

# FP6 - Research Infrastructures

## SEEREN2

### South-Eastern European Research & Education Network



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## Deliverable 08:

### SEEREN2 acceptable use policy

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**Abstract:** SEEREN2 D08 is the Acceptable Use Policy (AUP) agreed upon for use of any infrastructure that will be provided through the SEEREN2 project.

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The SEEREN2 Consortium consists of:

GRNET	Coordinator	Greece
DANTE	Contractor	United Kingdom
TERENA	Contractor	The Netherlands
NIIF	Contractor	Hungary
RoEduNet	Contractor	Romania
ISTF	Contractor	Bulgaria
UoB/AMREJ	Contractor	Serbia-Montenegro
UKIM/MARnet	Contractor	FYR of Macedonia
ASA/INIMA	Contractor	Albania
UPT	Third Party	Albania
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## Document Revision History

Date	Issue	Author/Editor/Contributor	Summary of main changes
February, 06 <sup>th</sup>	a	Yannis Mitsos	First draft for approval
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February, 17 <sup>th</sup>	c	Yannis Mitsos, Neki Frasherli (Quality assurance manager)	Feedback from the assessment of the deliverable. <b>Final version submitted to EC.</b>
April 18 <sup>th</sup>	d	Slavko Gajin, Kostas Kotsokalis	Amendment

## Preface

SEEREN2 aims at creating the next generation of the SE European segment of GÉANT2, that intends to make leading-edge technologies and services available to the entire Research and Education communities and all scientific sectors without discrimination between users and sites in SE Europe in an attempt to further ease the 'digital divide' that still separates most of the SE European countries from the rest of the continent. The central element of this infrastructure is the SE European R&E backbone network that extends, through the participating National Research and Education Networks (NRENs), to the end-users in all participating countries. With respect to its predecessor, the infrastructure will be substantially enhanced in its performance but more significantly will add a new key item to its fundamental characteristic, the consolidation of the networking and Grid infrastructures, into an eInfrastructure for SE Europe, fully integrated with the pan-European efforts (GÉANT2, EGEE, SEE-GRID, etc). The project involves the NRENs of Albania, Bosnia-Herzegovina, Bulgaria, FYR of Macedonia, Greece, Hungary, Romania, Serbia-Montenegro, as well as TERENA and DANTE.

The main objectives of the SEEREN2 project are to:

1. To continue to assist the incubating and existing NRENs in SE Europe to fully establish themselves and to integrate with related European-wide organisations and initiatives (TERENA, CEENet, e-IRG, EUGridPMA, etc);
2. Create the next generation of the SE European segment of GÉANT, that intends to make leading-edge technologies and services available to the entire SE European R&E community;
3. Provide a significant increase in the network capacity available for communication and experimentation among end users of the research and education community in SE European countries and of the rest of the world.
4. Guarantee the stable operation of the networking infrastructure and interoperability with GÉANT2;
5. Ensure that the investment in this resource is effectively exploited with a promotional and training activity involving the distribution of publicity material, presentations at scientific conferences, and other relevant activities that will be undertaken, with an objective to strengthen the human network in the area of eInfrastructures in SE Europe;
6. Increase awareness of IST in SE European non-EU countries and serve as a paradigm for bridging the digital divide in other areas. Provide a platform for cooperation of scientific and educational communities of EU Member States with Associated States and 3rd Countries.
7. Investigate additional sources of funding from the EC, from National funds and international organizations that are actively involved in the SEE region, such as UNESCO, NATO, CEENet, UNDP, WorldBank, USAID.

