



25 EP IT POLICY

This policy ("IT Policy") sets out the policies and procedures for selection and use of certain information technology services ("IT Services") at 25EP (the "Club") which must be followed by all members. From time to time it may be necessary to modify and amend certain sections of the policies and procedures set out in this IT Policy, or to add new processes or procedures. We will endeavor to provide you with as much notice of any amendments as and when required.

Please read this IT Policy carefully as it forms part of and is incorporated into your Membership Agreement.

This document is an outline of IT policies for using the technical services at our Club. If you have any questions or comments about this IT Policy, please speak to 25EP Management at your Club.

This IT Policy is split into segments which describe the different IT Services available at our Club.

1. INTERNET SERVICES

Two types of internet connections are available to members at our Club. These are as follows:

Shared internet – this is a shared internet service either via a cat5/6 cable or a wireless connection via the Club's wireless networks. This service is expected to provide you with speeds that ensure you can complete standard working requirements.

The nature of the shared environment at our Club does NOT allow for the following:

1. Implementation of own subnets or VLANS.
2. Implementation of routers/firewalls or wireless routers or wireless access points.
3. Implementation of network switches.



Any member found to be adding any of the above prohibited devices will be asked to remove such device immediately. The 25EP IT Team may disable a prohibited device on the network at any time in its sole direction.

We may, from time to time, slow connections of known bandwidth hogs in order to protect the network from saturation – we ask that you do your best to adopt a fair internet usage.

Dedicated internet – this is a dedicated internet service which allows you to create your own networks in order to provide additional security around the network. This also gives you a single dedicated connection based on the speed plan you select with 25EP. Dedicated internet members requiring wireless access points should please speak to a member of the 25EP IT Team to discuss available options.

There is a process for requesting dedicated IT Services at our Club which begins with a request to 25EP Management. All requests for dedicated internet must comply with this IT Policy and be accepted prior to issue of the approved application.

Any requirement for member access to the comms room will need to be requested and will always be overseen by a member of the 25EP IT Team. You will be charge for and liable to pay a call out fee for such request.

If you require your own dedicated IT set up you can also take up rack space in Club comms rooms with dedicated connections which will allow you to host your own firewalls/servers/switches. Please speak to a member of the 25EP IT Team for more information (subject to availability of space).

Printing for dedicated internet members - We recommended that you bring your own network printer, as the printing solution is on the shared network. Dedicated internet members requiring secure printing are advised to use the shared network to complete network prints via the Papercut solution provided. However, we can provide you with a rented printer should you require one – simply request pricing from 25EP Management.



2. AVAILABILITY

25EP does not warrant that members' use of the IT Services will be uninterrupted or error-free and we shall not be responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet. We shall use reasonable endeavors to fix any issues with the IT Services but you acknowledge that the IT Services are subject to limitations, delays and other problems inherent in the use of such communications facilities.

3. PROHIBITED USES OF THE IT SERVICES

You undertake and agree not to use the IT Services:

- ◆ to harass or cause anxiety to any other person;
- ◆ for any unlawful purpose or activity whatsoever, including fraud or terrorism, or to promote any unlawful act; or
- ◆ to create, view, access, transmit or download any of the following material (this list is non-exhaustive):
 - ◆ pornographic material;
 - ◆ material which is discriminatory, offensive, obscene or derogatory
 - ◆ unauthorised software; or
 - ◆ music or video files or other material in breach of copyright.

Please note that misuse of the IT Services will constitute a breach of this IT Policy and the terms of your Membership and may result in the immediate termination of your Membership.

3. IT HARDWARE – (PCS – MACS – LAPTOPS – TABLETS)

We highly recommend that your hardware is optimised and up to date to get the best experience on our networks at our Club. In addition, we would recommend using the latest wireless hardware for connecting to the wireless network to give you the best possible



experience. However, please note that 25EP is not responsible for the upkeep or optimisation and security of your hardware.

4. MEMBER PRINTING

Printing for 25EP members is available through the Papercut solution that provides a secure printing system. The on boarding for Papercut is available through the 25 EP Management who will provide you with the onboarding process. A printing limit applies to all memberships at 25 EP. Hot Desk Memberships are limited to 200 pages per member per month and Resident & Private Office Memberships are limited to 400 pages per membership per month. For dedicated IT users and their print requirements please refer to the dedicated IT section of this IT Policy.

5. TELEPHONES

Members can add their own VoIP phones. However, we cannot guarantee the compatibility of the phones on the network, and the setup and maintenance of such devices. Setup of the phone on the network should be handled with the provider of the device once connected to the 25EP network. A dedicated line is required for this service.

6. ACCESS TO COMMS ROOMS

Under no circumstances should any member have access to the comms rooms without a member of the 25EP IT Team present to provide and over-see access, including upon termination or expiry of a membership. Any dedicated IT members who have work that needs to be carried out in regards to removing or installing hardware within the racks in the comms rooms (including upon termination or expiry of a membership) must provide a minimum of 7 working days 'notice as a member of the 25EP IT Team will need to be in attendance.



7. BREACH OF IT POLICY

Any breach of this IT policy will be referred to 25EP Management who will review the breach and determine adequate consequences, which may include termination of your Membership.