



Total Office Applications

Acceptable Use Policy

Introduction

TOTAL OFFICE APPLICATIONS INC. ("Total Office") is at all times committed to complying with the laws and regulations governing use of the Internet and preserving for all of its Customers the ability to use TOTAL OFFICE's network and the Internet without interference or harassment from other users. The TOTAL OFFICE Acceptable Use Policy ("AUP") is designed to help achieve these goals.

By using IP Service(s), as defined below, Customer(s) agrees to comply with this Acceptable Use Policy and to remain responsible for its users. TOTAL OFFICE reserves the right to change or modify the terms of the AUP at any time, effective when posted on TOTAL OFFICE's web site at www.totalofficeapplications.com/aup. Customer's use of the IP Service(s) after changes to the AUP are posted shall constitute acceptance of any changed or additional terms.

Scope of the AUP

The AUP applies to the TOTAL OFFICE services that provide (or include) VoIP lines and trunks, including hosting services (software applications and hardware) (collectively "IP Services").

Prohibited Activities

General Prohibitions: TOTAL OFFICE prohibits use of the IP Services in any way that is unlawful, harmful to or interferes with use of TOTAL OFFICE's network or systems, or the network of any other provider, interferes with the use or enjoyment of services received by others, infringes intellectual property rights, results in the publication of threatening or offensive material, or constitutes a security risk or a violation of privacy.

Unlawful Activities: IP Services shall not be used in connection with any criminal, civil or administrative violation of any applicable local, state, provincial, federal, national or international law, treaty, court order, ordinance, regulation or administrative rule.

Threatening Material or Content: IP Services shall not be used to host, post, transmit, or re-transmit any content or material (or to create a domain name or operate from a domain name), that harasses, or threatens the health or safety of others. In addition, for those IP Services that utilize TOTAL OFFICE provided web hosting, TOTAL OFFICE reserves the right to decline to provide such services if the content is determined by TOTAL OFFICE to be obscene, indecent, hateful, malicious, racist, defamatory, fraudulent, libelous, treasonous, excessively violent or promoting the use of violence or otherwise harmful to others.



Inappropriate Interaction with Minors: TOTAL OFFICE complies with all applicable laws pertaining to the protection of minors, including when appropriate, reporting cases of child exploitation to the National Center for Missing and Exploited Children. For more information about online safety, visit www.ncmec.org.

Security Violations

Customers are responsible for ensuring and maintaining security of their systems and the machines that connect to and use IP Service(s), including implementation of necessary patches and operating system updates.

IP Services may not be used to interfere with, gain unauthorized access to, or otherwise violate the security of TOTAL OFFICE's (or another party's) server, network, network access, personal computer or control devices, software or data, or other system, or to attempt to do any of the foregoing. Examples of system or network security violations include but are not limited to:

- impersonating others or secretly or deceptively obtaining personal information of third parties (phishing, etc.);
- using manual or automated means to avoid any use limitations placed on the IP Services;
- providing guidance, information or assistance with respect to causing damage or security breach to TOTAL OFFICE's network or systems, or to the network of any other IP Service provider;
- failure to take reasonable security precautions to help prevent violation(s) of this AUP.

Customer Responsibilities

Customers are responsible for taking prompt corrective action(s) to remedy a violation of AUP and to help prevent similar future violations.

AUP Enforcement and Notice

Customer's failure to observe the guidelines set forth in this AUP may result in TOTAL OFFICE taking actions anywhere from a warning to a suspension or termination of Customer's IP Services. When feasible, TOTAL OFFICE may provide Customer with a notice of an AUP violation via e-mail or otherwise allowing the Customer to promptly correct such violation.

TOTAL OFFICE reserves the right, however, to act immediately and without notice to suspend or terminate affected IP Services in response to a court order or government notice that certain conduct must be stopped or when TOTAL OFFICE reasonably determines, that the conduct may: (1) expose TOTAL OFFICE to sanctions, prosecution, civil action or any other liability, (2) cause harm to or interfere with the integrity or normal operations of TOTAL OFFICE's network or networks with which TOTAL OFFICE is interconnected,



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(3) interfere with another TOTAL OFFICE Customer's use of IP Services or the Internet (4) violate any applicable law, rule or regulation, or (5) otherwise present an imminent risk of harm to TOTAL OFFICE or TOTAL OFFICE Customers.

Incident Reporting

Any complaints regarding violation of this AUP by a TOTAL OFFICE Customer (or its user) should be directed to abuse@totalofficeapplications.com. Where possible, include details that would assist TOTAL OFFICE in investigating and resolving such complaint.

Contact Information: Any notification that TOTAL OFFICE sends to its Customers pursuant to this AUP will be sent via e-mail to the e-mail address on file with TOTAL OFFICE, or may be in writing to Customer's address of record. It is Customer's responsibility to promptly notify TOTAL OFFICE of any change of contact information.

Effective Date: October 07, 2013