The expected key results of the project are:

1. NRENs requirements collected and analysed;
2. Promotional package available;
3. Technical and operational requirements analysed;
4. Tenders prepared, suppliers selected, connectivity and equipment contracts signed;
5. Final SEEREN2 topology determined;
6. Operation of the regional networking infrastructure offering GÉANT2 access;
7. Management framework in place and stable network operation;
8. Services/tools selected;
9. SEEREN2 track in YUINFO and sessions at TNC2006/2007 organized;
10. training workshops completed;
11. Services/tools deployed;

The SEEREN2 project has started its activities on October 2005 and is planned to be completed by the end of March 2008. It is led by Dr. Jorge-A. Sanchez-P. of GRNET. Eleven contractors (GRNET, DANTE, TERENA, NIIFI, RoEduNet, ISTF, UoB/AMREJ, UKIM/MARNET, ASA/INIMA, BIHARNET, UoM/MREN) and five third parties (UPT, UT, UoTuzla, UoBanja Luka, UoSarajevo) participate in the project. The total budget is 3.083.856€ The project is co-funded by the European Commission's Sixth Framework Programme for Research & Technological Development and National budgets of SE European Countries.

The Project issued the following deliverables:

Del. no.	Deliverable name	WP no.	Type	Security	Planned delivery
D01a	SEEREN2 project handbook	WP1	R	CO	1/11/2005
D02a	SEEREN2 portal	WP6	R	PU	1/11/2005
D03a	SEEREN2 promotional package	WP6	R	PU	1/12/2005
D04a	Market analysis and requirements for SEEREN2	WP2	R	PU	1/11/2005
D05a	Networking topology options and implementation approaches	WP2	R	CO	1/11/2005
D06a	Tender evaluation results (connectivity and equipment tender)	WP3	R	PU	1/12/2005
D06b	Tender evaluation results (connect. and equip. tender responses)	WP3	R	PU	1/1/2006
D08	SEEREN2 acceptable use policy	WP1	R	PU	1/1/2006

The Project plans to issue the following deliverables:

Del. no.	Deliverable name	WP no.	Type	Security	Planned delivery
D09a	Acceptance tests specification and network implementation	WP4	O	CO	1/2/2006
D07	SEEREN2 topology	WP3	R	PU	1/4/2006
D04b	Market analysis and requirements for SEEREN2	WP2	R	PU	1/4/2006
D05b	Networking topology options and implementation approaches	WP2	R	CO	1/4/2006
D09b	Acceptance tests specification and network implementation	WP4	O	CO	1/10/2006
D10a	SEEREN2 sessions in TNC2006	WP6	R, O	PU	1/11/2006
D11a	Periodic reports (1st period progress report)	WP1	R	CO	1/11/2006
D12a	SEEREN2 management framework and VNOG operations	WP4	R	PU	1/11/2006
D13a	SEEREN2 services/tools specification	WP5	R	PU	1/11/2006
D14a	SEEREN2 training workshops	WP6	R, O	PU	1/2/2007
D15a	SEEREN2 services/tools assessment	WP5	R	PU	1/5/2007
D16	SEEREN2 conference track in 2007 in the region	WP6	R, O	PU	1/6/2007
D01b	SEEREN2 project handbook	WP1	R	CO	1/10/2007
D10b	SEEREN2 sessions in TNC2007	WP6	R, O	PU	1/11/2007
D11b	Periodic reports (2nd period progress report)	WP1	R	CO	1/11/2007
D12a	SEEREN2 management framework and VNOG operations	WP4	R	PU	1/11/2007
D13a	SEEREN2 services/tools specification	WP5	R	PU	1/11/2007
D14b	SEEREN2 training workshops	WP6	R, O	PU	1/12/2007
D02b	SEEREN2 portal	WP6	R	PU	15/3/2008
D03b	SEEREN2 promotional package	WP6	R	PU	15/3/2008
D15b	SEEREN2 services/tools assessment	WP5	R	PU	15/3/2008
D17	SEEREN2 liaison activities and future plans	WP6	R	PU	15/3/2008
D18	Final report	WP1	R	CO	15/3/2008

## Table of contents

Table of contents .....	6
1. Introduction.....	9
2. Background, principles and definitions .....	10
3. Acceptable use .....	12
4. Unacceptable use .....	13
5. Compliance .....	15
6. Suggestions and recommendations.....	16
7. Closing remarks .....	17

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## Executive summary

### What is the focus of this Deliverable?

SEEREN2 Deliverable 08 Acceptable Use Policy draws the guidelines and conditions with respect to use and access of all NRENs to the SEEREN2 network or infrastructures.

