



1. CATS-NET's **Access User Policy (AUP)** is intended to preventing illegal, unlawful and unacceptable usage and practices and to ensure compliance with relevant laws of the United Republic of Tanzania.
2. This AUP is also intended in ensuring our users are guided correctly and are able to use and enjoy our services.
3. All direct and indirect users of CATS-NET Services must comply with this AUP and this AUP is part and parcel of the contract between Cats-net and its client.
4. CATS-NET advises against, prohibits where applicable, does not support or promote using our services to:
  - Resell our services without written approval or a legal agreement
  - Provide or intend to threaten, harass, via any material, or encourage any bodily harm or destruction of property
  - Download, upload or share any material by any means, that may intentionally or unintentionally violates any regulations and/or law (local, national or international) enforced by the government or the authorities
  - Be involved in forgery, impersonation, fraudulent activity including, but not limited to financial scam, directly or indirectly
  - Cause or intend harm to anyone including minor
  - Cause any kind of interference on the network, harm users, our services and/or the network including Denial of Service (DoS) attacks
  - Mislead or deceive by modifying any content
  - Infringe, distribute, use or share content/software/material that has been copyrighted, registered and/or trademarked or be involved in plagiarism
  - Share or send any unsolicited commercial, spam, bulk email or be involved in any sort of activities that can be categorized as unsolicited commercial email or transmission of information
  - Access or collect someone else's personal data, services, accounts, emails, connection and/or attempt to bypass or break through security measures implemented such as passwords and/or encryption
5. CATS-NET does not generally or actively monitor the usage or control any publication, editorial content over electronic mail, social websites, blogs, groups, website hosted or not hosted by CATS-NET and/or through any medium used through our services. However, we reserve the right to monitor, control, save, keep or remove any materials that, in our discretion, may be illegal, may subject us to liability, or which may violate this AUP or Service Level Agreement (SLA) or Master Service Agreement (MSA).
6. CATS-NET shall cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Any violation in accordance with the law, international standards, piracy and or clauses of this

AUP may result in, but not limited to suspension or termination of services or accounts.

7. CATS-NET reserves the right to suspend, terminate and / or disconnect the service to any customer for any legally or factually justifiable grounds and the said justifiable grounds shall include but not limited to misconduct, violation of laws of United Republic of Tanzania, breach of any term of the AUP available online on CATS-NET's website ([www.cats-net.co.tz](http://www.cats-net.co.tz)) and / or SLA (Service Level Agreement) as well as non-payment of services.
8. CATS-NET will implement all possible measures to maintain a high standard of service and availability. However CATS-NET cannot be held responsible for interruption in services due to power failures, equipment malfunctions, beyond CATS-NET's control, or acts of natural calamity.
9. CATS-NET cannot be held responsible for the user's Local Area Network, PCs and/or devices that CATS-NET does not have control over.
10. CATS-NET reserves the right to block any harmful or suspicious activity and/or revoke, suspend, block any IP address provided or used.
11. CATS-NET recommends users to implement and use all security measures as CATS-NET cannot be responsible for the users' privacy and security of personal data or accounts.
12. CATS-NET cannot be held responsible for any data, information or material any user or non-user may send or receive directly, indirectly, intentionally, and unintentionally through our services as well as any third party.
13. CATS-NET reserves the right to establish best practices in the interest of the users, security, limitations, filtering of content, standards including, but not limited to quotas, data transfer limits, number of emails sent per hour/day.
14. CATS-NET cannot be held responsibility for backup of any data stored, transferred or accessed via our Services, including but not limited to domains, websites, databases, ftp, DNS records and emails.
15. It is the users' responsibility to take timely backups and store them for security purposes and restoration during emergency or system failures.
16. CATS-NET Reserves the right to control or block known malware, viruses, infections or harmful traffic.
17. All users must notify CATS-NET of the services required and hosted on their private network. This includes, but not limited to Mail, Web, FTP, VPN, port forwarding requirements.
18. The users will be responsible for configuration and maintenance of services and servers hosted within their network including, but not limited to blacklisting and delisting of Public IP Addresses across the internet.
19. The users must make sure that the services hosted on their network are free from spamming, viruses and/or infections that can spread in any way.
20. CATS-NET reserves the right to modify, without notification, the Standard Service Level Agreements and AUP which is made available online on CATS-NET's website ([www.cats-net.co.tz](http://www.cats-net.co.tz)) for clients at any time.