



The Forge - U Student Village

SHARED BROADBAND INTERNET ACCESS

**FAIR USEAGE POLICY
AND
TERMS OF PROVISION**

September 2011



U STUDENT TERMS AND CONDITIONS FAIR USAGE POLICY

I. Introduction

- I.1 This Fair Use Policy (FUP) sets out to define two things:
- (a) the standards of conduct required of U Student users when using any of the U Student Internet Access Services; and
 - (b) technical and capacity usage guidelines set by U Student to ensure that all users have access to a quality service.
- I.2 We may change this FUP from time to time and without further notice to you. To make the most of the guidance contained in the FUP please keep up to date with changes and look at them on a regular basis.
- I.3 This policy is in addition to the Acceptable Use Policy (<http://www.netconnexion.co.uk/aup>) and the Netconnexions Terms and Conditions (www.netconnexion.co.uk/products/terms.htm). To the extent that there is any inconsistency between any of the term(s) of this FUP and any term(s) of the NetConnexion Terms and Conditions the applicable term(s) of the NetConnexion Terms and Conditions shall prevail.
- I.4 In order to gain access to the U Student internet provision each student resident MUST fully complete and return the “U Student Shared Broadband Internet Access” form providing all details on your primary piece of equipment – a copy has already been forward to you by email but a copy is enclosed at the end of this Policy or can be downloaded from the Sunderland page on our website (www.u-student.com).

2. Key Points

- 2.1 U Student provide this service on a shared internet access basis and it is subject to this fair usage policy & terms of provision, which may be changed at any time by U Student, with or without prior notification to the residents.
- 2.2 U Student aim to provide each student/resident with a stable and managed internet connection at the best available speed at that time. This may be subject to change without prior notification due to the number of users, the nature of use, incoming service faults, planned or reactive maintenance or any other issue arising from time to time.
- 2.3 Each student resident shall be subject to monthly download capacity limit of 15GB which when reached will result in the internet connection being terminated for that month, connection will be provided again on the 1st day of the following calendar month.
- 2.4 Each student resident will only be allowed to connect one devise at any one time, connection of multiple devices simultaneously onto the U Student internet service will not be allowed, for example if you have a PC and a Laptop and an internet/wifi enabled mobile phone, only one such device can be connected at any one time.

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- 2.5 It is the sole responsibility of the student resident to ensure that their own equipment is configured correctly to allow connection to the U Student internet service.
- 2.6 Each student resident should ensure their own security settings are compatible with the connection requirements of the U Student internet service and should ensure security is kept up to date on all devices, you should note that automatic updates on any software may involve downloads which WILL count toward your monthly capacity limit, if your system is configured to allow automatic updates you MAY NOT be aware of such downloads and the capacity they are consuming.
- 2.7 If during the course of your tenancy you wish to use a new primary piece of equipment you must complete a new "U Student Shared Broadband Internet Access" and provide that to the Accommodation Manager.
- 2.8 You should note that any "planned maintenance" of the service/system equipment will be carried out weekly on a Tuesday morning between the hours of 9 am – 12 noon this may affect service provision during this time and no further notice will be provided, this does not mean that disruption will occur weekly, but it does notify you that any such planned maintenance work that may result in disruption will be between these times weekly.
- 2.9 If a student resident exceeds their capacity limit and loses connection, they may choose to pay to have that connection reinstated again in that month, a charge of £10.00 will be incurred to reconnect within that period and provide a further 15GB of download capacity, payment MUST be made prior to reconnection, and can be made via the Accommodation Office by either cash or credit/debit card, if paying by cheque please note that service will not be reinstated until the cheque has cleared.
- 2.10 You should be aware that in order to maintain fair usage to all other users, your connection will be disconnected every two hours and you will simply be required to log in again full log in instructions are provided within this document. Please note if you are in the process of commencing a download with a duration of more than 2 hours, you may wish to consider installing one of the available download manager software packages available to ensure your download is not lost if/when connection is interrupted, we cannot recommend any particular software or advise on the installation but further information is available from software providers or the wider internet.