### What is next in the process to deliver the SEEREN2 results?

1. Definition of acceptance tests for connection lines and equipment, ensuring their required quality-performance, configuring the network elements and ensuring the stable operation of the interconnections by day-to-day supervision.
2. Establishment of the virtual NOC that will administrate the interconnectivity.
3. Delivery of the capacity lines/equipment.
4. Deployment of networking services and tools (e.g., Helpdesk, monitoring tools, statistics, etc).
5. Promotion of the use of SEEREN2 by informing the appropriate user groups through special events such as organizing workshops, distributing publicity material, delivering presentations at scientific conferences, setting demonstrations in academic events, all aiming at presenting the new opportunities provided by SEEREN2. Individual NRENs will carry out complementary promotional activities in their national user communities as well as participate in activities at the European level.
6. Monitoring the operation. Ensure stable operation.
7. Provisioning of technical support during stable operation.
8. Evaluation of the usefulness of emerging technologies in the context of the SEEREN2 project.
9. Execution of an evaluation study on the results of the aforementioned task.
10. Definition of the architecture and the interaction between tools and services. Evaluation of the deployed services/tools.
11. Establishing relations with organizations that are actively involved in the SEE region, such as UNESCO and NATO, in order to work out common visions towards reducing the "digital divide" in the Region under question, i.e. the information and technological gaps within the region, as well as between the region and European Member States.
12. Looking for other possible sources of funding including funds from the EC, EU States national funds dedicated for assisting development in the region and international organizations that are actively involved in the southeast European region, such as UNESCO, NATO, European Investment Bank, World Bank. Extra funding will be used so as to ensure network's viability beyond the project's lifetime.
13. Dissemination of the knowledge gained. Participation in public events. Organise sessions in TNC 2006-2007.
14. Assessment of project results.

### What are the deliverable contents?

This deliverable is consisted of:

- An introductory chapter;
- Chapter 2, provides some principles and definitions related to this AUP;
- Chapter 3, the core of this deliverable, outlines the AUP applied in SEEREN2 network;
- On the contrary, chapter 4 illustrates actions violating the AUP;
- Chapter 5, explores responsibilities of the NRENs in order to comply with this policy;
- Chapter 6, addresses suggestions and recommendations the NRENs should follow;
- Chapter 7, concludes the deliverable;

### Conclusions

SEEREN2 aims at creating the next generation of the SE European segment of GÉANT2. Being, part of the Pan-European educational network, SEEREN NRENs should comply with terms and rules ensuring the decent use of the infrastructures. This document commits to paper the guidelines each NREN should conform to.

## 1. Introduction

This Acceptable Use Policy ("AUP") sets forth terms, conditions, requirements and/or guidelines published from time-to-time by the consortium that apply to use of and/or access to SEEREN2 servers or network.

The consortium reserves the right to modify this AUP from time-to-time, at its sole discretion, effective upon posting a revised copy of this AUP to SEEREN2's Web site. Any use of the SEEREN2 Services by any NREN after such modification shall constitute acceptance of such modification.

It is the responsibility of all NRENs to comply with this AUP. Unless otherwise expressly permitted in writing by the consortium, no NREN may assign, transfer, distribute, resell, lease or otherwise provide access to any third party to SEEREN2 Services or use the infrastructures for the benefit of any third party. Parties may only use the SEEREN2 Services for research and educational purposes and in accordance with this AUP.

SEEREN2 consortium reserves the right to restrict, suspend and/or terminate any NREN's access to SEEREN2 Services if the NREN is known to the consortium to be, or believed by the consortium to be, failing to comply with this AUP. If any NREN does not agree to comply with all of these policies, the NREN must immediately stop use of SEEREN2 Services. If a NREN ceases use of SEEREN2 Services based on the NREN's non-agreement with this AUP any and all other agreements with the SEEREN2 consortium remain in effect.

