

Definitions

Our Provider – Landlord Broadband

Service(s) – Internet

Our/We/Us – Simpson's Properties

1.1 Tenancy Internet Policy

We ("The Landlord" also referred to as "Our" / "Us") have a contract with Landlord Broadband ("Our Provider") to provide the Service(s) as part of this tenancy/licence. The use of the Service(s) is subject to Our Tenancy Internet Policy. The Tenancy Internet Policy is designed to protect you and Us from illegal or any other activities that may compromise the Services and ensure that you are aware of your responsibilities. You are responsible for ensuring you follow the Tenancy Internet Policy.

- 1.1.1 You may not disrupt the Service(s). The Service(s) may not be used to interfere with computer networking or telecommunications services to any user, host or network, including, without limitation, denial of service attacks, flooding of a network, overloading a service, improper seizing and abuse of operator privileges and attempts to "crash" a host. The transmission or dissemination of any information or software that contains a virus or other harmful feature is also prohibited. You are solely responsible for the security of any device you choose to connect to the Service(s), including any data stored on that device.
- 1.1.2 Using the Service(s), particularly "Always On" products, to run open servers, such as SMTP relay, web proxy and NNTP, is prohibited. We define an open server as being one which can be connected to over the Service(s) by hosts not in a trusted list.
- 1.1.3 You shall ensure that you are only using the Service(s) for personal use and enjoyment and that the Service (s) is not being used for commercial purposes.
- 1.1.4 It is your responsibility to ensure that you have device(s) that have the minimum specification required to access the Service(s) at the property and that they are sufficiently protected from viruses when accessing the network.
- 1.1.5 It is your responsibility to ensure that all files and data are sufficiently backed-up.
- 1.1.6 Please be aware that the phone line in the property is not designed for outbound call use and as such is restricted to Freephone and emergency numbers only (if used).
- 1.1.7 There may be content on the Service(s) or otherwise available through the Service(s) which may be offensive to some individuals, may not be in compliance with all local laws,

regulations and other rules or accessing the content infringes on copyright. For example, it is possible to obtain access to content that is pornographic or offensive, particularly to children. We can assume no responsibility for the content contained on the Service(s) or otherwise available through the Service(s). You must assume the risk of accessing content through the Service (s), and neither We nor any of Our employees, shall have any liability for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to access to such content. Parents may want to use a program capable of restricting access to sexually explicit material on the Service(s). Content questions or complaints should be addressed to the content provider, and not to Us or Landlord Broadband.

- 1.1.8 You are solely responsible for any information that you publish on the Service(s). You must ensure that the recipient of the content is appropriate. For example, you must take appropriate precautions to prevent minors from receiving inappropriate content. We and Our employees reserve the right to report to Landlord Broadband such information or materials, and they may, at their discretion, refuse to post or to remove any information or materials, in whole or in part, that it, in its sole discretion, deems to be offensive, indecent, or otherwise inappropriate regardless of whether such material or its dissemination is unlawful.
- 1.1.9 You are responsible for ensuring that a TV Licence is in place if you stream live TV via the Service unless your landlord has included it within the rental package and it's clearly documented in your tenancy agreement.
- 1.1.10 You are responsible for ensuring that the equipment provided to access the Service(s) is maintained in good condition. If We identify any damage to the equipment on inspection during or at the end of the tenancy We will take appropriate action to recover the cost, which could include a claim from the tenancy deposit or through the Courts.
- 1.1.11 You may not transfer or assign use of the Service(s) to another person without the permission of Landlord Broadband and Us in writing. Permission for this will not be unreasonably withheld.
- 1.1.12 Where you allow a guest or person that is not a tenant of the property to access the Service(s) by providing them with the Wi-Fi password for example, you are responsible for their compliance with the Tenancy Internet Policy when using the Service(s).
- 1.1.13 Any perceived technical fault with the Service(s) during the tenancy should be raised directly with Landlord Broadband through their Tenant Support Desk on 0333 577 0600.

- 1.1.14 Please note that calls to Landlord Broadband's Tenant Support Desk may be monitored for training purposes in the interest of Landlord Broadband continually improving the service they provide.
- 1.1.15 If the Service is not available due to a technical fault or outage for reasons outside of Our control, you have no right to withhold rent payments or any grounds for a compensation claim.
- 1.1.16 We reserve the right to terminate the Service(s) by giving you one calendar month's written notice and may reimburse you if there are any monies that you have paid that are associated with the Service(s).
- 1.1.17 We and/or Landlord Broadband hereby reserve the right to terminate the Service(s) with immediate effect by giving you written notice in the event of a breach of this policy.