

Name: \_\_\_\_\_

## Regulations for student use of internet access provided by the Studentenwerk Osnabrück

### **§ 1 Preliminary remark**

In cooperation with a provider commissioned by the Studentenwerk Osnabrück (Osnabrück Student Services), the Studentenwerk Osnabrück shall enable students to use an internet connection.

### **§ 2 Permission for use**

All students who reside in a housing complex operated by the Studentenwerk Osnabrück and who are connected to the network may use the internet access for students. It goes without saying that this is only the case if the Studentenwerk Osnabrück provides a connection in the respective housing complex.

### **§ 3 Termination of permission for use**

The permission for use shall expire upon the termination of the rental agreement or in case of a breach of the applicable Regulations.

### **§ 4 Student use of internet access**

Access is provided in the leased rooms. The prerequisite for participating in the housing complex network is having a rental agreement with the Studentenwerk Osnabrück.

The main aim of the offer of having a connection to the network is to promote students' education and training and to foster communication between students. Students are not permitted to use the internet access for any other purpose, particularly for commercial or illicit purposes.

The activities of other users may not be impaired by any individual. Students are not permitted to independently connect a WLAN router to the network provided by the Studentenwerk Osnabrück. An excessive strain on the network due to too heavy data traffic shall be avoided.

The subscriber undertakes to show consideration for the cultural and religious interests of others and, in particular, undertakes not to disseminate offending, defamatory, insulting, threatening, obscene or racist comments or comments that are illegal in any other way. This is also the case for any other illegal acts (for example, other criminal offences, infringements of copyright, dissemination of illegal material, etc.).

Access to the network is personalised access, for the use of which the subscriber assumes full responsibility in the internal relationship with the Studentenwerk Osnabrück. The subscriber is responsible for all data traffic transmitted from his connection. In this connection, the subscriber may not act as the provider of access to the network.

## § 5 Data protection and connection data

The network management (the Studentenwerk Osnabrück or a party commissioned by it) is authorised to collect statistical data – such as about the utilisation rate of the network, the external connection and the volumes of data transferred – for administrative purposes.

There shall be no constant monitoring of the data traffic. However, this shall not apply in the case that authorities, public prosecutions offices, courts or similar institutions oblige the Studentenwerk Osnabrück to do so. The Studentenwerk Osnabrück also reserves the right to collect personal data, provided that there exists a reasonable suspicion of an unlawful act or behaviour that is adverse to the interests of other users.

## § 6 Damage liability

Subscribers shall indemnify the Studentenwerk Osnabrück and the commissioned provider from third-party claims that may be asserted against the Studentenwerk Osnabrück or the provider due to an infringement of the rights of third parties by the subscriber or due to his unlawful behaviour or behaviour that is adverse to the interests of other users.

The Studentenwerk Osnabrück and the provider shall not assume liability for any errors in the access software for access to the internet by students or for any damages arising from this; they shall also assume no liability for any disturbances or failures of the network.

There is no entitlement to the operation of protective devices that protect against access from the LAN/WLAN or internet or against force majeure. The Studentenwerk Osnabrück shall not assume liability for the loss or modification of data. The subscriber shall bear all risks in the event of damage to hardware and software, provided that hardware and software of the Studentenwerk Osnabrück had no direct impact on the student's hardware and software.

## § 7 Improper use

If a user of the internet access for students violates the Regulations, his permission to use the network shall expire immediately.

## § 8 Validity

The most recent version of the Regulations shall apply. The Studentenwerk Osnabrück may modify these Regulations as necessary. Users shall be notified of any amendments by e-mail.

The Regulations are published at <http://www.studentenwerk-osnabrueck.de>.

