

Acceptable Use Policy

MIDLANDCOMPUTERS

1. Introduction

For the Internet to operate in a manner that satisfies the majority of its users, we ask all end users to observe some rules and etiquette governing their use of it.

This AUP is based on current 'best Internet industry practice' and draws on the collective experience of users and service providers across the Internet community. We may change the AUP from time to time. To make the most of the guidance contained in the AUP, please keep up to date with changes and look at them on a regular basis.

Compliance with this Acceptable Use Policy is a contractual requirement. If you fail to do so, your services may be suspended or terminated.

Our broadband provider is Griffin, a channel partner which does not sell direct to end users.

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2. A Guide to avoiding abuse while connected to the Internet

Software updates

The majority of our online customers will be using commercial software to connect to and navigate the Internet. End users should ensure that the software in use is up to date. We recommend that Microsoft updates are automatically installed as and when they are made available. For historic updates across all browsers, please visit the software vendor's website.

Legal compliance

The Internet is a global medium and is regulated by the laws of many different countries. Material which is illegal in this country may be legal in another, and vice versa. As a user in this country, for example, you should not access sites carrying child pornography, hard-core pornography or incitement to violence. These are just three examples of unlawful material and there are many others. When you visit a website, a copy of the visited pages is stored on your pc in the web browser's cache files. Storage of illegal material in this way may well constitute a criminal offence. If you or your end users are in any doubt, we recommend you take independent legal advice.

While connected to the Internet, end users must comply with legal requirements concerning telephone network misuse. Set out below is an extract from the Telecommunications Act (1984). Network misuse is a serious criminal offence which can lead to fines and/or imprisonment.

Telecommunications Act (1984)

Improper use of public telecommunication system:

A person who:



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- sends by means of a public communication system, a message or other matter that is grossly offensive or of an indecent, obscene or menacing character; or
- sends by those means, for the purpose of causing annoyance, inconvenience or needless anxiety to another, a message that he knows to be false or persistently makes use for that purpose of a public telecommunication system, shall be guilty of an offence and liable on summary conviction to imprisonment for a term not exceeding six months or a fine, or both.

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Avoiding abuse while connected to the Internet

Taking the following steps should help users to protect themselves from becoming a victim of abuse while connected to the Internet.

Ensure that you are running a good quality virus detection application. The majority of these applications have the ability to detect hacker attempts as well as viruses. Hackers are people who try to hack into your computer to either cause mischief or find your passwords and usernames. You should be aware that some hackers have the ability to seriously damage your computer system and any other associated network.

If you keep sensitive information on your computer, we recommend using encryption software to protect it.

While connected, do not publicise your IP address. This is the unique ID that your ISP allocates to you while you are connected to the Internet. This is especially important if you are using applications such as CHAT, Internet Relay Chat (IRC) or video conferencing using a directory service.

The number of untrusted applications will continue to grow exponentially. Be careful what you install on PCs, tablets, laptops and mobile phones. Before installing software of unknown origin, ask yourself whether you trust the writer/source. Most computer viruses and Trojans are installed unknowingly while installing shareware or freeware applications that are supposedly designed to make your life easier. If in doubt, don't do it.

Sharing logon details

Midland Computers prohibits users from sharing details.

Port scanning

Midland Computers prohibits the use of port scanning software on any of our services.

Sharing Internet access on a Private Network and personal SMTP mail server

Some methods of sharing Internet access or applications expose your external Internet connection to other Internet users, and enable them to send unsolicited bulk emails via your computer (known as SPAM).

As we do not block any ports it is vital that end users configure their networks securely, end users should be fully responsible for security in their own network and failure to secure it properly will result in a disconnection from Griffin services.



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3. Internet access – Acceptable Use Policy (AUP)

Introduction

Griffin's relationships with its Partners, other networks, and ultimately its connectivity to the rest of the Internet, require its end user to behave responsibly. Accordingly, our broadband partner cannot permit irresponsible behaviour by its Partners and end users, which could damage these relationships, their network or the use of the Internet by others.