## 2. Background, principles and definitions

- *SEEREN* is the acronym of the *South-Eastern European Research & Education Networking* initiative.
- *SEEREN2 is the second stage of SEEREN network initiative*
- The *SEEREN2 consortium* consists of GRNET (coordinator), DANTE, TERENA, NIFI, RoEduNet, ISTF, AMREJ, MARNET, ASA/INIMA, BIHARNET and UoM/MREN.
- *GÉANT* is the Gigabit European Academic Network - the European research and education backbone interconnecting the networks of the European NRENs. The current phase of *GÉANT* is already known as *GÉANT2* – however for the purposes of this document *GÉANT* and *GÉANT2* will be both considered as multiple acronym for the Gigabit European Academic Network
- The *GÉANT2 consortium* consists of the organizations in <http://www.geant2.net/server/show/nav.750>.
- *SEEREN2 NRENs* are the NRENs (National Research and Education Networks) of Albania, Bosnia & Herzegovina, Bulgaria, FYR of Macedonia, Serbia & Montenegro.
- The *purpose of SEEREN2* is to support inter-working, teaching, learning and research within the *SEEREN2 NRENs*.
- The *purpose of the research and education networks of the SEEREN2 NRENs and their international (GÉANT) connections* is to serve the user communities of the *SEEREN2 NRENs* in their activities related to research and education, as well as to their management, administrative, and information oriented tasks.
- *SEEREN2 connections* are the communication links which are used to directly or indirectly connect *SEEREN2 NRENs* to the *GÉANT* network
- *SEEREN2 infrastructure* is the research and education network which is operated/accessed by the *SEEREN2 NRENs* and consists of the *SEEREN2 connections*.
- *SEEREN2 services* are all those network services available on the basis of the *SEEREN2 infrastructure*.
- *SEEREN2 resources* are all those tangible and intangible assets, hardware equipment and software tools, as well as human workforce, involved in operating the *SEEREN2 infrastructure* and *SEEREN2 services*.
- *National networks* of the *SEEREN2 NRENs* are the domestic networks serving the user communities of the individual *SEEREN2 NRENs*.
- *International (GÉANT) traffic of the SEEREN2 NRENs* is the traffic between the *SEEREN2 NRENs* and any other NRENs in Europe or any other parts of the world, flowing through *GÉANT*.
- In view of this document, the following *SEEREN2 traffic categories* are taken into consideration:
  - a. Research and Education (R&E) traffic is any Internet traffic directly related to research and/or education, and flowing between research and education organisations.
  - b. Commodity Traffic is any Internet traffic directly related to research and/or education, and flowing between a research and/or education organisation and a non-research and/or education organisation.
  - c. Commercial Traffic is any Internet traffic not belonging to the categories of R&E traffic or commodity traffic. Any traffic is practically considered commercial traffic if it is flowing between organisations that are neither research nor education in nature.
  - d. High Performance Research and Education (HP-R&E) traffic is R&E traffic between/among a small subset of research and education organisations requiring high performance network services.
    - *Users of the SEEREN2 resources* are, on one hand, those organisations which are connected to the *SEEREN2 NRENs* and the mentioned network and are able to use the *SEEREN2 services*, and, on the other hand, those individual users who are able to use the *SEEREN2 services* through their connections to the *SEEREN2 NRENs*.
    - *User communities* of the *SEEREN2 NRENs* are the communities consisting of users belonging to the research, education, and public collection sectors, and possibly some further non-profit organisations

being in relation with these sectors (in the followings: research and education user communities), within the countries of the SEEREN2 NRENs and being able to use the *SEEREN2 services*.

