

Internet connection in my apartment

SPECIFICATION OF SERVICE & OVERVIEW OF PRICES

Internet service provided by Studentenwerk Augsburg



Bandwidth, type of internet connection	Internet connection via Gigabit LAN network (1.000 Mbit/s) in each apartment, the dormitory is connected to the internet via Broadband- and DSL dedicated lines (High Speed Internet)
Download speed	Up to 100 Mbit/s (actual bandwidth depends on computer hardware, common network use and the performance of accessed web servers), total DL internet speed up to 2.712 Mbit/s
Upload speed	Up to 6 Mbit/s (actual bandwidth depends on computer hardware, common network use and the performance of accessed web servers), total UL internet speed up to 276 Mbit/s
Kind of internet access	Always-on-access (available 24 hours), tethered via Cat. 6 or Cat. 7 LAN network
Data transfer	No data transfer limit , but recommended data transfer value of 20 Gigabyte (GB) per week respectively 80 GB per month (downloads + uploads + video stream altogether) (after an user's exceedance of recommended data transfer value temporarily reductions of bandwidth after a separate notification is possible in exceptions)
Minimum term of contract	1 calendar month
Cancellation period	10 days before the end of a calendar month ; if you are <u>moving out at the same time</u> , when your room's contract has got at it's end, the termination will also be in time at the last day of a month ("just one day, then go away")
Personal e-mail-address	available, indication as requested
Required hardware	PC or Notebook / Laptop or Apple Mac with LAN network adapter (mostly built-in), one network cable RJ-45 (patch cable), NO DSL modem router or DSL modem required
Optional hardware (WLAN, WiFi)	Use of a WiFi or WLAN router/modem at the network plugin in your room is possible (WiFi router must work with WAN via Static IP function or suitability, e.g. D-Link, TP-Link)
Several computers / PCs	Internet connection to several computers or PCs is possible via cable Hub or switch (allocation of several cost-free IP addresses is possible after request)
Included services	COST-FREE MAINTENANCE SERVICES , offered by our network administrator (hotline/helpline, maintenance appointments in your room: connection-problem solving and system-checkup at the first installation of access data, removal of computer viruses etc. is included in the monthly fee for the internet costs)
Variety of use	Also ideal to use, until your existing DSL contract or internet service contract from commercial internet service providers (e.g. Telekom T-Online, Vodafone, o2-DSL) is valid
Monthly fee	€ 12.00 monthly charge, no further costs for permanent connection (Dormitory for architecture & building students: monthly € 13.00)
Onetime charge for activation after receiving an application form	Charge for activation: onetime € 15.00 after receiving an application form „internet connection in my apartment“
Method of payment, service provider	Direct debit from the bank account, that was indicated to debit the rent for the room by affiliate Studentenwerk Augsburg at the same time as the debit of the rent until the 7th day of a month for use in the actual month (e.g. until the 7 th of July for use in July). Internet service provider and contracting party is Studentenwerk Augsburg, housing administration
Average operation time	Provision of the internet connection usually within 1 up to 3 workdays after reception of your application form (in month April and October you sometimes have to wait up to 7 workdays after reception of your application form because of the semester-start moving-in time; after provision of the internet connection in your room, you will receive the necessary network access data and individual installation manuals in written form to your postbox in the dormitory)

Application forms concerning the internet connection (provision of connection, service for first installation of access data „FirstService“, maintenance service request, termination of contract) are available at the caretaker's offices or for download from

www.studentenwerk-augsburg.de







in area "Accommodation", then choose "Forms & Information"

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TECHNICAL CONTACT PERSON & USERSUPPORT

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Dormitory / Student hostel / Student hall Goeggingen	Usersupport in technical matters: network administrator Andreas Stadler e-mail-address for technical requests: service@acquiso.de Support-Hotline for users in Goeggingen dormitory: 0821 / 319 83 807  Find us on facebook Facebook-Usergroup: Internet Goeggingen
Dormitory / Student hostel / Student hall Lechbruecke	Usersupport in technical matters: network administrator Andreas Stadler e-mail-address for technical requests: service@acquiso.de Support-Hotline for users in Lechbruecke dormitory: 0821 / 319 83 806  Find us on facebook Facebook-Usergroup: Internet Lechbruecke
Dormitory / Student hostel / Student hall Univiertel	Usersupport in technical matters: network administrator Andreas Stadler e-mail-address for technical requests: service@acquiso.de Support-Hotline for users in Univiertel dormitory: 0821 / 34 999 389  Find us on facebook Facebook-Usergroup: Internet Univiertel
Dormitory / Student hostel / Student hall Prinz-Karl-Viertel	Usersupport in technical matters: network administrator Andreas Stadler e-mail-address for technical requests: service@acquiso.de Support-Hotline for users in Prinz-Karl-Viertel dormitory: 0821 / 34 999 386  Find us on facebook Facebook-Usergroup: Internet Prinz-Karl-Viertel
Dormitory / Student hostel / Student hall for architecture & building students	Usersupport in technical matters: network administrator Andreas Stadler e-mail-address for technical requests: service@acquiso.de Support-Hotline for users in "Baustudierende" dormitory: 0821 / 34 999 387  Find us on facebook Facebook-Usergroup: Internet Baustudierende
Dormitory / Student hostel / Student hall Bürgermeister-Ulrich-Straße	Usersupport in technical matters: network administrator Andreas Stadler e-mail-address for technical requests: service@acquiso.de Support-Hotline for users in dormitory Bgm.-Ulrich-Str.: 0821 / 34 999 383  Find us on facebook Facebook-Usergroup: Internet Ulrichcampus

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