



BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY

ACCEPTABLE USE POLICY

| | | |
|------------------------------|----------------|---------------------------|
| Acceptable Use Policy | Review Version | 02 |
| | Year | 2022 |
| | Department | Technical Services |

Initiated By

| | |
|------------------|---|
| Position | Assistant Officer Numbering Management |
| Name | Mr. Nonofu Ramotsababa |
| Signature | |
| Date | |

Reviewed By

| | |
|------------------|---------------------------------------|
| Position | Director of Technical Services |
| Name | Mr. Bathopi Luke |
| Signature | |
| Date | |

Reviewed By

| | |
|------------------|-----------------------------------|
| Position | Director of Legal Services |
| Name | Ms Joyce Isa Molwane |
| Signature | |
| Date | |

Approved

| | |
|------------------|----------------------------|
| Position | Chief Executive |
| Name | Mr. Martin Mokgware |
| Signature | |
| Date | |

| | |
|--|-----------|
| DEFINITIONS | IV |
| ABBREVIATION OF TERMS..... | V |
| 1. INTRODUCTION | 1 |
| 2. STATEMENT OF PURPOSE | 2 |
| 3. PROHIBITED USE | 3 |
| 4. COMPLIANCE WITH THE AUTHORITY AUP | 3 |
| 5. ELECTRONIC MAIL..... | 7 |
| 6. DISRUPTION OF .BW REGISTRY..... | 8 |
| 7. REGISTRY INTEGRITY AND SECURITY | 9 |
| 8. NON-EXCLUSIVE, NON-EXHAUSTIVE..... | 11 |
| 9. COMPLAINTS..... | 11 |
| 10. ENFORCEMENT | 11 |
| 11. LIMITATION OF LIABILITY | 12 |
| 12. REMOVAL OF CONTENT RESPONSIBILITY | 12 |

DEFINITIONS

“AUP” or “the Registry AUP”

means the Acceptable Use Policy or Registry Acceptable Use Policy;

“Domain”

means a .bw Domain Name applied for by a Registrant, whose registration application has been processed and accepted by the Registry;

"Registry"

means entity mandated by the Communication Regulatory Authority to maintain and administer the .bw ccTLD;

"Registrant"

means the individual, entity, or the authorized agent for the individual or entity who applied for or caused to be applied for a Domain and whose registration application has been processed and accepted by the Registry;

“Users”

means anyone who uses or accesses the .bw Domain registry, who has responsibility for one or more host records in the .bw zone files generated from the .bw registry, registrants of a .bw country code Top Level (“ccTLD”) Domain Name (“.bw Domain Name”), and/or users of hardware, name servers, bandwidth, telecommunications transport, zone files or e-mail routing services or of any other Domain Name resolution systems and services in the .bw registry and zone.

ABBREVIATION OF TERMS

| | |
|----------------|--|
| BOCRA | Botswana Communications Regulatory Authority |
| ccTLD | Country Code Top Level Domain |
| CRA Act | Communication Regulatory Authority Act |
| AUP | Acceptable Use Policy |
| URL | Uniform Resource Locator |
| TCP | Transmission Control Protocol |
| UDP | User Datagram Protocol |



1. INTRODUCTION

- 1.1. The Authority supports the free flow of information and ideas over the Internet. The Authority does not exercise editorial control over the content of any message or web site made accessible by Domain Name resolution services in the .bw ccTLD.
- 1.2. The Authority may discontinue, suspend, or modify the services provided to any .bw Domain Name (for example, through modification of .bw zone files), to address alleged violations of this AUP (described further below). The Authority may determine in its sole discretion whether use of the .bw registry or a .bw Domain Name is prima facie violation of this AUP. The Authority or affected parties may utilize the ccTLD AUP, the Dispute Resolution Service and/or the courts in the jurisdiction and venue specified in the Registrant Agreement to resolve disputes over interpretation and implementation of this AUP, as described more fully in the Authority AUP and Dispute Resolution Service.
- 1.3. Users of the .bw registry are obliged and required to ensure that their use of a .bw Domain Name or the .bw Registry is always lawful and in accordance with the requirements of this AUP and applicable laws and regulations of Botswana.
- 1.4. This AUP should be read in conjunction with the respective **ccTLD Agreement entered**, the **Dispute Resolution Service Policy**, and the **Privacy Policy**, and other applicable agreements, policies, laws, and regulations. By way of example, and without limitation, the Registrant Agreement sets forth representations and warranties and other terms and conditions, breach of which may constitute non-compliance with this AUP.

