

Terms Of Services (TOS)

CYBERSPACE INDONESIA ("CV. Cyberspace Indonesia") agrees to furnish services to the Subscriber, subject to the following TOS (Terms of Service).

CYBERSPACE INDONESIA Use of **CYBERSPACE INDONESIA** Service constitutes acceptance and agreement to **CYBERSPACE INDONESIA** AUP as well as **CYBERSPACE INDONESIA** TOS (Terms of Service).

All provisions of this contract are subject to the TOS (Terms of Service) of **CYBERSPACE INDONESIA** [Privacy Policy](#), [Acceptable Uses Policy](#), [Domain Registration Agreement](#), [No Spam Policy \(NSP\)](#), and [Service Level Agreement](#). The AUP may be changed from time to time at the discretion of the Company. Subscriber understands that change to the AUP by the Company shall not be grounds for early contract termination or non-payment:

1. **Disclosure to Law Enforcement:** The AUP specifically prohibits the use of our service for illegal activities. Therefore, Subscriber agrees that the Company may disclose any and all subscriber information including assigned IP numbers, account history, account use, etc. to any law enforcement agent who makes a written request without further consent or notification to the Subscriber. In addition **CYBERSPACE INDONESIA** shall have the right to terminate all service set forth in this Agreement.
2. **Service Rates:** Subscriber acknowledges that the nature of the service furnished and the initial rates and charges have been communicated to Subscriber. Subscriber is aware that the Company may prospectively change the specified rates and charges from time to time. The promotional offer is contingent upon Company achieving and maintaining its cost of service goals including but not limited to rates charged to company by its suppliers.
3. **Failure to Pay:** The Company may temporarily deny service or terminate this Agreement upon the failure of Subscriber to pay charges when due. Such termination or denial will not relieve Subscriber of responsibility for the payment of all accrued charges, plus reasonable interest and any collection fees.
4. **Subscriber acknowledges that the service provided is of such a nature that service can be interrupted for many reasons other than the negligence of the company and that damages resulting from any interruption of service are difficult to ascertain. Therefore, subscriber agrees that the company shall not be liable for any damages arising from such causes beyond the direct and exclusive control of the company. Subscriber further acknowledges that the company's liability for its own negligence may not in any event exceed an amount equivalent to charges payable by subscriber for services during the period damages occurred. In no event shall the company be liable for any special or consequential damages, loss or injury.**
5. **New Domain Accounts:** All new webhosting accounts involving new domains will be set up and entered into our DNS servers within 3 to 5 business days. Due to unforeseen complications, however, this process may sometimes require up to 7 business days. If the new domain is registered by the account holder, there will be no handling fee. If the domain is registered by **CYBERSPACE INDONESIA** on behalf of the account holder a handling fee will be incurred.
6. **Transfer of Domains:** New webhosting accounts which involve the transfer of a domain from another provider to **CYBERSPACE INDONESIA** will require a minimum of seven (7) days to be set up and entered into our DNS servers. In some cases, such transfers may take up to sixty (60) days. Due to the unpredictable nature of the transfer process, no guarantees are made regarding the amount of time a specific transfer may take. If the transfer of the domain is done by **CYBERSPACE INDONESIA**, on behalf of the account holder a handling fee will be incurred. If the customer cancels service during the transfer period for any reason, all charges are considered earned.
7. **Support Boundaries:** **CYBERSPACE INDONESIA**, provides 24 x 7 e-mail, online technical support to our subscribers. We limit our technical support to our area of expertise. The following is our guidelines when providing support: **CYBERSPACE INDONESIA** provides support related to your server or virtual site physical functioning. **CYBERSPACE INDONESIA** does not offer tech support for application specific issues such as cgi programming, html or any other such issue. **CYBERSPACE INDONESIA** does not provide technical support for YOUR customers. If you can email, we encourage you to email support@cyberspace.co.id for assistance. If you are able to get online and have other questions, the answers may be on our home page at <http://forum.cyberspace.co.id> - we encourage you to check there first. Lastly, the Help files in the program you are using may have the answer to your question so please do investigate these resources before calling tech support.
8. **SPAM and Unsolicited Commercial Email (UCE):** **CYBERSPACE INDONESIA** takes a zero tolerance approach to the sending of Unsolicited Commercial Email (UCE) or SPAM over our network. Very simply this means that customers of **CYBERSPACE INDONESIA** may not use or permit others to use our network to transact in UCE. Customers of **CYBERSPACE INDONESIA** may not host, or permit hosting of, sites or information that is advertised by UCE from other networks. Violations of this policy carry severe penalties, including termination of service.
 - a. Violation of **CYBERSPACE INDONESIA** SPAM policy will result in severe penalties. Upon notification of an alleged violation of our SPAM policy, **CYBERSPACE INDONESIA** will initiate an immediate investigation (within 48 hours of notification). During the investigation, **CYBERSPACE INDONESIA** may restrict customer access to the network to prevent further violations. If a customer is found to be in violation of our SPAM policy, **CYBERSPACE INDONESIA** may, at its sole discretion, restrict, suspend or terminate customer's account. Further, **CYBERSPACE INDONESIA** reserves the right to pursue civil remedies for any costs associated with the investigation of a substantiated policy violation. **CYBERSPACE INDONESIA** will notify law enforcement officials if the violation is believed to be a criminal offense.
 - b. First violations of this policy will result in an "Administrative Fee" of \$100 and your account will be reviewed for possible immediate termination. A second violation will result in an "Administrative Fee" of \$200 and immediate termination of your account. Users who violate this policy agree that in addition to these "Administrative" penalties. PLEASE, DO NOT SPAM from your account.
 - c. As our Customers are ultimately responsible for the actions of their clients over the **CYBERSPACE INDONESIA** network, it is advisable that Customers develop a similar, or stricter, policy for their clients.
9. **Network**
 - a. **IP Address Ownership:** If **CYBERSPACE INDONESIA** assigns Customer an Internet Protocol address for Customer's use, the right to use that Internet Protocol address shall belong only to **CYBERSPACE INDONESIA**, and Customer shall have no right to use that Internet

