

## USAGE POLICIES

None of our products currently on sale are subject to any traffic management. You can find more details of the NOW Broadband Traffic Management Policy at <https://help.nowtv.com/article/now-broadband-traffic-management-policy>

Any terms in capitals not defined in these Usage Policies will have the same meaning as in your Contract. These Usage Policies apply to you and anybody you allow to use NOW Broadband and Calls. Any reference to “you” shall be interpreted to mean you and anybody you allow to use NOW Broadband and Calls. You are responsible for the use of NOW Broadband and Calls by any person you allow to use it including anyone who accesses the Products because you have removed the wireless encryption security on your NOW Broadband Hub.

How we update our Usage Policies

The way our customers use NOW Broadband is changing all the time so we may need to change our Usage Policies to adapt to our customer’s needs or for any of the reasons state in Condition 20.1 or 20.2 of this contract. However, if you are materially disadvantaged by this you may end this contract under Conditions 13.7.

We will give you at least one month’s notice if we make any change to our Usage Policies which is likely to materially disadvantage you. Our latest Usage Policies will always be posted on our website at [www.nowtv.com](http://www.nowtv.com) so please keep checking for updates.

### ACCEPTABLE USE POLICY

NOW Broadband and NOW ’s networks may only be used for lawful purposes in accordance with all laws, statutes and regulations in force from time to time in the United Kingdom (“**Laws**”).

You may not use the NOW Broadband and Calls services membership and the NOW Broadband Networks to send, access, , store, distribute, transmit, post, upload or download any materials or data which:

- violates any Law;
- is defamatory, offensive, abusive, obscene, or constitutes harassment;
- is or may be harmful to minors;
- promotes or encourages illegal or socially unacceptable or irresponsible behaviour;
- is in breach of any third party rights (including any third party intellectual property rights);
- has any fraudulent purpose or effect or involves you impersonating another person or otherwise misrepresenting yourself as the source of any communication; or
- damages or may damage our rights or the rights of our subcontractors or agents.

Specifically and in relation to NOW Calls, you should not use the service for any improper or unlawful purpose such as:

- the making of hoax calls or communicating false information or information you believe to be false;
- the making of calls which are defamatory, offensive, abusive, obscene, menacing, threatening or otherwise made for the purpose of causing annoyance, inconvenience or anxiety to another;
- fraudulently or in connection with a criminal offence; or

- otherwise in a manner which is in breach of any applicable legislation or regulations or the rights of any other party.

We have put technical measures in place to prevent you from accessing certain websites that contain illegal images of child abuse that are identified from time to time by the Internet Watch Foundation (“IWF”). Although these filters are comprehensive, they do not provide an absolute guarantee that you will be unable to view such illegal images on the internet. In addition, these measures do not filter other content which you may find distasteful, such as “adult” material. On this basis, we recommend that you consider installing additional software on your computer to prevent access to inappropriate websites or content on the internet.

For further information regarding the IWF, please visit their website at [www.iwf.org.uk](http://www.iwf.org.uk).

### **Do not violate anyone’s systems or network security**

You must not use NOW Broadband and Calls Service to violate NOW ’s network security or any third party’s system or network security by any method including:

- unauthorised access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network;
- unauthorised monitoring of data or traffic on any network or system without the express authorisation of the owner of the system or network; or
- unauthorised interference with any user, host, system or network without the express authorisation of the owner of the system or network.

You must not send, receive, store, distribute, transmit, post, upload or download any materials that are designed to violate NOW Broadband Network’s security or any third party’s system or network security. Examples of such prohibited material may include (but are not limited to):

- programs containing viruses, worms, corrupted files, hoaxes, Trojan horses or any other items of a destructive or deceptive nature;
- tools designed to compromise the security of other sites;
- programs or services designed to send or facilitate the sending of unsolicited advertisements; or
- programs or services designed to encourage or facilitate a breach of this AUP or any acceptable use policy of another internet services provider.

