

## Access policy

RTPnet is available on the Internet; set your World Wide Web browser to the URL <http://www.rtpnet.org>.

RTPnet expects its users to have Internet accounts elsewhere. Numerous commercial Internet service providers (ISPs) operate in the Research Triangle area, ranging from local firms to regional and national ones, all with local telephone access.

## Billing policy

RTPnet will bill most accounts once a year via email to the member's contact in our billing database. [Membership fees may be paid by check or through PayPal.](#)

**NOTE: Each member/client is responsible for informing RTPnet of any changes in the name or email address of its contact persons. If this is not done, invoices will not be received and payments will not be made in timely fashion; this may result in a site being disabled. That is something neither you nor we want to have happen!**

To change your contact information, please notify: [billing@rtpnet.org](mailto:billing@rtpnet.org)

If payment is not received by the due date on the email invoice, annoying "nag" notices will be sent via email to the same addresses. We don't like to do this, so when you get an invoice either pay it or let us know what your situation is; we will work with you and want to be the sort of place you want to deal with.

However, a late fee of \$22 will be added to the bill about the middle of the month after the invoice is due. It is more about the hassle of extra invoices than it is about the money, so please try to make timely payment or respond so we know what is going on.

If payment is not received within about two months, the userid and its files will be disabled.

An additional fee of \$25 will be charged for reactivating a userid and its files.

See Services - Hosting for [Information about fees](#) .

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## Complaint policy

The RTPnet Board of Directors reviews complaints and determines subsequent actions. The System Administrator or the Executive Director handle emergency situations.

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People who note problems in RTPnet Web pages should contact the author (or group) of the page that has the problem. If the author fails to take appropriate action, the Executive Director should be contacted. The Executive Director will attempt to negotiate with the author. Cases of conflict or involving lack of attention will be resolved by the RTPnet Board of Directors.

Complaints about actions of RTPnet users, such as harassing email messages, should be directed to the System Administrator. The System Administrator will evaluate the severity of the complaint, canceling a userid, if necessary, and will then forward the complaint to the Executive Director who will negotiate with the individual. If a suitable agreement cannot be reached, the Executive Director will make a recommendation to the Board of Directors. Recommendations include, but are not limited to, cancelation of a userid.

## **Data storage policy**

Space: RTPnet provides data storage in amounts that vary with the service package for which the member has subscribed. See RTPnet Internet Hosting Services for details.

File deletion: RTPnet will delete files associated with a userid when it deletes a userid. See below for more information.

RTPnet will delete files at the request of the Executive Director. Pages that have revision dates older than one year are subject to deletion. Web pages may be deleted as the result of complaints about content as described in Complaint Policy. The Executive Director will try to contact the owner of the page before requesting deletion.

## **Disclaimer**

Access to and use of RTPnet World Wide Web (Web) and Email services is subject to the following terms and conditions:

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- All materials on the RTPnet Web will be deemed in the public domain, except for any express restrictions included in such files by the submitting party. RTPnet is not responsible for providing notice of or enforcing any such restrictions.
  - All parties submitting materials to the RTPnet Web represent and warrant to RTPnet that the submission, installation, copying, distribution, and use of such materials in connection with the RTPnet Web will not violate any other party's proprietary rights.
  - RTPnet is not responsible for any errors in the materials provided the RTPnet Web, and all materials maintained on the Web are provided "as is" with no warranties of any kind.
  - RTPnet has the right to remove materials stored in the RTPnet Web.
  - RTPnet does not guarantee that the system will function error-free or uninterrupted, or that electronic mail will not be lost.
  - RTPnet shall not be liable for damages of any kind, including consequential or incidental damages, arising from the submission, installation, maintenance, transmission, copying, modification, distribution or any use of any materials, and you hereby agree to indemnify and hold RTPnet and its officers, directors and members, harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of your breach of the User Policy or any other Policy set forth on this site, or your violation of any law or the rights of a third party.
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## Membership

RTPnet encourages individuals, organizations, businesses and other entities to become members. Annual fee-based memberships, which fund projects to build a vibrant nonprofit internet technology community.

are offered in these categories:

- Nonprofit Membership is offered to North Carolina-based nonprofit organizations (professional, hobby, religious, social service, political, schools, and other noncommercial organizations) and community technology centers in the Southeast. Benefits include listing on

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the RTPnet Members page, member discounts, as described under Services and fees, and Internet hosting services. Apply for Nonprofit Membership.

