eduroam Terms of Service – Internet2

This eduroam Terms of Service – Internet2 ("ToS") outlines the minimum technical and behavioral standards for SP-Only Organizations, Support Organizations, and Contractors, as well as their Identity Providers, Service Providers, Constituents, and Users, as applicable, accessing or using eduroam through Internet2 ("eduroam-Internet2 Community"). The eduroam-Internet2 Community must comply with this ToS. Connecting to the eduroam servers or use of the eduroam service will be deemed acceptance of this ToS.

The words "must", "must not", "required", "shall", "shall not", "should", "should not ", "recommended", "may", and "optional" in this document are to be interpreted as described in RFC 2119 [RFC 2119].

1. Background and Introduction

eduroam is an interconnected network access service used by research and education institutions in over 100 countries that allows Users to authenticate to their home organization in order to obtain authorization to access a visited organization's network.

Developed for the international research and education community, eduroam—which means "education roaming"—is a global service provided and governed by national roaming operators throughout the world, among them, Internet2. More information about this global initiative can be found on the eduroam website [eduroam]. eduroam is an authentication service, not an Internet network. The technologies involved are more thoroughly described on the eduroam website [eduroam] but include the use of RADIUS and EAP to securely and automatically authenticate a User.

The eduroam name and logo are registered trademarks of the GÉANT Association. Any use of the eduroam trademarks must be in strict compliance with eduroam trademark guidelines [eduroam trademark].

2. Roles and Responsibilities

2.1. Global eduroam Governance Committee ("GeGC")

2.1.1. eduroam Governance. The GeGC provides the overall governance for eduroam. The GeGC Charter outlines the governance principles, purpose and scope and the minimal technical requirements for eduroam [GeGC Charter].

2.1.2. eduroam Compliance. The GeGC has issued the eduroam Compliance Statement [eduroam Compliance Statement], with which all within the eduroam-Internet2 Community must comply in order to use the eduroam service. Additional requirements, rights, responsibilities, and eligibility stipulations are described in this ToS.

2.2. Roaming Operator

2.2.1. Role and Organization. Internet2 is the eduroam Roaming Operator in the US. As such, Internet2 adheres to the Roaming Operator provisions of the GeGC's eduroam Compliance Statement [eduroam Compliance Statement]. Internet2 maintains a governance seat on the GeGC. The GeGC governance model, and Internet2's active participation in it, allows for international cooperation and technical interoperability, and creates a unified trust model.

2.2.2. Monitoring. Internet2 may, from time to time, ping or otherwise communicate with registered Identity Provider ("IdP") and Service Provider ("SP") servers using non-intrusive techniques, to monitor the health, status, and security of eduroam connected endpoints.

2.2.3. Reports. Internet2 provides eduroam reports for IdPs and SPs. Internet2 may share aggregated, anonymized data with the eduroam community for purposes of monitoring and improving the eduroam service.

2.2.4. Fees. Information about all relevant fees for IdPs, SPs, and Support Organizations is published on the eduroam-US website [eduroam-US].

2.2.5. Support. Internet2 will communicate with the provided contacts of IdPs, SPs, and Support Organizations. However, IdPs and SPs are responsible for User support. Support Organizations are responsible for supporting their Constituents.

2.2.6. Actions. Internet2 is not responsible for the acts or omissions of the eduroam-Internet2 Community and shall have no liability in connection with any acts or omissions of the eduroam-Internet2 Community.

2.3. Identity Providers ("IdPs")

2.3.1. Role. An IdP is the credential provider for its registered Users. An IdP's Users must be associated with the IdP organization.

2.3.2. Eligibility. Organizations eligible to register as an IdP are defined as any U.S. located post-secondary educational institutions; K12 institutions and districts; U.S. organizations with strong affiliations with research, education, or cultural organizations (e.g., non-commercial libraries, museums, performing arts centers, federal agencies and national laboratories); and any other organization(s) that Internet2 may determine is engaged in research and education in the U.S.