2. STATEMENT OF PURPOSE

- 2.1. This **Acceptable Use Policy** ("AUP") sets out the actions prohibited to users of the Botswana Communications Regulatory Authority's Registry ("the Authority" Registry). "
- 2.2. This policy applies recursively to all .bw Domain Dames (which end in the two-letter suffix .bw), including second level .bw Domain Names (such as <nic.bw>) and sub second-level Domains (such as <example.nic.bw>), which resolve because of sub-delegation. However, no reference in this document constitutes a licence to perform sub-delegation or otherwise sub-licence any right obtained under the Registrant Agreement or .bw ccTLD Policies.
- 2.3. This AUP is an addition to rules governing qualifications for registration. Use of a .bw Domain Name or the .bw Registry in a manner that contravenes this AUP, may result in the suspension or revocation of a registrant's right to use a .bw Domain Name or to continue to be recognized as the registrant of a .bw Domain Name. Suspension or revocation may apply to one or more .bw Domain Names for which a User is a registrant and a .bw Domain Name, which may have given rise to a particular complaint.
- 2.4. The Registry reserves the right to modify or update this AUP at any time in accordance with the Policy Development Framework and any such modifications or restatements shall be posted on the Authority's website at <http://www.nic.net.bw> from time to time. The Authority will use reasonable efforts to inform the public in the event of changes to this AUP. Such efforts may include posting the revised AUP on the Authority's website and/or sending email notice that this AUP has been modified or updated.

3. PROHIBITED USE

- 3.1. A “Prohibited use” of the .bw Registry or a .bw Domain Name is usage which is expressly prohibited by provisions of this AUP. The non-exhaustive list of restrictions pertaining to use of the .bw Registry and .bw Domain Names in relation to various purposes and activities are as follows: Registration of one or more .bw Domain Names or access to services provided by the Authority may be cancelled or suspended for any breach of, or non-compliance with this AUP

4. COMPLIANCE WITH THE AUTHORITY AUP

- 4.1. The Registry and .bw Domain Names must be used for lawful purposes. The following usage will be deemed as unacceptable use:
 - 4.2. The creation, transmission, distribution, storage of, or linking to any material in violation of applicable law or regulation or this AUP is prohibited. This includes the following:
 - 4.2.1. Communication, publication, or distribution of material (including through links or framing) that infringes upon the intellectual and/or industrial property rights of another person. Intellectual and/or industrial property rights include copyrights (including future copyright), design rights, patents, patent applications, trademarks, rights of personality, and trade secret information.
 - 4.2.2. Registration or use of a .bw Domain Name in circumstances in which, in the sole discretion of the Registry:
 - 4.2.2.1. The .bw Domain Name is identical or confusingly like a personal name, company, business or other legal or

registered trading name, or a trade or service mark in which a third-party complainant has uncontested rights, including without limitation in circumstances in which:

- a. The use deceives or confuses others in relation to goods or services for which a trademark is registered, or in respect of similar goods or closely related services, against the wishes of the registered proprietor of the trademark; or
- b. The use deceives or confuses others in relation to goods or services in respect of which an unregistered trademark or service mark has become distinctive of the goods or services of a third-party complainant, and in which the third-party complainant has established a sufficient reputation in Botswana, against the wishes of the third-party complainant; or
- c. The use trades on or passes-off a .bw Domain Name or a website or other content or services accessed through resolution of a .bw Domain as being the same as or endorsed, authorised, associated, or affiliated with the established business, name, or reputation of another; or
- d. The use constitutes intentionally misleading or deceptive conduct in breach of ccTLD policy, or the laws of Botswana;

4.3. The use of the .bw Domain Names in the following circumstances, *inter alia*, shall be deemed to be used in bad faith:

- 4.3.1. The User has used the .bw Domain Name primarily for the purpose of unlawfully disrupting the business or activities of another person; or
- 4.3.2. By using the .bw Domain Name, the User has intentionally created a likelihood of confusion with respect to the third-party complainant's intellectual or industrial property rights and the source, sponsorship, affiliation, or endorsement of website(s), email, and other online services available through resolution of a .bw Domain Name;
- 4.3.3. For selling, renting, or otherwise transferring the Domain Name to an entity or to a commercial competitor of an entity, for valuable consideration more than a User's documented out-of-pocket costs directly associated with acquiring the Domain Name;
- 4.3.4. As a blocking registration against a name or mark in which a third party has superior intellectual or industrial property rights.
- 4.4. A .bw Domain Name registration which is part of a pattern of registrations where the User has registered Domain Names which correspond to well-known names or trademarks in which the User has no apparent rights, and the .bw Domain Name is part of that pattern.
- 4.5. The .bw Domain Name was registered arising out of a relationship between two parties, and it was mutually agreed, as evidenced in writing, that the Registrant would be an entity other than that currently in the register.

