

SEG INTERNET - FAIR USE POLICY

Donau Homes

Dear User,

Please note that you need to accept the following "Fair Use Policy" before you start using your Internet connection. Applying this Policy means that you will be protected from any criminal prosecution consequences if there is any breach of the Policy.

DOHO / T-MA - FAIR USE POLICY

(DOHO NUB)

UPC Austria GmbH (hereinafter referred to as UPC) and the Stadterneuerungs- und Eigentumswohnungsgesellschaft G.m.b.H. (hereinafter referred to as DOHO) have agreed to jointly operate Internet access in every student apartment.

In order to enable impeccable operation, T-MA and DOHO have discussed a FAIR USE POLICY (hereinafter referred to as DOHO NUB) which defines rules of conduct, regulations and processes designed to ensure orderly operation. The DOHO NUB comprises mandatory guidelines for all residents at the student residence (hereinafter referred to as Users).

Infringing the DOHO NUB can negatively impact the integrity and functionality of the network. For this reason T-MA / DOHO reserve the right to disable the internet access in the event of an infringement of the respective DOHO NUB and to bill the user for the expenses incurred for the restitution of the internet access and/or the functionality.

We recommend that you read this Policy carefully. In the event of failure to observe the guidelines DOHO will see fit to trigger appropriate consequences!

The guidelines for fair use of the Internet services provided by T-MA have been drawn up with the following aspects in mind:

Objectives:

- To prevent actions which result in impaired enjoyment of the Internet for other Users
- To preserve the Internet as a medium for free expression
- To ensure compliance with relevant (local or international) regulations
- To protect the private sphere and safety of individual Users
- To guarantee that T-MA systems and networks are secure, reliable and private
- To uphold T-MA's reputation as a responsible provider

The present DOHO NUB define the user actions considered as abuse or non-compliant with the required code of behaviour. Each user is responsible for complying with the DOHO NUB provisions to the best of his/her knowledge and to make sure that his/her room connection is not used by other users in a way that infringes the DOHO NUB.

General

It is not permissible to utilize the Internet services provided by T-MA for illegal purposes. "Illegal" is defined here as the transmission, sale or storage of content from T-MA Internet services in breach of national, European or international regulations. The focus is on protecting the private sphere or intellectual property, protecting trade names and brand names, and on any form of use that breaches the rights of third parties and/or constitutes a criminal act.

Users are not permitted to impair, impede or restrict other Users as a result of excessive use, likewise to cause the network itself to suffer excessive strain. Furthermore, Users must take care to ensure that they do not disrupt or disable T-MA's network services, backbone and interfaces as a result of their activities.

This applies in particular as a result of the use of "file-sharing tools" which, because of their structure and handling, lead to massive strain on upload and download traffic.

Residential Users are not permitted to resell the T-MA service or to perform any other circulation of Internet services provided by T-MA without T-MA's express permission. This includes the provision of Internet services by third parties by means of dial-in modem, the provision of e-mails or news services, and the dispatching of news feeds. The T-MA Internet has been designed exclusively for your own use and it is prohibited to use the service for commercial purposes.

Users are not permitted to provide either network services or server services via T-MA Internet services, or to make network services available via the service. This includes the setting up of servers for mails, http, ftp, chat (irc) and dhcp, as well as multi-User interactive forums and, respectively, wireless terminals that enable Internet access by several other Users located in one room,

Recovery operations as a result of violation of the DOHO NUB will be billed by DOHO.

When is conduct "unfair" conduct?

E-mail must not be used for the circulation of advertising and promotional material (known as "spamming"). This includes, for example, the sending of advertising material, requests for charitable purposes, signature collections and the circulation of messages with a political or religious content.

Messages of this nature may only be sent to those persons who have made an express request to receive them and never to persons who expressly reject the receipt of such messages. Likewise prohibited are chain letters and so-called mail bombs (these are e-mail messages which are transmitted to users by the thousands in order to cripple mail servers and accounts). Users are not permitted either to intimidate or harass other users or organizations.

T-MA Internet services must not be used in order to impede and violate the guidelines to fair conduct in the Internet (DOHO NUB), or to violate similar guidelines of other providers. Furthermore, unsolicited e-mails must not be posted either on the T-MA website or on other sites (copyright).

The customer must attempt to prevent the circulation of computer viruses on the Internet or within T-MA services to the best of his or her knowledge and belief and using all reasonable means available to him or her. **Dahingehende Software Schutzeinrichtungen sind seitens des Nutzers selbständig bereit zu stellen und aktualisiert zu halten.**

Network availability?

DOHO and T-MA try their best to provide a maximum and smooth availability of the LAN and WLAN services.

Uninterrupted operation, however, cannot be guaranteed nor is T-MA liable for its provision. DOHO and T-MA shall, however, immediately repair problems and disruptions without faulty delay subject to the technical and economic possibilities.

Short-term problems and disruptions of up to one day shall not automatically entitle the user to reduce rental payment.

Maintenance work and other work necessary for operation as well as network downtimes and network problems may as well as other unpredictable events not within T-MA's responsibility may cause unpreventable disruptions of the provision of service and shall entitle DOHO and T-MA to temporarily discontinue its services.

For questions regarding the rules of behaviour please contact
ImmobilienwirtschaftundPartnernetze@upc.at.

DOHO and T-MA wish you a lot of success for your sojourn and fun with your internet connection!

The DOHO- and T-MA Support Team