

# ACCEPTABLE USE POLICY

This Acceptable Usage Policy applies to all users of the Lookieloo.net Sales Ltd. ("Lookieloo Service Plans").

All Lookieloo.net Customers ("Customers") have agreed to comply with this Acceptable Usage Policy as part of their service agreement with Lookieloo.net for broadband access services.

This Acceptable Usage Policy outlines certain prohibited uses of the Lookieloo.net network and the consequences which may flow from a violation of this Policy.

## **No Resale Of Service**

The wireless broadband services provided by Lookieloo.net are for the personal use of residential or business users or the use of employees of a company that pays for the lookieloo.net wireless broadband service and the lookieloo.net wireless broadband service may not be used for any resale purposes whatsoever. Under no condition shall lookieloo.net wireless broadband service be used for resale purposes to any pre-authorized customers of lookieloo.net. Lookieloo.net reserves the right to immediately terminate the connection without further notification.

## **E-MAIL**

It is a prohibited use of the Lookieloo.net network to accept, transmit or distribute unsolicited bulk e-mail of an advertising or promotional nature.

The only circumstances in which the Lookieloo.net network may be used to send unsolicited e-mail of an advertising or promotional nature (otherwise known as "spam") is where the unsolicited e-mail is sent to persons with whom the sender has a pre-existing business, professional or personal relationship or to persons who have previously indicated their consent to receive e-mail from the sender from time to time, for example by ticking a box to that effect on the vendor's web site. Unless these requirements are met, the Customer must not send unsolicited bulk e-mail on the Lookieloo.net network. If these requirements are met, the Customer must also provide an unsubscribe function on their web site (and make this function known to recipients in the relevant e-mails) which allows those recipients to elect to be removed from that mailing list.

A Customer using the Lookieloo.net network to run an e-mail subscription service must also observe the following requirements:

- a. a subscriber of the subscription service must nominate their own e-mail address to the Customer;
- b. the Customer must then send an e-mail to the subscriber seeking confirmation that the subscriber wants to be added to the Customer's mailing list;
- c. the subscriber's e-mail address is only to be added to the Customer's mailing list if the subscriber replies to the Customer's request e-mail confirming that the subscriber wants to be added to the Customer's mailing list;
- d. if the subscriber fails to reply within 14 days, the Customer must remove the subscriber's e-mail address from the Customer's e-mail mailing list; and
- e. the Customer's unsubscribe function must allow for immediate removal of an e-mail address from the Customer's mailing list when requested by a subscriber and for a reply confirming removal to be sent to the Subscriber.

The following activities are also prohibited uses of the Lookieloo.net network:

- a. sending e-mail, or causing e-mail to be sent, to or through the Lookieloo.net network that hides or obscures the source of the e-mail, that contains invalid or forged headers or domain names or deceptive addressing;
- b. receiving or collecting responses from bulk unsolicited e-mail whether the original was sent via the Lookieloo.net network or not or hosting a web site to which recipients of bulk unsolicited e-mail are directed;
- c. relaying e-mail from a third party's mail server without permission or which employs similar techniques to hide or obscure the source of the e-mail;
- d. collecting or harvesting screen names or e-mail addresses of others for the purpose of sending unsolicited e-mails or for exchange;
- e. sending large or numerous e-mails for the purpose of disrupting another's computer or account;

- f. sending e-mail that may damage or affect the performance of the e-mail recipient's computer;
- g. persistently sending e-mail without reasonable cause or for the purpose of causing annoyance, inconvenience or needless anxiety to any persons; or
- h. connecting to the Lookieloo.net network with an open relay mail server or any other device which may allow third parties, whether connected to the Lookieloo.net network or to another service provider, to use that mail server or device for the purposes of sending electronic messages, solicited or otherwise, with or without the Customer's prior knowledge or consent.

### **NEWSGROUPS**

The Customer must not use the Lookieloo.net or allow the Lookieloo.net network to be used to:

- a. engage in mass posting of messages to newsgroups;
- b. Post advertisements other than in newsgroups that specifically encourage or permit advertising;
- c. Post binary files other than in newsgroups that specifically encourage or permit such postings;
- d. Post large or numerous messages with purpose of disrupting a newsgroup; or
- e. Send messages that contain invalid or forged headers or domain names or deceptive addressing.

### **ILLEGAL ACTIVITIES, FRAUD, PHISHING, ETC**

Customers shall not use or permit its end users to use the services in ways that violate laws, infringe the rights of others, interfere with users of our service or other service networks. Subscriber is responsible for the knowledge of and adherence to any and all laws, statutes and regulations pertaining to or in any way connected with the services provided by the Company and all use of any information, data, material or service in violation of any such law, etc.,.

