

Techniccol Hosting Abuse Policy Document

1 Abuse Policy

- 1.1 Every Techniccol Hosting customer agrees to comply with our all the terms and conditions listed within all of our terms and conditions.
- 1.2 We take the enforcement of all terms and conditions seriously, and we aim to run a clean network which operates on fair principles. We also investigate all reports of abuse.
- 1.3 If you encounter something you think might constitute abuse (for example, spam or inappropriate content) which you believe has come from our network or systems, please read through the information on this page carefully. It explains how you can report it.

2 What is Abuse?

- 2.1 This policy covers the following types of abuse on the internet:

- Spam
- Hacking attempts
- IRC activity
- Phishing

Web space abuse

- 2.2 We work to minimise the amount of abuse that is generated on our servers. You can help us by reporting any abuse you spot which you believe has come from the Techniccol Hosting network
- 2.3 Please report all abuse by emailing us at support@techniccolhosting.com. Please include as much information as you can about the type of abuse you've encountered. Please also provide log files (if applicable), URLs for site abuse and email headers for spamming.
- 2.4 Once we've received your email, we'll investigate the issue thoroughly, contact any relevant customers and work to resolve the issue as quickly as possible.

3 Reporting Port Scanning, Attempted Hacking and Firewall Activity

- 3.1 If your report is based on information from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt). Please ensure that the log includes the time, date and time zone.
- 3.2 If you see any other misuse on your own servers originating from a Aeternum Software IP address, please send us the following information: Your URL
Your web server log
- 3.3 Please ensure the log shows the IP address, time, date and time zone of the IP address logging into your server, and any details of the misuse that has taken place.

4 Reporting Web Space Abuse

- 4.1 If you become aware of any web space hosted by Aeternum Software that you feel is in contravention of any of our terms and conditions, then please email us with the details.
- 4.2 Please send the following information:
The URL (such as www.techniccolhosting.com).
The time and date that you noticed the infringement.
Details of how you came to view the material.
A precise description of why you believe the material to be in breach.
- 4.3 In line with industry practices, we report illegal activity to the police or to any other relevant authorities. We also work with all appropriate bodies to ensure images of child abuse are removed from our servers and reported as quickly as possible.
- 4.4 If you have received or been infected by a virus, worm or Trojan please note that we are cannot offer any support to help rectify your systems. We recommend you install anti-virus software and ensure that it is updated regularly.

5 By signing up for our services you agree to be bound by all Techniccol Hosting terms and conditions.