



AGREEMENT for adhesion to the Belnet EDUROAM Service

(Non-binding English translation – not for signature)

BETWEEN: Belnet, the Belgian telematic research network, a State Department with Separate Management, created in the context of the Federal Scientific Policy 231, avenue Louise - 1050 Brussels, hereinafter called "**BELNET**",

Represented by Mr Jan Torreele, acting Director

AND:
(Name Institution/Service Provider)
Located at..... (Street)
.....(Town/city)

Represented by (Name)
.....(function)

Signatory of the Agreement for Delivery of Internet Services:
.....(Reference)

Hereinafter called the "**CUSTOMER**",

Hereinafter referred to together as the "**PARTIES**",

DEFINITIONS

For the purpose hereto of this agreement (hereinafter the "AGREEMENT"), the following terms are defined as follows:

- Resource provider: organisation supplying an eduroam internet access to users with an eduroam account.
- Eduroam service provider: organisation which manages the eduroam infrastructure nationally.
- Identity provider: organisation supplying an authentication mechanism to its users, in order for them to be able to access the eduroam service.
- Home organization: parent organisation of a user, guaranteeing his or her identity and his or her authentication.
- Visited organization: organisation supplying an eduroam access to a user, for whom it does not manage the identity or the authentication.

IT IS EXPRESSLY AGREED BETWEEN THE PARTIES

The eduroam service, named hereinafter "**the SERVICE**", is only accessible to customers who have signed an Agreement for Delivery of Internet Services with BELNET. The general delivery conditions of BELNET's internet service are applicable to this AGREEMENT as far as it is not waived hereinafter.

Suspension or termination of the agreement relative to the delivery of Internet services will automatically lead to suspension or termination of the SERVICE. Suspension or termination of this AGREEMENT does not affect the other contracts concluded between the PARTIES.

Article 1 Purpose of the Agreement

This document sets out guidelines that cover the control of the supply and receipt of roaming internet access for educational and research purposes.

"Eduroam" is a TERENA registered trademark and is an abbreviation for "educational roaming" that originated from a European national education and research networks project to deliver a user-friendly, secure and scalable internet access solution for visitors.

More information about eduroam is available at <http://www.eduroam.org>.

THE SERVICE can be used only by end-users related to a recognised institution with a core activity in research and/or education

Article 2 Roles and Responsibilities

2.1 BELNET, the eduroam service provider

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BELNET is responsible for the national eduroam service. BELNET will act as the federation's eduroam policy authority, in accordance with the European eduroam confederation policy.

BELNET's role is threefold:

1. to coordinate and support the SERVICE to designated technical contacts of participating organizations exclusively,
2. to maintain links with the European eduroam community and their authentication servers,
3. to contribute to the further development of the eduroam concept.

BELNET is responsible for maintaining and developing a national authentication server network that connects to participating organizations. The eduroam service provider assumes no liability for any impact as a result of a loss or disruption of service.

BELNET is responsible for managing a second line technical support function covering pre-connection and ongoing technical support and maintenance of a dedicated website containing technical, service, policy and process information.

BELNET is responsible for coordinating communications between participating organizations so that policies and procedures contained herein are adhered to in a timely manner and as a matter of last resort has the right to impose technical sanctions.

BELNET will work with the nominated eduroam registered users of a participating organization to test one or more of the following aspects:

1. initial connectivity,
2. authentication and authorization processes,
3. authorized services offered, and review of the logging activities and the relevant authentication server configuration for compliance with the policy.

2.2 Eduroam identity providers

The role of the eduroam identity provider (also named "home organization") is to act as the credential provider for registered staff and students. It will also provide technical and service support for its users who want to access eduroam services at eduroam resource providers (visited sites). Only designated technical contacts or registered users can escalate technical support, service support or security issues to BELNET on behalf of their users.

Identity providers must cooperate with BELNET in case of security incidents, misuse, etc. BELNET will open security cases using its own security incident handling service to follow the incident and take measures according to its Acceptable Use Policy (AUP).

2.3 Eduroam resource providers

The role of the eduroam resource providers is to supply internet access to users via eduroam (based on the trust that the user's identity provider (home organization) authentication check and response is valid). The eduroam resource provider authorizes the use of any service it provides.

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Where user activity is monitored, the eduroam resource provider must clearly announce this fact including how this is monitored, stored and accessed so as to comply with national legislation.

The eduroam resource provider must abide by the eduroam policy of Geant and follow BELNET's service processes and guidelines listed herein.

The eduroam resource provider must cooperate with BELNET in case of technical problem, security incidents, misuse, etc.

Except for the express derogation mentioned in the special conditions of this AGREEMENT, an organisation cannot assume the status of "eduroam identity provider" without also assuming that of "eduroam resource provider" and the related responsibilities.

2.4 Eduroam users

The CUSTOMER guarantees that its users respect the following points:

1. the user is responsible for the usage of his credentials
2. a user's role is in principle always a visitor who wants internet access at an eduroam resource provider. The user must abide by their identity providers (home organization's) AUP or equivalent and respect the visited organization's AUP or equivalent. Where regulations differ the more restrictive applies. Users must as a minimum abide by relevant law of the country where he is physically situated, home or abroad
3. the user is responsible for taking reasonable steps to ensure that they are connected to a genuine eduroam service (as directed by their home organization) prior to entering their login credentials
4. the user is responsible for their credentials and the use of any service they might provide
5. if credentials are thought to have been compromised, the user must immediately report back to his home organization
6. the user is obliged to inform the visited organization (where possible) and home organization of any faults with the SERVICE.

