

MONTANA STATE UNIVERSITY RESNET SERVICE REQUEST FORM

CHECK ALL THAT APPLY:

New service (ethernet card _____ patch cable _____ service activation _____) / Computer service only _____

INFORMATION ABOUT YOU:

Name: _____ ID #: _____

Phone: _____ Building and Room/Apt #: _____

Data Jack # (only for new service): _____

INFORMATION ABOUT YOUR COMPUTER (required for computer service):

Any usernames/**passwords** needed to log on: Username: _____ Password: _____
(REQUIRED FOR COMPUTER SERVICE)

MSU Email Address: _____@montana.edu

CHARGES:

ResNet service: \$ _____

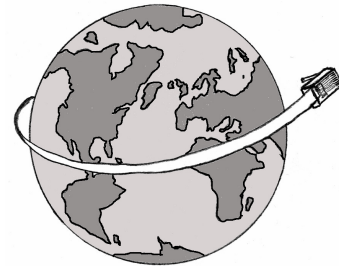
Network Interface card: \$ _____ Card # _____

10 ft patch cable: \$ _____

20 ft patch cable: \$ _____

Total: \$ _____

ResNet Employee: _____



ResNet... Net like no other

SERVICE REQUIRED:

Reload this OS _____ Spyware/Adware _____

Clean this virus _____ Other Issues _____

Payment Guarantee, Release and Indemnity and Acceptable Use Policy (by signing below I agree to the following):

I authorize the Montana State University ResNet technician(s) to perform work on my computer. I understand that MSU ResNet technicians have been trained to perform computer hardware and software work, but MSU ResNet is not an authorized service dealer. Further, I agree to release, indemnify, and hold harmless MSU and its employees from liability for any claims or damages of any kind or description that may arise from any computer work performed on my computer, even if caused by negligence of MSU ResNet or its agent. I understand that MSU ResNet is not responsible for any data loss which may occur as a result of work done on my computer.

I guarantee payment for ResNet service, Ethernet card, and patch cable as selected above. Failure to make payment within 60 days of the receipt of service could result in termination of ResNet service without notice and withholding of services including, but not limited to, transcripts, registration, and diplomas from MSU-Bozeman.

Furthermore, by signing I agree to comply with the ResNet Acceptable Use Policy (on back of customer copy).

Signature _____ Date _____

ResNet Helpdesk: (406) 994-1929 www.montana.edu/resnet

Notes:

____ Port activated → Link? _____

____ Computer finished

____ Customer notified

____ Date/Time notified

ResNet Employee: _____

Montana State University ResNet Acceptable Use Policy

Montana State University provides a residential network (ResNet) to its Residence Halls and Family/Graduate Housing for educational, instructional, and entertainment purposes. It is the responsibility of each student and/or family to use these services appropriately and in compliance with all University, City, County, State, and Federal laws and regulations. MSU ResNet reserves the right to restrict access and enforce the terms of this agreement.

1. The use of any type of wireless equipment including but not limited to wireless switches, wireless routers, wireless hubs, and wireless network cards in the Residence Halls is prohibited. Users with wireless network cards must disable those cards while using ResNet. Wireless connections in Family and Graduate Housing must be secured.
2. The use of a hub or router on ResNet is prohibited. Permission to use a switch on ResNet must be approved prior to the use of the switch and will be evaluated on a case-by-case basis by the ResNet administration. The use of a network switch is subject to an additional connection fee. Users are prohibited from using a switch or other device to provide a ResNet connection to any other person.
3. The residential network is a shared resource. Consequently, network uses or applications that use excessive bandwidth or otherwise inhibit or interfere with the use of the network by others are not permitted. Bandwidth usage limits are enforced as a total amount of data transferred in a 24-hour period.
4. ResNet reserves the right to immediately disconnect any computer temporarily if the computer is found to contain viruses or Trojan horse software in order to protect the network. It is the responsibility of the user to make sure their computer has current virus protection software installed and operational. The user's ResNet connection will be restored when it has been determined that the user's computer is completely free of viruses and is running current virus protection software.
5. All network-shared devices, drives and directories **must** be password protected to limit access to those whom the user authorizes and also to prevent the spread of viruses.
6. Users shall abide by all applicable copyright laws and licenses. The ResNet network may only be used for legal purposes and to access only those systems, software and data that the user is authorized to use. Sharing access to copyrighted software or other copyrighted materials (including MP3 files from copyrighted music media and digitized video from copyrighted motion pictures, etc.) is prohibited unless specifically authorized by the copyright holder.
7. Commercial or for-profit use of ResNet or MSUNet is prohibited.
8. ResNet may not be used to provide Internet or MSU network access to anyone other than the ResNet customer for any purpose.
9. Any user who circumvents/defeats or attempts to circumvent/defeat the ResNet firewall or any other mechanism put in place by ResNet to manage the network will be subject to immediate termination of service and possible disciplinary action.
10. ResNet network services and wiring may not be modified or extended by users for any purpose. This applies to all network wiring, hardware, and data jacks.
11. Costs to repair physical damage to the ResNet hardware in the room or apartment (including wiring, data jack, conduit or box) will be assessed to the resident.
12. Use of connected networks, including MSUNET (<http://www.montana.edu/wwwitc/manual/compute.html#410.00>), the Internet, and Internet2 must be consistent with the rules and acceptable use policies established for those networks by their providers.
13. The provision of network services from user computers (e.g., HTTP, Peer-to-peer apps, Chat, DHCP, DNS, FTP, IRC, NNTP, POP3, SMTP, Telnet, WINS, etc.) is prohibited.
14. Use of ResNet implies user's consent for ResNet administration or its agents to monitor activities, traffic, and data via the user's data connection for the purpose of determining compliance with this agreement.
15. It is up to the user to make their computer and data safe from other users on the network, and the user will not hold MSU-Bozeman liable for malicious acts by other network users.
16. If you have a reason to believe that another user or group of users is interfering with your access to the network, you may report the problem to the ResNet office and expect that the ResNet administrators will investigate and if necessary take corrective action. (ResNet Center phone: (406) 994-1929; email: resnet@montana.edu).
17. Any unauthorized attempt to access another computer (on or off campus) is prohibited. Any reports received by the ResNet administration of unauthorized attempts to access other computers will result in the immediate disconnection of the suspected network connection until the matter has been resolved. Some examples of unauthorized attempts to access are password cracking programs, port scanning any computer that is not owned by the person doing the scanning, and gaining access or attempting to gain access to another computer without the owners' permission.
18. ResNet reserves the right to immediately disconnect any computer that is sending disruptive signals to the network, whether because of a defective cable, Ethernet card, or other hardware or software problem. It will be the user's responsibility to correct any such problem before the computer can be reconnected to ResNet.
19. ResNet reserves the right to immediately disconnect any computer temporarily for the purpose of network hardware, software, or security troubleshooting or to enforce the ResNet Acceptable Use Policy.

For enforcement policies, please see the Use Policy section of our web site located at <http://www.montana.edu/resnet>