3. Unlawful Activities

- 3.1 In using any of the U Student Internet Access Services, you must abide by the law applicable to your part of the United Kingdom and not commit or contribute to any offence being carried out.
- 3.2 This includes not:
 - (a) publishing, distributing, circulating or otherwise propagating any material which may be deemed illegal, abusive, offensive, anti-social, racist, distressing, harmful or threatening;
 - (b) infringing the rights of others including privacy and copyright;
 - (c) intentionally causing a reduction in performance or functionality of any computer or network facilities.
 - (d) attempting to gain unauthorized access to the U Student Internet system or to any other computer system through the U Student Internet system or go beyond your authorized access. This includes attempting to log in through another person's account or to access another person's files.
 - (e) making deliberate attempts to disrupt the U Student Internet system or any other computer system or destroy data by spreading computer viruses or by any other means.

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- (f) using the U Student Internet system to engage in any other unlawful act, including arranging for a drug sale, engaging in criminal gang activity, or threatening the safety of any person.

3.3 any unlawful activities will be reported to your student accommodation provider, University and the Police.

4. Email

4.1 You must not:

- (a) send emails that cause distress, anxiety or harm to another person or that constitute a criminal offence;
- (b) send/knowingly receive emails that contain abusive, offensive or illegal content.
- (c) send emails that deliberately affect the performance or functionality of any computer or network facilities; e.g. spread computer viruses
- (d) send unsolicited bulk mail or 'spam';
- (e) subscribe anyone else to a mailing list without their authorisation; or
- (f) attempt to conceal your identity or impersonate any individual or organisation.

5. Use of Services

5.1 All Internet Access

- (a) do not disclose your username or password to anyone. You are responsible for the security of these;
- (b) U Student may request that you change your username and/or password;
- (c) do not disclose any personal contact information or contact information of any other people eg full name, address, phone number or anything that would identify your location.
- (d) the U Student internet system has been established for educational purpose only. The term *educational purpose* includes classroom activities, continuing education, professional or career development, and high-quality, educationally enriching personal research.
- (e) the U Student internet system has not been established as a public access service or a public forum. U Student has the right to place reasonable restrictions on the material you access or post through the system. You are also expected to follow the rules set forth in this policy, the U Student Fair Usage Policy, and the law in your use of the U Student internet system. The FUP will govern any violations of this policy.
- (f) you may not use the U Student Internet system for commercial purposes. This means you may not offer or provide products or services through the U Student Internet system.
- (g) the material you access through the U Student's Internet system should be for class assignments or for personal research on subjects similar to what you might study in a class or in the university library. Use for entertainment purposes is not allowed.
- (h) if you mistakenly access inappropriate information, you should immediately report this access in the manner specified by your university. This will protect you against a claim that you have intentionally violated this policy.

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- (i) “personal contact information” includes your full name, together with other information that would allow an individual to locate you, including your family name, your home address or location, your work address or location, or your phone number.
- (j) you will not disclose names, personal contact information, or any other private or personal information about other students. You will not forward a message that was sent to you privately without permission of the person who sent you the message.
- (k) you will promptly bring to the attention of U Student staff any message you receive that is inappropriate or makes you feel uncomfortable. You should not delete such messages until instructed to do so by a staff member.
- (l) the Internet Access Services must not be used for business purposes
- (m) if you mistakenly access inappropriate information or receive inappropriate email do not delete it but please contact U Student immediately
- (n) U Student will co-operate fully Police and university officials in any investigation related to any unlawful activities conducted through the U Student Internet system.
- (o) in the event there is a claim that you have violated this policy or the FUP in your use of the U Student Internet system, you will be provided with notice and opportunity to be heard in an appropriate manner.
- (p) the violation may result in restrictions may be placed on your use of your Internet

5 Limitation of liability

- (a) U Student will not guarantee that the functions or services provided through the U Student Internet service will be without error.
- (b) U Student will not be responsible for any damage you may suffer, including but not limited to loss of data, interruptions of service, or exposure to inappropriate material or people.
- (c) U Student will not be responsible for the accuracy or quality of the information obtained through the system.
- (d) U Student will not be responsible for financial obligations arising through the unauthorized use of the system.

