

U-STUDENT

NETCONNEXION SHARED BROADBAND INTERNET ACCESS

USER INFORMATION DETAILS

TERMS AND CONDITIONS FAIR USAGE POLICY

1. Introduction

- 1.1 This Fair Use Policy (FUP) sets out to define two things:
 - (a) the standards of conduct required of NetConnexion users when using any of the NetConnexion Internet Access Services; and
 - (b) technical and capacity usage guidelines set by NetConnexion to ensure that all users have access to a quality service.
- 1.2 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.
- 1.3 This policy is in addition to the [NetConnexion Terms and Conditions](http://www.netconn.adslsignup.eng.net/terms.php) which can be found at www.netconn.adslsignup.eng.net/terms.php. 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.

2. Unlawful Activities

- 2.1 In using any of the NetConnexion 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.
- 2.2 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; or
 - (c) intentionally causing a reduction in performance or functionality of any computer or network facilities.

3. Email

- 3.1 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;
 - (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.

4. Use of services

4.1 All Internet Access

- (a) Do not disclose your username or password to anyone. You are responsible for the security of these;
- (b) NetConnexion may request that you change your username and/or password;
- (c) The Internet Access Services must not be used for business purposes

5. Excessive downloads

5.1 At NetConnexion, we want our broadband service to be fast and available for you at all times. This clause is designed with that goal in mind.

5.2 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.

5.3 The systems that are used to provide our broadband service can identify very high bandwidth users and we seek to manage their usage, to ensure fairness to all customers.

5.4 Our aim is to maximise the quality and speed of our service for all of our customers during periods of high demand.

5.5 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.

5.6 Our systems monitor 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, NetConnexion 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.

How can I manage my usage?

5.7 Simply reduce any file sharing, sending and receiving of large files.

6. Security

6.1 You are responsible for the set-up and security of your computer and any servers that may run on your PC.

6.2 NetConnexion suggests that you protect your PC with anti-virus software.

7. General Abuse

- 7.1 You must not run port-scanning software on any NetConnexion Internet Access Service.
- 7.2 You must not attempt to gain unauthorised access to any computer system.
- 7.3 You must not undertake any activity that has an adverse effect on the NetConnexion service or its users.

8. FUP Enforcement

- 8.1 NetConnexion 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.

Wired Internet Access

To enjoy permanent high-speed internet access you will require a network card or in built network socket.

Step 1

Plug the cable into the LAN card of your computer. Please note that the cable will not fit into your modem socket. If you do not have a socket on your PC that fits the cable then you do not have a network card.

Step 2

Switch on your computer.

Step 3

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

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*.

Internet Authentication

On connection you will be presented with a login 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 window 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 settings window.

In order to maintain fair usage to all other users, your connection will be periodically disconnected and you will simply be required to log in again.

As mentioned earlier, in order for you to gain access to the internet you will be required to input your username and password each time you log in to the service. This requirement is based upon a necessity to regulate internet usage in accordance with the fair usage policy as outlined previously. To ensure the integrity of the service we will generate these for you upon completion of all details requested in the following form and returned to your administrator. This information will help us to provide a regulated service to the benefit of all users. Upon receipt of your form you will be allocated your username and password within 2 working days.

NetConnexions Shared Broadband Internet Access

Service Help Line 08700116627
Email IT@teleconnexions.co.uk

