

» User Guide

Welcome

To the complete Web
Filtering Service for
business and home.



BUSINESS SET-UP

Stop potential on-line threats with one, easy to manage Web Filtering Service and regain control of your organisation's network.



HOME SET-UP

Full parental controls to protect your family from inappropriate Web content.

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1. Introduction

1.1 Web filtering

All Internet content carries a risk. As a responsible parent or employer you should protect those in your trust against inappropriate Web content

- With Web filtering in place you can protect your business from four primary threats; Productivity, Legal Liability, Network and Security threats
- Web filtering technology will help you protect your children from viewing inappropriate websites and accessing chat rooms
- Web filtering software is pre-installed in your router and once activated allows you to monitor and control Web access from all computers connected to your router

1.2 How does it work?

Once you have activated your Web Filtering Service and chosen the categories of website you wish to restrict:

- Each URL address requested (e.g. www.bbc.co.uk) will be checked against our server database. SurfControl's database houses over 1 billion Web pages divided into 40 easy to understand categories. SurfControl's database is the largest in the industry and covers over 70 languages and 200 countries. This database is maintained and updated daily by a global team of Internet researchers
- The server will look up the URL and return a category to your router. Your router will then decide whether to allow access to this site according to the categories you have selected. Please note that this action will not introduce any delay in your Web surfing
- At each of SurfControl global locations there are multiple load balanced database servers that can handle millions of requests for categorization

2. Free Trial

The software installed in your router allows you to use the Web Filtering Service free for 30 days.

How to enable your 30-day free trial:

You will need to follow these five easy steps to enable your free trial.

Step 1

Go to Start activation/Install Web filter

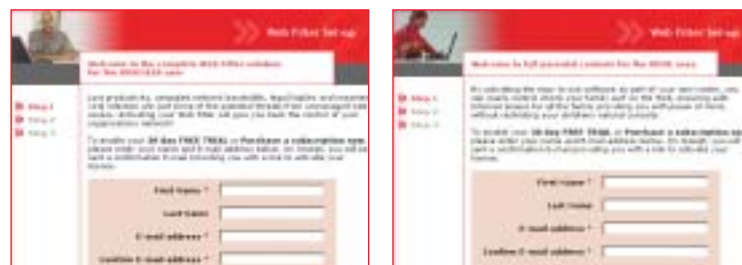
Step 2

Choose whether you are a business or home user



Step 3

Send us your name and e-mail address



Business user screen

Home user screen

Having sent your details, a registration screen will appear on your computer screen.



Business user screen



Home user screen

Step 4

Confirm your registration

You will be sent an e-mail acknowledging your registration. To activate your 30-day free trial, please click on the URL link in the e-mail. Your registration is now complete.



Step 5

Setting up your filtering categories

For the Web Filtering Service to function correctly, you need to select the categories of websites you wish to restrict. Your router manufacturer will have provided you with a category section/tab to do this. Once you have selected your categories you must save the configuration to ensure that websites from your chosen categories are restricted.



3. Subscription and Renewal

Once your 30-day free trial has ended, you will have experienced the peace of mind that Web filtering provides. You can continue to protect Internet users from inappropriate Internet content and restrict Web access by subscribing to SurfControl's Web Filtering Service.

You can pay online by using WorldPay's online payment service. This is quick and easy to use, whilst being totally secure. If you are an existing PayPal customer, then you may prefer to use this as your method of payment.

How to subscribe/renew your Web Filtering Service:

Step 1

Go to Start activation/Install Web filter



Step 2

Enter your name and e-mail address and subscribe to SurfControl



Business user screen



Home user screen

Step 3

Complete subscription form



Business user screen



Home user screen

Step 4

Enter payment details

Once you have chosen your method of payment, please insert your card details.

Please ensure your e-mail address is the same as the e-mail address you used to subscribe for your 30-day free trial.



Step 5
Transaction confirmation



Business user screen



Home user screen

Step 6
WorldPay transaction confirmation

You will receive an e-mail from WorldPay to confirm your transaction.
Please keep this e-mail for your records.



Step 7
Confirmation

Your subscription is now complete.
You will receive an e-mail from PowerNetIX to confirm your subscription.



Business user screen



Home user screen

4. Filtering Categories

Below are details of SurfControl's 40 categories and the type of content they cover. This will allow you to determine which of these you wish to restrict in your routers configuration.

