

SCHEDULE F: ACCEPTABLE AND FAIR USE POLICY
VERSION 1.2 - EFFECTIVE FROM 24 JULY 2024

Introduction

This **Acceptable and Fair Use Policy** is a schedule to **our agreement** with **you**.

It sets out what use of our **hub** and **Services** is acceptable and/or fair and what is not.

Acceptable use

- 1) **You** may use **our hub** and **Services** to send **switching messages** in accordance with the applicable **Industry Process**.
- 2) **You** may not use **our hub** and **Services**:
 - a) to send any message other than a **switching message**;
 - b) for any criminal, illegal or unlawful activities or purpose, including but not limited to:
 - i) slamming or other forms of unauthorised switching;
 - ii) unlawful collection, harvesting or processing of personal data;
 - iii) sending spam, unsolicited messages;
 - iv) engaging in harassment or cyberbullying;
 - v) transmitting viruses or other malicious code;
 - c) to infringe third party **Rights**; and/or
 - d) other than in accordance with **our** reasonable instructions.
- 3) **You** should **try** your best to ensure that neither **you, we** nor anyone else suffer a security compromise (as defined in **applicable law**). **You should** ensure that **your** networks, servers, software and systems are secure and properly configured to prevent unauthorised use such as:
 - a) servers that can be exploited to conduct a denial of service attack;
 - b) mail servers that permit the distribution of spam i.e. open mail relay; and/or
 - c) TP servers that may be used by others to illegally distribute licensed software.

Fair use

- 4) **You** may:
 - a) send **switching messages** at a volume and rate required to meet genuine switching requests from your customers; and
 - b) use the directory **API** to download the directory no more than once a day.
- 5) **You** may not send **switching messages** at a volume and rate exceeding that required to meet genuine switching requests. **You** may not:
 - a) send **switching messages** at rate exceeding 50 per second;
 - b) use loops, code or bots to resend **switching messages** repeatedly;

- c) download the directory more frequently than once a day; and/or
 - d) undertake other actions which may impact the overall operation of the hub, the experience of other hub users or could lead to an adverse consumer impact.
- 6) **We** may take appropriate demand management measures (including rate throttling) in order to manage the **hub** for the benefit of all **CPs**.