Customers shall not author, knowingly transmit, assist or aid in the transmission of any Phishing email. Phishing is defined as the act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. Phishing, also referred to as brand spoofing or carding.

### **VIRUSES, WORMS, TROJANS, DENIAL OF SERVICE ATTACKS, ETC.**

As you should be aware, it is important to protect your computer and any connected networks against higher level computer programs (such as viruses, worms, trojans and other malicious programs) and lower level Denial of Service (DOS) attacks that can be distributed or propagated via the Internet, including electronic mail.

It is the Customer's responsibility to ensure that the Customer has in place appropriate protection for the Customer's systems and to prevent circulation of such computer programs and attacks from the Customer's computer or networks through the Lookieloo .net wireless system. Such protection methods may include firewalls, an appropriate policy regarding email attachments, the most up to date virus scanning software, etc.

While Lookieloo.net makes reasonable efforts to ensure the security of its network, it cannot and does not guarantee that viruses and other detrimental programs will not be distributed via the Lookieloo.net network. In accordance with the Subscriber Service Agreement, Lookieloo.net is not liable for any degradation in service, increased download or damage suffered by a Customer as a result of any program received or sent by the Customer over the Lookieloo.net network.

### **DOWNLOADS**

Lookieloo.net provisions its part of the network to ensure that there is sufficient bandwidth between the hours of 8 am and 12 midnight so that there is no contention for any user during those hours.

However Lookieloo.net does not allow any provisions on its part of the network to cater for downloads in excess of the bandwidth allowance contracted under the Customer's payment plan. In the event that any user, on any plan, downloads more than their allotted traffic allowance in any calendar month, Lookieloo.net reserves the right to implement a surcharge of \$15.00 per Gigabyte and/or throttle the Customer's bandwidth.

## **VIOLATION OF ACCEPTABLE USAGE POLICY**

Lookieloo.net, like many other network providers, is serious about working towards eliminating:

- a. Inappropriate use of newsgroups; and
- b. Unsolicited e-mails of an advertising or promotional nature from travelling through its network, whether originating from a Customer or not.
- c. If Lookieloo.net, at its complete discretion, considers that this Acceptable Usage Policy has been violated in any way whatsoever, Lookieloo.net reserves the right to take all legal and technical steps available under the Customer Agreement including suspending or disconnecting a Customer's service without notice.

## **EXPANSION OF THE NETWORK**

Customers are not permitted to add any wireless equipment to the infrastructure as it pertains to the original installation.

**Wireless routers, access points, switches or any other wireless equipment added to the network without consultation or prior written approval by Lookieloo.net will be a direct violation of the contract and may result in a withdrawal of service.**

***Lookieloo.net will support all services and equipment provided to Customers and will replace defective equipment as soon as reasonably possible. HOWEVER, THE CUSTOMER AGREES THAT LOOKIELOO.NET SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE, INTERRUPTION OF BUSINESS, OR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND WHETHER UNDER THIS AGREEMENT OR OTHERWISE, RESULTING FROM SERVICE INTERRUPTION, EVEN IF LOOKIELOO.NET WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR WAS NEGLIGENT.***

## **Usage**

The internet connection facilitated and provided by Lookieloo.net may be used by the persons living at the residence or working at the business location explicitly recorded in the Customer's Lookieloo.net application. Customers may not provide or share their Lookieloo.net Internet connection or bandwidth with other residences, businesses, or entities, or permit arrangements to be made that would allow transport of data to another residence, business, or entity over the Lookieloo.net network.

Users of Lookieloo.net services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with other Lookieloo.net Customers. Lookieloo.net exercises no control whatsoever, and assumes no liability, for content or information passing through its wireless internet equipment. ***Customers agree to use the Internet for lawful purposes only. If used unlawfully, Lookieloo.net may be required by law to inform legal authorities and cooperate with any legal investigations.***

Customers agree to indemnify and hold Lookieloo.net harmless for any claims, damages, costs or expenses resulting from the Customer's use of Lookieloo.net's service, equipment, the Internet or otherwise. This agreement of indemnification shall survive the termination of this Agreement. Customer shall have no right to assign or transfer the rights and services in this Agreement to any other person, business, entity, or location without prior written approval by lookieloo.net. Use of the Internet and the information contained thereon is at the Customer's own risk.

