

Internet connection in my apartment



SPECIFICATION OF SERVICE



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 1.000 Mbit/s (actual bandwidth depends on computer hardware, common network use and the performance of accessed web servers)
Upload speed	Up to 50 Mbit/s (actual bandwidth depends on computer hardware, common network use and the performance of accessed web servers)
Kind of internet access	Always-on-access (available 24 hours), tethered via Cat. 6 or Cat. 7 LAN/WAN 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	Depends on lease contract / hiring contract
Required Hardware for CABLE-BOUND Internet connection	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
Required Hardware for WIRELESS internet connection via WLAN / WiFi in student residences Goeggingen, Lechbruecke, Prinz-Karl-Viertel	<p>A suitable WiFi router/modem with a WAN network interface is required to use the Internet access via WLAN / WiFi (router/modem must be network-compatible with the WAN transport protocol via Dynamic IP, e.g. D-Link, TP-Link with WAN network connection)</p> <p>The WiFi router/modem must be procured at your own expense; Studentenwerk Augsburg does not provide any WiFi routers/modems. Suitable WiFi routers can be purchased inexpensively from the network administrator Mr. Andreas Stadler (acquiso! NetShop, green order form).</p> <p>DSL modem routers from commercial Internet service providers (e.g. Deutsche Telekom Speedport, Vodafone EasyBox, o2 DSL Homebox etc.) are NOT suitable for use!</p> <p><u>If you are not sure whether your WiFi router/modem is suitable for use:</u> Please send an email with the manufacturer's details and model name of your WiFi router/modem to service@acquiso.de, and you will immediately receive appropriate information about the suitability of the router.</p>
Required Hardware for WIRELESS Internet connection via WLAN / WiFi in student residences Bgm.-Ulrich-Str., Univiertel	<p>To use Internet access via WLAN / WiFi in the student residences Bgm.-Ulrich-Str. and Univiertel, Studentenwerk Augsburg provides a WiFi access point with WiFi AC (5 GHz) and WiFi N (2.4 GHz) in each apartment.</p> <p>You will receive the required WiFi access passwords by e-mail at the beginning of your rental agreement. Please check the inbox and the "SPAM" or "Unknown sender" folder of your email account, which you have sent to Studentenwerk Augsburg together with the application for the rental agreement.</p>
Several computers / PCs	Internet connection to several computers or PCs is possible via cable Hub or switch (automatic IP address assignment)
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.)
Monthly fee	Costs for using the Internet access included in the operating costs prepayment (rent)
Service provider	Internet service provider and contracting party is Studentenwerk Augsburg (institution of public law), Eichleitnerstr. 30, D-86159 Augsburg c/o housing administration, Universitätsstr. 4, D-86159 Augsburg, wohnen@studentenwerk-augsburg.de.
Provision & Preparation	<p>Providing internet access from the beginning of the rental contract (general activation of the LAN / WAN apartment connection). You will receive technical information on internet use at the beginning of your rental contract. Delivered by e-mail, please check the inbox and the "SPAM" or "Unknown sender" folder of your e-mail account that you have sent to Studentenwerk Augsburg when you applied to rent.</p>

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TECHNICAL CONTACT PERSON & USERSUPPORT

Internet service provided by Studentenwerk Augsburg



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 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
Additional information on the use of WiFi routers/modems	Please only use network-compatible WiFi routers/modems with a "WAN" interface (usually marked in blue)! WiFi routers/modems of the type AVM Fritz!Box are only suitable for use AFTER prior administration via the user interface (conversion of the LAN or LAN1 interface to a WAN connection in the area Internet > Access data). The connection of a WiFi router/modem via a (yellow colored) LAN connection WITHOUT prior router administration leads to faults in the entire Internet connection in your student residence and thus to the blocking of your Internet access!

Application forms concerning the internet connection (service for first installation of WiFi routers „FirstService“, maintenance service request) are available at the caretaker's offices

Terms & Conditions of use the internet access in your dormitory

The house networks of the student residences are connected to data networks of **Plusnet GmbH, Vodafone Kabel Deutschland GmbH, Telekom Deutschland GmbH** and **other Internet providers**, and thus to the **Internet**. The **shared access** to the network and via this to the **Internet** requires **all users to behave responsibly, misuse leads to exclusion from the dormitory's internet network**.

1. Access, contractual partner, costs, contract duration

The **activation** of the **apartment connection** to the inhouse data network and thus the **use of the Internet and other data services** is done **automatically** by the **Internet service provider Studentenwerk Augsburg (institution of public law), housing administration**, at the start of the rental contract. The use of the connection is **chargeable**, for the **usage fees included in the monthly advance payment for operating costs**, the users currently receive **always-on access to an SHDSL and broadband cable internet connection via dynamic non-public IP addresses** in accordance with the current **service specification** valid for the respective student residence and an **unlimited external data transfer volume with a guideline / ideal value of 20 gigabytes per calendar week**. **Observance of the data transfer guideline is a contractual condition. Exceedances** entitle Studentenwerk Augsburg **to reduce bandwidths** and, in rare exceptional cases, to **block temporarily after prior notice. Repeated exceedances** entitle to a **longer-term limitation of the connection bandwidth after prior warning**. In principle, **no** resident is **excluded** from the access option, unless there is **serious abuse, non-compliance with warnings or late payments**. **After the start of the tenancy**, Studentenwerk Augsburg provides a **limited connection to the inhouse data network in the contractual accommodation (apartment, family apartment)** and thus access to the Internet via the respective apartment connection, the **right of use ends** at the latest **when the permission to live in a student residence has been expired**.