You must not connect NOW ’s networks to insecure machines, equipment or services able to be exploited by others to carry out actions which constitute a breach of this AUP. If you do, you must disconnect it immediately, or allow us to disconnect it for you at your expense.

You must not adapt, modify, decompile or reverse engineer any part of NOW Broadband. You are responsible for all materials and/or data originating from the machines and/or networks that you have connected to NOW ’s networks. You must immediately disconnect (and subsequently secure prior to reconnection) machines generating materials and/or data which contravene this AUP once notified of such activity by NOW.

### **Messages**

You must not send Messages to anyone who does not wish to receive them. We acknowledge that email and instant messaging are informal methods of communication, however you must refrain from sending Messages to another user after receiving a request to stop.

You must not send unsolicited bulk Messages or any other form of abusive electronic communication. In particular, unsolicited advertising mailings (whether commercial or informational) are strictly prohibited.

You must not operate, host, provide hosting facilities to or assist in any way any website, email address, or any other online service which is advertised or promoted by means of unsolicited bulk Messages (whether commercial or informational), any mass messaging facility or any other form of abusive electronic communication.

You must not send, distribute, or reply to mail-bombs. Mail-bombing is either sending copies of a single message to many users, or sending large or multiple files or messages to a single user with the intention of disrupting their internet experience.

You must not use false Message headers or alter the headers of Messages to conceal their email address or to prevent internet users from responding to messages. You must not use any email address that you are not authorised to use.

You must not suggest or imply that any Message you send is from, authorised or endorsed by NOW or any other Sky company or relates to any Sky business.

We will scan your incoming Messages for viruses and remove any Messages from NOW 's networks which contain viruses. Although these filters are comprehensive, they do not provide an absolute guarantee that you will not receive viruses via Messages and you are advised to install appropriate antivirus software on your computer.

We will scan your incoming Messages for spam and move any suspected spam to a separate folder in your email account where you can inspect it to ensure that non-spam Messages hasn't been inadvertently identified as spam. Items of suspected spam will be deleted after 30 days.

### **World Wide Web and surfing the net**

You will be solely responsible for your use of the internet and any web pages owned and/or operated by you that you connect to NOW 's networks using NOW Broadband and Calls services membership. You must not use World Wide Web pages within or outside NOW 's networks to violate any part of this AUP or to disrupt or attempt to disrupt another internet user's internet experience.

### **How do you make a complaint?**

If you wish to notify us of a breach of this AUP, or if you wish to make a complaint regarding content, data or material that has been stored and/or accessed via NOW 's networks or NOW Broadband, please email us at [AcceptableUsePolicy@bskyb.com](mailto:AcceptableUsePolicy@bskyb.com)

### **The actions we can take**

Firstly, you should be aware that we will block any electronic communication that we reasonably consider to have breached this AUP.

Secondly, if you have breached this AUP, or we or a third party, reasonably suspect that you may have breached this AUP we will notify you by email (provided that this notification does not prejudice any investigation) and we may also:

- a) immediately suspend your access to NOW Broadband until such time as we are satisfied the breach has stopped;
- b) immediately end your Contract;
- c) notify and/or pass on the details of the breach of the AUP to any relevant government, statutory, self-regulatory or law enforcement authority;
- d) investigate the alleged breach of the AUP, which may include gathering information from you and/or the complaining party (if any) and the examination of any other data or material on NOW 's networks or our servers or
- e) remove (either temporarily or permanently), copy, store, monitor or otherwise deal with data and/or other material on NOW 's networks and/or our servers.

In relation to NOW Calls, if your or use of 'unlimited' or 'no extra charge' calls provided as part of your NOW Calls service exceeds that reasonably expected of a reasonable person using NOW Calls for domestic purposes, we may:

- a) restrict your NOW Calls service; and/or
- b) charge you NOW Calls' standard rates as published in our latest tariff guide for any calls exceeding those reasonably expected of a person using NOW Calls for domestic purposes.

NOW will use your personal data and other account information in connection with any investigation carried out by NOW in accordance with this AUP, including by disclosing it to any third party authority that NOW considers has a legitimate interest in any such investigation or its outcome.