6. Privacy

- (a) from time to time without prior notification you should expect on the U Student Internet system the monitoring and recording of your online activity. U Student’s monitoring of Internet usage can reveal all activities you engage in using the U Student Internet system.
- (b) routine maintenance and monitoring of the U Student Internet system may lead to discovery that you have violated this policy, the FUP, or the law. An individual search will be conducted if there is reasonable suspicion that you have violated this policy, the FUP, or the law. The investigation will be reasonable and related to the suspected violation.

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7. Excessive downloads

- 7.1 at U Student, we want our broadband service to be stable and available for you at all times. This clause is designed with that goal in mind.
- 7.2 certain software is used by a small number of customers to send and receive files containing very large amounts of data. That activity demands significant bandwidth and can negatively impact the speed for all users. In our view, the vast majority of customers should not suffer from a slower service because of a very small number of high bandwidth users.
- 7.3 the systems that are used to provide our internet access service can identify very high bandwidth users and we seek to manage their usage, to ensure fairness to all customers.
- 7.4 our aim is to maximise the quality and speed of our service for all of our customers during periods of high demand.
- 7.5 it is unlikely that you will be affected by this policy unless you use Peer to Peer or file sharing software or download high volumes of data.
- 7.6 our systems monitor and record your online activity and the level of usage by each user. To ensure that all of its users are able to receive the best possible service and to maximise the efficient use of network resources, U Student reserves the right to take steps to regulate the use of the Broadband Service made by heavy users including, for example, prioritising traffic from light users over that from such heavy users.
- 7.7 how can I manage my usage? Simply reduce any file downloading, sharing, sending and receiving of large files.

8. Security

- 8.1 you are responsible for the set-up and security of your computer and any servers that may run on your PC.
- 8.2 U Student suggests that you protect your PC with anti-virus software.

9. General Abuse

- 9.1 you must not run port-scanning software on any U Student Internet Access Service.
- 9.2 you must not attempt to gain unauthorised access to any computer system.
- 9.3 you must not undertake any activity that has an adverse effect on the U Student service or its users.
- 9.4 you must not connect any network device either wired or wirelessly other than those expressly permitted by U Student.

10. FUP Enforcement

- 10.1 U Student reserve the right to suspend or terminate an account that has not adhered to the guidelines set out in this policy. In some cases, accounts may be suspended or terminated without prior warning.

Configuring the Main Operation Systems for Automatic Access

Windows XP

Step 1

1. In the Control Panel click Network and Internet Connections.
2. In Network and Internet Connections click Network Connections.
3. Locate the wireless network connection right click and go to properties.
4. On the General tab Select TCP/IP properties
5. Check to make sure the configuration is set to obtain an IP address automatically.
6. Check to make sure the configuration is set to obtain DNS server automatically.

Step 2

1. Open *Microsoft Internet Explorer*.
2. Click on *tools* tab.
3. Click on to *internet options*.
4. Click on to the connections tab and set the button to *Never Dial a Connection*.

Step 3

1. Open *Microsoft Internet Explorer*.
2. Click on *tools* tab.
3. Click on to *internet options*.
4. Click on to connections tab and click on *lan settings*.
5. Make sure none of the boxes are checked.

Windows Vista

Step 1

1. In the Control Panel click to select classic view.
2. In classic view click on network and sharing centre.
3. On the left pane click on manage network connections.
4. Right click on the wireless network connection and select *properties*.
5. Left click to select Internet Protocol Version 4 the click *properties*
6. Check to make sure the configuration is set to obtain an IP address automatically.
7. Check to make sure the configuration is set to obtain DNS server automatically.

Step 2

1. Open *Microsoft Internet Explorer*.
2. Click on *tools* tab.
3. Click on to *internet options*.
4. Click on to the connections tab and set the button to *Never Dial a Connection*.

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5. Make sure none of the boxes are checked.

