

Responsibilities of eduroam Users in South Africa

Introduction

eduroam (**education roaming**) is the secure, world-wide roaming access service developed for the international research and education community; it's a way of getting Internet access while you are travelling with a minimum of fuss. eduroam started as a project of the Trans-European Research and Education Networking Association (TERENA, now GÉANT), and they still oversee its operation worldwide. It has spread to many countries, including South Africa.

Getting the eduroam service to work involves the cooperation a number of different parties other than yourself. These are your Home Organisation, a Visited Organisation, and one or more Roaming Operators. Each of these parties has responsibilities within eduroam, and each of them has signed a compliance statement undertaking to meet these responsibilities. As a user of the network, you also have responsibilities which are documented below.

Your Home Organisation is the institution or organisation you are affiliated with, and which provides you with a username and password. Your Home Organisation acts as an Identity Provider and asserts your identity (confirms you are who you claim to be) to other eduroam participants. Your Home Organisation is also responsible for providing support — you should contact them if you have difficulty accessing the eduroam service.

A Visited Organisation is any institution or organisation other than your Home Organisation that provides you with network or Internet access through the eduroam service. Typically this would be via a wireless network called “eduroam” which you would connect to whilst on the Visited Organisation’s campus. A Visited Organisation acts a Service Provider for eduroam services.

A Roaming Operator performs a coordinating role — it ensures that authentication requests from the Visited Organisation you’re at can reach your Home Organisation and returns the responses, which may involve passing them to other Roaming Operators in other countries. The Roaming Operator also maintains governance and oversight of eduroam within the country in which they operate. In South Africa the Roaming Operator is the Tertiary Education and Research Network of South Africa NPC (TENET).

Your Responsibilities

As a user of eduroam services provided by a Visited Organisation, you have a number of responsibilities. This document outlines those responsibilities and provides information on how you can meet them. All users of eduroam services in South Africa are expected to accept these responsibilities; in effect these are the terms and conditions of the service. When connecting to eduroam in South Africa you are deemed to have accepted them.

Your responsibilities are:

1. Use of eduroam services in South Africa are subject to the acceptable use policies of your Home Organisation, of TENET, and of the Visited Organisation you’re at. Copies of the acceptable use policies of TENET and South African Visited Organisations are available from the eduroam South Africa web site (<http://www.eduroam.ac.za/>). Where regulations differ, the most restrictive interpretation applies. **It is your responsibility to read these policies and abide by them when connected to the Visited Organisation’s network.**
2. eduroam services in South Africa are governed by South African law. If you are visiting from another country, you should be aware that our laws might be different to yours. In particular, the privacy and network monitoring laws might be different to what you’re used to. **It is your responsibility to ensure you understand the requirements of South African law.**

3. If you are a user from a South African Home Organisation who is visiting a Visited Organisation in another country, you should be aware that the laws of the country you are visiting may be different to those in South Africa. In addition you may be subject to the policies of the Roaming Operator for the country or region you're visiting. The Roaming Operator's web site will usually contain more information about this. **It is your responsibility to inform yourself of the policies and laws of the country you are visiting and ensure that you comply.**
4. Visited Organisations provide Internet access for eduroam users free-of-charge, and do not always enjoy reciprocal rights for their own users. If you make excessive use of resources or otherwise behave inappropriately, you compromise the good will of the Visited Organisation you're at. This might result in restrictions or a loss of the facility for other eduroam users. **It is your responsibility to recognise that you are a guest on the Visiting Organisation's network and behave appropriately.** If you're visiting another country, please learn about the context in which they operate (for instance, is Internet access less readily available or more expensive than in your home country).
5. When roaming with eduroam you need to be careful to ensure that you only connect to and enter your username and password into genuine eduroam services. You can do this, for instance, by verifying that the Visited Organisation you are at is listed on the relevant Roaming Operator's web site and that they provide service at your location. Remember: eduroam services at Visited Organisations are always provided free-of-charge. Your Home Organisation may provide additional advice, and you may wish to consult them before you travel. **It is your responsibility to ensure you're connecting to the eduroam service.**
6. Internet security is a shared responsibility and problems with your computer can easily affect other people and the network you are using. **It is your responsibility to ensure that your computer has up-to-date anti-virus software and that you have applied all relevant security patches.** If you don't, the Visited Organisation might restrict your access.
7. Your username and password was issued to you; it is not a shared resource and should not be given to your friends. You compromise the trust relationship that exists between your Home Organisation and the Visited Organisation if you allow unauthorised people to make use of eduroam. If you believe your password has been compromised you should inform your Home Organisation and change it as soon as possible. **It is your responsibility to secure your username and password.**
8. Getting a service like eduroam to work properly between many different organisations and across countries can be difficult, and sometimes we may need your help to resolve problems. **It is your responsibility to cooperate with staff from your Home Organisation and the Visited Organisation.** One way you can do this is to tell the appropriate IT staff when you notice faults.

Should you fail to meet these responsibilities whilst using the eduroam service, you may be subject to sanction. This may include refusal of service by the Visited Organisation or disciplinary processes by your Home Organisation.

Getting Support for eduroam Services

One of your Home Organisation's responsibilities is to support your use of eduroam. If you have problems configuring your computer to connect to eduroam or with your username and password, you should contact your normal help desk or support structure. (Phone the people you'd phone when at your Home Organisation.)

If your Home Organisation believes there's a problem with the eduroam service itself, they will contact the Roaming Operator on your behalf. They will also advise you when and if you should make contact with the Visited Organisation's help desk or support structure.

If common sense tells you that the problem obviously relates to the Visited Organisation's infrastructure (for instance wireless services not available in a location they've explicitly published), you may contact the Visited Organisation's help desk.

South African eduroam participants provide contact details for help desks on the eduroam South Africa website (<https://www.eduroam.ac.za/>).