



Student Network Service Terms and Conditions 2015/16

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1. The service

The University will provide you with (or procure the provision to you of) the Student Network Service (SNS) service from 1st September 2015 until 31st August 2016 subject to the terms of this contract. Halls where the SNS is available are listed on the SNS Website at:

www.nottingham.ac.uk/it-services/services/sns

If you wish to receive the service you must:

- Agree to abide by the Terms and Conditions laid out in this document.
- Complete the on-line registration process. This process requires that you positively state that you agree to abide by the Terms and Conditions laid out in this document and includes a self-certification to state that your personal computer meets with the Minimum Allowed Specification; or you have had your personal computer inspected by a member of the SNS to ensure that it is compatible with the service.

The personal information that you supply to us is held on computer in accordance with the University's Data Protection Registration. This information is not used for any purpose other than to identify you as a user of the SNS and to contact you about your use of it. It is not passed on to any other body, company or organisation for any purpose other than the prevention, investigation and/or detection of a crime or tort.

Access to the University Network, SuperJANET and the internet is subject to the conditions that apply to those networks and is given and allocations of resources are made for the purposes of the University operations and management. The University may immediately withdraw the service from your use without notice if there is evidence or reasonable grounds to believe that you commit what the University considers to be a serious or material breach of this contract. If it does so, the University will notify you by email, telephone, or in writing of the reason why the service has been withdrawn from your use.

1.1. Supported & Unsupported services

In order to provide a reliable service for all users of the residential networks, certain restrictions are in place. The SNS provided by the University is not the same as a broadband connection provided by an ISP (Internet Service Provider), and the University has to manage its network to allow for academic use taking priority over non-academic uses.

IT Services are required to monitor and log all network activity to ensure compliance with the regulations and policies listed below.

Use of unauthorised VPN or Proxy services to bypass this monitoring and management are not allowed. Servers, and devices designed to share internet connections are not allowed on the SNS. Any computer or device connected to the SNS must meet the minimum requirements for the service listed on the SNS website.

See the SNS website for more details on supported and unsupported applications.

1.2. Fair usage

See the fair usage policy for details.

2. Regulations & policies

2.1. Service conditions

Users of the Student Network Services must not use the service:

- to access, transmit, store, print, promote or display offensive, obscene and indecent material (for example pornography; material that is discriminatory on the grounds of sex, race, disability or religion; material likely to incite hatred, terrorism or violence), defamatory materials or materials likely to cause harassment, alarm or distress; or
- to commit a fraud or a criminal offence including breach of copyright.

The SNS is provided for personal and academic use only and users must

not use the SNS connection for any business or related activity.

You are solely responsible for all activity undertaken from your SNS connection in your room, and you must take all reasonable precautions to prevent unauthorised use of your connection. You must ensure that anyone else you allow to use the service complies at all times with the codes of practice, these terms and conditions and other University regulations. Users should adhere to the rules and regulations surrounding the use of social networking sites (for example not posting material in such a way as to bully or harass, or to bring the University into disrepute) – see also the [Statement from the Registrar](#) on this issue.

Users must also abide by the following University and national regulations:

- [Staff](#) or [Student](#) code of discipline
- [Code of Practice for Users of the University Computing Facilities](#)
- [University IT Security policy](#)
- [JANET Acceptable Use Policy](#)
- [CHEST \(Combined Higher Education Software Team\) Code of Conduct](#).

All computing use must comply with relevant legislation, in particular with the [Data Protection Act \(1998\)](#), the [Human Rights Act \(1998\)](#), the [Copyright, Designs and Patents Act \(1988\)](#), the [Computer Misuse Act \(1990\)](#), the [Privacy and Electronic Communications \(EC Directive\) Regulations \(2003\)](#) and the [Freedom of Information Act \(2000\)](#).

The University may disclose information to the Police or other authorities, as allowed by legislation, in the case of suspected criminal activity.

3. Faults & suspension

3.1. Faults and maintenance

You should inform the University of any fault or problem with the SNS by telephoning or emailing the IT Servicedesk on 0115 95 16677 / <https://selfservice.nottingham.ac.uk/sw/selfservice/> . Please provide as much information as possible relating to the problem, including times and duration of the problem to enable us to properly investigate.

The University will investigate any reported fault as soon as reasonably practicable and use all reasonable endeavours to correct any fault under its control as quickly as possible at no charge to you, unless the fault is caused by your negligence or breach of this contract in which case a reasonable charge for repair may be levied. This fault correction policy applies only to faults within the University network and not to any fault external to this.

Where practicable, the University will give advance notice of any disruption to the service via the IT Services status webpages, and will try to keep disruption to a minimum.

3.2. Suspension of service

The University may suspend the service, in part or in whole:

- To comply with a request or instructions from a Governmental or other competent authority To enable maintenance work to be carried out to the service or University network.
- On reasonable belief you have breached any of these Terms and Conditions
- On reasonable belief that your use of the service is having a detrimental effect on other users
- On the reasonable belief that your computer is infected with a virus, Trojan, worm, or other code likely to infect or disrupt other computers on the network.

4. General

You may not enter into this contract unless you are 18 years of age or older. If you are under 18 years of age you must arrange for your parent or guardian to enter into this contract on your behalf by completing the application form.

You may not assign or transfer this contract or any rights under this contract without the prior written consent of the University.

If any provision of this contract shall be invalid, illegal or unenforceable in any respect the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

This contract embodies all the terms agreed between you and the University relating to the transactions hereby contemplated and supersedes all previous agreements, representations, assurances and arrangements.

No waiver by either you or the University of any failure by the other to observe or perform any provision of this contract shall be deemed a waiver of any preceding, succeeding or continuing breach of such provision or of any other provision of this contract.

This contract shall be governed by and interpreted in accordance with English Law.

These Terms and Conditions supersede all previous Terms and Conditions.