Protocol address except as permitted by **CYBERSPACE INDONESIA** in its sole discretion in connection with the Services, during the term of this Agreement. **CYBERSPACE INDONESIA** shall maintain and control ownership of all Internet Protocol numbers and addresses that may be assigned to Customer by **CYBERSPACE INDONESIA**, and **CYBERSPACE INDONESIA** reserves the right to change or remove any and all such Internet Protocol numbers and addresses, in its sole and absolute discretion. Our allocation of IP addresses is limited by ARIN's new policies. These new policies state that use of IP addresses for IP based virtual hosts will not be accepted as justification for new IP addresses. What this means to you is that you MUST use name-based hosting where possible. We will periodically review IP address usage, and if we find that clients are using IP addresses where name-based hosting could be used, we will revoke authorization to use those IP addresses that could be used with name-based hosting.

- b. **Bandwidth and Disk Usage:** Customer agrees that bandwidth and disk usage shall not exceed the number of megabytes per month for the Services ordered by Customer on the Order Form. **CYBERSPACE INDONESIA** will monitor Customer's bandwidth and disk usage. **CYBERSPACE INDONESIA** shall have the right to take corrective action if Customer's bandwidth or disk usage exceeds the Agreed Usage. Such corrective action may include the assessment of additional charges, disconnection or discontinuance of any and all Services, or termination of this Agreement, which actions may be taken is in **CYBERSPACE INDONESIA** sole and absolute discretion. If **CYBERSPACE INDONESIA** takes any corrective action under this section, Customer shall not be entitled to a refund of any fees paid in advance prior to such action. In the event that a customer exceeds the included allocation, **CYBERSPACE INDONESIA** may, at its sole discretion, collect a deposit, in an amount determined by **CYBERSPACE INDONESIA**, against customer's credit card on file with **CYBERSPACE INDONESIA**.
- c. **System and Network Security:** Users are prohibited from violating or attempting to violate the security of the **CYBERSPACE INDONESIA** Network. Violations of system or network security may result in civil or criminal liability. **CYBERSPACE INDONESIA** will investigate occurrences, which may involve such violations and may involve, and cooperate with, law enforcement authorities in prosecuting Users who are involved in such violations. These violations include, without limitation:
 - i. Accessing data not intended for such User or logging into a server or account, which such User is not authorized to access.
 - ii. Attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization.
 - iii. Attempting to interfere with service to any user, host or network, including, without limitation, via means of overloading, "flooding", "mail bombing" or "crashing".

- iv. Forging any TCP/IP packet header or any part of the header information in any e-mail or newsgroup posting.
- v. Taking any action in order to obtain services to which such User is not entitled. Attempting to couple many hosting packages together to take advantage of massive space or bandwidth allocations. Each hosting package purchased is unique to a domain name and use - please do not purchase multiple "budget plan's" for instance to get the combined bandwidth & space. **CYBERSPACE INDONESIA** will stop such transactions and label them as deceptive. We have an upgrade path for all services and we can often times work out special deals for users if they ask us for the assistance.