Lookieloo.net will maintain all equipment installed to enable wireless connectivity to the Lookieloo.net network. This equipment cannot be altered or moved from the Customer location without expressed written consent by Lookieloo.net, nor sold or transferred to another person, business, or entity if residence or business is sold. No other wireless equipment can be connected to Lookieloo.net equipment with intent to share this connection beyond Customer address on file with Lookieloo.net.

However, anyone who uses Lookieloo.net services, even if not an explicit customer known to Lookieloo.net, are bound to the Terms of Agreement and Acceptable Use Policy in full.

### **Agreement Jurisdiction**

This agreement supersedes any and all other agreements, either oral or in writing, between Lookieloo.net representatives and customers with respect to the matters stated herein and contains all covenants and agreements. Amendments to this Agreement must be signed by an authorized Lookieloo.net representative, which is limited to Officers of lookieloo.net.

The construction, validity, execution, and performance of this agreement shall be governed in accordance with the laws of the Province Of British Columbia. Any action arising out of or related to this Agreement shall be executed and pursued via the legal system of the Province Of British Columbia.

### **Cumulative Remedies**

The failure of Lookieloo.net to seek redress for violation of or to insist upon the strict performance of any provision of this Agreement shall not prevent a subsequent act, which would have originally constituted a violation, from having the effect of an original violation. The rights and remedies provided in this Agreement are cumulative and the use of any one right or remedy by Lookieloo.net shall not preclude or waive its right to use any or all of the remedies. Said rights and remedies are given in addition to any other rights Lookieloo.net may have by law, statute, ordinance or otherwise.

### **Legal Interpretation**

Each provision in this Agreement is independent of the others. If any term or provision herein is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of this Agreement. Captions contained in this Agreement are for reference purposes only and are in no way intended to describe, interpret, define, or limit the scope, extent or intent of this Agreement or any provisions herein.

### **Access to Other Networks**

Use of other networks may sometimes require the approval of the respective network authorities and use will be subject to any acceptable usage policies such networks establish.

### **Transfer or Assignment**

The Customer shall not sell, transfer, or assign this Agreement to any other person, business, or entity. Any such assignment shall be null and void and shall not relieve Customer of their obligations to Lookieloo.net.

### **Force Major**

Lookieloo.net shall not be liable for delays or defaults in furnishing goods or services hereunder, if such delays or defaults on the part of Lookieloo.net are due to (a) acts of God or a public enemy, (b) acts of the Province Of British Columbia or political subdivision thereof, (c) fires, severe weather, floods, explosions or other catastrophes, (d) embargoes, epidemics and quarantine restrictions, (e) shortage of goods, labor, strikes, slowdowns, differences, with workmen or labor stoppages of any kind, (f) delays of supplier or delay of transportation for any reason, or (g) causes beyond the control of Lookieloo.net in furnishing items or services, including but not limited to breakdown or failure of plant machinery or equipment. Acceptance of delivery of the goods shall constitute a waiver and release by Customer of any claim for damages on account of the delay. If any delay occurs, Lookieloo.net may re-allocate production and deliveries among Lookieloo.net's Customers at its sole discretion.

### **Arbitration**

Any controversy concerning service by Lookieloo.net and this Agreement, other than fees Customers owe to Lookieloo.net, which the parties cannot resolve within thirty (30) days will first be directed to mediation with all expenses incurred by the griever. The mediator shall be selected by Lookieloo.net. The mediation shall be conducted pursuant to the rules of the courts. Any costs incurred in the enforcement of the arbitration shall be paid by the party against whom enforcement is sought. The decision of the arbitrator will be binding upon the parties. In the event the dispute goes to arbitration, the aggrieved party shall submit their case within one month after the receipt of the case. The arbitrator is relieved from compliance with particular rules of procedure but may establish provisions for discovery or fact finding as they deem appropriate. At the request of either party, the arbitrator shall provide a written opinion setting

the basis and grounds for their decision shall be final and not subject to appeal. Judgment may be entered on the arbitrators' award in any court having jurisdiction over this Agreement or the parties hereto. The costs of the arbitration will be borne by the griever. Any additional costs that a party may incur during the course of and relating to the arbitration will be the responsibility of the party that incurs them.

### **Controlling Document**

Customers agree that any terms, printed or otherwise, that are inconsistent with this Agreement shall have no force or effect, even if such documentation is signed by Lookieloo.net. Customers agree that any such additional provisions or any such alterations of this Agreement shall not be binding or supercede this Agreement. The contract resulting from acceptance of this Agreement is the legally binding agreement between the Customer and Lookieloo.net.