2.3.3. Global IdP Requirements. For interoperability and common operational standards, IdPs must comply with the administrative and technical requirements in the eduroam Compliance Statement [eduroam Compliance Statement], including but not limited to requirements related to technologies, User support, and logging.

2.3.4. Cooperation. IdPs must cooperate fully with Internet2 and any relevant SPs to resolve security and any other critical incidents. An IdP, through its eduroam administrators, shall keep technical information registered with Internet2 current and complete.

2.3.5. Contacts. For security, operational, and business reasons, IdPs must keep their official contacts with Internet2 current.

2.3.6. User Responsibilities. IdPs must ensure that their User policies are consistent with the User responsibilities detailed in this ToS.

2.3.7. Laws. Each IdP is responsible for complying with all applicable domestic and international laws and regulations (including, without limitations, data privacy laws) relating to its access and use of the eduroam service and its granting to Users the right to access and use the eduroam service. Internet2 shall have no liability to an IdP or any other person (including any Users) for an IdP's failure to comply with this provision.

2.4. Service Providers ("SPs")

2.4.1. Role. An SP supplies Internet access to authenticated eduroam Users. An SP enables Users to access any eduroam-enabled network or service it provides. An SP also has the right to protect any network or service it provides.

2.4.2. Eligibility. Organizations or individuals eligible to register as an SP are defined as any individual, organization, or entity, including state government agencies, and federal agencies/labs/etc., that wishes to allow authorized eduroam Users access to its Internet network.

2.4.3. Global SP requirements. For interoperability and common operational standards, all SPs must comply with the administrative and technical requirements in the eduroam Compliance Statement [eduroam Compliance Statement], including but not limited to requirements related to technologies, logging, and business rules, particularly that an SP must not charge Users for access to its network.

2.4.4. Cooperation. SPs must cooperate fully with Internet2 and any relevant IdPs to resolve security and any other critical incidents. An SP, through its eduroam administrators, shall keep technical information registered with Internet2 current and complete.

2.4.5. Contacts. For security, business, and operational reasons, SPs must keep their official contacts with Internet2 current.

2.4.6. User Non-Discrimination. In accordance with the eduroam Compliance Statement [eduroam Compliance Statement], SPs must provide access to all eduroam Users, irrespective of their origin.

2.4.7. Laws. Each SP is responsible for complying with all applicable domestic and international laws and regulations (including, without limitations, data privacy laws) relating to its access and use of the eduroam service. Internet2 shall have no liability to an SP or any other person (including any Users) for an SP's failure to comply with this provision.

2.4.8. SP-Only Organizations. An SP that seeks to offer only SP services and not IdP services may register as an SP-Only Organization. An SP-Only Organization must comply with all terms and obligations imposed on SPs.

2.5. Users

2.5.1. Role. A User is a person who requests and is granted authenticated access to the Internet at an eduroam SP location.

2.5.2. Compliance. Users must abide by their IdP's policies and regulations and those of the visited SP. Where policies or regulations differ, the more restrictive apply.

2.5.3. Credential Management. Users are responsible for managing their IdP credentials and the devices on which those credentials are stored, including the removal and disuse of those credentials when the User is no longer associated with any given IdP. Users must not allow their credentials—or network access authenticated by those credentials—to be used by others. Individuals who are minors or who are still under the custody of a parent/guardian are a specific exemption of this sole-User rule, in which case, parents/guardians are responsible for proper credential management.

2.5.4. Problems. Users are responsible for reporting compromised credentials to their IdP and must cooperate with IdPs and SPs as needed in security incident resolution.

2.5.5. Laws. A User is responsible for complying with all applicable domestic and international laws and regulations relating to its access and use of the eduroam service. Internet2 shall have no liability to a User or any other person for a User's failure to comply with this provision.

