Acceptable Use Policy

TechTonic Shift

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| Version | Date | Amendment | Author |
| 1.0 | 04/11/2024 | New Document all has been changed | SR |
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**Acceptable Use Policy (AUP)**

**1. Introduction**

This Acceptable Use Policy (AUP) outlines the terms and conditions governing the use of TechTonic Shift's managed services. By utilizing our services, you agree to abide by the terms of this AUP.

**2. Prohibited Activities**

You agree not to use our services for any illegal or unauthorized purpose, including but not limited to:

* **Illegal Activities:** Engaging in any activity that violates local, state, national, or international laws.
* **Harm to Others:** Harassing, threatening, or harming others.
* **Security Breaches:** Attempting to compromise the security of our systems or networks.
* **Unauthorized Access:** Accessing systems or data without authorization.
* **Malware Distribution:** Distributing malware, viruses, or other harmful software.
* **Spam:** Sending unsolicited or bulk email.
* **Excessive Resource Usage:** Consuming excessive system resources.
* **Illegal Content:** Storing, transmitting, or distributing illegal content.

**3. Service Abuse**

You agree not to abuse our services, including but not limited to:

* **Excessive Resource Consumption:** To ensure fair usage for all clients, our unlimited help desk support is subject to reasonable usage policies. Excessive usage, defined as more than 15 unsolicited points of contact per user in a 24-hour period, or harassment (as legally defined) will not be tolerated.
* **Malicious Activities:** Engaging in activities that could harm our network or other users.
* **Security Risks:** Failing to follow recommended security practices.

**4. Intellectual Property**

You agree to respect all intellectual property rights, including copyrights, trademarks, and patents. You may not use our services to infringe upon the intellectual property rights of others.

**5. Monitoring and Enforcement**

We reserve the right to monitor network traffic and investigate any suspected violations of this AUP. We may take appropriate action, including suspension or termination of service, to address violations.

**6. Changes to the AUP**

We may modify this AUP at any time. Any changes will be effective immediately upon posting on our website.

**7. Contact Information**

If you have any questions or concerns about this AUP, please contact us at [Info@techtonicshift.co.uk](mailto:Info@techtonicshift.co.uk)

By using TechTonic Shift's managed services, you acknowledge that you have read, understood, and agree to abide by this AUP.

Sources and related content