**CODE OF CONDUCT**

This Code of Conduct and the related documents were formally adopted by LaserNet during its Annual General Meeting on 1st February 2006.

1. **Freedom of Expression**

* LaserNet respects the constitutional right to freedom of speech and expression.

1. **Privacy and Confidentiality**

* LaserNet respects the constitutional right of Internet users to personal privacy of communications.
* LaserNet respects the confidentiality of customers’ personal information and electronic communications, and will not gather, retain, sell or distribute such information to any other party without the written consent of the customer, except where required to do so by law.

1. **Consumer Protection and Provision of Information to Customers**

* LaserNet will provide the following information on their websites: their registered name, email address, telephone and fax numbers and physical address.
* LaserNet will inform their customers that LaserNet will uphold and abide by this Code of Conduct. And will display it on their website.
* LaserNet has an Acceptable Use Policy (AUP) for their Internet access services. This policy is available to customers prior to the commencement of any such service agreement and at any time thereafter, on request.
* In their dealings with consumers, other businesses, each other and LaserNet, LaserNet will act fairly, reasonably, professionally and in good faith.
* LaserNet will only offer service levels which are reasonably within their technical and practical abilities.
* LaserNet complies with all compulsory advertising standards and guidelines.

1. **Standard Terms and Conditions**

* LaserNet will provide access to their standard terms and conditions from websites if needed. These terms and conditions are available to any potential customer prior to the commencement of any contract.
* Standard terms and conditions contain:
  + All information and terms relevant to the relationship with the recipient of the service;
  + A requirement that the customer will not knowingly create, store or disseminate any illegal content;
  + A commitment to lawful conduct in the use of the services, including copyright and intellectual property rights; and
  + An undertaking not to send or promote the sending of spam.
* Standard terms and conditions gives LaserNet the right to remove any content hosted on behalf of its clients which it has received a take-down service.
* Standard terms and conditions give LaserNet the right to suspend or terminate the service of any customer that does not comply with the terms and conditions, Acceptable Use Policy or any other contractual obligations.

1. **Unsolicited Communications (“spam”)**

* LaserNet will not send or promote the sending of unsolicited bulk email and will take reasonable measures to ensure that their networks are not used by others for this purpose. LaserNet will also comply with the provisions of section 45(1) of the ECT Act, and will not send or promote the sending of unsolicited commercial communications that do not comply with the provisions of section 45(1) of the ECT Act.
* LaserNet will provide a facility for dealing with complaints regarding unsolicited bulk email and unsolicited commercial communications that do not comply with the provisions of section 45(1) of the ECT Act originated from their networks and will react expeditiously to complaints received.

1. **Cyber Crime**

* LaserNet will take all reasonable measures to prevent unauthorised access to, interception of, or interference with any data on that clients’ network under its control.

1. **Protection of Minors**

* LaserNet will take reasonable steps to ensure that they do not offer paid content subscription services to minors without written permission from a parent or guardian.
* LaserNet will provide Internet access customers with information about procedures and software applications which can be used to assist in the control and monitoring of minors’ access to Internet content. This requirement does not apply to corporate customers where no minors have Internet access.

1. **Lawful Conduct**

* LaserNet will conduct themselves lawfully at all times and must co-operate with law enforcement authorities where there is a legal obligation to do so.
* LaserNet will respect intellectual property rights and no knowingly infringe such rights.
* LaserNet will uphold and abide by this Code of Conduct and adhere to the associated complaints and disciplinary procedures.

1. **Unlawful Content and Activity**

* There is no general obligation on LaserNet to monitor services provided to customers, but, is obliged to take appropriate action where it becomes aware of any unlawful content or conduct.
* LaserNet will not knowingly host or provide links to unlawful content, except when required to do so by law.
* If LaserNet becomes aware of conduct or content, which has been determined to be illegal, it will suspend or terminate the relevant customer’s service and report the conduct or content to the relevant law enforcement authority. LaserNet will report such cases and any action taken to LaserNet within a reasonable period of time.
* LaserNet will establish a notification and take-down procedure for unlawful content and activity in accordance with LaserNet’s take-down notification procedure, and respond expeditiously to such notifications.
* LaserNet will submit a report to the customer on the steps takin in response to a take-down notice within a reasonable period of time after such notice is lodged.
* LaserNet will keep a record of all take-down notices received and any materials taken down for a period of at least three years unless possession of such materials is illegal.

1. **Internet Standards**

* LaserNet will operate with due regard for established Internet best practices, as set out in the various request of comment (RFC) documents as mandated from time to time by established and respected Internet governance structures.

1. **Compliance with the Code of Conduct**

* LaserNet will receive and investigate complaints made in accordance with this Code of Conduct, unless such complaints are frivolous, unreasonable, vexatious or in bad faith.
* LaserNet will make all reasonable efforts to resolve complaints in accordance with the complaints procedure.
* LaserNet will audit the compliance of customers with the Code of Conduct annually and must perform regular spot checks in this regard.

1. **Alterations**

* LaserNet reserves the right ot make alterations to this Code of Conduct from time to time. Such amendments are binding on all LaserNet staff. The current Code of Conduct will be maintained on the LaserNet website.