Article 3. Activation and technical requirements

Each party must deploy an authentication server in accordance with eduroam technical and policy guidelines of Geant available at <http://www.eduroam.be>.

A secondary authentication server is recommended for redundancy purposes.

The communication of data relative to the execution of the SERVICE by the CUSTOMER will be carried out via the www.eduroam.be website and in accordance with the instructions mentioned in the technical policy of Geant.

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Article 4. Registered users and BELNET support

4.1 Registered users

The eduroam identity provider must provide BELNET with contact details of two or more registered technical contacts or 'registered users' who are mandated by the CUSTOMER to technically manage and operate the SERVICE at their institution. These registered users have access to BELNET support services and are responsible to test, activate and communicate all necessary data regarding the SERVICE with BELNET.

The registered user(s) are also responsible to handle all security issues. This may be the same person designated as the nominated registered user, or the SCP (Security Contact Person) as known in the "Internet Service Agreement"

Participating organizations must notify BELNET in a timely manner of the following incidents:

1. security breaches
2. misuse or abuse
3. service faults
4. changes to access controls (e.g. permit or deny of a user or realm)

The registered users and contacts of the CUSTOMER are mentioned in annex in this convention. Any changes to contact details must be notified to BELNET in a timely manner.

4.2 BELNET support

I. For any sales or contractual question, the CUSTOMER can contact BELNET's Customer Relations Department via e-mail servicedesk@belnet.be or by telephone 00 32 (0) 2/790.33.00. This department can only be contacted during office hours (from 9 AM to 5 PM).

II. For any technical-related question concerning the SERVICE or any technical incident (complete breakdown or serious deterioration in the quality of the SERVICE), the CUSTOMER's mandated contact persons for this service, mentioned in annex 1 of this agreement, can contact BELNET's Service desk via e-mail servicedesk@belnet.be during office hours or by telephone 00 32 (0) 2/790.33.00 24 hours a day, 7 days a week.

Article 5. Authority, Compliance & Sanctions

In cases where immediate action is required to protect the integrity and security of the SERVICE, BELNET has the right to suspend the SERVICE or restrict eduroam access to only those participating organizations that can comply with the required changes. To do so, BELNET will notify participating organizations of such incidents, outages and remedial.

BELNET will notify by email to the nominated technical and/or security contact of the participating organization of any technical or policy breach or incident that requires resolution. Where such notifications are not acted upon in a timely manner, or where the breach or incident may impact on the security and integrity of eduroam, BELNET has the right to block eduroam access to that organization.

Eduroam resource providers may prevent use of their networks by all users from a particular eduroam identity provider by configuring their authentication server(s) to reject the corresponding realm.

In some cases an eduroam resource provider may also be able to block a single visiting user. Such a measure can only be implemented with the aim of protecting against any abuse by the eduroam resource provider. If there is any suspicion of abuse, BELNET can require that the eduroam resource provider proves the non-arbitrary nature of this measure and, if applicable, demand that it is terminated.

Eduroam identity providers may withdraw an individual user's ability to use the eduroam by configuring their own authentication server or removing that user from their authentication database.

Such a measure can only be implemented with the aim of protecting against any abuse by the eduroam identity provider. If there is suspicion of abuse, BELNET can require that the eduroam identity provider proves the non-arbitrary nature of this measure and, if applicable, demand that it is terminated.

Eduroam identity providers must also ensure that their computing regulations enable users who breach the technical policy of Geant to be subject to an appropriate internal disciplinary process irrespective of their location at the time.

Article 6. Tariffs & Invoicing

The SERVICE is based on a shared access model where eduroam resource providers supply and receive internet access for their users.

The SERVICE is supplied by BELNET free of charge.

The CUSTOMER is not allowed to charge for eduroam access to eduroam users.

Annexes:

1. Contact persons registered for the use of the SERVICE
2. Special conditions

The annexes constitute an integral part of this agreement and must – initialled per page – be mailed together with this signed agreement in duplicate, after which 1 copy will be signed and returned by BELNET

Executed in Brussels, on, in two copies, each party recognizing having received its copy.

For BELNET,

Mr Jan. Torreele
acting Director

For the CUSTOMER,

(name) :
(function) :

Annex 1 – Contact persons registered for the use of the SERVICE

The CUSTOMER authorizes BELNET to communicate the connection data necessary for access to the SERVICE to the following CUSTOMER contact persons (at least 1):

1) First name + surname:..... Position:..... Tel. No.:..... E-mail:.....
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2) First name + surname:..... Position:..... Tel. No.:..... E-mail:.....
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3) First name + surname:..... Position:..... Tel. No.:..... E-mail:.....
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BELNET declares that it respects the legislation relative to personal data protection and undertakes to only use the information received for the execution of the SERVICE.

Annex 2 - Special conditions:

SPECIMEN

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