

SOUTHGATE LIVING

Student Wi-Fi Terms & Conditions

Acceptable Use Policy for residents using the **Southgate Students** wireless network.

NETWORK Southgate Students	DEVICE LIMIT 5 concurrent devices
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Connect only to **Southgate Students**. Students must not connect to restricted networks such as **Southgate Staff**.

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At a glance

This summary highlights the main rules. The full Terms & Conditions that follow remain the governing document.

1	Use the correct network	Connect only to Southgate Students . Do not connect to Southgate Staff or any other restricted Southgate Living network.
2	Maximum of five devices	Each resident may connect no more than five devices concurrently . Attempts to bypass this restriction are prohibited.
3	Keep credentials private	Do not share Wi-Fi usernames, passwords or access details. Residents are responsible for activity performed using their assigned credentials.
4	Use the service lawfully	Illegal downloads, copyright infringement, hacking, malware, spam, phishing, harassment, fraud and disruptive activity are prohibited.
5	Best-effort service	Speeds and availability may vary. Maintenance, upgrades, faults and external service issues may cause interruptions.
6	Consequences apply	Misuse may lead to temporary suspension, permanent withdrawal of access, referral to accommodation management or reporting to relevant authorities where appropriate.
7	Get help on site	For connection difficulties, contact the designated on-site accommodation representative or management team.

Important: Never share your credentials or allow a non-resident to use your account. Credential sharing may result in immediate suspension and may require re-registration before access is restored.

Full Terms & Conditions

By connecting to or using the **Southgate Students** wireless network provided by Southgate Living, you confirm that you have read, understood and agree to comply with these Terms & Conditions.

1. Wi-Fi Access

The Southgate Students wireless network is provided exclusively for current residents of Southgate Living for personal, educational and lawful use.

Residents are responsible for ensuring that every device connected using their access complies with these Terms & Conditions.

2. Correct Network Usage

Residents must connect only to the designated student wireless network: **SSID: Southgate Students**.

Students must not access, attempt to access, or share credentials for any restricted or private Southgate Living network, including **Southgate Staff**, Southgate Management, Southgate Office, or any other network not specifically provided for student use.

3. Device Limit

Each resident is permitted to connect a maximum of **five (5) devices concurrently** to the Southgate Students network. Devices may include mobile phones, laptops, tablets, smart televisions, games consoles and streaming devices.

The limit supports fair access and network performance for all residents. Southgate Living may disconnect devices or restrict access where excessive use, abuse, or attempts to circumvent the limit are detected.

4. Acceptable Use

Residents must not use the service for unlawful, harmful, abusive or inappropriate activity. Prohibited activity includes:

- Downloading, possessing, sharing or distributing illegal content.
- Copyright infringement or unlawful file sharing.
- Hacking, network scanning, denial-of-service activity, or attempting to gain unauthorised access to systems, devices, accounts or data.
- Creating, introducing or distributing malware, viruses or other malicious software.
- Sending spam, unsolicited mass communications, phishing messages or fraudulent communications.
- Harassing, threatening, abusing or deliberately disrupting other users.
- Using the network for any criminal, fraudulent or otherwise unlawful purpose.

5. Network Performance

Southgate Living will make reasonable efforts to provide a reliable internet connection. Access is provided on a best-effort basis and speed, latency and availability may vary due to demand, device capability, wireless conditions and external internet service availability.

Southgate Living does not guarantee uninterrupted service. Temporary outages may occur for maintenance, upgrades, security work, fault resolution, circumstances outside Southgate Living's control, or to protect the network and its users.

6. Security and Credential Protection

Residents must keep their devices updated and use appropriate security protections. Residents must also keep all assigned Wi-Fi credentials confidential.

Wi-Fi credentials must not be shared with any other person. Assigned accounts are for the sole use of the registered resident. Residents must not allow another resident, visitor, non-resident or third party to use their credentials or network access.

Residents are responsible for activity conducted using their assigned credentials. Misuse originating from an assigned account may be treated as activity carried out by the resident to whom those credentials were issued.

Southgate Living accepts no liability for loss of data, compromise of personal accounts, security incidents on personal devices, or damage arising from use of the wireless service, except where liability cannot lawfully be excluded.

7. Monitoring and Compliance

Southgate Living may monitor network performance, availability and security; investigate suspected misuse; restrict, suspend or terminate access where these Terms & Conditions are breached; and cooperate with law enforcement, regulators or other authorities where legally required.

Any monitoring will be carried out for legitimate operational, security, compliance and troubleshooting purposes and in accordance with applicable law.

8. Personal Data and Privacy

Limited technical information may be processed for operating, securing and troubleshooting the service. This may include device identifiers, connection times, assigned IP addresses and network usage or security logs.

Such information will be handled in accordance with applicable data protection legislation and Southgate Living's relevant privacy information.

9. Support

If a resident experiences difficulty connecting to the Southgate Students network, they should contact their designated on-site accommodation representative or management team.

Southgate Living may provide basic connection assistance but is not responsible for repairing, configuring or supporting residents' personal devices beyond reasonable connectivity troubleshooting.

10. Breach of Terms

Failure to comply with these Terms & Conditions may result in one or more of the following:

- Temporary suspension of internet access.
- Permanent withdrawal of network access privileges.
- Referral to Southgate Living accommodation management.
- Reporting unlawful activity to relevant authorities where appropriate.

The following are specific breaches and may result in immediate suspension or permanent removal of Wi-Fi access:

- Repeated attempts to exceed the permitted five-device limit.
- **Sharing Wi-Fi credentials, login details or network access with any other person.**
- Allowing non-residents, visitors or third parties to use an assigned resident account.
- Connecting to, attempting to connect to, or accessing unauthorised Southgate Living networks, including **Southgate Staff**.
- Attempting to bypass network security controls, authentication mechanisms, filtering, device limits or other usage restrictions.

Credential-sharing consequence

Sharing credentials may result in immediate suspension of internet access. Southgate Living may require the resident to verify their identity, change or reissue credentials, remove unauthorised devices, and complete re-registration before access is restored. Repeated or serious sharing may lead to permanent withdrawal of Wi-Fi privileges and referral to accommodation management.

Southgate Living reserves the right to investigate suspected misuse and take proportionate action to protect the security, performance and availability of the service for all residents.

11. Acceptance

By connecting to or using the Southgate Students network, the resident acknowledges that they have read, understood and agreed to these Terms & Conditions. Continued use of the service constitutes ongoing acceptance of the policy as updated from time to time.

SSID	Maximum devices	Support
Southgate Students	5 concurrent devices per resident	Contact the on-site representative or management team

Document note: This document is a general operational policy and is not a substitute for legal advice. Southgate Living should ensure it aligns with its tenancy or licence agreements, privacy notices and house rules before issue.