

# Immobiliere Global

## WEBHOSTING

### Standard Operating Procedure Policy

Immobiliere Global Webhosting's Standard Operating Procedure Policy ("SOPP") is provided to give our clients a clear understanding of what Immobiliere Global Webhosting expects of them while using the service. All users of Immobiliere Global Webhosting's services: those who access some of our Services but do not have accounts, as well as those who pay a service fee to subscribe to the Services, must comply with this SOPP and our ToS (Terms of Service).

Use of Immobiliere Global Webhosting Service constitutes acceptance and agreement to Immobiliere Global Webhosting's SOPP as well as Immobiliere Global Webhosting's ToS (Terms of Service).

**IMPORTANT NOTICE:** \* All Payments To Immobiliere Global Webhosting are Non-Refundable unless deemed worthy by the administration. \*

**I.** We support the uncensored flow of information and ideas over the Internet and do not actively monitor subscriber activity under normal circumstances. Similarly, we do not exercise editorial control over the content of any web site, e-mail transmission, newsgroups, or other material created or accessible over or through the services, except for certain proprietary Web sites. However, in accordance with our ToS (Terms of Service), we may remove any materials that, in our sole discretion, may be illegal, may subject us to liability, or which may violate this SOPP. Immobiliere Global Webhosting may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrongdoing. Your violation of this SOPP may result in the suspension or immediate termination of either your Immobiliere Global Webhosting account or other actions as detailed in Section IV WITHOUT PRIOR NOTICE and WITHOUT REFUND.

This document is intended to provide a basic understanding of Immobiliere Global Webhosting's Standard Operating Procedure Policy. The following are guidelines for the establishment and enforcement of Immobiliere Global Webhosting's SOPP:

- Ensure reliable service to our customers
- Ensure security and privacy of our systems and network, as well as the networks and systems of others
- Comply with existing laws
- Maintain our reputation as a responsible service provider
- Encourage responsible use of the Internet and discourage activities which reduce the usability and value of Internet services
- Preserve the value of Internet resources as a conduit for free expression and exchange of information
- Preserve the privacy and security of individual users

Immobiliere Global Webhosting intends to provide its customers access to everything the Internet has to offer. While the Immobiliere Global Webhosting is firmly committed to the principles of free speech, certain activities that may be damaging to the resources of both the Immobiliere Global Webhosting and the Internet cannot be permitted under the guise of free speech. The resources of the Immobiliere Global Webhosting and the Internet are limited, and abuse of these resources by one user has a negative impact on the entire community.

We do not routinely monitor the activity of accounts except for measurements of system utilization and the preparation of billing records. However, in our efforts to promote good citizenship within the Internet community, we will respond appropriately if we become aware of inappropriate use of our service.

You may not use your dedicated server or co-location server, which Immobiliere Global Webhosting determines, at its sole discretion, to be unlawful, indecent or objectionable. For purposes of this policy, "material" refers to all forms of communications including narrative descriptions, graphics (including photographs, illustrations, img, drawings, and logos), executable programs, video recordings, and audio recordings.

If a Immobiliere Global Webhosting account is used to violate the Standard Operating Procedure Policy or our ToS, we reserve the right to terminate your service without notice. We prefer to advise customers of inappropriate behavior and any necessary corrective action; however, flagrant violations of the Standard Operating Procedure Policy will result in immediate termination of service. Our failure to enforce this policy, for whatever reason, shall not be construed as a waiver of our right to do so at any time.

As a member of our network community, you must use your Internet access responsibly. If you have any questions regarding this policy, please contact us at [abuse@immglobal.com](mailto:abuse@immglobal.com).

## **II. VIOLATIONS OF IMMOBILIERE GLOBAL WEBHOSTING SOPP**

Accounts found in violation of Immobiliere Global's Standard Operating Procedure Policy will be subject to immediate cancellation without refund. The following constitute violations of this SOPP:

**Illegal use:** Immobiliere Global Webhosting's services may not be used for illegal purposes, or in support of illegal activities. Immobiliere Global Webhosting reserves the right to cooperate with legal authorities and/or injured third parties in the investigation of any suspected crime or civil wrongdoing.

