Residence Wireless Internet Network Acceptable Use Guidelines

INTRODUCTION
Simon Fraser University Residence & Housing provides residents and guests with high speed wireless internet connection throughout all Residence Buildings. The purpose of this connection is to enhance and support the educational experience of the resident/guest by facilitating the sharing of knowledge and information. We encourage all residents and guests to be responsible at all times when using the network services in all SFU residence buildings and throughout the SFU Residence Precinct.

No personal information about you is collected by or for SFU Residence and Housing through your use of SFUHotel. SFU Residence and Housing and Shaw Business collect information on data and device usage, which is used to ensure the proper and efficient management of the network. SFU Residence and Housing may provide data to law enforcement agencies, in accordance with BC’s Freedom of Information and Protection of Privacy Act.

The use of the SFU Residence Wireless Internet Network (SFUHotel) access is in compliance with this policy, the Residence Contract and Handbook and Simon Fraser University’s Fair Use of Information and Communications Technology policy [GP 24 http://www.sfu.ca/policies/gazette/general/gp24.html].

Limitations: SFUHotel is suitable for regular academic activities (email, internet browsing). It is not suitable for activities requiring guaranteed high bandwidth.

Failure to comply with these guidelines may result in sanctions in accordance with the governing policies listed above.

For the purpose of this guideline:

- SFUHotel is defined as the wireless and wired network provided by the Simon Fraser University Residence & Housing Department through Shaw Business.
- Any network devices that are IP network-enabled which connect to SFUHotel, including but not limited to desktop computers, laptop computers, tablet computers, gaming consoles, personal assistant devices (PDAs) and smartphones are covered by this guideline.
- A student resident, staff or guest accommodation/hotel client who has been granted access to connect and operate a network device on SFUHotel is covered by this guideline. Residents and guest accommodation/hotel clients are responsible for the actions of their guests.
- This guideline does not cover Information Systems managed by SFU IT Services including but not limited to SFUNet and SFUNetSecure.

POLICIES
I. **ILLEGAL ACTIVITY**
Use of SFUHotel for any activity that violates local, provincial, federal or international laws, orders or regulations, is a violation of this guideline. Prohibited activities include, but are not limited to:

a. posting or disseminating unlawful material (child pornography or obscene material),

b. disseminating material which violates copyright or intellectual property rights. The customer assumes all risk regarding whether material is in the public domain,

c. pyramidal or other illegal solicitation schemes,

d. fraudulent activities; including but not limited to: impersonating any person or entity, or forging anyone’s digital or manual signature,

e. accessing illegally or without authorization computers, accounts, or networks belonging to another party, or attempting to penetrate security measures of another individual’s system (often known as “hacking”); also, any activity that might be used as a precursor to an attempted system penetration (i.e. port scan, stealth scan, or other information gathering activities),

f. unauthorized use of user names, passwords, computer addresses/identities or modification of assigned network settings to gain access to computer resources and/or data, or otherwise attempting to evade, disable or “crack” security provisions of computer system(s),

   g. inspecting, altering, deleting, publishing or otherwise tampering with files or file structures that the individual is not authorized to access,

h. distributing information regarding the creation of and sending Internet viruses, worms, Trojan horses, pingings, flooding, mail bombing, or denial of service attacks. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the network or any connected network, system, service, or equipment.

II. **COMMERCIAL USE**
Use of SFUHotel for commercial purposes is strictly prohibited Examples of the breach of this guideline are:

a. to conduct a personal business enterprise.

b. for profit

c. for the purpose of advertising

Users may not resell, share or otherwise distribute the internet service or any portion thereof to any third party. For example, you cannot provide internet access to others through a dial up or wireless connection, host shell accounts over the internet, provide email or news service or send a news feed.
III. INTERFERENCE
Users of SFUHotel must not interfere with other user’s usage ability. Additionally, users of SFUHotel must not interfere with the functionality of the remainder of the residence network infrastructure. Interference can be constituted by, but not limited to, the following:

a. Any activity or process that causes another user to be deprived of services or resources that they would normally expect to have available. This includes but is not limited to the creation of “spam” (excessive email distribution) and the introduction of viruses or electronic chain letters into the network environment;

b. Connecting or installing servers onto SFUHotel, including but not limited to: i. FTP servers ii. World Wide Web servers iii. streaming media servers iv. mail or News servers v. DNS servers vi. DHCP servers;

c. Connecting wireless routers and/or access points to SFUHotel;

d. Using wireless printers. The use of wireless printers is strictly prohibited in residence. Please use a USB/Printer cable or Bluetooth technology to connect any printers to your computer. While living in residence, students and guests are advised to disable any broadcasting done by their printer/s;

e. The creation of a Wireless Local Area Network (WLAN).

As a user of the SFUHotel, residents and guests accept full responsibility for all activity that is associated with your network connection.

IV. LIABILITY
Users of SFUHotel are responsible for the security of any device they connect to the service. It is recommended that all users follow best practices in maintaining their computer’s security and stability to ensure that their SFUHotel connection is not misused. Such best practices include, but are not limited to:

a. Turning your computer on only when you’re going to use it.

b. Locking your suite/bedroom or locking your computer to avoid inappropriate use by guests

c. Supervising guests when using your computer and SFUHotel services

d. Not opening suspicious e-mail, especially if it includes an attachment

e. Installing all current security patches to your computer’s operating system.

f. Installing and using Antivirus software with current virus definitions.

g. Being discerning about what software is being downloaded and installed on the computer. Many downloads are Spyware.

h. Making use of a Spyware removal tool like Spybot Search and Destroy or AdAware.

i. Making use of personal firewall software like Norton Personal Firewall or ZoneAlarm.

j. Being cautious when sharing files with others.

k. Turning off unneeded network-connected programs or services.
V. VIOLATION OF ACCEPTABLE USE GUIDELINE
In the event that a user violates this guideline, they may be subject to disciplinary action outlined in the Residence Handbook and Simon Fraser University’s Fair Use of Information and Communications Technology policy [GP 24]

VI. REPORTING ABUSE
Residents and guests are encouraged to report an abuse of this guideline to Residence and Housing Staff or Campus Security. All reports will be investigated and kept confidential. When reporting abuse, it would be helpful to include copies of any document or communication that is relevant as well as dates and times of the occurrence, etc.

VII. QUESTIONS
If you have any questions related to acceptable use of the Simon Fraser University Residence Wireless Internet Network (SFUHotel) or require technical support, please submit a Residence Maintenance Request online or contact Residence Facilities Staff at resfixit@sfu.ca. To assist us with providing prompt and efficient service, please ensure you provide the following information:

- name
- room number
- a phone number and email address where you can be reached
- a detailed description of the problem or question