

Fair Use Policy

IXON VPN Service

Version: 3 April 2023

The following Fair Use Policy (FUP) applies to all users of our IXON Cloud VPN service. By using our VPN service, you agree to abide by this FUP and our Terms of Use. Our VPN service is designed to provide secure and private internet access to industrial machines. We aim to provide high-quality services to all our users and ensure that all users can enjoy our VPN service without any disruptions or interference. This FUP is designed to ensure that our network resources are used fairly and not abused or misused.

Acceptable Use

Accessing industrial machines remotely for the purpose of machine troubleshooting and maintenance. This includes the following:

- Remotely accessing machine software
- Remotely accessing screens to control machine panels
- Incidentally remotely accessing cameras

Prohibited Use

- Using the VPN service for any illegal or fraudulent activities, including but not limited to hacking, phishing, identity theft, and copyright infringement.
- Sending spam or engaging in any other form of unsolicited communication or marketing.
- Engaging in any activity that may harm or disrupt our network, servers, or other users of our VPN service.
- Using the VPN service to conduct any activity that may violate the laws of your country or region.
- Using the VPN service for regular streaming of live data from cameras.

IXON monitors VPN service usage to ensure the fair use of our network resources. We will contact you if we have reason to believe that your usage of the VPN Service violates this FUP. We reserve the right to throttle, suspend or terminate the VPN service for your account if you violate this FUP or our Terms of Use.