### **Customer Premise Installation Support**

In providing services under this Agreement, Lookieloo.net will access customer premises to install the receiver and antenna equipment, as required. Access to property must be granted and all dangers, such as guard dogs, restrained or removed prior to the site survey, installation, and service calls.

Lookieloo.net may revise this policy at its' discretion. Changes are considered executed once they are signed by an authorized Lookieloo.net representative, which is limited to Officers registered with the company. Customers are responsible for remaining current regarding provisions of the Policy. Lookieloo.net will take all reasonable measures to inform customers of changes to this Policy.

### **Some Basics**

Lookieloo.net provides access to the Internet. However, the Internet is not owned, operated, managed by, or in any way affiliated with Lookieloo.net. The Internet is a separate network of computers, servers, services, and connections independent of Lookieloo.net. Customers who use the Internet do so at their own risk and their use is subject to all applicable local, provincial, national, and international laws and regulations.

Access to the Internet, as well as connection speeds, are dependent on numerous factors, technologies, and systems, most of which are beyond Lookieloo.net's authority and control. Lookieloo.net will not be held liable for any inconvenience, damage, loss of data due to power failure or other causes or costs arising from Internet use. Lookieloo.net will not be responsible for any costs involved with the failure of equipment caused by lightning or other damage caused by power surges or otherwise. Equipment will be replaced free of charge if within the manufacturer's warranty period.

### **What happens if you violate the AUP?**

If a Customer violates this Policy, Lookieloo.net reserves the right to warn the owner of the account in question and/or suspend or terminate Internet access for the account in question.

IF A CUSTOMER PARTICIPATES IN ILLEGAL ACTIVITIES, SUCH AS BUT NOT LIMITED TO:

- CHILD PORNOGRAPHY
- TERRORISM
- ACTIVITIES THAT ARE OR APPEAR TO BE HARMFUL TO LIFE OR PROPERTY
- SEE ALSO UNACCEPTABLE CONDUCT AND UNACCEPTABLE DATA SECTION

LOOKIELOO.NET RESERVES THE RIGHT, OR MAY BE REQUIRED BY LAW, TO:

- IMMEDIATELY SUSPEND AND/OR TERMINATE INTERNET ACCESS FOR THE ACCOUNT IN QUESTION
- REPORT ILLEGAL ACTIVITY TO LAW ENFORCEMENT

IF A CUSTOMER VIOLATES THE POLICY IN ANY WAY OR PARTICIPATES IN UNDESIRABLE OR QUESTIONABLE ACTIVITY, SUCH AS BUT NOT LIMITED TO:

- SHARING LOOKIELOO.NET INTERNET CONNECTION WITH PERSONS, BUSINESSES, OR ENTITIES THAT HAVE NOT SUBSCRIBED DIRECTLY THROUGH LOOKIELOO.NET'S APPLICATION PROCESS
- DISTRIBUTING SPAM OR MASS DISTRIBUTION EMAILS USING LOOKIELOO.NET NETWORK OR EMAIL
- PARTICIPATING IN PEER SHARING NETWORKS THAT DRAMATICALLY IMPACT LOOKIELOO.NET NETWORK PERFORMANCE
- HARASSING OTHERS
- UNACCEPTABLE CONDUCT AND UNACCEPTABLE DATA SECTIONS

LOOKIELOO.NET RESERVES THE RIGHT TO:

- ISSUE A WARNING TO THE OFFENDING CUSTOMER
- SUSPEND AND/OR TERMINATE INTERNET ACCESS.

Lookieloo.net may terminate Internet access at its sole discretion. Lookieloo.net is not obligated or required to refund unused Internet service fees if termination or account closure is due to a Policy violation. However, Customers remain under obligation to pay any outstanding fees owed to Lookieloo.net that were accrued prior to termination or account closure.

### **Usage Limits**

Lookieloo.net provides basic residential and commercial high-speed Internet access, not high-volume Internet access. Lookieloo.net encourages users to be responsible with their Internet connection. **LOOKIELOO.NET DISCOURAGES USE OF ANY PEER SHARING SOFTWARE OR WEB SITES AS THEY CAN OVERLOAD NETWORK CAPACITY AND AFFECT ALL CUSTOMERS, NOT ONLY THE OFFENDING ACCOUNT.** Use is to be spread reasonably over the days of the month to avoid affecting or causing disruption for other customers.

