



Assent One

Hosting Services



Assent Media
.com



Assent Risk Management

Web Hosting & Email Services Terms and Conditions

Revised 09/07/09

On purchasing a service or product from "Associate Enterprises Ltd", "Assent Media", "Assent1" "Puma Internet" you agree to the following terms and conditions:

0. Acceptable Use of our Products and Services

- 0.1 Our Acceptable Use Policy is designed to govern the use of our products and services to protect our clients and the Internet Public.
- 0.2 A violation of any part of our policy will result in all services being terminated immediately. In this case no refund will be given.

General - Acceptable Use Policy (AUP) Part 1

1. Content

- 1.1 No Illegal, Anti-Social or Offensive material may be stored, published or transmitted on your web space or email service.
- 1.2 Prohibited content includes, but is not limited to: Adult material, Abusive, Illegal, Terrorist and Anti "Any" Culture. This includes all media, materials and forms that the above may take.
- 1.3 Suitable web site content is at our discretion.
- 1.4 Any "personal data" and/or "sensitive personal data" provided are processed in accordance with the Data Protection Act 1998. We cannot accept liability for processing conducted outside our remit.

2. Account

- 2.1 Security for your Virtual Account is your responsibility and passwords should be kept secure at all times.
- 2.2 Your account details are not to be disclosed to any third party at any time.
- 2.3 Data quotas apply. You may not exceed the data quotas above that which has been allotted to you in your hosting plan. Extra space or bandwidth may be purchased on request.

T. 01268 79 92 28
T. 01702 66 80 50
E. mail@assentmedia.com

W. assent1.com
W. assentmedia.com
W. assentriskmanagement.co.uk

Office.
Associate Enterprises Limited
1st Floor, 120 London Road,
Benfleet, Essex, SS7 5SQ

in association with:





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2.4 Commercial use of your domain and hosting is permitted

3. Domain Names

- 3.1 Domain names must be registered for a minimum of 2 years, registration fees do not include hosting plans.
- 3.2 Domain registration is subject to availability.
- 3.3 The domain name is registered to you and all rights associated.
- 3.4 Associate Enterprises Ltd is not responsible for the availability of domain names. Therefore, we can not guaranteed the registration of a domain name, nor it's continued use.
- 3.5 Transfer of pre-registered domain name, hosting is not the responsibility of Associate Enterprises Ltd, nor any downtime in the process. A service agreement is confirmed on the first access of the web space.
- 3.6 If you should wish to move the hosting of your domain, we will not charge you for moving the hosting of your domain although you will be responsible for any charges incurred from your future host.
- 3.7 If registration is not kept up to date you may lose your domain. We may send you a reminder or invoice when your domain is due for re-registration. We can not accept responsibility for domain names that lapse.

4. Spamming, Spamming Services or Software

- 4.1 Our web hosting, pop3 and smtp feeds must not be used for sending bulk, unsolicited emails.
- 4.2 Under UK Law you can not send unsolicited emails to private emails addresses.
- 4.3 You must not use a third party to send unsolicited emails, using our service or their own. This damages your online reputation and can lead to blacklisting by the ISPs and anti-spam groups.
- 4.4 You must not store any software that enables or assists any Internet user to send mass mail, change mail headers, allow anonymous messages to be sent to another user or other activity considered unacceptable.

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4.5 If it is reported to ourselves or to an organisation such as spamhaus, that you have used our service or that of a third party to send such emails, or a blacklisting is created against you or your online identity, your account will be terminated, without notice. See 0.2.

5. Limit of Liability

- 5.1 We shall not be held liable for any loss or damage caused by the use or misuse, unavailability or removal of services.
- 5.2 Associate Enterprises Ltd takes no responsibility for backing up the contents of your web space, email or other files and settings. Backup and Restore options are available via your control panel, and should be used regularly – www.assent1.com/controlpanel.

6. Payment Terms

- 6.1 Payment will be made by cheque in UK pound sterling, unless other wise arranged with Associate Enterprises Ltd.
- 6.2 Your account will be activated on us receiving your first payment, which will be for the first hosting term, (Month or Year), and, (If required) the 2 years domain registration.
- 6.3 Transfers of existing domains and/or hosting are subject to a 48hr transition period plus any correspondence time with the current provider.
- 6.4 We will send an invoice to you, via e-mail or post for each payment due.
- 6.5 If payment is not kept up to date, we reserve the right to suspend any services we provide until the money is paid.
- 6.6 Ownership of the web space, hosting account and any related devices/services remains the property of Associate Enterprises Ltd.
- 6.7 We may delete a hosting account, without warning, if payments are not kept up to date. Any data will be lost on deletion of your account.

7. After Sales Service

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- 7.1 Details of your account can be found in the quick start guide. Contact help@assent1.com if you do not have a copy of this.
- 7.2 Technical problems and errors should be reported to us as soon as possible on 01702 668050 or help@assent1.com. We will make every effort to repair or replace the product of service.

8. Changes in Service

- 8.1 Should your needs change, we will amend your hosting account in respect of web space, available databases, number of email accounts. Amended pricing may apply.
- 8.2 Termination of your service can be made with one clear month of notice, prior to the completion of your current paid term.
- 8.3 We reserve the right to make changes to our service, servers and pricing without prior notice.
- 8.4 Payment can not be refunded if you terminate your account before the hosting term (Month or Year) is complete
- 8.5 On Closure of any accounts, data will be deleted, we will make every effort to warn you before this happens.

9. Conclusion

- 9.1 For further details on our Data Protection Act compliance and processing of data, please refer to our Data Protection policy published on our websites.
- 9.2 We may update these terms and conditions at any time without giving prior notice to our clients.
- 9.3 Continuing your order with us is your acceptance of these terms and conditions.

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