Adult/Sexually Explicit

- Adult products including sex toys, CD-ROMs and videos
- Adult services including videoconferencing, escort services and strip clubs
- Erotic stories and textual descriptions of sexual acts
- Explicit cartoons and animation
- Online groups, including newsgroups and forums, that are sexually explicit in nature
- Sexually-oriented or erotic full or partial nudity
- Depictions or images of sexual acts, including animals or inanimate objects used in a sexual manner
- Sexually exploitive or sexually violent text or graphics
- Bondage, fetishes, genital piercing
- Nudist sites that feature nudity
- Erotic or fetish photography, which depicts nudity

NOTE: We do not include sites regarding sexual health, breast cancer, or sexually transmitted diseases (except in graphic examples).

Advertisements

- Banner Ad Servers

Arts & Entertainment

- Television, movies, music and video programming guides
- Downloadable (non-streaming) movie, video or sound clips
- Discussion forums on television, movies, music and videos
- Online magazines and reviews on the entertainment industry
- Celebrity fan sites
- Horoscopes
- Online greeting cards
- Jokes, comics, comic books, comedians or any site designed to be funny or satirical
- Circuses, theatre, variety magazines and radio
- Broadcasting firms and technologies (satellite, cable, etc.)
- Book reviews and promotions, publishing houses and poetry
- Museums, galleries, artist sites (included sculpture, photography, etc.)

Chat

- Web-based chat

Computing & Internet

- Reviews, information, buyers guides of computers, computer parts and accessories and software
- Computer/software/Internet companies, industry news and magazines
- Personal storage or backup
- Pay-to-Surf sites
- Freeware, shareware and software downloads
- Clipart, fonts and animated gif pages
- Downloadable mobile phone/PDA games, themes, graphics and ring tones
- Online photo albums/digital photo exchange

Criminal Skills

- Advocating, instructing or giving advice on performing illegal acts such as phone, service theft, evading law enforcement, lock-picking, fraud and burglary techniques
- Plagiarism/cheating, including the sale of research papers

Drugs, Alcohol & Tobacco

- Recipes, instructions or kits for manufacturing or growing illicit substances, including alcohol, for purposes other than industrial usage
- Glamorizing, encouraging, or instructing on the use of or masking the use of alcohol, tobacco, illegal drugs, or other substances that are illegal to minors
- Alcohol and tobacco promotional websites

- Information on "legal highs": glue sniffing, misuse of prescription drugs or abuse of other legal substances
- Distributing alcohol, illegal drugs, or tobacco free or for a charge
- Displaying, selling, or detailing use of drug paraphernalia

NOTE: We do not include sites that discuss medicinal drug use, industrial hemp use, or public debate on the issue of legalizing certain drugs. Nor do we include sites sponsored by a public or private agency that provides educational information on drug use.

Education

- Educational institutions, including pre-, elementary, secondary and high schools; universities
- Educational sites: pre-, elementary, secondary and high schools; universities
- Distance education and trade schools, including online courses
- Online teacher resources (lesson plans, etc.)

Finance & Investment

- Stock quotes, stock tickers and fund rates
- Online stock or equity trading
- Online banking and bill-pay services
- Investing advice or contacts for trading securities
- Money management/investment services or firm
- General finances and companies that advise thereof
- Accountancy, actuaries, banks, mortgages and general insurance companies

Food & Drink

- Recipes, cooking instruction and tips, food products and wine advisors
- Restaurants, cafes, eateries, pubs and bars
- Food/drink magazines, reviews

Gambling

- Online gambling or lottery websites that invite the use of real or virtual money
- Information or advice for placing wagers, participating in lotteries, gambling or running numbers
- Virtual casinos and offshore gambling ventures
- Virtual sports leagues and sports picks and betting pools

NOTE: Casino/Hotel/Resort sites that do not feature online gambling or provide gaming tips are categorized under Travel.

Games

- Game playing or downloading; game hosting or contest hosting
- Tips and advice on games or obtaining cheat codes ("cheatz")
- Journals and magazines dedicated to game playing

Glamour & Intimate Apparel

- Lingerie, negligee or swimwear modelling
- Model fan pages; fitness models/sports celebrities
- Fashion or glamour magazines online
- Beauty and cosmetics
- Modelling information and agencies

Government & Politics

- Government services such as taxation, armed forces, customs bureaus, emergency services
- Local government sites
- Political debate, canvassing, election information and results
- Local, national and international political sites

Hacking

- Promotion, instruction, or advice on the questionable or illegal use of equipment. Software for purpose of hacking passwords, creating viruses, gaining access to other computers and/or computerized communication systems
- Sites that carry malicious executables or viruses
- Sites that provide instruction or work-around for SurfControl's filtering software
- Cracked software and information sites
- Pirated software and multimedia download sites
- Sites that provide or promote parasites, including Spyware, Adware and other unsolicited commercial software

Hate

- Advocating or inciting degradation or attack of specified populations or institutions based on associations such as religion, race, nationality, gender, age, disability or sexual orientation
- Promoting a political or social agenda that is supremacist in nature and exclusionary of others based on their race, religion, nationality, gender, age, disability or sexual orientation

- Holocaust revisionist/denial sites
- Coercion or recruitment for membership in a gang* or cult**
- Militancy, extremist
- Flagrantly insensitive or offensive material

NOTE: We do not include news, historical or press incidents that may include the above criteria (except in graphic examples).