Allowances

WBC MAX	100GB monthly
WBC MAX Premium	150GB monthly

WBC ADSL2+	100GB monthly
WBC ADSL2+ Premium	150GB monthly
WBC ADSL2+ M	100GB monthly
WBC ADSL2+ M Premium	150GB monthly

IPStream MAX	50GB monthly
IPStream MAX Premium	50GB monthly
IPStream fixed rate products	50GB monthly

Heavy usage

Persistent heavy users of the service, who in Griffin's reasonable opinion could be seen to be over-using their contended service, may at Griffin's discretion find their available bandwidth restricted at certain times of the day.

Data transfer: Varies between products

Exceeders either:

- a) Are moved to a Pay As You Go product where available
- b) Move into offender's context
- c) Move to SDSL or EB SA where available

Offender's context

End users exceeding the AUP will be subject to increased contention until an appeal has been processed, this can be appealed as per the below process.

SBC usage is reviewed every Tuesday and Thursday, the report covers the month to date.

Notifications

Partners will be emailed a list of their users which have breached the AUP; each Partner will have 5 working days to appeal on the end users behalf.

Should an end user's usage be high enough to seriously effect network performance (>100 GB in 30 days) end users will be immediately moved into the offenders context which means they will experience higher contention. A phone call will be

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made to Midland Computers to discuss the situation.

Appeal reasons

Reduced usage

End users who have shown 5 working days of reduced usage will be returned to normal contention and given a further 5 working days grace to continue their reduced usage. Should the high usage return the end user will have their contention increased immediately and the Partner will receive notification.

This type of appeal is subject to discretion based on traffic type, volume and circumstance. The end users daily throughput can be monitored via the reports available to Midland Computers.

Examples of traffic/volume discretion

Heavy users which show usual business traffic and have made reasonable steps to reduce usage will be given leniency towards the period of reduced usage required to be returned to normal contention. Heavy users demonstrating significant volumes of peer to peer traffic with little or no reduced usage will have to demonstrate the full 5 working days reduced usage.

Reduced usage is based on 30 day allocation divided by 21.

E.g. 50GB/21 days = 2.3GB/day, an end user showing a daily usage of less than 2.3 for 5 working days could appeal under reduced usage.

After three recurrences of high usage following reduced usage appeal the end user will lose the ability to appeal on this basis and an alternative appeal reason must be proposed.

Multi-site/VPN

End users utilising Virtual Private Network (VPN)/Remote Desktop Protocol (RDP) traffic over a range of interconnected sites may have their usage aggregated across each site, VPN/RDP or equivalent traffic must be present on each line to validate the appeal.

Examples

Valid appeal

Site A – 100GB/month	Evidence of VPN traffic
Site B – 10GB/month	Evidence of VPN traffic
Site C – 15GB/month	Evidence of VPN traffic

Invalid appeal

Site A – 100GB/month	No VPN traffic
Site B – 10GB/month	No VPN traffic
Site C – 15GB/month	No VPN traffic

Customers with lines in multiple locations which don't utilise any VPN/RDP traffic are unable to appeal as a multi-site; in this instance each offending site needs to have additional lines installed allowing Griffin to aggregate the usage on a per-site basis.

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Additional lines

Additional lines can be installed at an end users site to increase the data allowance of the site.

Each line does not have to use its own allowance, for example a site with two lines may use up to 100GB on one line and use the other line simply as a backup. In progress orders will be considered live for the purposes of reviewing an appeal.

Examples

Valid appeal

Site A Line 1 75GB/month
Site A Line2 5GB/month

Invalid appeal

Site A Line 1 75GB/month – breaching AUP, requires additional lines/more suitable product
Site B Line 1 5GB/month

Valid appeal

Site A Line 1 75GB/month
Site A Line 2 Order in progress

Outside business hours usage

If a customer's usage is predominantly outside business hours an appeal can be proposed on this basis, the end user will be whitelisted from the AUP and the usage will be reviewed periodically. Should the majority of a customer's traffic fall back into business hours the AUP will reset and the Partner will be notified allowing 5 working days grace for appeals.

Alternative products

Both EB SA and SDSL have no Acceptable Use Policy.

The majority of DSL products are also available on a Pay As You Go billing model which allows the end user to utilise as much throughput as they require.