- 4.6. Unlawful communication, publication, or distribution of registered and unregistered know-how, confidential information, and trade secrets.
- 4.7. Publication of web content which, in the opinion of the Registry:
- 4.7.1. Is capable of disruption of systems in use by other Internet users or service providers (e.g., viruses or malware);
 - 4.7.2. Seeks or apparently seeks authentication or login details used by operators of other Internet sites (e.g., phishing);
or
 - 4.7.3. May mislead or deceive visitors to the site that the site has an affiliation with the operator of another Internet site (e.g., phishing).
- 4.8. Communication, publication or distribution, either directly or by way of embedded links, of images or materials (including pornographic material and images or materials that a reasonable person as a member of the community of Botswana would consider to be obscene or indecent) where such communication, publication or distribution is prohibited by or constitutes an offence under the laws of Botswana, whether incorporated directly into or linked from a web site, email, posting to a news group, internet forum, instant messaging notice which makes use of Domain Name resolution services in the .bw ccTLD.
- 4.8.1. Material that a reasonable member of the community of Botswana would consider pornographic, indecent, and/or obscene or which is otherwise prohibited includes, by

way of example and without limitation: real or manipulated images depicting child pornography; bestiality, excessively violent or sexually violent material; sexual activity; material containing detailed instructions regarding how to commit a crime; an act of violence, or how to prepare and/or use illegal drugs.

- 4.8.2. Communication, publication or distribution of defamatory material or material that constitutes racial vilification.
- 4.9. Communication, publication, or distribution of material that constitutes an illegal threat or encourages conduct that may constitute a criminal offence.
- 4.10. Communication, publication, or distribution of material that is in contempt of the orders of a court or another authoritative government actor within Botswana.
- 4.11. Use, communication, publication or distribution of software, technical information or other data that violates Botswana export control laws.
- 4.12. Use, communication, publication, or distribution of confidential or personal information or data including confidential or personal information about persons that is collected without their knowledge or consent.

5. ELECTRONIC MAIL

- 5.1. The Authority expressly prohibits Users of the .bw Registry from engaging in the following activities:
 - 5.1.1. Communicating, transmitting, or sending unsolicited bulk e-mail messages or other electronic communications ("junk mail" or "Spam") of any kind including unsolicited commercial advertising, informational announcements,

and political or religious tracts. Such messages or material may be sent only to those who have expressly requested it. If a recipient asks a User to stop sending such e-mails, then any further e-mail messages or other electronic communications would in such event constitute Spam and violate the provisions and requirements of this AUP.

- 5.1.2. Communicating, transmitting, or sending any material by e-mail or otherwise that harasses, or has the effect of harassing, another person or that threatens or encourages bodily harm or destruction of property including malicious e-mail and flooding a User, site, or server with very large or numerous pieces of e-mail or illegitimate service requests.
- 5.1.3. Communicating, transmitting, sending, creating, or forwarding fraudulent offers to sell or buy products, unsolicited offers of employment, messages about "Make-Money Fast", "Pyramid" or "Ponzi" type schemes or similar schemes, and "chain letters" whether the recipient wishes to receive such messages.
- 5.1.4. Adding, removing, modifying, or forging .bw Registry or other registry header information with the effect of misleading or deceiving another person or attempting to impersonate another person by using forged headers or other identifying information ("Spoofing").
- 5.1.5. Causing or permitting the advertisement of a .bw Domain Name in an unsolicited email communication.

6. DISRUPTION OF .BW REGISTRY

6.1. No person/entity may use the .bw Registry or a .bw Domain Name for the purpose of:

6.1.1. Restricting or inhibiting any person in their use or enjoyment of the .bw Registry or a .bw Domain Name or any service or product of the Authority.

6.1.2. Or purportedly reselling Registry services and products without the prior written consent of the Authority.

6.1.3. Transmitting any communications or activity, which may involve deceptive marketing practices such as the fraudulent offering of products, items, or services to any other party?

6.1.4. Providing false or misleading information to the Authority or to any other party through the .bw Registry.

6.1.5. Facilitating or aiding the transmission of confidential information, private, or stolen data such as credit card information (without the owner's or cardholder's consent).

