



ACCEPTABLE USE POLICY

DATE: FEBRUARY 5, 2016

1. Overview

- 1.1. The purpose of this policy is to establish acceptable and unacceptable use of the Cameo Global (“Cameo”) network and cloud resources by anyone including but not limited to, partners, customers, customer employees, contractors, consultants and temporary workers in conjunction with Cameo’s established culture of ethical and lawful behavior, openness, trust, and integrity.
- 1.2. Cameo provides premise, hosted, and cloud communication and collaboration services, computer devices, networks, and other electronic information systems to meet customer and partner goals and initiatives. These services must be managed responsibly to maintain the confidentiality, integrity, and availability of its information assets. This policy requires the users of information assets to comply with Cameo’s company policies and protects the company against damaging legal issues.
- 1.3. Because Cameo relies on a shared infrastructure to support network users, it is necessary that Cameo set policies and standards associated with how each site is secured and used. The compromise of one customer site may result in an impact on Cameo or other customers. Therefore, all customers shall adhere to all applicable Cameo policies and standards.

2. Scope

- 2.1. All customers, employees, contractors, consultants, temporary and other workers including all personnel affiliated with third parties must adhere to this policy. This policy applies to information assets owned or leased by Cameo, or to devices that connect to a Cameo’s network or reside at one or more of Cameo’s Data Center sites.
- 2.2. Information Security must approve exceptions to this policy in advance and submit through PolicyException@CameoGlobal.com.

3. Policy Statement Requirements

3.1. General Requirements

- 3.1.1. For security, compliance, and maintenance purposes, Cameo authorized personnel may monitor and audit equipment, systems, and network traffic. Devices that interfere with other devices or users on Cameo’s network may be disconnected. Information Security prohibits actively blocking authorized audit scans. Firewalls and other blocking technologies must permit access to the scan sources.

3.2. System Accounts and Access

- 3.2.1. You are responsible for the security of data, accounts, and systems under your control. Keep passwords secure and do not share account or password information with anyone, including other personnel, family, or friends. Providing access to another individual, either deliberately or through failure to secure its access, is a violation of this policy.
- 3.2.2. You must maintain system-level and user-level passwords in accordance with the Password Policy.
- 3.2.3. Each customer must actively keep records of all employees allowed to access networks and hosted services, managed or maintained by Cameo.
- 3.2.4. Customers must submit a ticket to Cameo’s support system, ConnectWise, to inform Cameo of any employee whose access to network assets needs be removed. You can log into the ConnectWise

customer portal [via this link](#). Notification of network access revocation must be provided to Cameo at least five days in advance of the date that the employee will no longer be granted network access.

- 3.2.5. Access to hosted, managed or maintained networks, both remote and onsite, cannot be shared or transferred between individuals. Each user must have unique login credentials that can be used to easily identify that user.

3.3. Network Use

3.3.1. You are responsible for the security and appropriate use of Cameo network resources under your control. Using Cameo resources for the following is strictly prohibited:

- a) Intentionally or inadvertently causing a security breach to either Cameo or other network resources, including but not limited to, accessing data, servers, or accounts to which you are not authorized; circumventing user authentication on any device; or sniffing network traffic.
- b) Degrading or causing a disruption of service to either Cameo or other network resources, including, but not limited to, ICMP floods, packet spoofing, denial of service, heap or buffer overflows, and forged routing information for malicious purposes.
- c) Introducing honeypots, honeynets, or similar technology on the Cameo network.
- d) Violating copyright law, including illegally duplicating or transmitting copyrighted material and/or software protected by copyright restrictions.
- e) Exporting or importing software, technical information, encryption software, or technology in violation of international or regional export control laws.
- f) Use of the Internet or Cameo network that violates the Cameo policies, or local, state, federal, or international laws.
- g) Intentionally introducing malicious code, including, but not limited to, viruses, worms, Trojan horses, e-mail bombs, spyware, adware, and keyloggers.
- h) Port scanning or security scanning on a production network unless authorized in advance by Information Security.
- i) Accessing or attempting to access systems within Cameo's network that do not belong to you or your employer.
- j) Conducting or taking part in activities that over utilize power circuits.
- k) Interfering and especially destroying or altering transmitted data with the intention of cloaking or misrepresenting the identity of the source of information.

3.4. Electronic Communications

The following are strictly prohibited:

- 3.4.1. Inappropriate use of communication vehicles and equipment, including, but not limited to, supporting illegal activities, and procuring or transmitting material that violates Cameo policies against the safeguarding of confidential or proprietary information.

3.4.2. Sending Spam via e-mail, text messages, pages, instant messages, voice mail, or other forms of electronic communication.

3.4.3. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

4. Terms Of Use

The following sections outline the terms of use to be followed when accessing Cameo / CloudBlu™ Web sites and portals (the "Site"). Through the Site, you have access to a variety of resources and content. These include: (a) software and software as a service offerings ("Software"); and (b) Web pages, data, messages, text, images, photographs, graphics, audio and video, and documents such as press releases, white papers and product data sheets ("Materials"). Software, Materials, and other information, content and services are collectively referred to as "Content." The following are terms of a legal agreement between you ("You" or "Your") and Cameo / CloudBlu™ Corporation and its affiliated companies ("We" or "Cameo / CloudBlu™"). By accessing or using the Site or the Content provided on or through the Site, you agree to follow and be bound by the following terms and conditions concerning your access to and use of the Site and the Content provided on or through the Site ("Terms of Use" section).