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Windows 7

Step 1

1. In the Control Panel click to select view by small icons.
2. Click on network and sharing centre.
3. On the left pane click on change adapter settings.
4. Right click on the wireless network connection and select *properties*.
5. Left click to select Internet Protocol Version 4 the click *properties*
6. Check to make sure the configuration is set to obtain an IP address automatically.
7. Check to make sure the configuration is set to obtain DNS server automatically.

Step 2

1. Open *Microsoft Internet Explorer*.
2. Click on *tools* tab.
3. Click on to *internet options*.
4. Click on to the connections tab and set the button to *Never Dial a Connection*.

Step 3

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5. Make sure none of the boxes are checked.

Mac OSX

1. Pull down the Apple Menu (top left) and select System Preferences.
2. Click on the Network icon. Then click on advanced.
3. Open the TCP/IP Tab.
4. Select to use DHCP and set DNS to automatic.
5. Open the proxies tab and make sure that nothing is set.

At this point it is also worth checking in the Proxies tabs to ensure that nothing is entered such as webcache or proxies settings.

Flushing Windows Networking Cache

Windows XP

1. Click on start and select run.
2. Type in cmd and hit enter.
3. The command prompt now appears.
4. Type in *ipconfig/flushdns* and hit enter.
5. Type in *arp -d ** and hit enter.

Windows Vista/7

1. Click on the windows icons and click to type in the start/search box.
2. Type in cmd.
3. Wait until cmd appears in the programs box above.
4. Right click on it and choose run as administrator.
5. Approve any user account control prompts.
The command prompt now appears.
6. Type in *ipconfig/flushdns* and hit enter.
7. Type in *arp -d ** and hit enter.

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Windows Vista/7 WiFi Specific

Can you see the Forge's wireless network (named UStudent)?
If not, verify that you have your wireless on your laptop turned on.

Connect to the wireless network.

At this point you may get a prompt similar to this:



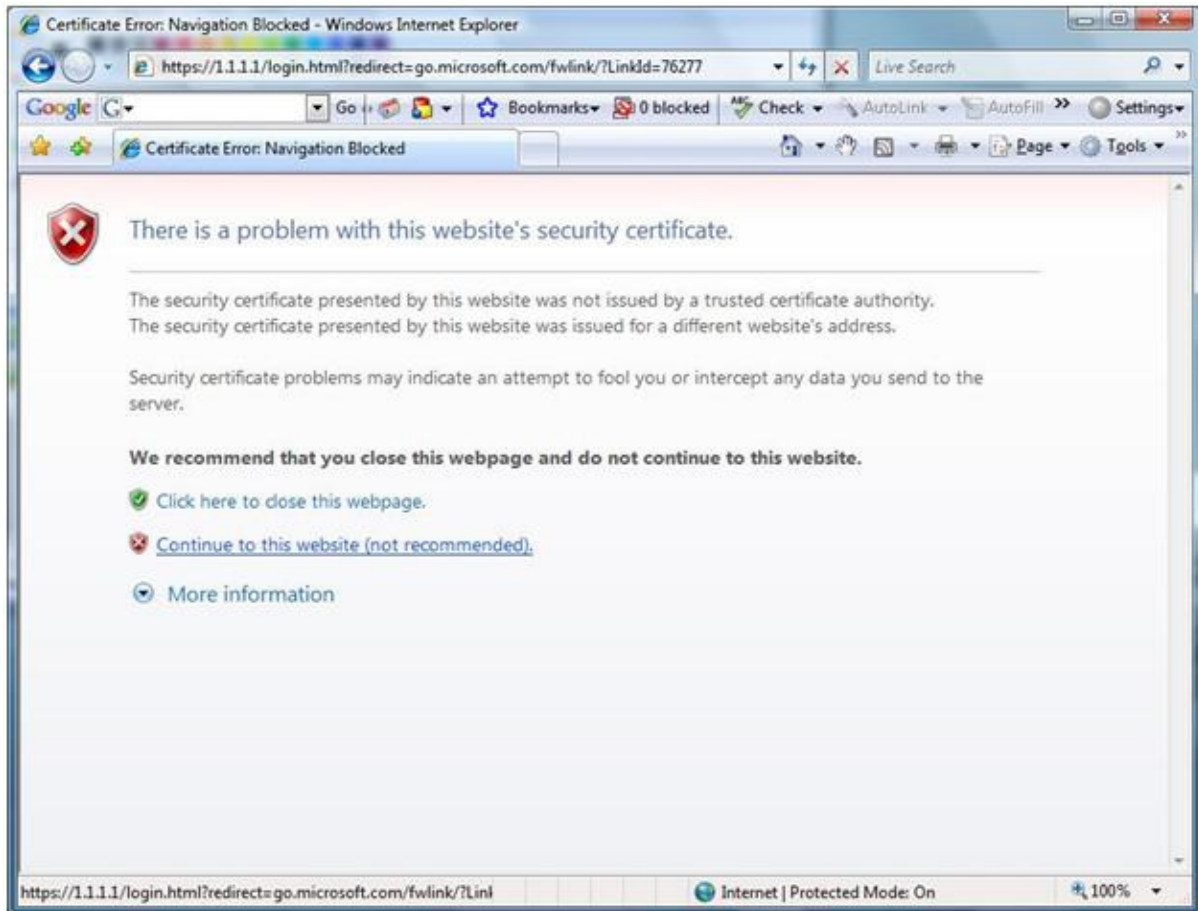
Ignore the request for a PIN and enter a security key instead.
You may get a warning stating that you are connecting to an unsecured network; if so click the option to "Connect Anyway".



