

October 2022

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Document title: [ **AUC Wireless Guest Service Agreement – October 2022**]

Approval date: [ **November 2016**]

Purpose of document: [ **This document describes the boundaries of the wireless services that AUC offers to its guests** ]

Office/department responsible: [ **Office of Information Security**]

Approved by: [ **Wessam Maher, Principal Campus Information Security Officer**]

Document classification level: [ **PUBLIC**]

Document accessible: [ **<https://www.aucegypt.edu/about/university-policies>**]

Document includes: [ **Service Agreement**]

Related documents/see also: [ **Acceptable Use Policy**]

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## **AUC Wireless Guest Service Agreement**

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### **Policy Statement**

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AUC offers free wireless guest Internet access that is governed by AUC rules and restrictions

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### **Reason for Policy/Purpose**

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To protect AUC services and infrastructure and to set the expectations of AUC guests on the wireless service boundaries and limitations

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### **Who Approved This Policy**

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Wessam Maher, Principal Campus Information Security Officer

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### **Who Needs to Know This Policy**

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AUC wireless guest users

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## **Web Address for this Policy**

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<https://www.aucegypt.edu/about/university-policies>

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## **Contacts**

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Responsible University Official: Wessam Maher

Responsible University Office: Office of Information Security

If you have any questions on the policy, you may send an e-mail to [infosec@aucegypt.edu](mailto:infosec@aucegypt.edu)

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## **Service Agreement**

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### Service Availability

A wireless local area network compatible device (a "Device") is required in order to use the Service. You must ensure that your device is compatible with the Service. Availability and performance of the Service are subject to memory, storage, and other limitations in the device. Service is only available at designated AUC Wireless Guest locations.

Actual Service coverage, speeds, locations, and quality may vary. Service is subject to unavailability, including emergencies, third party service failures, equipment or network problems or limitations, interference, maintenance and repair, and may be interrupted or limited. We are not responsible for data, messages, or pages lost, not delivered, delayed, or misdirected because of interruptions or performance issues with the Service.

We may impose credit, usage, or Service limits, suspend Service or block certain kinds of usage in our sole discretion to protect users, our network, or our business.

### Use of Service

You agree that sharing the Service with another party breaches the Agreement and may constitute fraud or theft, for which we reserve all rights and remedies.

You are obligated to enter a valid mobile number of your own during the registration process, as your mobile number is considered to present your identity. A verification code is sent to your mobile number the first time you use the Service to make sure you are the owner of the mobile number entered.

You agree not to use or attempt to use the Service, the AUC Wireless network, or your Device for any fraudulent, unlawful, harassing, or abusive purpose or so as to damage or cause risk to our business, reputation, employees, subscribers, facilities, or to any person.

Improper uses include, but are not limited to: Violating any applicable law or regulation, Posting or transmitting content you do not have the right to post or transmit, Posting or transmitting content that infringes a third party's trademark, patent, trade secret, copyright, publicity, privacy, or other rights.

Posting or transmitting content that is unlawful, untrue, stalking, harassing, libelous, defamatory, abusive, threatening, obscene, hateful, abusive, harmful, or otherwise objectionable as determined in our sole discretion Attempting to intercept, collect or store data about third parties without their knowledge or consent Attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures Sending or attempting to send unsolicited messages, including without limitation, promotions or advertisements for products or services, "spam", "chain mail" or "junk mail" Using or attempting to use the Service to send altered, deceptive or false source-identifying information Excessively high volume data transfers or bandwidth consumption, hosting of a web server, November 2016

internet relay chat server or any other server, Posting or transmitting content you do not have the right to post or transmit and non-traditional end-user activities. If we suspect violations of any of the above, we may: Institute legal action and cooperate with law enforcement authorities in bringing legal proceedings against violators. You agree to reasonably cooperate with us in investigating suspected violations. AUC reserves the right to install, implement, manage and/or operate one or more software, monitor, or other solutions designed to assist us in identifying and/or tracking activities that we consider to be illegal. The mobile number registered in your account is considered to present your identity.

#### Content Disclaimer

We do not control, nor are we responsible or liable for, data, content, services, or products that you access, download, receive, or buy via the Service. The Internet may provide access to content you consider harmful to minors or otherwise offensive or inappropriate. We are not a publisher of third-party content accessed through the Service and are not responsible for the content, accuracy, timeliness, or delivery of any opinions, advice, statements, messages, services, graphics, data, or any other information provided to or by third parties as accessible through the Service.

#### Privacy and Security

Wireless systems use radio channels to transmit voice and data communications over a complex network. Privacy cannot be guaranteed, and we are not liable to you or any other party for any lack of privacy you experience while using the Service. If you use the Service in a public location, you understand that others may be able to see and observe your use of the Service.

You agree to protect your username (e-mail) and password, and you are responsible for any usage of your account. You agree to immediately notify us of any unauthorized use of your account or other security breaches.

You agree that you will protect your AUC wireless guest username and password and won't share it with any person.

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## **Forms/Instructions**

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While you are on campus, select “Guest” wireless and follow the instructions, your AUC sponsor/host will guide you through the steps if needed.

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## **History/Revision Dates**

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Origination Date: November 2016  
Last Amended Date: November 2016  
Last Review Date: October 2022  
Next Review Date: October 2025