- In view of this document, the following *SEEREN2 user categories* are taken into consideration as those ones being eligible to belong to a *SEEREN2 NREN*:
  - a. University networks,
  - b. Networks of not for-profit research and education organisations,
  - c. Non research and education organizations which participate in European Framework Programmes projects, for the lifetime of the project in which they participate
  - d. Networks of ministries and public organisations directly related to the above-mentioned institutions, e.g. the Ministries of Education, Ministries of Science, etc.
  - e. Public collections, libraries, as well as research and development departments of other not-for-profit organisations.

The present *AUP (Acceptable Use Policy)* document determines what are considered acceptable and unacceptable use of the national and international academic and research network of the SEEREN2 NRENs.

This *AUP* is to be ***applied and taken into consideration*** by all *Users of the SEEREN2 resources*.

It is the ***responsibility*** of the *SEEREN2 NRENs* to ensure that members of their own *User communities* use *SEEREN2 resources* in an acceptable manner and in accordance with this *AUP*.

As far as the ***coverage*** of the involved rules and regulations are concerned, this *AUP* is to be applied in case of both national and international (GÉANT) traffic.

Concerning the ***extent*** of the *AUP*, the *SEEREN2 NRENs* may add further rules and regulations to those contained by the present *AUP*. By this way separate AUPs of the NRENs within the SEEREN2 region should be developed and approved so that these separate AUPs are compatible with the conditions expressed in this *AUP (SEEREN2 AUP)* and any additional rules and regulations mustn't contradict those ones laid down by the present *SEEREN2 AUP*.

As far as the content of such separate AUPs are concerned, they may refer to, or include, this *SEEREN2 AUP*. If any part of this *SEEREN2 AUP* is included in such a separate AUP of a NREN, that must be done by ensuring that there is no misrepresentation of the intent of this *SEEREN2 AUP*.

### 3. Acceptable use

Using the national networks of the *SEEREN2 NRENs* and generating *international (GÉANT) traffic* by the *SEEREN2 NRENs* so that that usage and traffic are serving the purpose of the research and education networks of the *SEEREN2 NRENs* is fully accepted by this *AUP*.

Any user of the *SEEREN2 resources* may use the *SEEREN2 infrastructure* and *SEEREN2 services* for the purpose of generating *R&E traffic* and *HP-R&E traffic* with other users within the *SEEREN2 user community*, and with organisations attached to networks that are reachable via networking agreements operated by *SEEREN2*.

The use of the *SEEREN2 infrastructure* for generating *commodity traffic* is also acceptable, provided that:

- a. such traffic is approved by the managing bodies of the *SEEREN2 Consortium*,
- b. provisions for such commodity traffic are duly made by the *SEEREN2 Consortium* and the related *SEEREN2 NRENs*,
- c. such traffic is agreed by the related user communities outside the *SEEREN2 Consortium*, especially by the *GÉANT2 Consortium*.

The above basic principles about *commodity traffic* indirectly involve the fact that using the national networks of the *SEEREN2 NRENs* and generating *international (GÉANT) traffic* by the *SEEREN2 NRENs* for private purposes (e.g. by generating private e-mail traffic) is also accepted. However, this acceptance also assumes that this kind of usage doesn't fall into the category of *commercial traffic*.

Within the above limitations, the usage of the national networks of the *SEEREN2 NRENs*, as well as the generation of *international (GÉANT) traffic* by the *SEEREN2 NRENs* are accepted for any applications but for those prohibited by Section 4 "Unacceptable use" of this document.

Those users accessing any other network through the *SEEREN2 infrastructure*, by exploiting the services of such other service provider, should also take into consideration the *AUP* of those accessed networks.

Subject to the following paragraphs, *SEEREN2 resources* may be used for any legally acceptable and correct activity that is in furtherance of the purpose of *SEEREN2* and of the aims and policies of the *SEEREN2 user communities*.