- Corporate Membership is offered to any organization or business. Benefits include listing on the RTPnet Members page and member discounts, as described under Services and fees. Membership fees are tax deductible to the extent provided by applicable law and regulations. Apply for Corporate Membership.

- Individual Membership is offered to any individual. Benefits include listing on the RTPnet Members page and member discounts, as described under Services and fees. Membership fees are tax deductible to the extent provided by applicable law and regulations. Apply for Individual Membership.

### Personal home pages

RTPnet does not permit personal home pages unless an exception is requested and granted.

### Script policy

Scripts written in php are permitted in user directories.

Other CGI scripts may be installed on RTPnet, but they must be documented and publically accessible. They will be reviewed by a systems programmer and installed in the public CGI directory. Send email to [support@rtpnet.org](mailto:support@rtpnet.org) to request installation of a CGI script.

RTPnet has the right to stop and disable any script installed on the RTPnet machine if it is found to be affecting the machine, services, or users in a negative manner. The owner of the script will be contacted to resolve the issue as soon as possible.

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## User policy

The following guidelines govern the circumstances under which you may use an RTPnet userid. They reflect the use policies of RTPnet's network service providers. Please read them carefully. **If you do not agree to be bound by the terms and conditions of this User Policy, do not use or access our services.**

We may amend this User Policy at any time by posting the amended terms on the RTPnet Web Site. Except as stated below, all amended terms shall automatically be effective 30 days after they are initially posted on the RTPnet Web Site.

We expect ethical and legal behavior, and any infringement could result in the cancelation of your userid. An appeal process is available.

## Guidelines

Create a file named .forward in your /home/userid directory and put in it one line containing the email address of the person responsible for handing email.

Respond to email sent to your RTPnet account within a week.

Use of ssh (shell access) is discouraged. As much as possible, maintain your files using ftp tools. Accounts are set up without shell access, however, such access can be requested when needed.

Passwords should not be meaningful to others. They should contain at least six characters, and include some special characters, capital letters, and/or numbers. Choose a password that is not a dictionary word or the reverse of a dictionary word. RTPnet system administrators will change passwords when the need arises. If you would like to have your password changed, send email to support@rtpnet.org.

Userids are for maintaining information on RTPnet web pages and for email. Disrupting the system is considered a misuse of RTPnet resources and can lead to revocation of access to RTPnet. This includes, but is not limited to, chain letters or email that can be characterized as spam.

All Policies set forth on the RTPnet Web Site are hereby incorporated into this User Policy. Any violation of such policies shall be a violation of this User Policy.

Users may not send or upload any information on or through RTPnet that: (a) is false, inaccurate or misleading; (b) infringes any third party copyright, patent, trademark, trade secret or other proprietary rights or rights of publicity or privacy; (c) violates any law, statute, ordinance or regulation; (d) is defamatory, trade libelous, unlawfully threatening or unlawfully harassing; (e) is obscene or contains pornography; or (f) contains any viruses, Trojan horses, worms, time bombs or other computer programming routines that may damage, detrimentally interfere with

any system, data or personal information. Users may not use this site to distribute bulk email or spam.

Other than php scripts, tools and programs should not be compiled, or downloaded and installed on the RTPnet server. Members who have something they would like installed should send email to [support@rtpnet.org](mailto:support@rtpnet.org) describing the need.

Userids and Web pages on RTPnet may not be used for commercial or for-profit purposes by offering specific goods or services for sale. Statements of capability are, however, acceptable. Files and directories are considered private property. **Userid and file deletion**

### **policy**

The RTPnet Executive Director or the system administrator may delete userids and files. Conditions for deletion include, but are not limited to, the following:

- Fees have not been paid.
- The information in the file is out of date.
- The file is considered by the System Administrator of the Web Server as causing significant performance problems for the Web server.
- The file is in violation of the law or RTPnet policy.

Attempts will be made to notify the owner of the userid and correct the problem.