10. Notification of Violation:

- a. **CYBERSPACE INDONESIA** is under no duty to look at each customer's or user's activities to determine if a violation of the AUP has occurred, nor do we assume any responsibility through our AUP to monitor or police Internet-related activities.
- b. First violation: Any User, which **CYBERSPACE INDONESIA** determines to have violated any element of this Acceptable Use Policy, shall receive an email, warning them of the violation. The service may be subject at **CYBERSPACE INDONESIA** discretion to a temporary suspension pending a User's agreement in writing, to refrain from any further violations.
- c. Second Violation: Users that **CYBERSPACE INDONESIA** determines to have committed a second violation of any element of this Acceptable Use Policy shall be subject to immediate suspension or termination of service without further notice.
- d. We reserve the right, to drop the section of IP space involved in Spam or Denial-of-Service complaints if it is clear that the offending activity is causing great harm to parties on the Internet. In particular, if open relays are on your network or a customer's network, or if denial of service attacks are originating from your network. In certain rare cases, we may have to do this before attempting to contact you. If we do this, we will contact you as soon as is feasible.

11. **Suspension of Service or Cancellation:** **CYBERSPACE INDONESIA** reserves the right to suspend network access to any customer if in the judgment of the **CYBERSPACE INDONESIA** network administrators the customer's server is the source or target of the violation of any of the other terms of the AUP or for any other reason which **CYBERSPACE INDONESIA** chooses. If inappropriate activity is detected, all accounts of the Customer in question will be deactivated until an investigation is complete. Prior notification to the Customer is not assured. In extreme cases, law enforcement will be contacted regarding the activity. The customer will not be credited for the time the customer's machines were suspended.

12. **CYBERSPACE INDONESIA** reserves the right to amend its policies at any time. All Sub-Networks, resellers and managed servers of

CYBERSPACE INDONESIA must adhere to the above policies. Failure to follow any term or condition will be grounds for immediate Cancellation. You will be held responsible for the actions of your clients in the matter described on these Terms and conditions. Therefore, it is in your best interest to implement a similar or stricter Terms and conditions or otherwise called Acceptable Terms of use policy.

13. **Indemnification:** **CYBERSPACE INDONESIA** wishes to emphasize that in agreeing to the **CYBERSPACE INDONESIA** Acceptable Use Policy (AUP) and Terms of Service (ToS), customer indemnifies **CYBERSPACE INDONESIA** for any violation of the Acceptable Use Policy (AUP) and Terms of Service (ToS) that results in loss to **CYBERSPACE INDONESIA** or the bringing of any claim against **CYBERSPACE INDONESIA** by any third-party. This means that if **CYBERSPACE INDONESIA** issued because of a customer's or a customer of a customer's activity, the customer will pay any damages awarded against **CYBERSPACE INDONESIA**, plus all costs and attorney's fees.
14. **Miscellaneous Provisions:** You must provide us with, and keep current, good contact information for you. E-mail, fax, and telephone contacts are used, in that order of preference.
 - a. A waiver by the Company of any breach of any provision of this Agreement by Subscriber shall not operate as or be construed as a continuing or subsequent waiver thereof or as a waiver of any breach of any other provision thereof.
 - b. Subscriber shall not transfer or assign this Agreement without the prior written consent of the Company. Company may assign Agreement at anytime without consent from or notice to Subscriber. Company reserves right to cancel customers rights under this contract at anytime without further obligation.
 - c. **CYBERSPACE INDONESIA** takes no responsibility for any material input by others and not posted to the **CYBERSPACE INDONESIA** Network by **CYBERSPACE INDONESIA** is not responsible for the content of any other websites linked to the **CYBERSPACE INDONESIA** Network; links are provided as Internet navigation tools only. **CYBERSPACE INDONESIA** disclaims any responsibility for any such inappropriate use and any liability to any person or party for any other person or party's violation of this policy.
 - d. **CYBERSPACE INDONESIA** is not responsible for any damages your business may suffer. **CYBERSPACE INDONESIA** does not make implied or written warranties for any of our services. **CYBERSPACE INDONESIA** denies any warranty or merchantability for a specific purpose. This includes loss of data resulting from delays, non-deliveries, wrong delivery, and any and all service interruptions caused by **CYBERSPACE INDONESIA**.
15. **Responsibility for Content:** You, as **CYBERSPACE INDONESIA** customer, are solely responsible for the content stored on and served by your **CYBERSPACE INDONESIA** server.

Acceptable Uses Policy (AUP)

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 AUP. **CYBERSPACE INDONESIA** may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrongdoing.