**Pornography:** It is absolutely forbidden to host pornographic content on Immobiliere Global Webhosting accounts. Accounts found hosting this material will be subject to immediate cancellation without refund. If you are unclear if something falls into these categories or have any questions, please contact us and we can help answer your questions.

**WareZ/CrAkz:** It is absolutely forbidden to host illegally hacked/cracked/manipulated software. Illegal software files are NOT permitted on the servers and

accounts found hosting this material will be subject to immediate cancellation without refund. If you are unclear if something falls into these categories or have any questions, please contact us and we can help answer your questions.

**Harm to minors:** Use of the Immobiliere Global Webhosting service to harm, or attempt to harm, minors in any way, including, but not limited to child pornography, is strictly forbidden. Immobiliere Global Webhosting follows a strict ZERO tolerance policy for child pornography and intention to do harm to minors. Authorities will be immediately notified and the offending Immobiliere Global Webhosting account will be subject to immediate termination.

**Threats:** Use of the Immobiliere Global Webhosting to transmit any material (by e-mail, uploading, posting or otherwise) that threatens or encourages bodily harm or destruction of property. Authorities will be immediately notified and the offending Immobiliere Global Webhosting account will be subject to immediate termination.

**Harassment:** Use of the Immobiliere Global Webhosting to transmit any material (by e-mail, uploading, posting or otherwise) that harasses another.

**Fraudulent activity:** Use of Immobiliere Global Webhosting to make fraudulent offers to sell or buy products, items, or services, or to advance any type of financial scam such as "pyramid schemes," "ponzi schemes," and "chain letters."

**Forgery or impersonation:** Adding, removing or modifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous remailers or nicknames does not constitute impersonation.

**Unsolicited commercial e-mail / Unsolicited bulk e-mail (SPAM)** Use of the Immobiliere Global Webhosting service to transmit any unsolicited commercial or unsolicited bulk e-mail is expressly prohibited. Violations of this type will result in the immediate termination of the offending Immobiliere Global Webhosting account.

**E-mail / News Bombing:** Malicious intent to impede another person's use of electronic mail services or news will result in the immediate termination of the offending Immobiliere Global Webhosting account.

**E-mail / Message Forging:** Forging any message header, in part or whole, of any electronic transmission, originating or passing through the Immobiliere Global Webhosting service is in violation of this SOPP.

**Usenet SPAMing:** Immobiliere Global Webhosting has a zero tolerance policy for the use of its network for the posting of messages or commercial advertisements, which violate the rules, regulations, FAQ or charter of any newsgroups or mailing list. Commercial messages that are appropriate under the rules of a newsgroup or mailing list or that are solicited by the recipients are permitted.

**Unauthorized access:** Use of the Immobiliere Global Webhosting service to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of Immobiliere Global Webhosting's or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data, is expressly prohibited and the offending Immobiliere Global Webhosting account is subject to immediate termination.

**Copyright or trademark infringement:** Use of the Immobiliere Global Webhosting service to transmit any material (by e-mail, uploading, posting or otherwise) that infringes any copyright, trademark, patent, trade secret or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software (including Warez), and copyright music (to include mp3 distribution).

**Collection of personal data:** Use of the Immobiliere Global Webhosting service to collect, or attempt to collect, personal information about third parties without their knowledge or consent.

**Network disruptions and unfriendly activity:** Use of the Immobiliere Global Webhosting service for any activity that affects the ability of other people or systems to use Immobiliere Global Webhosting services or the Internet. This includes "denial of service" (DOS) attacks against another network host or individual user. Interference with or disruption of other network users, services or equipment is prohibited. It is the Member's responsibility to ensure that their network is configured in a secure manner. A Subscriber may not, through action or inaction, allow others to use their network for illegal or inappropriate actions. A Subscriber may not permit their network, through action or inaction, to be configured in such a way that gives a third party the capability to use their network in an illegal or inappropriate manner. Unauthorized entry and/or use of another company and/or individual's computer system will result in immediate account termination. Immobiliere Global Webhosting will not tolerate any subscriber attempting to access the accounts of others, or penetrate security measures of other systems, whether or not the intrusion results in corruption or loss of data.