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You should now have connected to the wireless network. The next step is to authenticate with the server. To do this, open a web browser. At this point you may get a warning about an untrusted certificate (see below). Ignore the warning and continue on to the website.



At this point you will be presented with a logon page. Enter the details you were provided with and log on.

Once you have successfully logged on, the page should change confirm that fact. Keep this page open until you have finished browsing as you will need to use the “Log Off” option to cleanly log your session off the server. If you do not log off you may find yourself unable to log back in until your session with the server times out.

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Useful Downloads

Antivirus

Microsoft Security Essentials:

http://www.microsoft.com/security_essentials/

AVG Antivirus Free Edition:

http://download.cnet.com/AVG-Anti-Virus-Free-Edition-2011/3000-2239_4-10320142.html?tag=contentMain:contentAux

Antispyware

Spybot Search & Destroy:

http://www.download.com/Spybot-Search-Destroy/3000-8022_4-10122137.html?tag=contentBody:mostPopTwoColWrap&cdlPid=10861988

Malwarebytes Free Edition:

http://download.cnet.com/Malwarebytes-Anti-Malware/3000-8022_4-10804572.html?tag=mncol;l

Internet Browsers

Mozilla Firefox:

<http://www.getfirefox.net/>

Internet Explorer(Latest Version):

<http://www.microsoft.com/windows/products/winfamily/ie/default.msp>

Google Chrome:

<http://www.google.com/chrome>

Internet Extras

www.adobe.com For Flash Player, Shockwave Player, Acrobat Reader and Air.

www.java.com For the latest Java runtime.

Productivity

OpenOffice.org Free Office Suite:

www.openoffice.org

Windows Update

In Internet Explorer, click on tools then Windows Update, on the Windows Update page you are given the option to upgrade to Microsoft Update which updates programs such as Microsoft Office too.

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General Internet Explorer Maintenance-

Clearing Cached Files (Including Temporary Internet Files)-

When Internet Explorer loads a Web Page it saves all the associated files to your hard disk. The next time you come to load the same webpage IE checks whether or not it needs to update the content on your drive and if not loads the webpage from the stored content.

Sometimes this can cause problems with the browser displaying an old page instead of the latest version.

To clear your Cached Files in Internet Explorer:

1. Click on Tools and Select Internet Options
2. In the Browsing History Section click on Delete
3. From here you can choose what you want to delete, do not delete stored passwords if you have them saved for webpages.

Force Internet Explorer to check for new versions of a page-

If Internet Explorer loading old versions of pages becomes a recurring problem you can force it to always download a fresh copy of the page.

