



EMREX policy agreement

Purpose

This policy is to be signed by full member of EMREX User Group (EUG). If the full member does not agree to abide by this policy, access to the requested EMREX network and its resources is denied.

Policy

As the full member of EMREX and the owner of the National Contact Point (NCP) we are committed to supporting the EMREX User Group by providing the expected service level:

- Having an NCP-server accessible to all EMREX-members.
- Aiming at uptime of NCP of at least 99% 24/7, except for scheduled maintenance.
- Keeping maintenance windows to maximum four times a year and maximum four hours each time.
- Planning maintenance with other members in advance.
- Providing advice and support to all members when requested
- Making sure the NCP validates the current ELMO-format at all times.
- Contributing to the development of the ELMO-format.
- Keeping EUG consistently informed of the organization's representative and contact details regarding support.

With my signature below, I affirm that our organisation has read and understood EMREX User Group policies:

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Name

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Organization

.....
Date

.....
Signature