

Acceptable Use Policy (AUP)

What is an AUP?

An AUP is a policy that sets out the rules applicable to the use of our services. While most of these rules relate to legal requirements, we also need to ensure that our network, our customers, and our upstream service providers are kept safe and secure. Because we provide services through a backend infrastructure, maintaining the integrity of that connection is vital for all our users.

Agreement to this AUP

By utilizing our services, you agree to do so only in a manner consistent with this AUP. You acknowledge that failure to comply with these terms may be grounds for us—or our backend providers—to suspend or discontinue service provision to you immediately.

Unacceptable Use

You may not use our services for:

1. Any criminal, illegal, or unlawful act.
2. Any use which intentionally interferes with our ability, or the ability of our backend providers, to provide services in any respect.
3. Any use which intentionally interferes with our rights or the rights of any third party.
4. Any use which constitutes a breach of any other agreement we have entered into with you, or any policy or terms and conditions of our upstream infrastructure providers which you have agreed to in connection with the use of our services.
5. The use of the service to send unsolicited direct marketing communications in contravention of applicable law (such as POPIA) or which would cause us to be in contravention of the ISPA Code of Conduct.
6. Any activity that results in our IP addresses or those of our providers being blacklisted or flagged for abuse.

Reporting Unacceptable Use

Please report any use of our services in contravention of this AUP to abuse@mashcorp.co.za.

Amendments to this Policy

We reserve the right to amend this AUP at any time to reflect changes in the law, our network management requirements, or the policies of our backend



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service providers. We will post a prominent notice on our website or send you an email to ensure you are kept informed about changes and how they may affect you.

For any queries regarding this policy, please contact support@mashcorp.co.za.