1. Click on Tools and Select Internet Options
2. In the Browsing History Section click on Settings.
3. Select to Check for new versions of stored pages everytime I load a webpage.
4. Click Ok

Ensure you are not working offline

When you use internet explorer in a location without internet access (i.e. to load Flash Files) it defaults to working offline. Occasionally when you reconnect to the internet you may have to tell Internet Explorer to use the connection again.

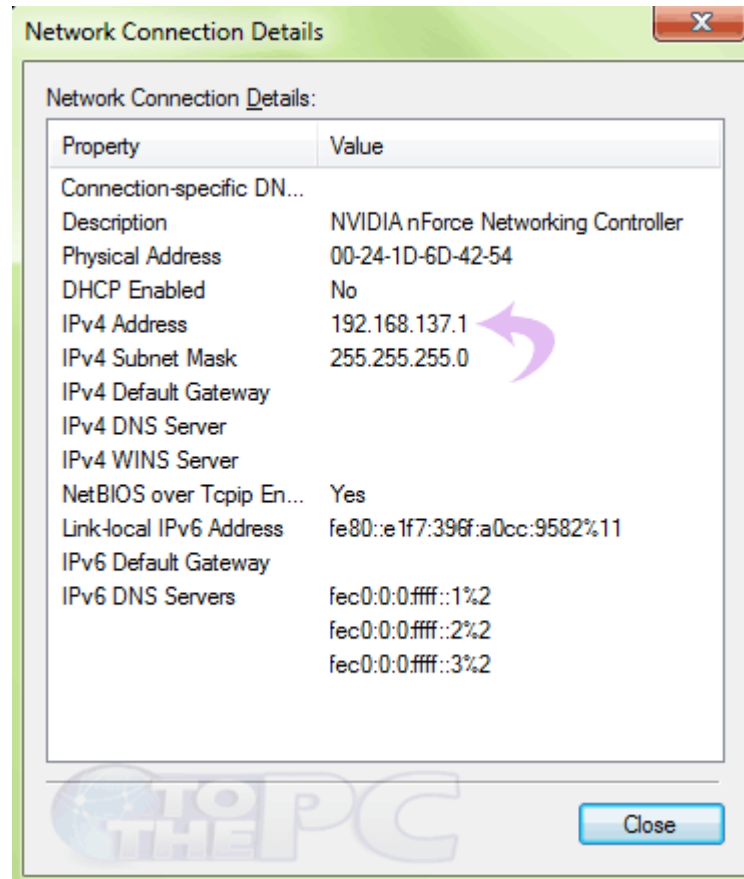
Simply click on the tools tab and make sure that work offline is not checked.

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How to find your **MAC** address

Windows 7 / Vista

Open the control panel > Internet and Network settings > Network and Sharing Center > Wireless Connection > Details > **Physical Address**



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Mac OS/x

1. Start by clicking the Apple button in the System menu. Select **System Preferences...** from the drop-down list.



2. Select **Network** from the **System Preferences** panel.



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- To determine the IP and/or MAC address of your AirPort adapter, select **AirPort** from the top **Show:** menu.



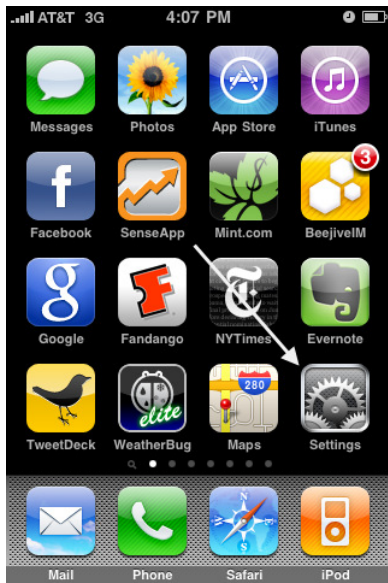
- The MAC address of your AirPort adapter will be displayed in the **AirPort ID:** section of the **AirPort** tab.



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Apple iPhone

First, on your home screen, press on the **Settings** icon.