This document is intended to provide a basic understand of **CYBERSPACE INDONESIA** Acceptable Use Policy. The following are guidelines for the establishment and enforcement of **CYBERSPACE INDONESIA** AUP:

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

CYBERSPACE INDONESIA intends to provide its customers access to everything the Internet has to offer. While **CYBERSPACE INDONESIA** is firmly committed to the principles of free speech, certain activities that may be damaging to the resources of both **CYBERSPACE INDONESIA** and the Internet and cannot be permitted under the guise of free speech. The resources of **CYBERSPACE INDONESIA** 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 server or virtual site to publish material, which **CYBERSPACE INDONESIA** 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, images, drawings, and logos), executable programs, video recordings, and audio recordings.

If **CYBERSPACE INDONESIA** account is used to violate the Acceptable Use 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 Acceptable Use 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@cyberspace.co.id

VIOLATIONS OF CYBERSPACE INDONESIA ACCEPTABLE USE POLICY
The following constitute violations of this AUP:

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

2. **Harm to minors:** Use of the **CYBERSPACE INDONESIA** service to harm, or attempt to harm, minors in any way, including, but not limited to child pornography.
3. **Threats:** Use of **CYBERSPACE INDONESIA** service to transmit any material (by e-mail, uploading, posting or otherwise) that threatens or encourages bodily harm or destruction of property. **Harassment:** Use of **CYBERSPACE INDONESIA** service to transmit any material (by e-mail, uploading, posting or otherwise) that harasses another.
4. **Fraudulent activity:** Use of **CYBERSPACE INDONESIA** service 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."
5. **Forgery or impersonation:** Adding, removing or modifying identifying 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.
6. **Unsolicited commercial e-mail / Unsolicited bulk e-mail (SPAM)** Use of the **CYBERSPACE INDONESIA** 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 **CYBERSPACE INDONESIA** account.
7. **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 **CYBERSPACE INDONESIA** account.
8. **E-mail / Message Forging:** Forging any message header, in part or whole, of any electronic transmission, originating or passing through the **CYBERSPACE INDONESIA** service is in violation of this AUP.
9. **Usenet SPAMing:** **CYBERSPACE INDONESIA** 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.
10. **Unauthorized access:** Use of the **CYBERSPACE INDONESIA** service to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of **CYBERSPACE INDONESIA** 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 **CYBERSPACE INDONESIA** account is subject to immediate termination.
11. **Copyright or trademark infringement:** Use of the **CYBERSPACE INDONESIA** 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.
12. **Collection of personal data:** Use of the **CYBERSPACE INDONESIA** service to collect, or attempt to collect, personal information about third parties without their knowledge or consent.
13. **Network disruptions and unfriendly activity:** Use of the **CYBERSPACE INDONESIA** service for any activity which affects the ability of other people or systems to use **CYBERSPACE INDONESIA** 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. **CYBERSPACE INDONESIA** 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.
14. **Fraud:** Involves a knowing misrepresentation or misleading statement, writing or activity made with the intent that the person receiving it will act upon it.
15. **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.
16. **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.
17. **Inappropriate Use of Software:** Use of software or any device that would facilitate a continued connection, i.e. ping, while using **CYBERSPACE INDONESIA** services could result in suspension service.
18. **Third Party Accountability:** **CYBERSPACE INDONESIA** subscribers will be held responsible and accountable for any activity by third parties, using their account that violates guidelines created within the Acceptable Use Policy Security.

You are responsible for any misuse of your account, even if the inappropriate activity was committed by a friend, family member, guest or employee. 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. **CYBERSPACE INDONESIA** 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 Network Performance. **CYBERSPACE INDONESIA** 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 which impairs network performance is prohibited by this policy and may result in termination of your account. You are prohibited from excessive consumption of resources, including CPU time, memory, disk space and session time. You may not use resource-intensive programs which negatively impact other customers or the performances of **CYBERSPACE INDONESIA** systems or networks. **CYBERSPACE INDONESIA** reserves the right to terminate or limit such activities.

REPORTING VIOLATIONS OF **CYBERSPACE INDONESIA** AUP

CYBERSPACE INDONESIA requests that anyone who believes that there is a violation of this AUP direct the information to the Abuse Department at abuse@cyberspace.co.id.

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.

CYBERSPACE INDONESIA may take any one or more of the following actions in response to complaints:

- 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, cause by violations

REVISIONS TO THIS ACCEPTABLE USE POLICY

CYBERSPACE INDONESIA reserves the right to revise, amend, or modify this AUP, 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).