## 4. Unacceptable use

It is not permitted to practice business over the *SEEREN2 infrastructure*. This applies to all *SEEREN2 NRENs* and includes selling products, services or bandwidth and advertising

It is not permitted to use the *SEEREN2 infrastructure* for *commercial traffic*, i.e. to transfer data whose both, the originator and the receiver, are commercial institutions or non-eligible networks or their foreign counterparts.

The *SEEREN2 infrastructure* must not be used for any of the following:

- Activities being in contradiction with the law of the country of the related *SEEREN2 NREN*, including, among others, the following types of activities: hurting the personal rights of anybody else; activities aiming at collecting forbidden income; hurting intellectual rights; consciously illegal distribution of software.
- Transit traffic between users not belonging to the *SEEREN2 user community*;
- Activities contradicting the rules and regulations of any national, foreign or international networks being connected to the *SEEREN2 infrastructure*, provided that these activities do affect these networks;
- Forwarding services of the *SEEREN2 infrastructure* towards users outside the *SEEREN2 user community*;
- Direct commercial activities for profit making, including any kinds of advertising material either to other users, or to organisations connected to *SEEREN2 infrastructure* or any *SEEREN2 NRENs*;
- Any activity hurting or disturbing anybody else, e.g. hurting the religious, ethnic, political or any other kinds of beliefs, characteristics, opinions, feelings, etc. of any other users of the *SEEREN2 infrastructure*;
- Disturbing or obstructing, without any established reason, and in more than a minor extent, the work of any other users (e.g. spamming);
- Extensive utilisation of *SEEREN2 resources* for private purposes;
- The creation or transmission (other than for properly supervised and lawful research purposes) of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material;
- The creation or transmission of material that is designed or likely to cause annoyance, inconvenience or needless anxiety;
- The creation or transmission of defamatory material;
- The transmission of material such that this infringes the copyright of another person;
- Deliberate unauthorised access to facilities or services accessible via the *SEEREN2 infrastructure*.

Deliberate activities with any of the following characteristics are also prohibited:

- Activities disturbing or threatening normal operation of the *SEEREN2 infrastructure*;
- Wasting staff effort or networked resources, including time on end systems accessible via the *SEEREN2 infrastructure* and the effort of staff involved in the support of those systems;
- Illegal accessing and/or illegal exploitation of *SEEREN2 resources* or any information accessible through the network;
- Dissemination of any information or software being dangerous to the safety and security of the *SEEREN2 infrastructure*;

- Any activity towards illegal alteration, damage or destroying *SEEREN2 resources* or any information accessible through the *SEEREN2 infrastructure*;
- Corrupting or destroying other users' data;
- Violating the privacy of other users;
- Disrupting the work of other users;
- Any activity utilising the network so that it causes extensive traffic burden to the infrastructure, without any well established reason to such an extensive traffic level;
- Using the *SEEREN2 infrastructure* in a way that denies service to other users (for example, deliberate or reckless overloading of access links or of switching equipment);
- Continuing to use an item of networking software or hardware after the managing bodies of the *SEEREN2 Consortium* have requested that use cease because it is causing disruption to the correct functioning of the *SEEREN2 infrastructure*;
- Other misuse of the *SEEREN2 infrastructure* or networked resources, such as the introduction of "viruses".

## 5. Compliance

It is the responsibility of the *SEEREN2 NRENs* to take all reasonable steps to ensure compliance with the conditions set out in this *AUP*, and to ensure that unacceptable use of the *SEEREN2 infrastructure* and resources does not occur.

The managing bodies of the *SEEREN2 Consortium* intend to avoid any such activities that may cause harm or damage to the *SEEREN2 infrastructure* and/or the *SEEREN2 users*, and to minimise the consequences of such harmful actions. Moreover, the managing bodies of the *SEEREN2 Consortium* intend to prevent the access by non-authenticated users to confidential information that is communicated or accessible through the network. However, the management bodies of the *SEEREN2 Consortium* can't take liability with respect to any eventual such harm or damage due to the lack of satisfactory technical means. Thus the *SEEREN2 users* should store and/or transmit information through the network by taking into consideration the limited security available.

