:** We may not be able to refund payments. You will be billed automatically every month on the first day of each month unless you call to have your billing date changed. Acceptance of this Service Agreement without having read the terms is your responsibility. If you wish to have your service expired, please contact us at least 24 hours before the next billing date. The expiration number is 1-866-502-0052 Option 1, we will be happy to set your account to expire at the end of the requested billing cycle.

If you do not agree to all terms, do not continue with the sign-up process. Please read all of this document to prevent the misunderstanding of any portion of this agreement. By accepting this agreement and checking the box indicating "I agree to the Terms of the User Service Agreement," you accept all of the terms herein.

**REFUNDS:** Due to the low cost service, there will be no refunds to any account when a posted cancellation request has not been made prior to the billing date, except for circumstances approved by the Support Manager. The service is recurring, and as such the user must call to cancel service before the billing date has passed. Once billed, the user will have access to the system for one month. This policy is in effect because the service is available as needed over the course of the billed period, regardless of amount of use on the system, if any, by the user during this period. Once canceled, please ensure your anniversary has passed before assuming withdrawal has been stopped, you may wish to keep the minimum amount billed in your bank account for safety.

If you plan to use the service for a single month, please call immediately upon activation and let O2 Secure Wireless know what day you will wish to have your service deactivated. Failing to do so will result in a non-refundable charge at the beginning of your next billing cycle.

## 1. INTRODUCTION

O2 Secure Wireless's Acceptable Use Policy ("AUP") is intended to help enhance the use of the Internet by preventing unacceptable use. All users of O2 Secure Wireless's Internet services (the "Services")-those who access some of our Services but do not have accounts ("Visitors"), as well as those who pay a monthly service fee to subscribe to the Services ("Members")-must comply with this AUP. We support the free flow of information and ideas over the Internet and do not actively monitor use of the Services under normal circumstances. Similarly, we do not exercise editorial control over the content of any web site, electronic mail transmission, news group, or other material created or accessible over or through the Services, except for certain proprietary websites. However, in accordance with our Internet Service Agreement, we may remove any materials that, in our sole discretion, may be illegal, may subject us to liability, or which may violate this AUP. O2 may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Your violation of this AUP may result in the suspension or termination of either your access to the Services and/or your O2 account or other actions as detailed in Section 3. This AUP should be read in conjunction with our Internet Service Agreement and other policies.

## 2. VIOLATIONS OF O2 SECURE WIRELESS'S ACCEPTABLE USE POLICY

The following constitute violations of this AUP:

- a. **Illegal use.** Using the Services to transmit any material (by email, uploading, posting, or otherwise) that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rules or regulations promulgated thereunder.
- b. **Harm to minors.** Using the Services to harm, or attempt to harm, minors in any way.
- c. **Threats.** Using the Services to transmit any material (by email, uploading, posting, or otherwise) that threatens or encourages bodily harm or destruction of property.

d. Harassment. Using the Services to transmit any material (by email, uploading, posting, or otherwise) that harasses another.

e. Fraudulent activity. Using the Services to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam such as "pyramid schemes," "Ponzi schemes," and "chain letters."

f. Forgery or impersonation. Adding, removing or modifying identifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous remailers or nicknames does not constitute impersonation. Using deliberately misleading headers ("munging" headers) in news postings in order to avoid spam email address collectors is allowed.

g. Unsolicited commercial email/Unsolicited bulk email. Using the Services to transmit any unsolicited commercial email or unsolicited bulk email. Activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email whether or not that email is commercial in nature, are prohibited.

h. Unauthorized access. Using the Services to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of O2 Secure wireless's or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data.

i. Copyright or trademark infringement. Using the Services to transmit any material (by email, uploading, posting, or otherwise) that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software. O2's is registered under the Digital Millennium Copyright Act of 1998.

j. Collection of personal data. Using the Services to collect, or attempt to collect, personal information about third parties without their knowledge or consent.

k. Reselling the services. Reselling the Services without O2 Secure wireless's authorization.

l. Network disruptions and unfriendly activity. Using the Services for any activity which adversely affects the ability of other people or systems to use O2's Services or the Internet. This includes "denial of service" (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited. It is the Member's responsibility to ensure that their network is configured in a secure manner. A Member may not, through action or inaction, allow others to use their network for illegal or inappropriate actions. A Member may not permit their network, through action or inaction, to be configured in such a way that gives a third party the capability to use their network in an illegal or inappropriate manner.

n. Long Connections and Multiple Logins. Using a personal account for high volume or commercial use is prohibited. The Services are intended for periodic, active use of email, newsgroups, file transfers, Internet chat, games, and browsing the world wide web. Members may stay connected so long as they are actively using that connection for the above purposes. Members may not use the Services on a standby or inactive basis in order to maintain a connection. Pinging is expressly prohibited. Accordingly, O2 maintains the right to terminate any member's connection following any extended period of inactivity as determined by O2.

### 3. REPORTING VIOLATIONS OF O2 SECURE WIRELESS'S AUP

O2 requests that anyone who believes that there is a violation of this AUP direct the information to: [support@o2securewireless.net](mailto:support@o2securewireless.net).

If available, please provide the following information:

\*\*\*\*\* The IP address used to commit the alleged violation

\*\*\*\*\* The date and time of the alleged violation, including the time zone or offset from GMT

\*\*\*\*\* Evidence of the alleged violation

Email with full header information provides all of the above, as do syslog files. Other situations will require different methods of providing the above information.

O2 may take any one or more of the following actions in response to complaints:

\*\*\*\*\* issue warnings: written or verbal

\*\*\*\*\* suspend the Member's newsgroup posting privileges

\*\*\*\*\* suspend the Member's account

\*\*\*\*\* terminate the Member's account

\*\*\*\*\* bill the Member for administrative costs and/or reactivation charges

\*\*\*\*\* bring legal action to enjoin violations and/or to collect damages, if any, caused by violations.

#### 4. REVISIONS TO THIS ACCEPTABLE USE POLICY

O2 reserves the right to revise, amend, or modify this AUP, our Internet Service Agreement and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted in accordance with the Internet Service.

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