2.6. State Level Support Organizations ("Support Organizations" or "SO")

2.6.1. Role. A Support Organization is an organization that sponsors and registers Constituents with the eduroam Roaming Operator in order to help its defined region broaden the reach of eduroam within its community. A Support Organization may register its Constituents as IdPs and/or SPs in compliance with applicable eligibility requirements. In addition to sponsoring and registering its Constituents, Support Organizations have the flexibility to support their Constituents with a variety of direct and indirect technical solutions, training, support, and community coordination and solutions. Support Organizations are responsible for supporting Constituents and, as applicable, Support Organization Users. Internet2 is not responsible for the direct support of Support Organizations' Constituents or their Users.

2.6.2. Eligibility. Internet2 approves the eligibility of Support Organizations on a case by case basis.

2.6.3. Scope of a Support Organization's Constituents.

2.6.3.1. Constituents. A Constituent is any individual, organization, or entity that a Support Organization sponsors and registers with the eduroam Roaming Operator. Support Organization may not sponsor and register as Constituents those entities listed in section 2.6.3.2-Exclusions below. Further, Support Organization may register its Constituents as IdPs and/or SPs based on the eligibility criteria detailed below. A Support Organization must ensure eligibility of a Constituent prior to registering it as an IdP or SP.

2.6.3.1.1. Constituents Registered as IdPs. U.S. located K12 institutions and districts and U.S. located museums, libraries, and other non-profit organizations with strong affiliations with research, education, or cultural organizations are eligible to be Constituents registered as IdPs.

2.6.3.1.2. Constituents Registered as SPs. Except for those entities listed in section 2.6.3.2-Exclusions, any individual, organization, or entity, including state government agencies, and federal agencies/labs/etc., are eligible to be Constituents registered as SPs.

2.6.3.1.3. Constituents Registered as IdPs and SPs. Individuals, organizations, or entities meeting the criteria in sections 2.6.3.1.1 and 2.6.3.1.2 are eligible to be Constituents registered as both IdPs and SPs.

2.6.3.2. Exclusions. Institutions of higher education, including community and technical colleges, are not eligible to be sponsored and registered by Support Organizations as Constituents. On a case by case basis, Internet2 may provide exceptions to any or all of the above eligibility criteria at its sole determination. Additionally, Internet2, at its sole discretion, may choose to exclude or remove any Constituent registered by a Support Organization.

2.6.4. Global Requirements. A Support Organization must commit to ensure that all Constituents it sponsors and registers as IdPs and/or SPs implement and adhere to the rules set forth for all IdPs and SPs as described in this ToS. Failure to adhere may result in the removal of any non-compliant Constituent and the further removal of an organization's recognition as a Support Organization.

2.6.5. Registration Responsibilities. A Support Organization must register its Constituents in eduroam. Additional responsibilities include but are not limited to the following: all registered Constituents must meet the eligibility criteria provided above; all Constituents' realms (i.e., domain names) must be vetted by the Support Organization for uniqueness and ownership-control by the registered Constituent; and all registered Constituents must provide a communication contact person or group, which will be shared with Internet2 for communication purposes and for operational issues (this contact may be the Support Organization itself).

2.6.6. Cooperation. Support Organizations must cooperate fully with Internet2 and any relevant IdPs and SPs to resolve security and any other critical incidents. A Support Organization, through its eduroam administrators, shall keep technical information registered with Internet2 current and complete.

2.6.7. Contacts. For security, business, and operational reasons, Support Organizations must keep their official contacts with Internet2 current.

2.6.8. Support Organization as an IdP or SP. If a Support Organization registers and operates its own IdP or SP services, the Support Organization must comply with the additional roles and responsibilities of IdPs and/or SPs.

2.6.9. Laws. Support Organization is responsible for complying with all applicable domestic and international laws and regulations (including, without limitations, data privacy laws) relating to its registration of Constituents and its access and use of the eduroam service. Internet2 shall have no liability to Support Organization or any other person for a Support Organization's failure to comply with this provision.

