

**Wireless Network Service Agreement**  
**King Mongkut's University of Technology Thonburi**

## **Definitions**

**Service Provider** refers to the Computer Center, the area-owning department, or a company authorized by King Mongkut's University of Technology Thonburi to provide wireless network services within the university premises.

**User** refers to an individual authorized by the Service Provider to access and utilize the university's wireless network.

**Type 1 Area** refers to the university's common areas, such as the ground floor of each building, the President's Office, the Facilities and Property Management Office, the Library, and the Computer Center.

**Type 2 Area** refers to areas under the supervision of specific departments, such as faculties, academic departments, or administrative offices within faculties/departments.

### **1. Purpose**

This Agreement aims to define the scope and service standards to ensure high-quality service delivery that effectively meets user needs, in compliance with applicable university regulations, government acts, royal decrees, and other relevant state laws.

### **2. Scope of Services**

- Supports use by faculty, students, staff, and authorized visitors to access the wireless network.
- The wireless network service includes internet access and connectivity to various university information resources.
- The service is available 24/7, except during pre-announced maintenance periods.

### **3. Roles and Responsibilities**

#### **3.1. Service Provider**

- The Service Provider is responsible for managing, administering, controlling, and maintaining the university's wireless network to meet the set standards and service levels.

#### **3.2. User**

- Users must comply with the relevant laws, decrees, and university service agreements.

- In case of a legal violation, users will be held accountable as defined by the applicable laws, decrees, and government acts.

#### **4. Wireless Network Service Areas**

- Service Areas refer to designated zones within the university where wireless network services are provided, as designed by the Computer Center and upon request of the area-owning departments. Detailed service areas are listed on the Computer Center website.
- Wireless service areas cover both Type 1 and Type 2 areas, including classrooms, essential labs, meeting rooms, offices, and the ground floor of each building.
- Wireless services do not extend to corridors, storage rooms, dining areas, restrooms, faculty or student lounges, parking lots, and areas outside buildings.

#### **5. Service Standards and Levels** Service levels are guaranteed based on the wireless network identifier (SSID) as follows:

5.1. SSID: KMUTT-Secure, eduroam – Provided by the Computer Center, with the following service levels:

- Availability: Guaranteed at 98% uptime per year.
- Bandwidth: Internet connection speed no less than 100 Mbps within service areas.
- Signal Strength: Minimum signal strength of -65 dB within service areas.

5.2. SSID: KMUTT-AIS, eduroam-AIS – Provided by AIS Company with service standards as per AIS regulations.

#### **6. Maintenance and Development**

- The Service Provider will conduct regular network maintenance according to the planned schedule. Should maintenance affect service availability, users will be notified at least 24 hours in advance.
- The Service Provider will perform upgrades to align with new technologies and address user demands within the framework of King Mongkut's University of Technology Thonburi's wireless network service policy.

#### **7. Service Quality Monitoring and Evaluation**

- The Computer Center continuously monitors and enhances the quality of wireless services in Type 1 areas.

- User satisfaction surveys and feedback are collected at least once annually.

## **8. Installation of Wireless Network Equipment by Area-Owning Departments**

If a department installs its wireless network equipment independently, it must adhere to the following conditions:

- 8.1. The installation must be in areas outside the university's designated wireless service zones.
- 8.2. The equipment installation must not interfere with or disrupt the university's wireless network.
- 8.3. The department's network must include user authentication systems.
- 8.4. The department must comply with the Ministry of Digital Economy and Society's regulations on Computer Traffic Data Retention for Service Providers (latest edition).