VelocityNet – Acceptable Use Policy (AUP)

Effective Date: 11 December 2025
Last Updated: 11 December 2025

This Acceptable Use Policy ("Policy") outlines the rules and responsibilities for all customers ("you", "your") using VelocityNet's internet, hosting, email, voice, and related services ("Services").
By using any VelocityNet Service, you agree to comply with this Policy.

VelocityNet may update this Policy from time to time. The latest version will always be available on our website.

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1. Purpose

The purpose of this AUP is to ensure:

- the integrity, reliability, and security of VelocityNet's network,

- lawful and responsible use of our Services,

- protection of customers, VelocityNet staff, and the wider online community.

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2. Illegal or Unlawful Use

You must not use VelocityNet Services for any illegal purpose under New Zealand law. Prohibited activities include (but are not limited to):

2.1 Crime and harmful content

- Distributing, accessing, or storing objectionable material (as defined under the Films, Videos, and Publications Classification Act).

- Harassment, bullying, threats, or abusive behaviour (Harmful Digital Communications Act).

- Fraud, impersonation, or other offences under the Crimes Act.

- Unauthorised access to computers, systems, or networks ("hacking").

2.2 Copyright infringement

You must not share, download, distribute, or make available copyrighted material (e.g., movies, TV, software, games) without permission.
VelocityNet may respond to valid infringement notices in accordance with NZ copyright law.

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3. Network and System Security

You must not engage in activity that interferes with, compromises, or harms:

- VelocityNet's network or systems,

- other customers' use of the network,

- any external networks.

This includes:

- Port scanning, probing, or attempting to bypass security controls,

- Introducing viruses, malware, or harmful software,

- Operating open relays or unsecured servers,

- Circumventing bandwidth management, throttling, or Fair Use controls.

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4. Fair Use

VelocityNet may apply Fair Use principles to ensure stable performance for all users.
You must not engage in activities that cause unreasonable network load, including:

- Continuous high-volume data transfer,

- Operating servers or services that generate excessive traffic unless permitted by your plan,

- Reselling or redistributing your connection to third parties without written consent.

Where Fair Use thresholds are exceeded, VelocityNet may temporarily manage traffic, restrict speeds, or request changes to your usage behaviour.

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5. Email and Messaging

You must not use VelocityNet's email or messaging systems to:

- Send unsolicited bulk messages ("spam"),

- Harvest email addresses or personal information,

- Send malicious content including viruses or phishing messages,

- Misrepresent your identity or forge headers.

VelocityNet complies with the Unsolicited Electronic Messages Act 2007.

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6. Hosting, Servers, and Public-Facing Services

If your plan allows running servers or public services, you must:

- Maintain appropriate security (patching, passwords, firewalls),

- Ensure your services do not cause network issues, instability, or abuse,

- Prevent your server being used for spam, attacks, or distribution of harmful content.

VelocityNet may suspend traffic from compromised servers.

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7. Privacy and Data Protection

You must comply with the New Zealand **Privacy Act 2020** when collecting, storing, or transmitting personal information.
You may not:

- Intercept or access data not intended for you,

- Monitor any person's communications without legal authority.

VelocityNet respects customer privacy and will only disclose information as required by law or court order.

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8. Use of Residential Services

Residential internet plans are for personal, household use only.
You must not:

- Use a residential plan for business or commercial operations,

- Host business-critical servers, VoIP PBXs, or high-traffic services on residential connections,

- On-sell connectivity to neighbours, tenants, or other third parties unless explicitly permitted.

Business plans are available for commercial use.

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9. Use of Business Services

Business users must:

- Ensure staff or authorised users comply with this AUP,

- Not use Services for illegal, harmful, or abusive activities,

- Maintain internal security for devices connected to the VelocityNet network.

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10. Enforcement and Actions VelocityNet May Take

VelocityNet may take action if this Policy is breached, including:

- Issuing warnings or notices,

- Suspending or restricting service,

- Blocking specific traffic, ports, or IP addresses,

- Charging for excessive or abusive use,

- Terminating your service for serious or repeated breaches,

- Reporting illegal behaviour to the appropriate authorities.

VelocityNet will make reasonable efforts to contact you before taking action unless immediate intervention is required for network security or legal compliance.

11. Reporting Abuse

To report abuse or security issues related to a VelocityNet service, email:

support@velocitynet.co.nz

Include:

- A description of the issue,

- Relevant logs or evidence,

- Contact details so we can follow up.

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12. Contact Information

For support or questions about this Policy:

VelocityNet Customer Support
Phone: 03 218 4489
Email: support@velocitynet.co.nz
Website: www.velocitynet.co.nz