2.7. eduroam US-Advisory Committee ("eAC")

2.7.1. The eAC [eAC] is an advisory body to the Internet2 Community Architecture Committee for Trust and Identity ("CACTI") [CACTI]. The eAC's role is to help formulate strategies and practices for US and global research and education roaming networks, report any findings, and make recommendations to CACTI and Internet2. The eAC public wiki and charter are available at the following location [eduroam Advisory Committee wiki].

2.8. Contractors

2.8.1. Internet2 may use the services of a contractor to operate various aspects of the eduroam service.

3. Warranty, Outages, and Suspensions

3.1. Warranty. THE EDUROAM SERVICE IS PROVIDED ON AN AS-IS BASIS, WITH ALL FAULTS, AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, OR THE COMPLIANCE OF THE EDUROAM SERVICE WITH ANY LEGAL OR OTHER REQUIREMENTS APPLICABLE. USE OF THE EDUROAM SERVICE IS AT A PERSON'S OR ENTITY'S OWN RISK, AND INTERNET2 EXPRESSLY DISCLAIMS ANY REPRESENTATION OR WARRANTY THAT THE EDUROAM SERVICE WILL BE ERROR-FREE, SECURE, OR UNINTERRUPTED. INTERNET2 SHALL NOT BE LIABLE TO ANY PERSON OR ENTITY FOR ANY ERROR OR DELAY IN TRANSMISSION OR FOR ANY REDUCTION IN THE CAPACITY OF THE EDUROAM

SERVICE, OR FOR INTERRUPTION OR TERMINATION OF THE EDUROAM SERVICE, EITHER PARTIAL OR TOTAL, WHETHER OR NOT PRIOR NOTICE OF ANY SUCH ERROR, REDUCTION, INTERRUPTION OR TERMINATION HAS BEEN GIVEN.

3.2. Outages. Internet2 may schedule interruptions of the eduroam service for maintenance and other purposes. When reasonably practicable Internet2 will provide advance notice to eduroam Administrators of any such interruptions. Unplanned interruptions or reductions in the capacity of the eduroam service also may occur. Following such interruptions or reductions, Internet2 will use commercially reasonable efforts to attempt to resolve any related problems and restore the eduroam service.

3.3. Service Interruption and Problem Resolution. In the event Internet2 reasonably determines that any use of the eduroam service is or may adversely affect Internet2, the eduroam service or the eduroam-Internet2 Community, Internet2 has the right to take any actions to interrupt the eduroam service of any IdP or SP. In the case of a service interruption, Internet2 will seek to notify affected IdPs and SPs as soon as practicable and will work with such IdPs and/or SPs to restore the eduroam service when the identified problems have been resolved by the IdP and/or SP.

3.4. Suspension and Limits. Internet2 shall have the right to suspend or rate limit any IdP's, SP's or User's use of the eduroam service immediately, in its sole discretion and without prior notice, as it deems necessary, including if any IdP's, SP's, or Users' continued use of the eduroam service presents a threat of harm, damage or injury to Internet2, any other eduroam organization, or the eduroam service, or if a governmental authority with appropriate legal jurisdiction notifies Internet2 of a violation of local, state, national or international law, or orders Internet2 to do so. Internet2 also shall have the right to rate limit any organization's use of eduroam if transactions exceed a reasonable threshold as determined by Internet2.

4. Change Controls

4.1. Versions. The version of this ToS is noted in the footer. The current version of this ToS will be available on the eduroam-US website [eduroam-US].

4.2. Change Process. Internet2 reserves the right to modify, amend or otherwise change the eduroam service or this ToS at any time. Internet2 will seek to work in consultation with the eduroam Advisory Committee prior to making any material changes to this ToS. Internet2 will seek to provide notice of any changes to this ToS 30 days prior to the effective date of any such change by sending notice to the registered contacts of active IdPs, SPs, and Support Organizations. If changes are necessary due to requirements imposed by the GeGC, the notice period may be shorter.