Whitelisting

Requesting a line to be removed from high contention without a valid appeal reason for any period of time is known as whitelisting. Whitelisting can only be authorised by a Griffin Head of Sales or the Managing Director, or the relevant cover during annual leave.

In extreme instances, Midland Computers will consult with you to discuss how we can collectively reduce the impact of the heavy users in question. From experience, it is usually the top 5% of heavy users who cause a detrimental impact to all others.

Appeals

Business cases where one line is part of a multi-site VPN or similar will be considered, traffic profiles and type will be taken into consideration. The data transfer of the combination of sites must not exceed their allocation per site. Griffin operates a business grade network. Griffin may invoke more aggressive remedies where the connection is being used for non-business applications.

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Please email support@midlandcomputers.com to register an appeal against their decision.

Illegal activities

Users must not gain or attempt to gain unauthorised access to any computer systems for any purpose, including accessing the Internet. As well as being in breach of your contract for the particular service, such hacking or attempted hacking is a criminal offence.

Forging addresses

Users must not send data via the Internet which has forged addresses or which is deliberately constructed to adversely affect remote machines. Users must not configure PCs as an open relay system.

Port scanning

Users must not run 'port scanning' software which accesses remote machines or networks, except with the explicit prior permission of the administrator or owner of such remote machines or networks. This includes using applications capable of scanning the ports of other Internet users.

If you know of a user who is intending to run a port scanning application, you must provide Griffin with a copy of the written consent received from the target of the scan authorising the activity. This must be supplied to Griffin prior to the application being run.

SPAM (Unsolicited bulk emails)

Users must not participate in the sending of unsolicited bulk email or any other form of email or usenet abuse. This applies to material which originates on their system as well as third party material which passes through their system.

Internet connection sharing

If your users share the resources of the Internet connection over a Private Network, users must make sure that the network is secure, and that any Internet Connection Sharing software in use does not permit access from outside the network. This is especially important if running an 'Open Proxy Server'. This is because an 'Open Proxy Server' will allow other users of the Internet to exploit the Internet connection, and use it as if it were their own. For example, an external user could access the local network or send unsolicited email(s) that would appear to come from your end user.

What action will Griffin take?

Griffin may operate systems to ensure compliance with this AUP including, without limitation, port scanning and testing of open servers and mail relays.

Customers who engage in abusive behaviour will be notified that their behaviour is unacceptable and may have their accounts suspended or terminated.

Account restoration

A suspended account may be restored at Griffin's discretion, upon receipt of a written undertaking by the abuser not to commit any future 'abuse'. All cases are, however, considered by Griffin on their individual merits.

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A guide to avoiding email abuse

Email is an effective and convenient method of communication. Unfortunately, it is also the most common source of abuse over the Internet. Although much unsolicited email (SPAM) may just be a harmless but annoying way of advertising products or services, some can be as distressing as receiving malicious telephone calls.

There are some simple steps users can take to minimise the likelihood of receiving nuisance emails.

Don't give out your email address unless you are absolutely sure you can trust the recipient. You should treat your email address as you would treat your telephone number.

Avoid posting into newsgroups if you are not entirely sure about the nature of their subject matter. If you are going to post into these groups, be aware that there is very little your ISP can do to protect you if you become a victim of abusive emails resulting from your posting or a 'flame war'. If you do post into such newsgroups, it is a sensible precaution to keep your email address private, as often the only cure to stop nuisance emails is to change your email address.

Never publicise your home address or telephone number. Be very careful when sending details such as your credit card number by email. Unless you are completely sure you can trust the recipient and the details of the recipient's email address don't do it.

When filling in online forms always look for and complete any 'data protection opt out' boxes if you do not wish to be contacted regarding advertisement and promotion of any products and services. The information you provide may be disclosed to other organisations or used for marketing or other purposes which you did not envisage. If in doubt, do not use the online form.

In cases of extreme net abuse, you may need to contact the police if you think further action should be taken. If you decide to do so, you must be prepared to provide the police with any evidence you have. The police will then consider whether a criminal offence may have been committed and whether further action can or should be taken.