In case of violation of the *AUP*, the managing bodies of the *SEEREN2 Consortium* have the right, after proper formal warning, to suspend the connection of the offending network, until the latter conforms to the rules.

Conscious, intentional and/or major violation of the *AUP* regulations shall be sanctioned by temporary or final disqualification of the related user(s) that means exclusion from the *SEEREN2 infrastructure*. In case of minor violation or in case of unconsciousness, the related user is to be warned and informed about the *AUP* rules and regulations. If after such a warning a repeated violation follows, this should be considered an intentional or malicious violation.

In case of any suspicion of violations to the *AUP* regulations, if necessary, the managing bodies of the *SEEREN2 Consortium* should turn, through the *SEEREN2 NRENs*, to the involved user organisation, by asking them to investigate the issue and to take any necessary action. In investigating the eventual problems, the managing bodies of the *SEEREN2 Consortium* and the management organisations of the related *NRENs* shall co-operate.

Where violation of these conditions is illegal, or results in loss or damage to the *SEEREN2 resources* or the resources of a *SEEREN2 NREN* or any other users outside the *SEEREN2 user communities*, the matter may be referred for legal action. If necessary, the managing bodies of the *SEEREN2 Consortium* may initiate such legal actions.

In case of any doubts or debates, the *SEEREN2 Consortium* and its managing bodies should advise on the related aspects as and where necessary.

## 6. Suggestions and recommendations

It is recommended that each *SEEREN2 NREN* being connected to the *SEEREN2 infrastructure* and each user organisation being connected to a *SEEREN2 NREN* is preparing their own *AUP*, in harmony with the present *SEEREN2 AUP*. The *NREN AUPs* and the local *AUPs* may contain parts of this *AUP* or may even contain the full text of it, but those parts coming from the *SEEREN2 AUP* should be clearly identifiable.

It's advisable that the *NREN AUPs* and the local *AUPs* contain, among others, the following elements, if they apply:

1. Special rules, regulations and constraints stemming the characteristics, especially bandwidth, of the local network.
2. The way of controlling how the rules are taken into consideration. Names of those persons being responsible for the specific tasks belonging to the *AUP* matters.
3. Description of those procedures and sanctions resulting from violating the *AUP* rules. Actions to be taken in case of major operational problems of the network, offences to the network, or other dangerous situations.
4. Rights of the users, e.g. to
  - access an account (depending on technical possibilities);
  - keep a private home-page (depending on available resources);
  - guarantees of privacy on behalf of the network operators;
  - possibilities of asking for help against spamming;
  - get information from the network operators about eventual technical problems (system maintenance, loss of e-mails, etc.);
  - information about the ways of getting informed about the basic knowledge of how to access network services, etc.
5. Duties of the users, e.g. regular alteration of their passwords, providing information about the unnecessary accounts, prohibition of transferring the accounts, duty of getting informed about the "netiquette" and the local *AUP*, etc.

Accessing secure data of the users is allowed only in case of technical or security reasons. However, even in such cases the access is restricted to the minimum necessary level and there is an immediate duty of informing the related user(s) about such an unavoidable accessing. The only persons having such a right are the staff of the network management unit of the *NREN/organisation*. However, the information collected by such an extraordinary action, should be kept closed to the public. The only exception is when the above secret data is forwarded to those authorised persons being involved into the investigation of suspicions about violating the *AUP*.

## 7. Closing remarks

This document can be accessed through the Internet by visiting the Web server of SEEREN2 at <http://www.seeren.org>

This *AUP* is to be regularly reviewed and to be updated in accordance with any eventual changes in the *SEEREN2 infrastructure* and *SEEREN2 resources*.

This *AUP* and its future amended texts are to be approved by the management bodies of the *SEEREN2 Consortium*.

This *AUP* in its current form has been agreed by the management bodies of the *SEEREN2 Consortium* and the directors of the SEEREN2 NRENs.