Internet accessible servers cannot be used with residential service accounts. A commercial account is required to run an internet accessible server. Customers who wish to manage and provide Internet access to a server must contact Lookieloo.net to request this service. Many peer-to-peer file-sharing systems will automatically convert PCs into servers. If Customer's bandwidth statistics indicate a situation like this, we will notify the owner of the account. Peer sharing must be disabled (peer sharing is a program that requires a user to download files and share them by allowing uploads to other sites or computers). Specific instructions regarding these steps can be found in your operating system help file or within the peer sharing application.

Each email account is limited to 5 megabytes of space on the Lookieloo.net mail server. Lookieloo.net does not monitor email content, but will monitor size of email files and notify Customers that exceed this limit. Lookieloo.net will disable email accounts that continue to exceed allotted space after one warning to reduce mail account size.

### **Security I: Your Responsibilities**

Customers are responsible for maintaining the security of their Lookieloo.net login name and password. DO NOT:

- share login information with others
- post login information in public or private forums
- send login information via email or instant message

Other members of Customer household or employees of a business Customer may use Lookieloo.net Internet access through the primary Customer account. However, usage should be limited to family members or permanent residents living at the location on record within Lookieloo.net, or employees of business Customers who work at the address on record with Lookieloo.net.

Customer must not allow anyone outside their location to connect to their network via wired or wireless technology in order to use or share Lookieloo.net service. This is considered pirating of Lookieloo.net service and is a breach of this Policy, for which service will be terminated immediately.

Each Customer is responsible for protecting their own computer equipment from viruses, worms, spy ware, and other forms of malicious software. If a computer on the Lookieloo.net network becomes infected by a virus, worm, or spy ware, the Customer agrees removed the infected computer from the Lookieloo.net network and clean it before connecting again. Lookieloo.net reserves the right to disconnect or suspend any Customer account where a virus, worm, or spy ware is suspected to be causing excessive bandwidth or compromising network security.

### **Security II: Your Rights to Confidentiality**

LOOKIELOO.NET WILL KEEP ALL CUSTOMER ACCOUNT INFORMATION CONFIDENTIAL, INCLUDING CONTACT INFORMATION, CREDIT CARD DETAILS, SOCIAL SECURITY NUMBER, LOGIN NAME AND PASSWORD, AND MOTHER'S MAIDEN NAME OR OTHER "SECRET" SECONDARY IDENTIFICATION WORDS OR PHRASES. Lookieloo.net will maintain normal security for email and files uploaded to web space. However, no electronic storage or transmission is completely secure. Therefore, Customers who transmit data via the Lookieloo.net network and store data on Lookieloo.net servers do so at their own risk.

If presented with a court order or lawful process including a subpoena by a legitimate law enforcement organization such as the RCMP or other recognized legal authority, Lookieloo.net will release private Customer data pursuant to the order. If presented with a subpoena in a civil matter, Lookieloo.net will comply with the subpoena and notify Customer of its service upon us. In no other circumstance will Lookieloo.net release Customer data.

Customers have a legal right to their own personal details. Lookieloo.net will supply all details requested, including login details and payment history, if requested by a confirmed account owner.

### **Personal Files**

Although Lookieloo.net backs up systems regularly, we are not liable for loss of any material. Each customer must maintain their own backups.

When an account closes, all data related to the account is deleted, including email and uploaded files. If we close an account for violations of this Policy, data will be deleted and cannot be retrieved even if the account is reopened.

### **Obeying the Law**

All applicable laws (municipal, provincial or national) that apply to acceptable behavior in person also apply to the Internet. For instance, just as it is illegal to make threats against someone in person, it is illegal to make threats via email, chat, or posted messages. An illegal act in electronic form is still an illegal act.

Lookieloo.net has no responsibility to control online behavior. If unlawful activity takes place using Lookieloo.net services, Lookieloo.net is not responsible or legally liable in any way for consequences, costs, or results of the illegal actions. Lookieloo.net is held completely harmless in the event a Customer, or other person, business, or entity using a Customer account or otherwise, commits an illegal act.

Report any illegal or questionable behavior to the internet service provider of the offending person, business, or entity. Lookieloo.net is not responsible if someone harasses an Lookieloo.net customer through email, unless the offender is an Lookieloo.net Customer. If the situation is grave, notify appropriate law enforcement.

### **Unacceptable Conduct**

DO NOT ENGAGE IN THE FOLLOWING ACTIVITIES WHILE USING LOOKIELOO.NET SERVICE.