Sharing Internet access on a Private Network and personal SMTP mail server

Some methods of sharing Internet access or applications expose your external Internet connection to other Internet users, and enable them to send unsolicited bulk emails via your computer (known as SPAM).

As Griffin do not block any ports it is vital that you configure your network securely. You are fully responsible for security in your own network and failure to secure it properly will result in your disconnection from Griffin services.

Heavy usage

Persistent heavy users of the service, in Griffin's reasonable opinion seen to be overusing their contended service, may at Griffin's discretion find their available bandwidth restricted at certain times of the day.

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4. Email – Acceptable Use Policy (AUP)

Introduction

Exchanging emails with others generally involves using common sense regarding the content material and being polite and courteous. The vast majority of Griffin's customers understand what is appropriate when sending or receiving emails. Regrettably, there are occasions when individuals or groups of people exchange emails or involve in online activities, which are considered to be unacceptable by the Internet community. This is described by the generic term of abuse.

This email AUP is based on current 'best Internet industry practice' and draws on the collective experience of email users and service providers across the Internet community.

If you take email products and services from Griffin please ensure you have read the relevant Service Descriptions and Product Terms.

Abusive emails

It is not always obvious whether an activity is innocent, inadvertent, or intentional but as a general rule, email users should be aware that what is unacceptable (and possibly illegal) offline (oral or written), applies equally online. As with telephone calls, users must not send any emails which cause annoyance, inconvenience or needless anxiety. Users should not send false messages likely to cause distress or any other material which is distressing, grossly offensive, indecent, obscene, menacing or in any other way unlawful. Particular care should be taken to avoid any material which is offensive to people on grounds of gender, race, colour, religion or other similar categorisation.

SPAM (unsolicited bulk emails)

Users must not use Griffin's email system to send unsolicited emails, bulk or otherwise. The sending of such emails is an abuse of the service and you will be in breach of the relevant terms and conditions unless agreed with Griffin prior to the activity taking place.

Setting up a mail server (open relay)

If your end users choose to run an SMTP email server on a private network you must make best efforts to ensure that it is configured correctly, so as to only accept mail from the specific domain. Griffin may block access to the network to prevent the SMTP server from being exploited for the purpose of sending unsolicited emails.

Internet connection sharing

If your users share the resources of the Internet connection over a Private Network, you must make sure that the network is secure, and that any Internet Connection Sharing software in use does not permit access from outside of your network. This is especially important if running an 'Open Proxy Server'. This is because an 'Open Proxy Server' will allow other users of the Internet to exploit an Internet connection, and use it as if it were their own. For example, an external user could access a local network or send unsolicited email(s) that would appear to come from your user.

What action will Griffin take?

Griffin may operate systems to ensure compliance with this AUP, including without limitation port scanning and testing

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of open servers and mail relays.

Users who engage in abusive behaviour will be notified via Midland Computers, that their behaviour is unacceptable and Midland Computers may have their accounts suspended or terminated if such behaviour continues.

Account restoration

A suspended account may be restored at Griffin's discretion, upon receipt of a written undertaking by the abuser not to commit any future 'abuse'. All cases are, however, considered by Griffin on their individual merits.

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5. Webspace – Acceptable Use Policy (AUP)

Introduction

The following AUP contains rules governing the use of webspace services.

It is based on current 'best Internet industry practice' and draws on the collective experience of webspace users, service providers and the owners and administrators of computer networks which are connected to form the World Wide Web.

Midland Computers cannot and does not proactively monitor content on its users websites and therefore cannot and does not guarantee that all such websites are free of illegal material or other content considered unacceptable or abusive by the Internet community.

Illegal activities

Users must not have illegal material on their website or link to content that is illegal. Users should be aware that as the Internet is a global network, some activities/material which may be legal in the UK may be illegal elsewhere in the world and vice versa, and you could risk being prosecuted in another country if you condone the publication of material which is illegal in that country. If you are in doubt, take independent legal advice before proceeding.

Users must not incite disorder or publish any material which would amount to instructions concerning illegal activities.

Unacceptable behaviour

It is not always obvious whether an activity is innocent, inadvertent, or intentional, but generally webspace users should be aware that what is unacceptable, and possibly illegal, offline (oral or written), applies equally online.