4.1. Use of Software: Your use of Software is subject to all agreements such as a license agreement or user agreement that accompanies or is included with the Software, ordering documents, exhibits, and other terms and conditions that apply ("License Terms"). In the event that Software is provided on or through the Site and is not licensed for your use through License Terms specific to the Software, you may use the Software subject to the following: (a) the Software may not be modified or altered in any way; and (b) the Software may not be redistributed.

4.2. Use of Materials: You may download, store, display on your computer, view, listen to, play and print Materials that Cameo / CloudBlu™ publishes or broadcasts on the Site or makes available for download through the Site subject to the following: (a) the Materials may not be modified or altered in any way; and (b) the Materials may not be redistributed to anyone other than your employer's employees, contractors, consultants, temporary and other workers including all personnel affiliated with third parties.

4.3. Reservation of Rights: The Site and Content provided on or through the Site are the intellectual property and copyrighted works of Cameo / CloudBlu™ or a third party provider. All rights, title and interest not expressly granted with respect to the Site and Content provided on or through the Site are reserved. All Content is provided on an "As Is" and "As Available" basis, and Cameo / CloudBlu™ reserves the right to terminate the permissions granted to you in Sections 4.1 and 4.2 above and your use of the Content at any time.

4.4. Security, Passwords, and Means of Accessing the Site and Content: You agree not to access or use the Site in any manner that could damage, disable, overburden, or impair any Cameo / CloudBlu™ accounts, computer systems or networks. You agree not to attempt to gain unauthorized access to any parts of the Site or any Cameo / CloudBlu™ accounts, computer systems or networks. You agree not to interfere or attempt to interfere with the proper working of the Site or any Cameo / CloudBlu™ accounts, computer systems or networks. You agree not to use any robot, spider, scraper or other automated means to access the Site or any Cameo / CloudBlu™ accounts, computer systems or networks without Cameo / CloudBlu™'s express written permission.

If any of the Services require you to open an account, you must complete the registration process by providing us with current, complete and accurate information as required by the applicable registration form. You agree not to share your password(s), account information, or access to the Site with any other person. You are responsible for maintaining the confidentiality of password(s) and account information, and you are responsible for all activities that occur through the use of your password(s) or account(s) or as a result of your access to the Site. You agree to notify Cameo / CloudBlu™ immediately of any use of your password(s) or account(s) that you did not authorize or that is not authorized by these Terms of Use.

- 4.5. Indemnity:** You agree to indemnify and hold harmless Cameo / CloudBlu™, its officers, directors, employees and agents from and against any and all claims, liabilities, damages, losses or expenses, including reasonable attorneys' fees and costs, due to or arising out of, your violation of these Terms of Use or any additional rules, guidelines or terms of use posted for a specific area of the Site or Content provided on or through the Site, or your violation or infringement of any third party rights, including intellectual property rights.
- 4.6. Third Party Web Sites, Content, Products and Services:** If the Site provides links to Web sites and access to Content, products and services of third parties, including users, advertisers, affiliates and sponsors of the Site. Cameo / CloudBlu™ is not responsible for third party Content provided on or through the Site or for any changes or updates to such third party sites, and you bear all risks associated with the access to, and use of, such Web sites and third party Content, products and services.
- 4.7. Export Restrictions/Legal Compliance:** As applicable, you shall obtain and bear all expenses related to any necessary licenses, authorizations, and/or exemptions with respect to your own use of the services of Cameo / CloudBlu™ outside the U.S. Neither the services or products of Cameo / CloudBlu™ nor the underlying information or technology may be downloaded or otherwise provided or made available, either directly or indirectly, into any country subject to U.S. trade sanctions, (Supplement No. 1 to Part 740, Export Administration Regulations, Country Group E:1), to individuals or entities controlled by such countries, or to nationals or residents of such countries other than nationals who are lawfully admitted permanent residents of countries not subject to such sanctions. By agreeing to these Terms of Use, you agree to the foregoing and represent and warrant that you are not located in, under the control of, or a national or resident of any such country or on any such list.
- 4.8. Waiver and Severability:** The failure of Cameo / CloudBlu™ to exercise or enforce any rights or provisions in these Terms of Use shall not constitute a waiver of such right or provision. If any part or provision of these Terms of Use is found to be unenforceable, such part or provision may be modified to make the Terms of Use as modified legal and enforceable. The balance of the Terms of Use shall not be affected.
- 4.9. Applicable Laws:** All matters relating to your access to, and use of, the Site and Content provided on or through or uploaded to the Site shall be governed by U.S. federal law or the laws of the State of Delaware. Any legal action or proceeding relating to your access to, or use of, the Site or Content shall be instituted in a state or federal court in District of Delaware, Delaware. You and Cameo / CloudBlu™ agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

5. Definitions

Term	Definition
honeypot, honeynet	Network decoys that serve to distract attackers from valuable machines on a network. The decoys provide an early warning for intrusion detection and detailed information on vulnerabilities.
Spam	Electronic junk mail or junk newsgroup postings. Messages that are unsolicited, unwanted, irrelevant, and in bulk.

6. Revision History

Revision #	Date of Change	Responsible	Summary of Change
1	February 1 2014	MH	Policy created
1.1	January 19, 2016	DH	- Verbiage changed/ added - Formatting updated - Terms of use policy added
1.2	January 20, 2016	DH	Verbiage changed
1.3	February 5, 2016	MH	Verbiage changed
1.4	February 5, 2016	DH	Format Updated

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