* A gang is defined as a group whose primary activities are the commission of felonious criminal acts, which has a common name or identifying sign or symbol and whose members individually or collectively engage in criminal activity in the name of the group.

** A cult is defined as a group whose followers have been deceptively and manipulatively recruited and retained through undue influence such that followers' personalities and behaviour are altered. Leadership is all-powerful, ideology is totalistic and the will of the individual is subordinate to the group. Sets itself outside of society.

Health & Medicine

- General health such as fitness and well-being
- Medical information about ailments, conditions and drugs
- Medical reference
- Medical procedures, including elective and cosmetic surgery
- Alternative and complementary therapies
- Prescription medicines
- Hospital, medical insurance
- Dentistry, optometry and other medical-related sites
- General psychiatry and mental well-being sites
- Promoting self-healing of physical and mental abuses, ailments and addictions
- Psychology, self-help books and organizations

Hobbies & Recreation

- Recreational pastimes such as collecting, gardening, kit airplanes
- Outdoor recreational activities such as hiking, camping, rock climbing
- Tips or trends focused on a specific art, craft or technique
- Online publications on a specific pastime or recreational activity
- Online clubs, associations or forums dedicated to a hobby
- Traditional (board, card, etc.) games and their enthusiasts
- Animal/pet related sites, including breed-specific sites, training, shows and humane societies

Hosting Sites

- Websites that host business and individuals' Web pages (i.e. GeoCities, earthlink.net, AOL)

Job Search & Career Development

- Employment agencies, contractors, job listings, career information
- Career searches, career-networking groups

Kid's Sites

- Child oriented sites and sites published by children

Lifestyle & Culture

- Home life and family-related topics, including parenting tips, gay/lesbian/bisexual (non-pornographic sites), weddings, births and funerals
- Foreign cultures, socio-cultural information

Motor Vehicles

- Car reviews, vehicle purchasing or sales tips, parts catalogues
- Auto trading, photos, discussion of vehicles including motorcycles, boats, cars, trucks and RVs
- Journals and magazines on vehicle modification, repair and customisation
- Online automotive enthusiast clubs

News

- Newspapers online
- Headline news sites, newswire services and personalized news services
- Weather sites

Personals and Dating

- Singles listings, matchmaking and dating services
- Advice for dating or relationships; romance tips and suggestions

Photo Searches

- Sites that provide resources for photo and image searches

Real Estate

- Home, apartment and land listings
- Rental or relocation services
- Tips on buying or selling a home
- Real estate agents
- Home improvement and inspection sites

Reference

- Personal, professional or educational reference
- Online dictionaries, maps and language translation sites
- Census, almanacs and library catalogues
- Topic-specific search engines

Religion

- Churches, synagogues and other houses of worship
- Any faith or religious beliefs, including non-traditional religions such as Wicca and witchcraft

Remote Proxies

- Remote proxies or anonymous surfing
- Web-based translation sites that circumvent filtering
- Peer-to-peer sharing

Sex Education

- Pictures or text advocating the proper use of contraceptives
- Sites relating to discussion about the use of the Pill, IUDs and other types of contraceptives
- Discussion sites on how to talk to your partner about diseases, pregnancy and respecting boundaries

NOTE: Not included in the category are commercial sites that sell sexual paraphernalia. These sites are typically found in the Adult category.

Search Engines

- General search engines (Yahoo, AltaVista, Google)

Shopping

- Online auctions
- Department stores, retail stores, company catalogues and other sites that allow online consumer shopping
- Online downloadable product warehouses; specialty items for sale
- Freebies or merchandise giveaways

Sports

- Team or conference websites
- National, international, college, professional scores and schedules
- Sports-related online magazines or newsletters

Streaming Media

- Streaming media files or events (any live or archived audio or video file)
- Internet TV and radio
- Personal (non-explicit) webcam sites
- Telephony sites that allow users to make calls via the Internet

Travel

- Airlines and flight booking agencies
- Accommodation information
- Travel package listings
- City guides and tourist information
- Weather bureaus
- Car Rentals

