Internet Service in Accommodation 2018-19

The internet service in your accommodation is provided by ASK4, an external company who is a specialist provider to other leading UK Universities.

ASK4 provide the internet connection to your room via a network socket and there is wireless connectivity.

Base Package Included in your Queen's Accommodation fee:

- Wi-Fi connectivity in all bedrooms and common areas up to 150Mb
- Dedicated wired connection per bedroom of 150Mb
- 4Network - Set up a wireless network in your room
- No download limits or usage charges
- 6 devices can be registered for use on your account
- Free access to 4TV; Freeview and International TV channels to view on your laptop
- Gaming support for simultaneous console connections with access to 100 gaming servers and the ability to host tournaments

Internet Support

Once you arrive in Queen's Accommodation you can access service updates, news and information on gaming events from http://portal.ask4.com

The service is designed to offer you instant broadband; there is no complicated set-up.

ASK4 is the first point of contact for any support required with your internet services through their 24 hour helpline. They can be contacted by telephone, email or text and offer a text 'Help Me' service when ASK4 will call you back.

To contact ASK4 directly please call the support team on:

Technical support - 0845 123 8710

Local number - 0114 303 3232

Text service - 07797 800 545

Enquiries/support - support@ask4.com

The ASK4 support team is happy to help whatever the query may be and will be able to answer any questions you have.

Additional Packages

Additional packages can be purchased from ASK4 after you arrive:

- 200 Mb wired service - please contact Ask4 for latest offers
- 4Connect; this allows a further 4 devices to be registered for use on your account
- 4Record; record your favourite programmes with up to 50 hours of recording time with a 7 day storage capacity
- 4Backup; remote back up with unlimited storage

For further information visitAsk4

Outside your bedroom in public areas

The wired and wireless service in public areas including Elms BT1 and BT2, the Treehouse The Lounge and reception in Elms BT9, are connected to the Queen's University student network and provides a popular service on which to study or browse outside of your room.

The printing and photocopying services in all student computing areas in Queen's Accommodation operate in the same manner as in the McClay Library; therefore you will need credit on your Student Smart Card to pay for printing and photocopying charges.