

ACCEPTABLE USE POLICY



Signetique IT Pte Ltd (Signetique) is a Web Presence Company. User accounts on our Internet servers or network are subject to compliance with the terms and conditions set forth below. Under the terms of this agreement, your placement of information on Signetique's servers and network is an acknowledgement that you have read and understood this agreement, and that you agree to be bound by the terms and conditions below. If you do not wish to be bound by these terms and conditions, you should not proceed to place any information of any kind on Signetique's servers or network.

ANY VIOLATION OF THE ACCEPTABLE USE POLICY (AUP) MAY RESULT IN THE SUSPENSION OR TERMINATION OF CUSTOMER ACCOUNT(S) OR SUCH OTHER ACTION AS COMPANY DEEMS APPROPRIATE. NO CREDITS WILL BE ISSUED FOR ANY INTERRUPTION IN SERVICE RESULTING FROM POLICY VIOLATIONS.

General Information

Signetique's services shall be used for lawful purposes only. It is strictly prohibited to use any of these services if the use thereof by the Customer violates any laws rules and or regulations in any jurisdictions.

While using Signetique's service, Customer shall NOT

- (a) restrict or prevent any other user from using and having such access to the Internet
- (b) post or transmit any material likely to be construed as being illegal, obscene, threatening, abusive, offensive, indecent, libellous, defamatory, discriminatory, promoting illegal or unlawful activity or otherwise objectionable or in violation of any rules regulations or laws to which the website is subject to including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense or give rise to civil liability
- (c) Post, publish, transmit, reproduce or distribute any information or software which contains a virus or other harmful component;
- (d) Post, publish, transmit, reproduce, distribute or in any way exploit any information, software, or other material obtained through the service for commercial purposes (other than as expressly permitted by the Company of such information, software, or other material);
- (e) To break security on any computer network, or to access an account which does not belong to Customer;

Signetique reserves sole discretion to determine whether any use of the service is a violation of this policy. Guidelines for using your account follow. This information is only a guideline, and is not intended to be all-inclusive.

Email Policy

Unsolicited Commercial E-mail or "Spam sent from any Signetique Account or any websites/server hosted on our network that offers any services that support spam or UCE activities are NOT tolerated.

Unsolicited Commercial E-mail or "Spam" or "Viruses" sent from anywhere on the Internet to any websites/server hosted on our network will not be tolerated.

UCE includes any e-mail that promotes web sites hosted on a Signetique Virtual server, Dedicated Server or Co-located Server sent from an email address not associated with a Signetique account.

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UCE includes any e-mail that in anyway harasses, threatens or abuses authorized representatives of Signetique, including but not limited to tech support representatives, customer relations representatives, and sales representatives, or otherwise abuse any of Signetique's services.

Spam includes any e-mail that is sent on purpose to multiple parties within Signetique despite being told not to do so.

Signetique will give a warning to the customer (or the reseller/email contact) after the first incident of such a violation. After the second violation, the account will be terminated or banned without any further warnings. When terminated or banned, Signetique reserves the right whether to re-activate the account at any time in its own convenience.

SPAM or UCE received from networks outside of Signetique may be banned immediately without prior warning.

To protect our network and servers against Spam, unsolicited email, Viruses or activities which Signetique considers unethical, Signetique reserves the right to ban any IPs, domains, email, email content or computers whether within or outside of its network from accessing any computers or equipment of its network WITHOUT any prior warning.

Drop-Box Accounts. Using this network for the receipt of replies to unsolicited mass email (spam) sent from a third-party network is prohibited.

Header Forgery: Forgery of email headers ("spoofing") is prohibited.

Proxy Spamming: Spamming via third-party proxy, aggregation of proxy lists, or installation of proxy mailing software is prohibited.

Relaying: Configuration of a mail server to accept and process third-party messages for sending without user identification and authentication is prohibited.

Mass Mailings: Sending mass unsolicited email is considered spam. Unsolicited email is defined as email sent to a recipient who has not double-opted in to mailings from the Customer. Senders of mass mailings must maintain complete and accurate records of all opt-ins, including the email and its headers if applicable, and provide such records to Signetique upon request. If positive and verifiable proof of opt-in cannot be provided, complaints from recipients of the mailing are considered proof they did not subscribe and the mailing is unsolicited.