- HARASSING OR THREATENING ANOTHER
- VIOLATING PRIVACY OF ANOTHER
- PARTICIPATING IN ACTIVITY TO HURT OR ANNOY SOMEONE
- PARTICIPATING IN CHAIN LETTERS
- PARTICIPATING IN PEER NETWORKS
- SENDING BULK UNSOLICITED EMAILS (SPAM)
- PROVIDING SOFTWARE, SCRIPT, PRODUCT, OR SERVICE TO ANOTHER FOR SPAM PURPOSES
- FORGING OR FALSIFYING INFORMATION, INCLUDING BUT NOT LIMITED TO APPLICATIONS, SIGNATURES AND TCP/IP PACKET OR EMAIL HEADERS
- EMAIL "BOMBING" OR FLOODING
- DISTRIBUTING OR ASSISTING IN THE DISTRIBUTION OF A VIRUS OR WORM
- PURPOSELY OVERLOAD LOOKIELOO.NET NETWORK OR ANY OTHER SYSTEM
- HACKING (USING OTHER SYSTEMS WITHOUT EXPLICIT PERMISSION)
- IF RUNNING A MAIL SERVER, LEAVING IT OPEN FOR EMAIL RELAY
- CAUSING OR PARTICIPATING IN FRAUD
- FALSE ADVERTISING
- UNSOLICITED ADVERTISING
- COPYRIGHT VIOLATIONS
- USE OF TRADEMARK OR SERVICE MARK TO WHICH YOU HAVE NO RIGHTS
- TRADE SECRET VIOLATIONS
- ANY INTENTIONAL DISRUPTION OF COMMUNICATION

Customers are prohibited from using Lookieloo.net to work around rules of other ISP's. Customers may not use any part of the Lookieloo.net service to support an activity done elsewhere or on another ISP network which violates this Policy.

Service may be suspended and/or terminated if a Customer engages in the aforementioned "Unacceptable Conduct" activities. Illegal activity will be reported to the appropriate legal authorities.

Please note that Lookieloo.net reserves the right to send announcements and other updates via email to Customers on record. These updates are not considered SPAM as they are necessary to Lookieloo.net operations. Each Customer agrees to receive these updates.

### **Unacceptable Data**

"Data" means text, pictures, software, recordings, or any other form of information. In the event of complaints against data, Lookieloo.net alone will determine whether the file or information in question is unacceptable. If Lookieloo.net deems data or materials to be unacceptable, whether a liability risk, irresponsible, or illegal, they may remove the offending material and pursue other actions depending on severity, up to and including informing appropriate legal authorities and suspending and/or terminating the offending account.

Lookieloo.net Customers shall not run any servers without consent from Lookieloo.net.

DO NOT UPLOAD, EMAIL, POST OR OTHERWISE DISTRIBUTE DATA WHICH IS:

- ILLEGAL PURSUANT TO THE LAWS OF CUSTOMER'S COUNTRY, PROVINCE, OR CITY
- THREATENING
- ABUSIVE
- HARASSING
- LIBELOUS
- DEFAMATORY
- OBSCENE
- DECEPTIVE

- FRAUDULENT
- INVASIVE OF ANOTHER'S PRIVACY
- TORTIOUS (A TORT IS AN OFFENSE PROHIBITED BY CIVIL, NOT CRIMINAL, LAW)
- INACCURATE

Service may be suspended and/or terminated if a Customer engages in uploading, emailing, posting, or otherwise distributing the aforementioned "Unacceptable Data". Illegal activity will be reported to the appropriate legal authorities.

### **Valid Email Return Addresses**

Lookieloo.net Customers must use a valid email address in the "From" or "Sender" field of email messages. This must be Customer's own email address, either through Lookieloo.net or through another email provider. The reason for this, apart from courtesy, is that use of fabricated names puts unnecessary load Internet servers.

Lookieloo.net employs SPAM filtering services but cannot guarantee that all SPAM will be filtered. There are many strategies to reduce spam that each customer can employ individually. For more information, visit sites such as [spam.abuse.net](http://spam.abuse.net).

### **Contacting us**

Please review this Acceptable Use Policy Agreement. If you have any questions, comments, please contact us at [AUP@lookieloo.net](mailto:AUP@lookieloo.net)

Please note: As management of lookieloo.net we reserve the rights to cancel any service due to misuse of any of the above whether you agree or not. The "three strike rule" will be in effect. (Warning #1, followed by Warning #2, followed by Strike Three, you are out of there and there will not be any reimbursement for purchased equipment or reconnection available at your site from our services.