

City of Dover **Commercial Internet/Network Customer** **Acceptable Use Policy**

This Acceptable Use Policy document, including the following list of Prohibited Activities, is an integral part of your [Service Agreement](#) with the City of Dover's Internet Access/Network Service. If you engage in any of the activities prohibited by this AUP document the City of Dover may suspend or terminate your account.

The City of Dover's Acceptable Use Policy (the "Policy") for Internet/Network Services is designed to help protect The City of Dover, the City of Dover's customers and the Internet community in general from irresponsible or, in some cases, illegal activities. The Policy is a non-exclusive list of the actions prohibited by the City of Dover. The City of Dover reserves the right to modify the Policy at any time, effective upon posting at <http://www.doverohio.com/Telecom/BusinessNet/policies.htm> .

Prohibited Uses of the City of Dover's Systems and Internet /Network Services

Illegal Use

Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

Obtaining or attempting to obtain service by any means or device with intent to avoid payment.

E-mail

Sending Unsolicited Bulk Email ("UBE", "spam"). The sending of any form of Unsolicited Bulk Email is prohibited. Likewise, the sending of UBE from another service provider advertising a web site, email address or resource hosted on the City of Dover's servers, is prohibited. The City of Dover's accounts or services may not be used to solicit customers from, or collect replies to, messages sent from another Internet Service Provider where those messages violate this Policy or that of the other provider.

Running Unconfirmed Mailing Lists. Subscribing email addresses to any mailing list without the express and verifiable permission of the email address owner is prohibited. All mailing lists run by the City of Dover's customers must be Closed-loop ("Confirmed Opt-in"). The subscription confirmation message received from each address owner must be kept on file for the duration of the existence of the mailing list. Purchasing lists of email addresses from 3rd parties for mailing to from any City of Dover-hosted domain, or referencing any City of Dover account, is prohibited.

Operating an account on behalf of, or in connection with, or reselling any service to, persons or firms listed in the Spamhaus Register of Known Spam Operations (ROKSO) database at www.spamhaus.org.

Security

Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., "cracking") including, but not limited to: (continued on next page)

- Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network.
- Unauthorized monitoring of data or traffic on any network or system without express authorization of the owner of the system or network.
- Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks.
- Forging of any TCP-IP packet header or any part of the header information in an email or a newsgroup posting.

Knowingly engage in any activities designed to harass, or that will cause a denial-of-service (e.g., synchronized number sequence attacks) to any other user whether on the City of Dover network or on another provider's network.

Advertising, transmitting, or otherwise making available any software, program, product, or service that is designed to violate this AUP or the AUP of any other Internet Service Provider, which includes, but is not limited to, the facilitation of the means to send Unsolicited Bulk Email, initiation of ping, flooding, mail-bombing, denial of service attacks.

Using the City of Dover's Services to interfere with the use of the City of Dover's network by other customers or authorized users.

Unauthorized access, alteration, destruction, or any attempt thereof, of any information of any City of Dover Internet/Network customers or end-users by any means or device.

Assignment or sharing of service

User agrees to not use the City of Dover's Internet Service as an Internet service provider ("ISP"). User agrees to not resell, share, give away, redistribute, sublicense or otherwise distribute the City of Dover Internet service or any portion thereof to any third party in any manner without the prior written consent of the City of Dover.

INDIRECT OR ATTEMPTED VIOLATIONS OF THE POLICY, AND ACTUAL OR ATTEMPTED VIOLATIONS BY A THIRD PARTY ON BEHALF OF A CITY OF DOVER INTERNET/NETWORK CUSTOMER OR A CUSTOMER'S END USER, SHALL BE CONSIDERED VIOLATIONS OF THE POLICY BY SUCH CUSTOMER OR END USER.

Each City of Dover Internet/Network customer is responsible for the activities of its users and, by accepting service from the City of Dover, is agreeing to ensure that its customers/representatives or end-users abide by this Policy. If violations of the City of Dover's Acceptable Use Policy occur, the City of Dover reserves the right to terminate services with or take action to stop the offending customer from violating the City of Dover's AUP as the City of Dover deems appropriate, without notice.

Complaints regarding Illegal Use or System or Network Security issues should be sent to net.admin@doverohio.com.

Complaints regarding email abuse should be sent to net.admin@doverohio.com.

Complaints regarding USENET abuse or SPAM should be sent to net.admin@doverohio.com.

For live incidents, please contact the City of Dover Office of IT/Telecommunications at 330.343.6663.