

Internet services from home.

support

For internet connection problems and home router settings, please call HOTNET contact center at **053-535-3133**

Support personnel must be provided with a first name, last name and personal ID.

The personal ID is available at the following link

Username

User name structure to connect via ADSL
username#netbgu@hotmail

Username structure to connect via cables
username#netbgu

General

The computation center at Ben-Gurion University provides the faculty and students with a variety of telecommuting services through from home. The IT services are subject to the University's policy and rules. The University has the right to change at any time the scope and nature of the services provided. This is a paid service .The service is available based on either the ADSL infrastructure or cable infrastructure. The service is carried out in cooperation with HOTNET internet carrier on a yearly basis from 15 in November to 15 November of the following year. New entrants to the service starting from 16 September of the current year, receive the service from the starting day until November 15 of the current year, without additional cost to the annual cost . Please note that the University serves as your Internet service provider (ISP) only .

The infrastructure is provided by the HOT cable company on *6900 and BEZEQ on 166 .The infrastructure provider should first clarify the feasibility of the requested service and the cost of the requested infrastructure .The payment for ADLS or cable infrastructure to BEZEQ or HOT is at the user's expense .

Advantages of using the "interchange" to the university

- ✓ Easy connection to the university network.
- ✓ Easy mapping to departmental drives.
- ✓ Ability to run institutional programs using [bguApps services](#) .

[For details about the service click here](#) .

- ✓ Access to departmental servers.
- ✓ Maximum openness towards the Internet.
- ✓ User support for network connectivity problems 24 hours a day, 7 days a week by HOTNET.

Joining the service

Segal - [For info about costs and purchasing process, click here](#)

Students - [To purchase by credit card click here](#)

In addition, you can also purchase the service by payment at the Postal Bank, using a voucher which can be received at our helpdesk section, Building 58 Room 1, Sunday - Thursday between 08:00 and 16:00/
After payment is made, you must personally arrive with the payment voucher and a personal ID to Building 58 Room 1 for the operation / renewal of the service.

You may not transfer to another the right to receive the service

It is important to remember that all use of the computation resources of Ben-Gurion University is in accordance with and subject to the rules and guidelines contained in the "[Procedure for the Use of ICT Services](#) " and all users shall act in accordance with the registration in this Declaration.