

## FAST INTERNET FOR ALL ACCOMMODATIONS – YOU NEED TO KNOW THAT

### YOU GET THAT AS A TENANT

- ▶ Unlimited and unfiltered internet access
- ▶ Speed: up to 25 Mbit/s – depending on the capacity of the house connection, higher bandwidths may be available
- ▶ Own public IP-address (dynamic) – no NAT
- ▶ Free hotline  
(Mon.-Fri. from 8 am to 8 pm , except public holidays)
- ▶ Malfunctions can alternatively be reported 24/7 by email or via a portal page of the provider
- ▶ Guaranteed interference suppression of the connection within 12 hours (except Saturdays, Sundays and public holidays)
- ▶ 1 WiFi Router (AVM FritzBox 7530)
  - 4x Gigabit Ethernet Ports (1 connection is already occupied by the internet connection)
  - WiFi AC with up to 866 Mbit/s (5 Ghz)
  - WiFi N with up to 400 Mbit/s (2,4 Ghz)
  - WiFi encryption according to WPA2 Personal for secure data traffic
  - 1 USB port for printers or USB sticks
  - Connection of landline telephones (a separate contract must be concluded with an internet telephone provider (SIP) or of your choice)
  - DECT base station for up to 6 handsets
  - You have full access to the FritzBox with all settings



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## FREQUENTLY ASKED QUESTIONS

**Question:** *What exactly is being renewed?*

**Answer:** Every building is connected to the internet with fiber optics. In addition, new cable routes are laid through the floors. As a rule, these run in one of the corners of the room in a new cable duct that leads from the ground floor or basement to the top floor. To make the cable route, core drilling through the floor is necessary. A new network socket is installed in each room. Furthermore, all network distributors in the houses are brought up to date with the latest technology. Every room is equipped with a WiFi router from AVM.  
For further details on your accommodation, please refer to the table at the end of this letter.

**Question:** *Why does the wiring in the house need to be replaced?*

**Answer:** In most accommodations, the existing cabling no longer corresponds to the state of the art, so that no internet connection can be provided at high speeds using the existing cables. All accommodations are therefore retrofitted with CAT7 network cables and new network sockets are placed in the rooms. In accommodations that already have CAT7 cabling, only the network sockets are replaced. This is the only way we can establish a future-proof and fail-safe internet supply right into your room.  
Example: In many accommodations, only two-wire telephone cabling is currently available, which can achieve a maximum speed of only 2 Mbit/s in download and 768 kbit/s in upload.

**Question:** *When is my accommodation in turn?*

**Answer:** The exact construction and project plan is still being worked out. We will inform you in good time – at least 14 days before the start of construction – via email and notices on the notice boards in the accommodation.

**Question:** *Why do you also have to build during examination times?*

**Answer:** The state of Schleswig-Holstein is funding the expansion of internet connections. Funds from the IMPULS Immediate Action Program for 2020 have been made available for this. These can only be accessed and installed this year. A total of 38 buildings and around 3,600 rooms in 5 cities have been affected by the conversions. Due to the large number of affected buildings and the given time frame, the construction activity can unfortunately not be further restricted in time. Nevertheless, we strive to keep the disruptions as short and predictable as possible for our tenants.

**Question:** *Why are there no exact dates for entering the room, but only a period?*

**Answer:** Several companies involved in the construction have to be coordinated. In addition, depending on the structural conditions on site, construction progress can proceed faster or slower, so that the construction period per building can unfortunately not be more precisely scheduled. We always provide information about the current status by posting it in the accommodation.

**Question:** *How long is the internet not available during the renovation?*

**Answer:** In most accommodations in which a completely new cable infrastructure is installed, there will only be a brief interruption in the internet supply. In the accommodations, where the existing cabling continues to be used, a failure of the internet during the renewal of the network sockets and the network distributors cannot be avoided. We try to keep the downtime as short as possible. We will inform you of the exact time in good time before the start of construction work in your accommodation. For further details on your accommodation, please refer to the table at the end of this letter.

**Question:** *What about my private internet connection?*

**Answer:** Due to the renovation, there will no longer be any line capacities in the house for a private internet connection. If you have signed a private contract with an internet provider, you can cancel it. Please ask your internet provider about special termination rights.

**Question:** *Why do I have to pay for my internet connection now?*

**Answer:** The previous internet connections in the accommodations were made available in cooperation with the universities via the German Research Network (DFN). Internet connections were limited to 10 GB of traffic per month. The general terms of use of the universities and the DFN have prohibited private use of the internet, so that the internet connection could only be used for study purposes. The available bandwidths were very limited.

The new connections are provided by 1&1 Versatel and have no usage or volume restrictions. The funding provided by the state of Schleswig-Holstein only covers the costs for the new house cabling and the associated construction work. The costs of operating the connections are not subsidized by the state, so the costs incurred for this must be passed on to the rent.

## WORK ON THE CABLE ROUTES PER ACCOMMODATION

Accommodation	New cable routes and new network sockets	Old cable routes will continue to be used, only exchange of the network sockets
Christian-Albrechts-Haus	Yes	
Dr.-Oetker- Haus	Yes	
Edo-Osterloh-Haus 8, 10, 16, 16a, 18		Yes
Edo-Osterloh-Haus 4, 6, 12a, 12b, 14, 20, 22, 24, 26a, 26b	Yes	
Max-Kade-Haus	Yes	
Neubau Bremer Straße	Yes	
Professor-Anschütz-Haus	Yes	
Professor-Hallermann-Haus	Yes	
Studentendorf Kiel	Yes	
Wohnheim Dietrichsdorf	Yes	
Lübeck Studentendorf		Yes
Lübeck Accommodation Anschützstraße	Yes	
Lübeck ISW		Yes
Flensburg Norderburse		Yes
Flensburg Accommodation Sandberg	Yes	
Flensburg „Haus Flensburg“	Yes	
Heide Accommodation „Altbau“	Yes	
Heide Accommodation „Neubau“		Yes
Wedel Accommodation Tinsdaler Weg	Yes	

## CONTACTING

Do you have further questions about the planned construction measures? Please send an email to [internet@studentenwerk.sh](mailto:internet@studentenwerk.sh). In urgent cases, you can also call the accommodation management on 0431-8816 300.