**Fraud:** Involves a knowing misrepresentation or misleading statement, writing or activity made with the intent that the person receiving it will act upon it.

**Infringement of Copyright, Patent, Trademark, Trade Secret, or Intellectual Property Right:** Distribution and/or posting of copyrighted or the aforementioned infringements will not be tolerated.

**Distribution of Viruses:** Intentional distributions of software that attempts to and/or causes damage, harassment, or annoyance to persons, data, and/or computer systems are prohibited. Such an offense will result in the immediate termination of the offending account.

**Inappropriate Use of Software:** Use of software or any device that would facilitate a continued connection, i.e. pinging, while using Immobiliere Global Webhosting services could result in suspension service.

**Third Party Accountability:** Immobiliere Global Webhosting subscribers will be held responsible and accountable for any activity by third parties, using their account that violates guidelines created within the Standard Operating Procedure Policy.

**Email Limits:** On all Immobiliere GlobalHost and Immobiliere GlobalASP accounts, there is a limit of 500 per hour of emails sent through the SMTP server. If more is sent then the limit, your account will be suspended while we investigate the emails, to ensure they are not spam. We will send notice after such time, of what steps need to be taken to re-activate your account or if we will no longer host your site on our servers.

**Banned Scripts:** All CGI based forums, CGI mail processing scripts (such as formmail.pl or formmail.cgi) and IRC Chat servers / chat bots / Proxy Scripts / Anonymizers / Pirated Software / Warez are banned from Immobiliere Global servers. If you are unclear if something falls into these categories or have any questions, please contact us and we can help answer your questions. Please note this list can change at any time without notice.

**Site/Content Banned:** Sites related to or containing the following content are disallowed on all Immobiliere Global Servers: Escrow, High-Yield Interest Programs(HYIP), Bank Debentures, Bank Debenture Trading Programs, and Prime Banks Programs, lottery sites, hate sites, hacker focused sites/archives/programs, sites promoting illegal activities. Please note this list can change at any time without notice.

**Immobiliere Global Economy Banned Scripts:** All CGI based programs are banned. Any script that takes up more than 1% of the daily usage of the server CPU or Memory is also banned ( graded by the Cpanel/WHM CPU/Memory/MySQL Usage ) All chat based scripts are also banned from these servers. All mailing list software is banned as well.

**Immobiliere Global Economy Email Limits:** Limited to 50 emails per hour. Also no mailing lists are allowed. If more is sent than the limit, your account will be suspended while we investigate the emails, to ensure they are not spam. We will send notice after such time, of what steps need to be taken to re-activate your account or if we will no longer host your site on our servers.

**Immobiliere Global Economy Other Banned Files:** All MP3 files are banned on this server. Also all torrent based scripts are banned.

**Immobiliere Global Name Servers:** if you use Name Servers from other places ( i.e. for url forwarding or to set up zone file at your registrar ) we will not be responsible for any failures due to the use these setups or any down time associated to you not using our Name Servers ( i.e. updates, server moves, etc ). It is recommended that use the ones we provide you with. If you do not, we will not support your DNS setup, you will need to provide your own support or

get support from the place you have your DNS setup with. We will only recommend to use our name servers, if problems arise from such setups.

Cron ( automated script running ): Should be set to times the server has it's lowest amount of traffic ( normally 2 AM CST till 5 AM CST ), if they must be ran more than once per day, they are to be limited to once per 6 hour period. Cron's found running more than that, will be changed to daily runnings. If changed back, you will be sent a warning that they are allowed no more than listed here. If third violation occurs, your account will be suspended/terminated

Inaccurate or Unreliable Data: If member deliberately provides inaccurate or unreliable information, or fails to promptly update necessary information, or fails to respond to our email inquiries within five calendar days, such actions shall constitute a breach of this Agreement.

