

To all tenants  
Paul-Feyerabend-Hof 1, 3, 5  
8049 Zürich

Livit AG  
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**Internet connection at HWO  
Paul-Feyerabend-Hof 1, 3, 5, 8049 Zürich / Ref. 5878**

Dear Tenants,

Several students have notified us that the internet connection is sometimes slow and the Wi-Fi too weak.

We would like to inform you about the current status of this issue and the further steps to be taken:

**Internet connection**

Your Lease states, in section 10, number 22 of the House Rules, "Internet", that each room has an internet connection. The landlord points out there that it is forbidden to install your own networks or Wi-Fi routers. According to section 7.5 of your Lease, "List of additional costs", the costs for the internet connection as well as signal coverage for GSM reception are included in the lump sum fee for additional costs. ETH requested Wi-Fi reception in the common rooms, but not in the individual rooms. We did not guarantee or contractually assure a fast and always accessible Wi-Fi connection.

**Wi-Fi routers installed without permission**

According to the feedback from the responsible company, TESAG AG, it is not permitted to connect Wi-Fi transmitters and routers in general to the dormitory network. Routers of any kind are prohibited. External transmitters disrupt the existing network and interfere with reception in the apartments. From now on, we will be checking the connections, and any suspicious routers will be disconnected from the network without prior notice. As it is very expensive to monitor the network, we will pass on the costs for detecting unauthorised routers to the students concerned. We therefore kindly request that you comply with our instructions without delay.

We would ask all residents and particularly the group leaders to inform us if an unauthorised transmitter is found in an apartment.

**Feedback from EWZ on fibre-optic connection**

We hereby inform you that the property owners Swiss Life AG have pledged to connect the HWO to the fibre-optic network. EWZ will inspect the properties this year and inform us of when this connection can be expected. However, the properties will not be equipped with fibre optics until 2019.

Please do not hesitate to contact us if you have any questions.

Thank you very much for acknowledging and complying with our instructions.

With best regards,  
Livit AG Real Estate Management

  
Benjamin Hartwig  
Teamleiter Bewirtschaftung

  
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Bewirtschafterin