2. Access data and manipulation, usage information via e-mail, data distribution

Eligible residents receive the **opportunity to use the Internet via the LAN / WAN network connection (RJ-45)** assigned to the rented apartment at the beginning of the tenancy. If **Internet-compatible end devices** or a **network-compatible WiFi router/modem (WAN interface)** are **connected correctly**, the IP access data required for Internet use is assigned automatically (DHCP). As a rule, at the beginning of the tenancy, a **notification letter** will be sent to the **e-mail address given to Studentenwerk Augsburg as part of the application process for the accommodation**, containing information about the possibilities of using the Internet, the **access data** required for the use, as well as if necessary, an **installation guide for the installation of a WiFi router/modem**. In student residences with **fixed WiFi access points provided by Studentenwerk**, the **WiFi access data and WiFi network password** is also **communicated by e-mail**. In order to **take note** of the information letter and further information on the use of the Internet **by e-mail**, the resident is required to check the email account sent to the Studentenwerk when applying for an accommodation in its **inbox, "SPAM" folder and "Unknown Sender" folder** at regular intervals to retrieve and review its content. There is **no** legal claim to the sending of information by email. The **processing of personal data** takes place within the framework of the GDPR ("DSGVO"), cf. **separate data protection declaration** in accordance with Art. 13 DSGVO. The **tenant is responsible** for the **correct connection** of the end devices and routers or the WiFi access points preinstalled by the student services and is **obliged to use only the user data (if applicable automatically) that is specified for the connection. Changing the assigned IP access data and unauthorized manipulation of (access / connection) data is prohibited. Changing the preset operating mode (FIT) for any preinstalled WLAN access points, removing or damaging the security stickers (seals) on the WiFi access point, triggering the reset function and unauthorized manipulation of (access) data is prohibited**. Studentenwerk expressly reserves the right to claim damages or reimbursement of costs for technician deployments as well as the consequences of tenancy law in case of connection problems caused by manipulation. **The dissemination of data of racist, sexist or other discriminatory content is not permitted and leads to the immediate withdrawal of the right of use, criminal prosecution is reserved.**

3. Access to third-party data, prohibition of data transfers with legally protected files (file sharing of copyrighted data)

Any **unauthorized access to third-party databases** and **third-party computers including servers / routers** as well as any type of **logging and evaluating data transfers** is **prohibited** and can lead to the **exclusion** of the respective user from the inhouse data network. If there is reasonable suspicion of misuse, the **temporary blocking** is reserved. The deliberate sending of **computer viruses, spam e-mails, etc.** is **prohibited**, Studentenwerk Augsburg is entitled to **temporarily block** the respective apartment connection in case of complaints due to the deliberate or unintentional sending of computer viruses, spam e-mails, **until the cause has been eliminated**. Every user has the obligation to protect computers/Laptops, user IDs, personal data etc. from unauthorized access. **Passing on or publishing passwords and IDs is at your own risk**. The **download and upload of legally protected data (copyrighted material) in file sharing applications and networks** (e.g. eMule, µTorrent, any application based on BitTorrent) is **prohibited**, violations of the law are at the expense of the respective resident. **Studentenwerk Augsburg is entitled to assert claims for damages and costs against users.**

4. Warranty and liability

Studentenwerk Augsburg is **not liable** for **direct and indirect consequences** of a **failure or breakdown of the internet connection, nor** is there **any guarantee** for the **operational security and duration of the internet connection** or the **bandwidth**. Under no circumstances are users entitled to compensation or a reduction in rent. Studentenwerk Augsburg is also **not liable** for any **damage to the user's hardware or software** caused by the **operation of the network connection. Internet use is everyone's own responsibility**, so far each user is **responsible** for the content of the published data (especially www pages).

5. Permission to use, WiFi, sublet/subtenancy

Commercial use is **not** allowed. Only the **tenant** of Studentenwerk Augsburg is **personally entitled to use**, who is also **enrolled as a student at a university or university of applied sciences supervised by Studentenwerk Augsburg. Tenants are liable for use by visitors or guests**. These conditions of use are to **be applied in the same way to the use by subtenants. WiFi access** must be protected against access by third parties using suitable protective measures

6. Consequences of misuse

Studentenwerk Augsburg reserves the right to **irrevocably block users** who **misuse** the connection **contrary to the aforementioned conditions or in any other way after prior written warning**, in case of **serious violations**, even **without** this. Legal prosecution and / or tenancy measures are expressly reserved.