Altering of Services on Server: Altering your account to gain access to services, or to disable services on the server for your account, will result in termination of your account without warning.

**NOTE:** all banned files can and will be removed if found, without notice to client, to keep servers secure and operating well.

## FrontPage

FrontPage support on all linux based servers, will be extremely limited. You will be able to use basic html and bots within it, but other than that the http upload feature will not be supported ( even some simple things my conflict with Mod\_Security and thus make it unuseable ). If you have a more complex site, scripts ( i.e. php, java, etc ) you will have to upload those parts via FTP.

We do suggest that you to use other web design software to create pages with. Please visit our forums for suggestions of others to use.

## Security

You are responsible for any misuse of your account, even if a friend, family member, guest or employee committed the inappropriate activity. Therefore, you must take steps to ensure that others do not gain unauthorized access to your account. In addition, you may not use your account to breach security of another account or attempt to gain unauthorized access to another network or server.

Your password provides access to your account. It is your responsibility to keep your password secure. Sharing your password and account access with unauthorized users is prohibited. You should take care to prevent others from using your account since you will be held responsible for such use.

Attempting to obtain another user's account password is strictly prohibited, and may result in termination of service.

You must adopt adequate security measures to prevent or minimize unauthorized use of your account. You may not attempt to circumvent user authentication or

security of any host, network or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other networks. Use or distribution of tools designed for compromising security is prohibited. Examples of these tools include, but are not limited to, password guessing programs, cracking tools or network probing tools.

You may not attempt to interfere with service to any user, host or network ("denial of service attacks"). This includes, but is not limited to: "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.

Users who violate systems or network security may incur criminal or civil liability. Immobiliere Global Webhosting will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.

Failure to protect your account is a violation of the Standard Operating Procedure Policy and grounds for account termination without refund.

Email Forwarders from our servers to AOL ( or SpamCop or other ISP's )

If you should use an email forwarder, from our servers to your ISP, then do not report spam, from your mail account at your ISP. When you do, you are saying the spam comes from us, and not from who it really comes from, cause they only look at the last place it came from. If you do report our server as sending spam, cause of a forwarder, then we have the right to remove said forwarders WITHOUT notice from your account/server.

Network Performance

Immobiliere Global Webhosting accounts operate on shared resources. Excessive use or abuse of these shared network resources by one customer may have a negative impact on all other customers. Misuse of network resources in a manner that impairs network performance is prohibited by this policy and may result in termination of your account.

### **III. REPORTING VIOLATIONS OF IMMOBILIERE GLOBAL WEBHOSTING SOPP.**

Immobiliere Global Webhosting requests that anyone who believes that there is a violation of this SOPP direct the information to the Abuse Department at [abuse@immglobal.com](mailto:abuse@immglobal.com).

If available, please provide the following information:

- The IP address used to commit the alleged violation
- The date and time of the alleged violation, including the time zone or offset from GMT
- Evidence of the alleged violation
- E-mail with full header information provides all of the above, as do system log files.

Other situations will require different methods of providing the above information.

#### **IV. ACTIONS TAKEN BY IMMOBILIERE GLOBAL WEBHOSTING.**

Immobiliere Global Webhosting may take any one or more of the following actions in response to complaints, violations of the Terms of Service or the Standard Operating Procedure Policy:

- Issue written or verbal warnings
- Suspend the Member's newsgroup posting privileges
- Suspend the Member's account
- Terminate the Member's account
- Bill the Member for administrative costs and/or reactivation charges
- Bring legal action to enjoin violations and/or to collect damages, if any, caused by violations

#### **Address:**

Billing:

Immobiliere Global Webhosting  
2019 Northridge Dr.  
Coralville, IA 52241 USA

Physical:

--Relocating--

Contact by help desk as <http://www.immglobal.com/support-center/>

#### **V. REVISIONS TO THIS ACCEPTABLE USE POLICY**

Immobiliere Global Webhosting reserves the right to revise, amend, or modify this SOPP, our ToS (Terms of Service) and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted in accordance with our ToS (Terms of Service).