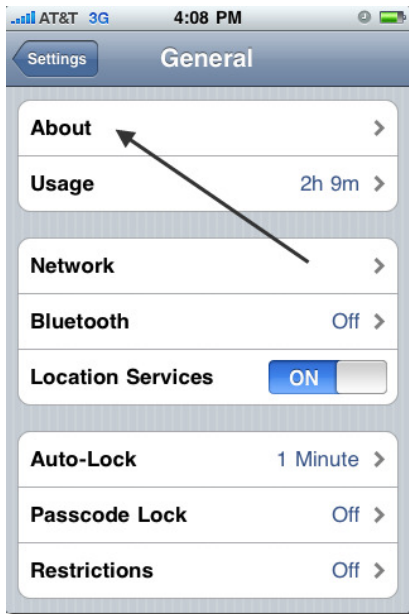


Next, you want to tap the **General** option under Settings.

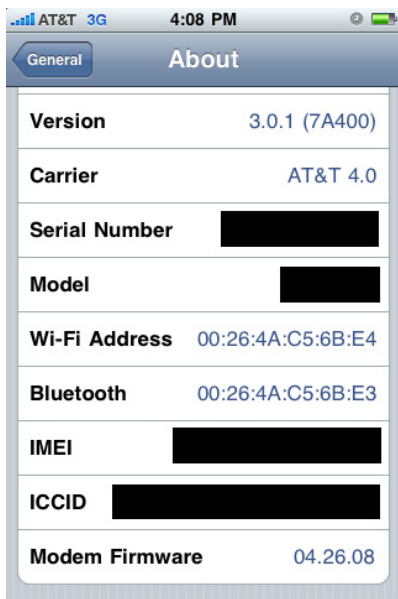


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After that, go ahead and tap the **About** option.



Finally, scroll down until you see **Wi-Fi Address**.



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Internet Authentication

On connection you will be presented with a log in dialogue box when attempting access to the internet. It is at this point that you will be asked to input your username and password. Once complete, a popup should appear indicating how long you have been logged in. To monitor your connection status **you must enable this popup**. This can be achieved by allowing this site in you browsers popup management.

This is a restricted shared internet access and in order to maintain fair usage to all other users, your connection will be disconnected every two hours and you will simply be required to log in again.

In compliance with the U Student Fair Usage Policy all users will be individually limited to a maximum usage limit of **15GB** per month, beyond which your service will be paused until the following month at which point your usage will once again be reset to zero. Should you require additional bandwidth then you will need to arrange this with your accommodation officer who will make the appropriate arrangements and advise you of costs.

To ensure the integrity of the service and gain access to the internet you will be required to use a unique username and password each time you log in to the service. This requirement is based upon the necessity to regulate internet usage in accordance with the fair usage policy as outlined previously. To request a username and password complete all details requested in the following form and return to U Student (Sunderland) Limited with the rest of your tenancy pack. This information will help us to provide a regulated service to the benefit of all users. Your username and password will be given to you when you move into your accommodation.

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Access to the University of Sunderland Resource

Access to the University of Sunderland shared resource will be made available from within your U Student accommodation. The login dialogue page displays a link which when clicked will take you to the University portal. This link does not require that you input your U Student internet access credentials. To gain access to other resources on the University network you will need to address these systems directly and will need relevant login credentials as supplied by the University.

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Application for Internet Access

By signing this form (*return this page only*) and logging on the network you agree that you have read and understood the **U Student Fair Usage Policy** and are bound by the terms therein. Upon completion a copy of this document will be returned to you including your username and password details.

Full Name:

Block Name

Room No

Contact Tel No

Email address

***WIRELESS
MAC Address**

Signed (Tennant): _____

Date: _____

Signed (Accommodation Officer): _____

Date: _____

*This should be the address of the primary device you wish to connect to the wireless network e.g. laptop, Macbook, iPhone etc.

This form must be correctly completed in full to enable us to provide your username and password details for your internet connection.

Office use only	
Username	<input type="text"/>
Password (Lower case)	<input type="text"/>

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