

General Policy

The Phone Co-op believes in free speech, that is to say, in the right of individuals and organisations to express their views and to publish information as they wish, providing that the publication of such views or information is not unlawful, and providing that it does not infringe upon the legitimate rights of others.

The Phone Co-op:

- Does not regard as freedom of speech the promotion of intolerance or prejudice on the grounds of race, gender, sexual orientation or belief.
- Reserves the right to refuse services that, in its reasonable judgement, enable individuals or organisations to abuse freedom of speech or to promote intolerance.
- Will not host on its servers any material deemed inappropriate or which may infringe upon the rights of its members, customers or employees.
- Will take down any website which in its reasonable judgement contravenes this policy.
- Reserves the right to refuse to host any information for distribution via the Internet, which in its reasonable opinion would lead a significant number of its customers to doubt its commitment to ethical and co-operative values.
- Accepts however, that many of its customers wish legitimately to use the Internet to express views and publish information which other customers may object to, yet which do not in its reasonable judgement compromise its commitment to co-operative values and its ethical policy.

The customer must not use their account for the purpose of obtaining unauthorised access to any computer or service.

The customer must not disclose their password to any third party, no matter what the reason.

Customers are prohibited from transmitting on or through any The Phone Co-op services, any material that is, in The Phone Co-op's sole discretion, unlawful, obscene, threatening, abusive, libellous, hateful, or encourages conducts that would constitute a criminal offence, give rise to civil liability, or otherwise violate any local, national or international law.

The Phone Co-op services may only be used for lawful purposes. Transmission, distribution or storage of any information, data or material in violation of British regulation or law is prohibited.

This includes but is not limited to:

- Material protected by copyright.
- Material protected by trademark.
- Material protected by the trade secrets act.

The Phone Co-op reserve the right to remove illegal or offensive material from its servers.

The resale of The Phone Co-op products, services or accounts is not permitted, unless specifically permitted and documented with a written agreement.

Usage Policy

Customers are provided with an inclusive monthly usage allowance depending on the package to which they subscribe. Customers can exceed this allowance with additional usage paid in arrears. Data transfer will be charged at 0.23p per MB for the Home 0 package and 0.15p per MB for all other packages.

Customers can subscribe to my.phone.coop to receive email alerts about their usage. Subscribers will receive a first email to advise them when they have reached 80% of their monthly usage allowance. A further email will be sent when 100% of the inclusive allowance has been reached

E-Mail Policy

The customer must not use The Phone Co-op's service for any of the following purposes:

- Initiating or propagating chain or pyramid e-mails
- Sending bulk or unsolicited e-mails, especially of a commercial nature, including but not limited to '**Spamming**', except at The Phone Co-op's discretion
- Sending malicious e-mail, including but not limited to "**mail bombing**" (*Flooding a users site with large or numerous pieces of e-mail*)
- Send e-mail to a person after they have specifically requested that you do not mail them i this also applies to any automated mail system
- Forge header information.

Web Space Policy

The customer is responsible for keeping backups of their own data. The Phone Co-op does not hold any responsibility for loss or corruption of a customers data, for any reason.

The customer is responsible for ensuring that the data offered in their web space does not break any UK or International law.

The Phone Co-op reserve the right to remove a site or material from a site under any of the following circumstances:

- Data contained on the site is suspected to be illegal.
- The site gets an abnormally high number of hits.
- The customer closes their account or the customer's account is suspended for any reason.
- The presence of the site adversely affects, in any way, the ability of The Phone Co-op to provide its services to other customers.

It is not permitted for any customer to resell their web space, unless a previous agreement with The Phone Co-op has been made.