Security

Users must not share the password for their webspace. Password management is the end users responsibility, and must not be disclosed to any third party. This is also important for your own protection.

What action will Midland Computers take?

Offending material may be removed without prior notice/explanation. Users who engage in abusive behaviour will be notified that their behaviour is unacceptable and you may have your accounts suspended or terminated.

If we find out that your end users



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are using our web space service for illegal purposes, we may involve Griffin's E-crimes and Investigations Team and we may ultimately notify the police.

Account restoration

A suspended account may be restored, at Midland Computers discretion, upon receipt of a written undertaking by the abuser not to commit any future 'abuse'. However, Midland Computers will consider all cases on their individual merits.

6. Internet glossary

Applet - A type of computer program that allows animation and other interactive functions on a file or Web page.

ADSL - Asynchronous Digital Subscriber Line - Allows you to access the Internet over standard phone lines at very high speeds.

Bit - The smallest piece of digital information understood by computers.

Bandwidth - The rate information travels from one place to another either inside a computer or between computers. Bandwidth is usually measured in bits per second, kilobits (thousands of bits) per second, or megabits (millions of bits) per second. A 28.8 modem allows for a connection of 28.8 kilobits per second.

Blocking software - A computer program that allows parents, teachers, or guardians to block access to certain web sites and other information available over the Internet. All blocking software has filtered the information before blocking access to it. (See also 'filtering software')

Bookmark- A placeholder for interesting or frequently used web sites, so that these sites can be revisited easily without having to remember or retype the Internet address.

Browser - A software product that lets you find, see, and hear material on the World Wide Web, including text, graphics, sound, and video. Popular browsers are Netscape Navigator and Microsoft Internet Explorer.

Byte - Bytes are a basic measurement of computer memory. A byte is made up of eight bits.

Cache - A cache is a place on your hard drive where the Web browser stores information (text, graphics, sounds, etc.) from pages or sites that you have visited recently so that returning to those pages or sites is faster and easier.

CD-ROM - A computer disk that can store large amounts of information, generally used on computers with CD-ROM drives. CD-ROM stands for Compact Disk Read Only Memory which means it can only play back information, not record or save material.

Chat - A feature of online services or Web sites that allows participants to talk by typing messages that everyone can read at the same time. Admission is generally not restricted. You never know who is going to be reading your messages or responding to them.

Client-based filter - A software program that you install on your own computer to



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block access to inappropriate material, prevent kids from accessing the Internet at certain times, or to prevent kids from revealing personal information. See also 'filtering software' and 'blocking software.'

Cookie - A piece of information unique to you that your browser saves and sends back to a web server when you revisit a web site (the web server is the computer that 'hosts' a web site that your browser downloads or 'sees'). The server 'tells' your browser where to put the cookie on the server. Cookies contain information such as log-in or registration information, online shopping cart information (your online buying patterns in a certain retail site), user preferences, what site you came from last, etc.

Commercial service - General term for large online services. These services are like special clubs that require membership dues. Besides providing access to the Internet, commercial services have lots of content, games, and chat rooms that are available only to members.

Cyberspace - 'Cyberspace' can refer to the electronic areas and communities on the Internet and other computer networks; the culture developing on (or across) the global network of phone wires that make up the Internet; a new publishing or communications medium separate from conventional media; and a 'place' separate from or in addition to physical space.

Discussion group - An area online focused on a specific topic where users can read and add or 'post' comments ('post' in the sense of posting something on a bulletin board). You can find discussion groups, also referred to as 'discussion boards,' for almost any topic. See also 'Newsgroups'.

Directories - Similar to search engines, directories are indexes of web pages organised by subject.

Domain name - A web site address, usually followed by .com, .org or.co.uk. See also 'URL'.

Download - Copying data from another computer to your computer. Download is also used to mean viewing a web site, or material on a web server, with a web browser. See also upload.

Email - Electronic Mail. A way of sending messages electronically from one computer to another. Users can send memos, letters, and other word-based messages, as well as multimedia documents. Emailing requires having a modem, connecting a telephone line to your computer, and an email address (recognisable because of the '@' symbol, such as sales@midlandcomputers.com).

