DYN I.T. SOLUTIONS
Smart, reliable technology.

Important Information
Fair Use Policy

Purpose

This Policy ensures that all customers using Dyn I.T. Solutions' services may enjoy fair, reliable, and secure services. It helps prevent misuse, unacceptable burden on the network, or behaviour that degrades service quality for others.

Scope

Dyn I.T. Solutions Us as the service provider, including our agents, subsidiaries, affiliates.

You: the customer or account holder, and anyone authorised by you to use the Services.

Services: all telecommunications, internet access, voice, mobile, fixed line, data, cloud, hosting, managed security, managed network services, support, backups, and any other related IT services provided under a commercial or residential agreement.

Customers: all users of Dyn I.T. Solutions' services - residential, small business, corporate, government, enterprise.

Fair Use Services

Certain services may explicitly be designated by us as "Fair Use Services." These are Services where usage that is ordinary, reasonable, and consistent with typical customer behaviour is expected and accepted; usage well beyond that may be subject to this Policy.

What is Unreasonable Use

Your use of Fair Use Services may be deemed unreasonable where it:

Fraudulent or Illegal Use

- Use of services to commit fraud or violate any law, regulation, or permissible use policy.
- Reselling, subletting, or otherwise distributing the Services (or any part thereof) without our written permission.

Excessive or Non-ordinary Use

- Usage that is significantly beyond typical patterns for customers in your class (residential / small business / enterprise).
- frequent, repeated, or inappropriate requests for support that go beyond the reasonable scope of your service plan and impact our ability to provide support to other customers
- High volumes of data transfer, storage, or backup that unreasonably burden our network or infrastructure.

Operational Disruption

- Use that causes network congestion, delays, outages, interference, or any adverse effect on our network or systems.
- Activities that degrade service quality or availability for other customers.

Adverse Effects on Others

- Impairing or preventing other customers from using or accessing any of our Services.
- Unacceptable behaviour towards our staff, including verbal abuse, harassment, intimidation, or inappropriate conduct,
- Any misuse of resources which causes significant risk, security threats, or performance degradation.

Use with Unapproved Equipment or Practices

- Using devices, software, equipment, or methods not approved or compatible with our infrastructure/hardware.
- Automated tools (e.g. auto-diallers, SIM-boxes, bots, gateways) where prohibited.

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Examples of Prohibited or Controlled Activities

The following are examples of non-ordinary or unreasonable use. These are not exhaustive, but illustrative of practices that may be subject to restriction or action:

- Operating a call centre, telemarketing, or high-volume outbound/inbound voice traffic from a residential account or using fixed line or VoIP services in a way inconsistent with your plan.
- Use of a SIM in a SIM-box, gateway or auto-dialler for mass calling / routing calls automatically without agreement.
- Using services to engage in harassment, spam, phishing, distribution of malware or otherwise violating acceptable use or law.
- Using equipment or software that could compromise the network (e.g. insecure third-party proxies, exposed servers, forwarding large volumes of traffic in ways that create vulnerability).

Our Rights and Remedies

If we reasonably consider your use to be unreasonable, we may, without prior notice:

- Suspend, limit, or degrade the Service (or features) in accordance with your agreement.
- Impose additional usage charges, or require migration to a plan more suitable for your usage.
- Terminate the Service (or your account) pursuant to our agreement.

These actions will be taken in a manner consistent with applicable laws, regulations, and contractual obligations.

Review and Variation

We may vary this Policy, or apply different limits, thresholds or rules in suitable circumstances.

We may monitor service usage patterns, network performance, and security to identify violations of this Policy.

If changes are made, customers will be notified in accordance with applicable terms (via website, email, invoice, etc.).

Your Obligations

To use the Services in compliance with this Policy, any Acceptable Use Policy, and any relevant laws.

To ensure any equipment or software you connect or use with our Service is approved, secure, and not in breach of this Policy.

To notify us promptly if you become aware of any violation, security issue, or unintended overuse.

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