Mailing Lists: Signetique's mass mailing rules also apply to mailing lists, list servs, or mailing services contracted for by Customer. The policy is stated as follows: An acceptable mailing list will be focused at a targeted audience that has voluntarily signed up for e-mail information using a double opt-in process or that has made their e-mail address available to Customer for distribution of information. The list must also allow for automatic removal by all end Customers with non-distribution in the future.

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IP Allocation

Signetique administers an Internet network on which multiple Customer servers reside. Customers shall NOT use IP addresses that were not assigned to them by Signetique's staff or network administrators. Any server utilizing IP addresses outside of the assigned range will be suspended from network access until such time as the IP addresses overlap can be corrected. Use of an unauthorized IP address will result in a charge of SG\$40 per IP. Use of an unauthorized IP address creating a third party Customer outage will result in a SG\$200 charge and termination of service until the IP allocation is resolved.

Web Sites

You are solely responsible for any information contained on your web site. However, if complaints are received regarding language, content or graphics contained on your web site, Signetique may, at its sole discretion, remove the web site hosted on Signetique servers and terminate your Web service. You agree to promptly reimburse Signetique for any reasonable expenses it incurs (including attorney's fees) in defending itself from third party claims relating to any of the content (whether created by you, your customers or your users) contained on your website.

You may not use your web site to publish material which Signetique determines, at its sole discretion, to be unlawful, indecent or objectionable. For purposes of this policy, "material" refers to all forms of communications including narrative descriptions, graphics (including photographs, illustrations, images, drawings, logos), executable programs, video recordings, and audio recordings.

Unlawful content is that which violates any law, statute, treaty, regulation, or lawful order. This includes, but is not limited to: obscene material; defamatory, fraudulent or deceptive statements; threatening, intimidating or harassing statements, or material which violates the privacy rights or property rights of others (copyrights or trademarks, for example).

Indecent content is that which depicts sexual activities in an offensive manner as measured by contemporary community standards. Objectionable content is otherwise legal content with which Signetique concludes, in its sole discretion, it does not want to be associated with in order to protect its reputation and brand image, or to protect its employees, shareholders and affiliates.

Network Performance

Signetique's accounts operate on shared resources. Excessive use or abuse of these shared network resources by one customer may have a negative impact on all other customers. Misuse of network resources in a manner which impairs network performance is prohibited by this policy and may result in termination or suspension of your account without notice.

You are prohibited from excessive consumption of resources, including CPU time, memory, disk space and session time. You may not use resource-intensive programs which negatively impact other customers or the performance of Signetique systems or network. Signetique reserves the right to terminate or limit such activities.

Denial of Services, DDoS, and other service attacks started against your web site will effect the entire population of the Signetique network, therefore your site will be subject to immediate termination of your account.

Illegal Activity

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Any activity on our network that is a violation of any state or federal law is a violation of this policy and will result in immediate termination of service.

Prohibited activities include, but are not limited to:

- Transmitting obscene materials or child pornography
- Intentionally spreading or threatening to spread computer viruses
- Gaining or attempting to gain unauthorized access to any network, including Signetique's private network infrastructure
- Accessing or attempting to access information not intended for you
- Transmitting pirated software
- Conducting or participating in illegal gambling
- Soliciting for pyramid and other illegal schemes

Security

You are responsible for any misuse of your account, even if the inappropriate activity was committed by another user under your account, friend, family member, guest or employee. Therefore, you must take steps to ensure that others do not gain unauthorized access to your account. In addition, you may not use your account to breach security of another account or attempt to gain unauthorized access to another network or server.

- (1) Your password provides access to your account.
- (2) It is your responsibility to keep your password secure.
- (3) Sharing your password and account access with unauthorized users is prohibited. You should take care to prevent others from using your account since you will be held responsible for such use.
- (4) Attempting to obtain another user's account password is strictly prohibited, and may result in termination of service.
- (5) You must adopt adequate security measures to prevent or minimize unauthorized use of your account.
- (6) You may not attempt to circumvent user authentication or security of any host, network or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other networks. Use or distribution of tools designed for compromising security is prohibited. Examples of these tools include, but are not limited to, password guessing programs, cracking tools or network probing tools.
- (7) You may not attempt to interfere with service to any user, host or network ("denial of service attacks"). This includes, but is not limited to, "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.
- (8) Users who violate systems or network security may incur criminal or civil liability. Signetique will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.

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