Ethernet - the most common technology for connecting computers together in a network.

FAQ - A list of Frequently Asked Questions.

Filtered ISP - An Internet Service Provider (ISP) that automatically blocks access to content that is inappropriate for children. Each filtered ISP uses its own company criteria to decide which web sites are inappropriate. When choosing a filtered ISP, parents and other caretakers should make sure the company's criteria are consistent with their own values and judgments.

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Filtering software - Software that sorts information on the Internet and classifies it according to content. Some filtering software allows the user to block certain kinds of information on the Internet. See also 'Blocking Software,' 'Client-Based Filtering Software,' and 'Server-based Filtering Software.'

Firewall- A security device that places a protective wall around a computer or network of computers, keeping it from being accessible to the public.

FTP - File Transfer Protocol - a way to transfer (download or upload) files from one computer to another, for example from your hard drive to a Web server in order to update a web site.

Flaming - Sending a nasty piece of email or posting a nasty comment in a newsgroup or discussion group, usually in response to a posting that offended someone.

Gateway - Generally any device that provides access to another system. For example, an ISP might be called a gateway to the Internet; also a hardware device that connects a local network to the Internet.

Hardware - The nuts, bolts, and wires of a computer and computer-related equipment, also the actual computer and related machines such as scanners and printers.

Hyperlink - An image or portion of text on a web page that is linked to another web page (either on the same site or in another web site). If it's a word or phrase, you can tell it's a link because it's another colour, it's underlined, or both. If it's an image, you can tell it's a hyperlink if you see a border around it, or if the cursor changes to a little hand when you drag the cursor over the image with the mouse. You just click on the link to go to another web page or another place on the same page. See also links.

HTML - Hypertext Markup Language - The standard language used for creating documents on the World Wide Web.

HTTP - Hypertext Transfer Protocol - The standard language that computers connected to the World Wide Web use to communicate with each other.

Home page - The first page or document web users see when connecting to a web server or when visiting a web site.

ICRA - Internet Content Rating Alliance rating system - a rating system for web content (see also RSACi).

IM or instant message - A chat-like technology on an online service that notifies a user when a friend is online, allowing for simultaneous communication (like talking on the phone, only with text). See also 'web-based instant messaging.'

Internet - Referred to as 'Net' for short, a collection of thousands of connected computers and computer networks.

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Intranet - A private network that works like the Internet, except that it can only be seen by a select group of people, such as the employees of a company.

IRC - Internet Relay Chat - A part of the Internet (not on the Web) that allows participants to chat online in a live forum that usually centres on a common interest. IRC is the earliest form of online chat.

ISDN - Integrated Services Digital Network - A technology that allows you to connect to the Internet over standard phone lines at speeds higher than a 56k modem allows. The technology is older and the connection speed lower than those of ADSL.

ISP - Internet Service Provider - A company that sells access to the Internet, most often through a local phone number. ISPs are usually distinguished from commercial services, which link to the Internet but also offer additional services, such as content and chat, only available to their subscribers.

IP - Internet Protocol - The computer language that allows computer programs to communicate over the Internet.

Java - A computer programming language that allows World Wide Web pages to have animation, calculators, and other fancy tricks. See also 'applets'.

Keyword - On web search engines, these are words that you type into the search form, or search window, to search the web for pages or sites that contain your keyword and information related to it.

LAN - Local Area Network - A network of connected computers that are generally located near each other, such as in an office or company.

Link - Highlighted text that is designed so that clicking on it will take you to another document, web page, or web site. See also hypertext.

Modem - A hardware device that allows computers to communicate with each other over telephone lines. Modems come in different speeds, the higher the speed; the faster the data is transmitted. A modem enables what is generally referred to as 'dial-up access.' The fastest widely available modems are 56K (or 56 kilobits per second).

Monitoring software - A type of software product that allows a parent or caretaker to monitor the web sites or email messages that a child visits or reads, without necessarily blocking access.

Mouse - A small device attached to your computer by a cord, which lets you give commands to the computer by clicking the device. See also hardware.

