

INTERNET USAGE GUIDELINES

System abuse is strictly prohibited. Visual Online may terminate or modify service immediately and may bill for any resulting support charges if the client engages in system abuse. Following is a list of actions which are defined to be system abuse. This list is non-exclusive. For any questions please contact support@vo.lu.

Actions which constitute system abuse include, but are not limited to:

1. attempting to circumvent user authentication or security of any host, network, or account on Visual Online systems or the Internet at large ("cracking");
2. attempting, in any way, to interfere with or deny service to any user or any host on the Internet;
3. forging email or USENET posting header information;
4. sending large numbers of unsolicited mail messages (i.e. "junk mail"); this includes adding or attempting to add addresses to any mailing list without explicit positive consent of the addressee.
5. forwarding or posting "chain letters" (multiple forwarding) of any type;
6. posting inappropriate messages to USENET newsgroups e.g., posting large numbers of unsolicited posts indiscriminately ("spamming"), or posting encoded binary files to USENET news groups not specifically named for that purpose;
7. attempting to cancel, supersede, or otherwise interfere with email or USENET posts other than one's own;
8. engaging in harassment, whether through language, frequency, or size of messages;
9. using a Visual Online account or network connection to collect replies to messages sent from another provider which violate these rules or those of that provider;
10. reselling Visual Online services to third parties who do not abide by these guidelines.

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