Usenet News/Forums

- Newsgroups
- Opinion or discussion forums
- Weblog (blog) sites

Violence/Offensive

- Portraying, describing or advocating physical assault against humans, animals or institutions
- Depictions of torture, mutilation, gore or horrific death
- Advocating, encouraging, or depicting self-endangerment or suicide, including through eating disorders or addictions
- Instructions, recipes or kits for making bombs or other harmful or destructive devices
- Excessive use of profanity or obscene gesticulation
- Sites promoting terrorism
- Excessively violent sports or games
- Offensive or violent language or satire

Weapons

- Online purchasing or ordering information, including lists of prices and dealer locations
- Any page or site predominantly containing, or providing links to, content related to the sale of guns, weapons, ammunition or poisonous substances
- Displaying or detailing the use of guns, weapons, ammunition or poisonous substances
- Clubs that offer training on machine guns, automatics and other assault weapons and/or sniper training

NOTE: Weapons are defined as something (as a club, knife, or gun) used to injure, defeat, or destroy.

Web-based E-mail

- Web-based e-mail accounts
- Messaging sites

5. Modifying Settings

The SurfControl database of websites is divided into 40 easy to understand categories as detailed in section 4.

If you wish to update and amend your categories this can be done by returning to your Web filtering section/tab.

Once you have selected the categories you wish to block you may not need to change them frequently. If however you do, you simply need to return to your router's user interface, log in with the sufficient level of permission and change your category settings, remembering as always to save your desired configuration.

6. Terms & Conditions

6.1 Submitting sites for review and inclusion

SurfControl adhere closely to its policy of categorizing a website. This is fully detailed in the section above by category. Its important to remember that the SurfControl database merely categorizes a site for you, it does not make the decision to block that site. This is the users choice within the user interface provided with their router. SurfControl are happy to review sites that users feel have been inappropriately or inaccurately categorized. Sites can first be tested and then submitted to SurfControl's content research team via the Test-a-site link on SurfControls home page at www.surfcontrol.com. Unfortunately due to the volume of sites SurfControl's researchers examine (some 35,000 individual pages per week are added to the SurfControl database) an individual response cannot be given to each submission. Normally sites submitted will be examined within 2-5 working days and included or modified if there has been any error.

6.2 PowerNetIX Web Filtering Service and Licence Agreement

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YOUR RIGHT TO USE THE POWERNETIX WEB FILTERING SERVICE (THE "SERVICE") IS SUBJECT TO THE TERMS AND CONDITIONS SET OUT IN THIS LICENCE AGREEMENT ("LICENCE"). BY CLICKING ON THE "I ACCEPT" BUTTON, YOU ARE CONSENTING TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS OF THIS LICENCE. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS OF THIS LICENCE, CLICK ON THE "I DISAGREE" BUTTON AND THE INSTALLATION PROCESS WILL NOT CONTINUE.

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14. GOVERNING LAW AND JURISDICTION. This licence shall be governed by and construed in accordance with the laws of Hong Kong Special Administration Region. The parties hereby submit to the non-exclusive jurisdiction of and waive any venue objections against, the Hong Kong Courts, in any litigation arising out of or in connection with the licence.

15. MISCELLANEOUS. You acknowledge that you have read this licence, understand it and agree to be bound by its terms and conditions. You also agree that the licence is the complete and exclusive statement of agreement between the parties and supersedes all proposals or prior or contemporaneous oral or written agreements and any other communications

between the parties relating to the subject matter of the licence. It is the intent of the parties that this licence will prevail over the terms and conditions of any purchase order, acknowledgment form or other instrument. Any terms and conditions of any purchase order which are in addition to or inconsistent with the terms and conditions of this licence will be deemed stricken from such purchase order, notwithstanding acknowledgment or acceptance of such purchase order. No waiver of any right under this licence shall be deemed effective unless contained in writing and signed by a duly authorized representative of PowerNetIX and no waiver of any past or present right arising from any breach or failure to perform shall be deemed to be a waiver of any future right arising under this licence. If any provision in this licence is invalid or unenforceable, that provision shall be reformed to the maximum extent allowed by law to reflect the same economic effect as the invalid or unenforceable provision and the other provisions of this licence shall remain in full force and effect.

Except for the obligation to pay licence fees, a party's performance under this licence is excused if that party is unable to perform under this licence due to an event beyond its reasonable control, including without limitation, natural disasters, labour unrest, governmental restrictions and the like. You shall be responsible for payment of all taxes and duties due pursuant to this licence. The section headings appearing in this licence are for the convenience of the parties and do not define or limit the scope or intent of such sections. No modification of this licence shall be binding unless it is in writing and signed by authorized representatives both parties. The English language will be the controlling language of this licence. All communications and notices given pursuant to this licence will be in the English language. Should you have any questions concerning this licence, please contact PowerNetIX in writing at the address given above.

PowerNetIX Licence Agreement

Rev.: May 1, 2004