Multimedia - A combination of two or more types of information such as text, audio, video, graphics, and images.

Netiquette - The rules of cyberspace civility. Usually applied to the Internet, where manners are enforced exclusively by fellow users.

Newsgroups - Discussion groups on the Internet (not on the web, which is only one area of the Internet) that are broken down and categorised by subjects. These

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discussion groups consist of messages sent by other Internet users and displayed publicly for everyone in the group (or under the topic area) to read. The word 'news' in 'newsgroups' does not mean they are run by news services or journalists.

PICS - Platform for Internet Content Selection - PICS is a technology that allows Web browsers to read content ratings of Web sites, but it is not a rating system itself.

Plug-in - A program that works with browsers to play audio and video.

Port scanning- Port Scanning is an activity, which by using a particular type of software, gives the user the ability to scan the computer system of another Internet user. The purpose of which can be (but is not limited to), passwords and usernames, remotely controlling that computer or destroying data on that computer.

Posting - Like posting a message on a bulletin board, the sending of a message to a discussion group or other public message area on the Internet. The message itself is called a 'post.'

PSTN - Public Switched Telephone Network. A circuit-switched analogue network which makes connections for the duration of telephone call. These connections are usually used for voice but can also carry data between facsimile machines and computers (via a modem).

RSACi - Recreation Software Advisory Council's Internet rating system - a rating system for web content that uses PICS technology. RSACi was recently renamed the Internet Content Rating Alliance (ICRA)

Search engine - A tool to help people locate information available on the World Wide Web. By typing in keywords, users can find numerous web sites that contain the information sought.

Server - A host computer that stores information and/or software programs and makes them available (or serves them) to users of other computers. You download the information on a web server with a web browser.

Server-based filter - Unlike client-based software, which is installed on your own computer, server-based filters work on a host server (for example, a web server) generally located at an Internet Service Provider or a LAN at a company. Your computer is connected to this server so that you receive only the Web pages that are not filtered on the server.

Software - A computer program. Loosely defined, it's made up of a set of instructions, also called computer code, to be used on your hardware. There is system software that operates the machine itself (such as the Windows and MacOS operating systems), and there is application software for specific uses, or applications, such as word processing, playing games, or managing your money.

Spider - A software program that 'crawls' the web, searching through web pages and sites and indexing those pages in a database of web pages that can then be searched using a search engine.

SPAM - Unsolicited 'junk' email containing advertising or promotional messages sent to large numbers of people.

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Sometimes people or companies send sexually explicit unsolicited email.

TCP/IP - Transmission Control Protocol / Internet Protocol - A computer language that allows for transmission, or publishing, of information across the Internet.

Time limiting software - Software that allows time limits to be set for access to the Internet or software programs such as games.

Trojan (horse) - A Trojan (horse) is an 'apparently useful program containing hidden functions that can exploit the privileges of the user [running the program], with a resulting security threat. A Trojan horse does things that the program user did not intend.' Trojan horses rely on users to install them, or they can be installed by intruders who have gained unauthorised access by other means. Then, an intruder attempting to subvert a system using a Trojan horse relies on other users running the Trojan horse to be successful.

Upload - Copying or sending data or documents from your computer to another computer, such as the server that hosts your home page. See also download.

URL - Uniform Resource Locator - The World Wide Web address of a site on the Internet. See also Domain name.

Web - The World Wide Web - What most people think of when they think of the Internet. The web is actually just one service on the Internet. It is a collection of graphical hyperlinked documents made publicly available on computers (or web servers) around the world. The information on these servers can be viewed or accessed with a browser. Other services on the Internet include Internet Relay Chat and Newsgroups.

Web-based chat - As opposed to chat IRC found on subscriber-only online services, Web-based chat allows people to chat with each other using a browser. Web-based rooms are found in Web sites.

Web-based email - A technology that allows you to send and receive email using only a browser (as opposed to an email software program like Eudora).

Web-based instant-messaging - Instant-Messaging technology that works in web sites (as opposed to a commercial online services). See also 'Instant Messaging'.

Webmaster - The administrator responsible for the management and often design of a Web site.

WWW - The World Wide Web. See 'Web'.

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