7. REGISTRY INTEGRITY AND SECURITY

7.1. Users are prohibited from circumventing or attempting to circumvent the security of any host, registry, or accounts ("cracking" or "hacking") on, related to, or accessed through the .bw Registry. This includes:

7.1.1. Accessing data not intended for such user;

7.1.2. Logging into a server or account which such user is not expressly authorised to access;

- 7.1.3. Using, attempting to use, or attempting to ascertain a username or password without the express written consent of the operator of the service in relation to which the username or password is intended to function;
 - 7.1.4. Probing the security of other registries; and
 - 7.1.5. Executing any form of registry monitoring which is likely to intercept data not intended for such user.
- 7.2. Users are prohibited from effecting any registry security breach or disruption of any Internet communications including:
- 7.2.1. Accessing data of which such User is not an intended recipient; or
 - 7.2.2. Logging onto a server or account which such User is not expressly authorised to access. For the purposes of **Section 4.1**, "disruption" includes:
 - 7.2.2.1. Port scans, TCP/UDP floods, packet spoofing;
 - 7.2.2.2. Forged routing information;
 - 7.2.2.3. Deliberate attempts to overload or disrupt a service or host; and
 - 7.2.2.4. Using the .bw Registry in connection with the use of any program, script, command, or sending messages with the intention or likelihood of interfering with

another user's terminal session by any means, locally or by the Internet.

- 7.3. Users who compromise or disrupt .bw Registry systems or security may incur criminal or civil liability. The Authority will investigate any such incidents and will cooperate with law enforcement agencies if a crime is suspected to have taken place.

8. NON-EXCLUSIVE, NON-EXHAUSTIVE

- 8.1. This AUP is intended to provide guidance as to what constitutes acceptable use of the .bw Registry and of .bw Domain Names. However, the AUP is neither exhaustive nor exclusive.

9. COMPLAINTS

- 9.1. Persons who wish to notify the Authority of abusive conduct in violation of this AUP may report the same pursuant to the the Authority Acceptable Use Policy Enforcement Procedure, which is instituted by submitting to the Authority a completed Acceptable Use Policy Violation Complaint Form, downloadable at <https://nic.net.bw/forms>.

10. ENFORCEMENT

- 10.1. The Authority may, in its sole discretion, suspend or terminate a user's service for violation of any of the requirements or provisions of the AUP on receipt of a complaint if the Authority believes:

- 10.1.1. A violation of the AUP has or may have occurred; or

10.1.2. Suspension and/or termination may be in the public interest.

10.2. If the Authority elects not to take immediate action, the Authority may require Registrants and a complainant to utilise the AUP Complaint Resolution Service and Policy to ensure compliance with this AUP and remedy any violation or suspected violation within a reasonable time prior to suspension or terminating service.

11. LIMITATION OF LIABILITY

11.1. In no event shall the Authority be liable to any User of the .bw Registry, any customer, nor any third party for any direct, indirect, special, or consequential damages for actions taken pursuant to this AUP, including any lost profits, business interruption, loss of programs or other data, or otherwise, even if the Authority was advised of the possibility of such damages. The Authority's liability for any breach of a condition or warranty implied by the Registrant Agreement or this AUP shall be limited to the minimum extent possible to one of the following (as the Authority may determine):

11.1.1. Supplying the services again; or

11.1.2. Paying the cost of having the services supplied again.

12. REMOVAL OF CONTENT RESPONSIBILITY

12.1. At its sole discretion, the Authority reserves the right to:

12.1.1. Remove or alter content, zone file data or other material from its servers provided by any person that violates the provisions or requirements of this AUP;

- 12.1.2. Redelegate, redirect or otherwise divert traffic intended for any service;
 - 12.1.3. Notify operators of Internet security monitoring, virus scanning services and/or law enforcement authorities of any apparent breach of this AUP or .bw ccTLD Policies; and/or; and
 - 12.1.4. Terminate access to the .bw Registry by any person that the Authority determines has violated the provisions or requirements of this AUP.
- 12.2. In any regard, the Authority is not responsible for the content or message of any newsgroup posting, e-mail message, or web site regardless of whether access to such content or message was facilitated by the .bw Registry. The Authority does not have any duty to take any action with respect to such content or message by creating this AUP, and Users of the .bw Registry are obliged and required to ensure that their use of a .bw Domain Name or the .bw Registry is always in accordance with the requirements of this AUP and any applicable laws and/or regulation of Botswana.