Privacy Policy (PP)

This document are part from agreement that be necessary You (client) to agree as long as become client shared hosting. **CYBERSPACE INDONESIA** own commitmen for respect and guard your online privacy. **CYBERSPACE INDONESIA** have to right to carry out modification about TOS today if be needed necessity, and before **CYBERSPACE INDONESIA** concerning announcing to client.

Cookie

Several part website we use cookie.

Email Address

We attain use email address and address you for calling you about hosting services that we give or that concerning us, also for to reveal about payment or announcing important about server status.

Privacy Data in Server

We concerning make every effort better for guard in order that your data at server we that private (as for source code from script that No desire divide to person different, database, or data at directory home you that No desire attain look at by user different) No by easy attain purpose, except if you alone that take care of setting account you in order that mentioned attain purpose.

Etc

At outside point-point at upstairs, we No concerning divide data private you to party 3rd, except if obligation by law.

Service Level Agreement (SLA)

This document today are part from agreement that be necessary You (client) to agree as long as become client shared hosting/reseller **CYBERSPACE INDONESIA**.

CYBERSPACE INDONESIA to do document today at advantage together, i.e. for go around **CYBERSPACE INDONESIA** from activity that No need and guard in order that client to get services that optimum and better.

CYBERSPACE INDONESIA concerning carry out examine repeat about SLA today every 6 month, and have the right for carry out modification about SLA today if taste necessity, at anywhere at all before **CYBERSPACE INDONESIA** concerning to reveal matter to client.

1. Support

At some time or another just you want support, Please following contact us.

- Support HelpDesk: <http://support.cyberspace.co.id>
- Forum: <http://forum.cyberspace.co.id/>
- Hotline/SMS: 0811433512
- ICQ: 65545556
- Yahoo!: CV_CSI

We guarantee to answer email deep at the same time when sooner later 36 clock (although in general just deep at the same time when 2-4 clock or even fewer from 1 hour), except if sets of equipment communication we experience disturbance. If answer we late, we concerning give away compensation that appropriate.

We guarantee every question you concerning we respon, except if question replying or ever question before by you, or you carry out bombardir question to staf.

Method communication that we like are email. As staf we moment today again enough, then we No attain to guarantee concerning answer all call by telephone that enter. **CYBERSPACE INDONESIA** staff have the right for No answer calling HP at time be busy follow client that different or be deep situation that fewer possible. We sugestion in order that you ask or request support by email. Nevertheless if you have matter that critis, don't be wary for call we 24 clock.

We to guarantee for answer question was also from you and finish matter you maybe. Nevertheless certain just No all question you necessity we answer. We No to guarantee for be able answer question that No related by hosting service we as for, nevertheless No boundary beginning:

- question basic about programing (" how manner send email by silver or PHP, etc.");
- question about script or program that No we attach;
- request arrange matters domain that No register at we place;
- question about hosting service or different ISP.

Nevertheless as staf we rely on and freely, don't be worry ask matter was just if you need help!

We No to guarantee for to change cost that arise from 3rd party conection by support (among different, nevertheless No boundary beginning: telephone cost local/interlocal, roaming cost, letters cost and materai, etc.).

2. General Facility

We to guarantee than each klien we to get basic facility as following:

- control panel for take care of account you, belonging to file manager, email manager, subdomain manager,etc;
- subdomain that No limits;

Moment today we also give away email forwarding facility that No limit, email POP that No limit, data transfer that not yet measure. Matter today No we guarantee and attain change at the time that.

3. Server Status

We commitment for transparan and always fair deep to reveal status server. We to guarantee for give away data following:
network usage;
connectivity;
load server

4. Announcement

CYBERSPACE INDONESIA to guarantee concerning carry out announcement beginning (24-48 clock before) by means of email for event-event as for restart server, moving server next data center different, changing DNS, changing IP, and important event else.

Banned Script

Banned Script it is AUP (Poin 16) violance, and must deleted on our server:

- UltimateBBS (all version)
- Ikonboard (all version)
- YABB + YABB se (all version using Flat database)
- AlienForm (all version)
- Greymatter (all version)
- IRC Egg Drops & IRC related programs. (software chatting)
- All Proxy Servers or Scripts
- nph-proxy or CGI proxy
- The Anonymizer
- formmail.pl
- formmail.cgi
- lstrmge.cgi
- Cgiemail.cgi
- open Webmail
- Shell, SSH, Telnet Scripts and Shell, SSH, alternative Telnet
- 4nAlbum for phpNuke

If we found this script on our server we must deleted this for first.