Network socket failure report

Contact information

Family name: _____ First name: _____

Street name: _____ House No.: _____

Room No.: _____ Number on network socket: _____

Phone number: _____ E-mail: _____

(Availability from Mon-Fri between 8am and 5pm. A technician will always get in contact by e-mail or phone to schedule on site support.)

Problem exists: ☐ permanent ☐ from time to time

since: ☐ moving in ☐ date: _____

Notice: In order to ensure that the problem is dealt with as fast as possible, the following questions should be answered **completely**. Answering all questions carefully reduces the risk of submitting a **false report, which may come with additional costs**. The network service of the provider ends at the network socket in your room. Failure reports that are submitted despite a properly working network socket (e.g. due to incorrect settings, a broken network cable or defective device, or faults outside the network), will be charged according time and effort. It is strongly recommended to contact the support team by e-mail and have the connection diagnosed via the hotline prior to submitting the failure report.

The following signature confirms that the above notice has been read and understood.

Date, signature: _____

Information regarding the device, which is directly connected to the network socket by cable

Device: ☐ wifi router ☐ laptop/computer

Model / type: _____ MAC address: ___ : ___ : ___ : ___ : ___ : ___

Questions concerning the problem (please tick the box accordingly)	Yes	No	?
Connected network cable is compatible and at least type Cat5e (information on website, see below).	☐	☐	☐
Network cable has already been replaced but problem persists.	☐	☐	☐
Device (wifi router/computer/laptop) works fine on the network socket of a neighbour.	☐	☐	☐
A neighbor's device (wifi router/computer/laptop) works flawlessly on my network socket.	☐	☐	☐
Unable to set-up the connection (new wifi router/laptop/computer, recently moved in, …).	☐	☐	☐
Website (see below) can be accessed from a device which is connected to the faulty network socket.	☐	☐	☐
The connection was working fine until the above mentioned date.	☐	☐	☐
Connection has been diagnosed over the hotline / Netstat (see below).	☐	☐	☐
Network socket and/or cable duckt looks damaged.	☐	☐	☐
Support has been contacted (by e-mail / over the hotline, see below).	☐	☐	☐

Additional information:

Website: https://www.stw-bonn.de

E-mail support: netadmin@stw-bonn.de

Netstat: https://netstat.stw-bonn.de

Hotline (24x7): 0228 / 28627252

The telephone computer on the hotline is available 24x7.
In addition, a personal contact is available during the hotline hours on Mondays and Thursdays between 1pm and 2pm.