Last amended: 19 November 2014

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**By receiving and using the access code, I accept the Regulations for student use of internet access provided by the Studentenwerk Osnabrück**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

## FAQ - Frequently asked questions concerning the I N T E R N E T

No.	Questions	Answer
1.	How do I go about connecting to the WLAN network?	Your caretaker will give you an access ticket and instructions (in German and English) on how to set up WLAN.
2.	Can my guests also use the WLAN?	No. Unfortunately, guests have no access. Each resident will receive his or her personal dial-in data.
3.	Do I have to re-enter the password every day?	Depending on the end device, it may be necessary to re-enter the data every day because your end device may not store this data.
4.	Are certain sites or ports blocked?	No sites or ports will be blocked by the Studentenwerk Osnabrück. If, however, any problems arise concerning illegal websites or services, the Studentenwerk Osnabrück may block these.
5.	Can I continue to use LAN in addition to WLAN?	Yes. LAN connections can still be employed as usual.
6.	How many end devices can I connect up to the WLAN network?	Each resident's ticket enables him or her to connect three end devices to the WLAN network. You must register within seven days of generating the access data, otherwise the validity of the ticket will expire.
7.	Do I have to register all three devices within seven days?	No. Only the first device needs to be connected up to the WLAN network within seven days.
8.	Which devices can I use?	In general, any mobile end device can be used. PCs, laptops, tablets and smartphones can be used. Game consoles, smart TVs and WLAN printers CANNOT be operated.
9.	How secure is the network?	Network configuration complies with the latest security standards. Separate networks and WPA2 encryption are used for the WLAN network. In addition, devices in the WLAN network cannot be viewed by other devices.

10.	Can I use VPN connections?	Yes. As described in Question 4, no ports will be blocked. VPN connections from the network can therefore be established without any restrictions.
11.	Why is it not permitted to use one's own routers?	Routers are not permitted in the network because, in the event of false configuration, they would distribute incorrect network addresses to other devices in the network. This would cause other residents' end devices to become disconnected from the internet.
12.	Which data is saved for how long?	<p>According to the "Regulations for student use of internet access" provided by the Studentenwerk Osnabrück:</p> <p>"The network management (the Studentenwerk Osnabrück or a party commissioned by it) is authorised to collect <u>statistical data</u> – such as about the utilisation rate of the network, the external connection and the volumes of data transferred – for administrative purposes. There shall be no constant monitoring of the data traffic.</p> <p>However, this shall not apply in the case that authorities, public prosecutions offices, courts or similar institutions oblige the Studentenwerk Osnabrück to do so. The Studentenwerk Osnabrück also reserves the right to collect personal data, provided that there exists a reasonable suspicion of an unlawful act or behaviour that is adverse to the interests of other users."</p>
13.	I have lost my ticket showing my access data. What should I do?	If you lose your ticket, please make an appointment with the caretaker. He will give you a new ticket. Since the old ticket must be deactivated for security reasons, you will have to activate your maximum of three end devices using the new ticket.

14.	I have a new end device. What do I need to do?	If you have not yet activated three devices on your ticket, use your present ticket to activate the new device.
15.	Why does my end device not connect to the WLAN network?	There can be several reasons for this. Please check the following: <ul style="list-style-type: none"><li>• Is your WLAN activated?</li><li>• Have updates been installed on your device?</li><li>• Does your device support the current WLAN standards?</li></ul>
16.	Why is the internet sometimes slower than usual at around midday and in the evening?	There may be a large number of internet users at around lunchtime or in the evening. Consequently, websites take slightly longer than usual to load.
17.	None of my WLAN devices are connected any longer. What can I do?	Check to see whether residents in your immediate vicinity have the same problem. If this is the case, please contact the caretaker.
18.	How long is my ticket valid for?	Retrieve the address <a href="http://1.1.1.1">http://1.1.1.1</a> in your browser. This will show how much longer your ticket will be valid for.
19.	What will happen in the event of misuse?	The Studentenwerk Osnabrück reserves the right to disconnect the line concerned from the network in the event of misuse (e.g. file sharing, retrieving sites containing illegal content) and to take legal steps.

As of: 20 January 2015

## **Error message: internet connection**

If the FAQs are of no help, please send an e-mail to

[it-helpdesk@studentenwerk-osnabrueck.de](mailto:it-helpdesk@studentenwerk-osnabrueck.de)

stating the following:

1. Surname
2. First name
3. Telephone number
4. Housing complex
5. Apartment
6. When did the error occur (date and time)?
7. Are any other residents experiencing the same problem?
8. Which end device is affected (manufacturer/model/operating system/software version)?
9. Description of error (as detailed as possible)

Please note that we might not be able to give you qualified support if your statements are incomplete.

**If it is ascertained that your end device caused the fault we will reserve the right to charge you for the incurred costs.**

Your Studentenwerk