

If the above listed utility bills are included within your rent then these will be subject to the fair and acceptable usage policy as shown below. This is to ensure that your energy usage is not excessive and stays within reasonable and agreed allowances. These allowances are generous and it is unlikely you will exceed them if you are sensible with your energy consumption.

MAXIMUM ENERGY USAGE PERMITTED

The maximum energy usage allowed per annum is shown below. If the tenancy agreement is less than a year, these figures will apply on a pro-rata basis. If you exceed these limits, your landlord, letting or managing agent reserves the right to apply a Supplemental Charge to cover the amount by which you exceeded the allowance.

NUMBER OF TENANTS	MAXIMUM PERMITTED ENERGY ANNUAL ALLOWANCE PER PROPERTY (£)
1	£1,725.88
2	£1,764.88
3	£1,798.68
4	£2,119.52
5	£2,347.80
6	£2,530.32
7	£2,813.72
8	£3,215.68
9	£3,617.64
10	£4,019.60
11	£4,421.56
12	£4,823.52

WATER ALLOWANCE

If your water usage is run through a water meter and exceeds the amount that we have estimated then the landlord reserves the right to apply a supplemental charge to cover the amount by which you have exceeded the difference.

INTERNET

A fair and acceptable usage policy applies to the internet and web services that are provided to you via glide. Please see below.

GLIDES FAIR & ACCEPTABLE USAGE POLICY

The following list details all unacceptable uses of Glide's services - or unfair usage, in other words. Glide maintains and promotes a policy of fair and acceptable usage at all times, so please ensure that any use of Glide's services, by yourself or anyone in your household including **other** tenants or visitors to your office, doesn't in any way contravene the restrictions listed below. You will also find below your responsibilities to help keep our network secure.

Banned activities

- Unlawful, fraudulent, criminal or otherwise illegal activities
- Sending, receiving, publishing, posting, distributing, disseminating, encouraging the receipt of, uploading, downloading, recording, reviewing, streaming or using any material which is offensive, abusive, defamatory, indecent, obscene, unlawful, harassing or menacing or a breach of the copyright, trademark, intellectual property, confidence, privacy or any other rights of any person
- Sending or uploading unsolicited emails which advertise or promote materials, offer to sell any goods or services, or conduct or forward surveys, contests or chain letters
- Knowingly or negligently transmitting or uploading any electronic material (including, without limit, files that contain viruses, corrupted files, or any other similar software or programmes) which is known or likely to cause, interrupt, damage, destroy or limit the functionality of any computer software, hardware or telecommunications equipment owned by Glide or any other internet user or person
- Activities that invade another's privacy, cause annoyance, inconvenience or needless anxiety to any person
- Activities that are in breach of any other third party's rights, including downloading, installation or distribution of

pirated software or other inappropriately licensed software, deletion of any author attributions, legal notices or proprietary designations or labels in any file that is uploaded, falsification of the origin or source of any software or other material

- Anything that may disrupt or interfere with Glide's network or services or cause a host or the network to crash
- Launching "denial of service" attacks; "mailbombing" attacks; or "flooding" attacks against a host or network
- Granting access to your Glide Broadband Service to others not authorised by you
- Circumventing the user authentication or security process of a host or network
- Creating, transmitting, storing or publishing any virus, Trojan, corrupting programme or corrupted data
- Monitoring or recording the actions of any person entitled to be in your home or business premises without their knowledge or any person or thing outside of your home or premises including, without limitation, any public highway or roadway or another person's home or business premises
- Collecting, streaming, distributing or accessing any material that you know, or reasonably should know, cannot be legally collected, streamed, distributed or accessed.

Security

You are responsible for ensuring that your usernames, passwords and login details for any Glide service or equipment remain confidential so that the network cannot be used by any unauthorised person including, but not limited to, those controlling access to (a) any computer hardware systems or networks; (b) any computer software or applications; or (c) any other services accessed by you in the use of either of the above. You shall not disclose these credentials to any third party, or use the same for any purpose connected with the improper use of the network including accessing or attempting to access other parts of the services for which you do not have access rights. You are responsible for taking all reasonable steps necessary to prevent a third party obtaining access to the network. You must immediately advise us if you become aware of any violation or suspected violation of these security provisions.

Other users

You are responsible for all uses made of the Glide Broadband Service through your account (whether authorised or unauthorised) and for any breach of this policy whether an unacceptable use occurs or is attempted, whether you knew or should have known about it, whether or not you carried out or attempted the unacceptable use alone, contributed to or acted with others or allowed any unacceptable use to occur by omission. You agree that Glide is not responsible for any of your activities in using the network. Although the internet is designed to appeal to a broad audience, it's your responsibility to determine whether any of the content accessed via the Glide Broadband Service is appropriate for children or others in your household or office to view or use.

Internet Watch Foundation

Glide supports the Internet Watch Foundation (IWF). The IWF is the UK hotline for the public to report potentially illegal website content relating to child abuse, together with material of an unlawful nature. For more information about the IWF and its services please visit www.iwf.org.uk.

Reporting to Glide

To report any illegal or unacceptable use of Glide services, please send an email to glide@glide.uk.com.

Spam

Spam is evil. Glide reserves the right to block any emails that have the characteristics of spam. You'll be contacted by Glide if any emails sent by you are blocked for this reason. Any spamming activity may result in suspension or termination of your service at Glide's option and sole discretion.

Breaches of this policy

If any customer's use of the Broadband Service constitute a breach of this policy, Glide may, at its option and discretion, either give the customer notice to stop the unacceptable use(s) or terminate that customer's services (with or without notice as Glide considers appropriate).