

# Wired 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 wired network services within the university.
- **User** refers to an individual authorized by the Service Provider to access and utilize the university's wired 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/departments or administrative offices within faculties/departments.

### 1. Purpose

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

### 2. Scope of Services

- Supports use by staff and authorized visitors to access the wired network.
- The wired network service includes internet access and connectivity to various university information resources.
- Service availability is provided 24/7, except during pre-announced maintenance periods.
- **Type 1 Area:** Managed by the Computer Center, this area covers devices that require wired connectivity, such as servers, printers, scanners, telephones, and storage devices (NAS).
- **Type 2 Area:** Managed by the area-owning department, which is responsible for procurement, installation, and control.

### 3. Roles and Responsibilities

#### 3.1. Service Provider

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

### 3.2. User

- Users must comply with relevant government laws, decrees, and the university's service agreements.
- In case of a legal violation, users are responsible for their actions as defined by the relevant laws, decrees, and government acts.

## 4. Service Standards and Levels

Service levels are guaranteed based on the designated service area as follows:

### 4.1. Type 1 Area

- **Availability:** Guaranteed uptime of 98% annually.
- **Bandwidth:** Internet connection speed no less than 100 Mbps within service areas.

### 4.2. Type 2 Area

- Service levels are based on the standards set by the area-owning department.

## 5. Maintenance and Development

### 5.1. Type 1 Area

- The Computer Center will conduct network maintenance according to the planned schedule. Should maintenance affect service availability, users will be notified at least 24 hours in advance.
- The Computer Center will perform network upgrades to keep up with new technologies and respond to user needs, under the guidelines of King Mongkut's University of Technology Thonburi's network services.

### 5.2. Type 2 Area

- Maintenance and network development are managed according to the standards set by the area-owning department.

## 6. Service Quality Monitoring and Evaluation

- The Computer Center continually monitors and improves the quality of wired network services in Type 1 areas.
- User satisfaction surveys and feedback collection occur at least once annually.

## 7. Installation of Wired Network Equipment by Area-Owning Departments

The university, through the Computer Center, has installed wired networks across all buildings within each academic area, with Distribution Switches allocated to each building and PoE Switches for each floor as network access points under departmental management. To ensure network management efficiency, security, and stability, the Computer Center has established the following connection standards:

### 7.1. Small Wired Network Connections

**Small Wired Network** refers to a network that covers an area of not exceeding one floor and accommodates a total of not exceeding 40 devices. The connection configuration is as depicted in Figure 1, and the procedure for establishing the connection is as follows:

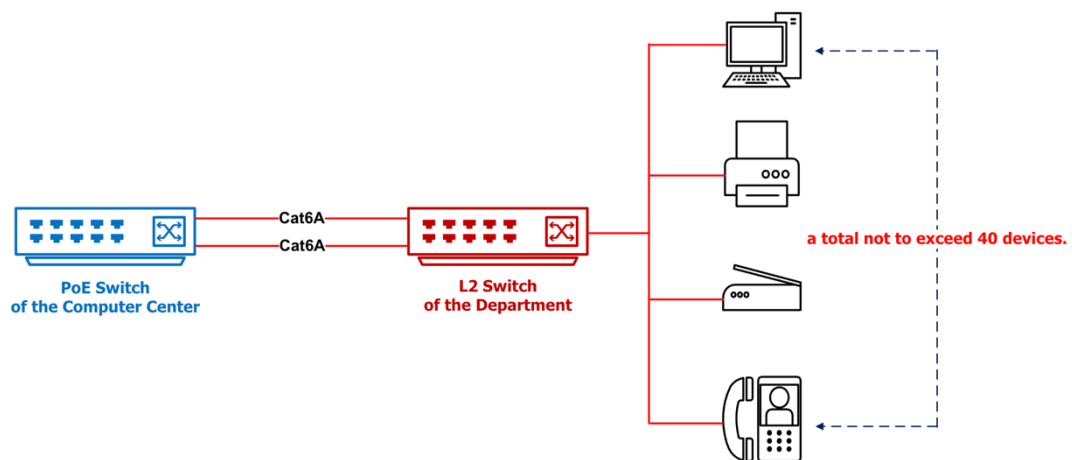


Figure 1 The connection to the small wired network

- **7.1.1.** The department shall procure L2 Switch equipment and install at least two Cat6A UTP cables to the nearest PoE Switch of the Computer Center.
- **7.1.2.** The Computer Center will connect and configure the floor's PoE Switch to enable compatibility with the department's L2 Switch equipment.
- **7.1.3.** The Computer Center is responsible for IP address management and will record the IP addresses of endpoint devices on the department's network.
- **7.1.4.** The department's wired network must include a user authentication system.
- **7.1.5.** The Computer Center, in collaboration with the department, is responsible for compliance with the latest Ministry of Digital Economy and Society regulations on the retention of computer traffic data for service providers.
- **7.1.6.** Maintenance and management of the L2 Switch equipment and cabling fall under the department's responsibility.

## 7.2. Medium-Sized Wired Network Connections

A medium-sized wired network refers to a network that encompasses an area exceeding one floor or includes more than 40 devices. The connection configuration is illustrated in Figure 2, and the steps for establishing the connection are as follows:

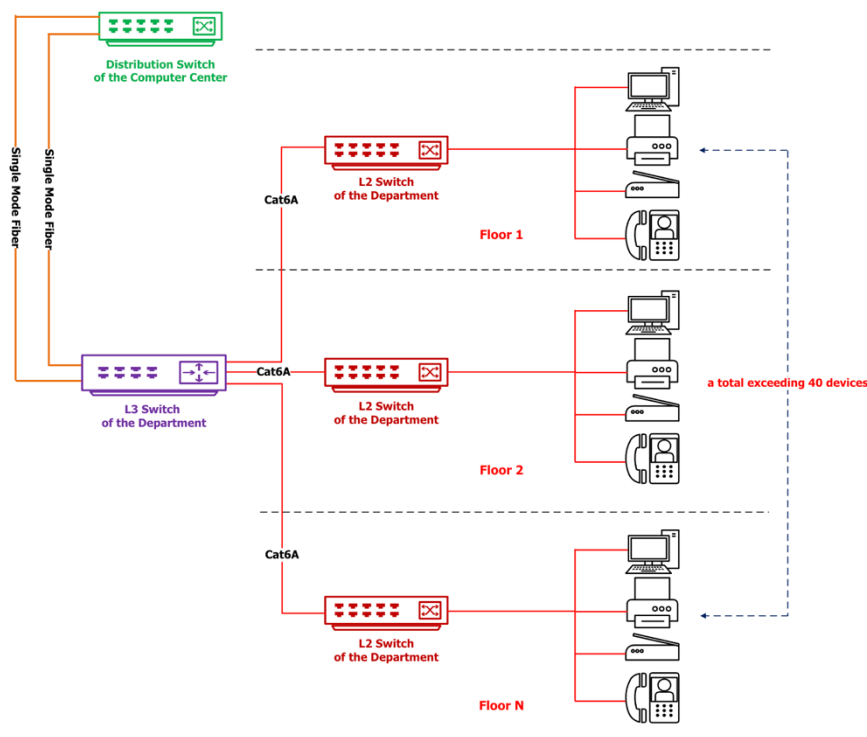


Figure 2 The connection to medium-sized wired network

- **7.2. Medium-Sized Wired Network Connections**

A medium-sized wired network refers to a network that encompasses an area exceeding one floor or includes more than 40 devices. The connection configuration is illustrated in Figure 2, and the steps for establishing the connection are as follows:

- **7.2.1.** The department shall procure an L3 Switch and install a Fiber Optic cable (Single Mode) with a minimum of 6 cores to the building's Distribution Switch managed by the Computer Center.
- **7.2.2.** The department shall procure an L2 Switch to connect from the L3 Switch as per 7.2.1, distributing the network signal to endpoint devices.
- **7.2.3.** The department is responsible for managing the IP addresses assigned by the Computer Center and managing IP address routing using the OSPF protocol for the network.
- **7.2.4.** The department's wired network must include a user authentication system and record the assigned IP addresses for endpoint devices.
- **7.2.5.** The department is responsible for compliance with the latest Ministry of Digital Economy and Society regulations on the retention of computer traffic data for service providers.
- **7.2.6.** The Computer Center will connect and configure the building's Distribution Switch to be compatible with the department's L3 Switch.
- **7.2.7.** Maintenance and management of L2/L3 Switch equipment and cabling fall under the department's responsibility.