

VELOXINET ACCEPTABLE USE POLICY (AUP)

Last Updated: 01/12/2026

1. INTRODUCTION AND SCOPE This Acceptable Use Policy ("Policy" or "AUP") governs the use of the internet access services ("Service") provided by **Veloxinet** ("Veloxinet," "we," "us," or "our") to you ("Customer," "User," or "you").

By activating, using, or paying for the Service, you acknowledge that you have read, understood, and agree to be bound by this Policy. This Policy applies to all users of the Service, including residential and business customers, as well as any third parties who access the Service through your account or equipment.

2. LAWFUL USE OF SERVICE The Service may only be used for lawful purposes. You are strictly prohibited from using the Service to transmit, post, store, or otherwise distribute material that:

- **Violates Local, State, or Federal Law:** Includes, but is not limited to, fraud, drug dealing, gambling, or conveying threats of physical harm.
- **Infringes Intellectual Property:** Includes the unauthorized exchange of copyrighted material (e.g., movies, music, software) in violation of the Digital Millennium Copyright Act (DMCA).
- **Is Offensive or Threatening:** Includes child pornography, hate speech, defamation, or harassment.

3. NETWORK SECURITY AND INTEGRITY Veloxinet reserves the right to protect its network and other customers from harmful activity. You are prohibited from:

- **Hacking/Unauthorized Access:** Accessing or attempting to access other computers, accounts, or networks without authorization (often known as "hacking," "port scanning," or "packet sniffing").
- **Distribution of Malware:** Intentionally transmitting viruses, worms, Trojan horses, ransomware, or other harmful software code.
- **Denial of Service (DoS):** Engaging in any activity that interferes with the ability of others to use the Service or the Internet, including "flooding" or "mail-bombing" networks.
- **Device Tampering:** Modifying, disrupting, or tampering with Veloxinet equipment (e.g., Fixed Wireless radios, Fiber ONTs, or POE injectors).

4. SYSTEM AND NETWORK MANAGEMENT Veloxinet is committed to the "Open Internet" principles but reserves the right to employ reasonable network management practices to ensure a high-quality experience for all users.

- **Shared Bandwidth:** You acknowledge that the Service (especially Fixed Wireless) operates on a shared network. Excessive use that significantly degrades the network performance for other users may result in temporary throttling or traffic prioritization.
- **Wireless Interference:** For Fixed Wireless customers, you agree not to install devices that cause signal interference with Veloxinet's transmission equipment.

5. EMAIL AND ANTI-SPAM POLICY You may not use the Service to send unsolicited bulk or commercial email ("Spam"). This includes:

- Sending mass emails to recipients who have not requested them.
- Forging email headers (spoofing) to hide the origin of the message.
- Using the Service to host a "spam" support site or similar infrastructure.
- Veloxinet reserves the right to block port 25 (SMTP) or other ports commonly used for spamming if abuse is detected.

6. COPYRIGHT INFRINGEMENT (DMCA NOTICE) Veloxinet complies with the Digital Millennium Copyright Act (DMCA). If we receive a valid notification of claimed infringement regarding your account:

- **Notice:** We will forward the infringement notice to the contact email on file for your account.
- **Repeat Infringer Policy:** In accordance with the DMCA, Veloxinet will terminate the Service of "repeat infringers" in appropriate circumstances.

7. EXCESSIVE USE / DATA CONSUMPTION

- **Residential Plans:** Unless explicitly stated in your service agreement as "Uncapped" or "Dedicated," residential plans are intended for typical residential usage patterns (web browsing, streaming, gaming).
- **Commercial Use on Residential Lines:** Running high-volume servers (web, mail, FTP) or commercial resale of the connection on a residential plan is prohibited.

8. VIOLATION AND ENFORCEMENT Veloxinet reserves the right to investigate potential violations of this AUP. If a violation is confirmed, we may take the following actions, often without prior notice:

- **Warning:** Issuing a written or verbal warning.
- **Suspension:** Temporarily suspending your Service until the issue is resolved.
- **Termination:** Permanently terminating your Service agreement.

- **Legal Action:** Referring the matter to law enforcement agencies for criminal prosecution or civil action.

9. LIMITATION OF LIABILITY Veloxinet assumes no liability for the content of the material you access or transmit through the Service. You are solely responsible for the security of any device you connect to the Service (computers, routers, smart devices) and for any data stored on such devices.

10. POLICY CHANGES Veloxinet reserves the right to modify this AUP at any time. Changes will be effective upon posting to the Veloxinet website (www.veloxinet.com). Continued use of the Service constitutes acceptance of the modified Policy.