



# Student Network Service Fair Usage Policy 2015/16

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## 1. Introduction

The Fair Usage Policy specifies how a user's internet traffic is managed by IT Services. The SNS is part of the University shared network used by students and the University as a whole – and we need sensible rules in place to ensure that it works well for everyone. The SNS has a large but limited connection to the internet, which is shared with the main University network. Therefore, at busy times it is necessary to prioritise traffic by activity and type.

In previous years a small number of users have been responsible for the majority of network traffic through the SNS. As a result, we have decided to limit the bandwidth used by these few, excessively high users, so that the experience will be improved for the majority. The traffic restrictions are constantly reviewed and, if use of the SNS changes, we will modify them accordingly to ensure that the service remains available. By default, most traffic is not restricted.

### 1.1. Standard restrictions (all users)

- Traffic management according to port, protocol and application.
- Blocking of SMTP (email servers), Peer to Peer traffic.
- Blocking of VPN / Proxy servers.

### 1.2. Increased restrictions for inappropriate use

Should IT Services observe inappropriate activity from a single SNS connection, increased restrictions will be enforced for a period of up to one month. These restrictions may also apply if a virus is identified as originating from your connection. You will be informed by email of the reasons for these restrictions.

- All internet traffic will be blocked with the exception of Web traffic.
- The users connection is throttled to a maximum of 1Mb/s.

The University is not liable for any loss of external services as a result of these increased restrictions.

### 1.3. Disconnection and reconnection

For second, or subsequent offences, or extreme cases of abuse, complete disconnection will be considered by IT Services (IS). The user will need to pay a reconnection fee of £25 to IS before reconnection.

If the service is disconnected, users are reminded that there are many 24 hour computer rooms available on campus.

### 1.4. Services available during restricted periods

With the exception of a complete disconnection of service, web traffic using the SNS proxy servers, and connectivity to The University of Nottingham will not be affected by any restrictions in place, to allow full access to University of Nottingham academic resources (e.g. Moodle, NUsearch).