



## **EMREX policy agreement**

### **Purpose**

This policy is a guideline for acceptable service level to be followed by a full member of EMREX User Group. If the full member does not abide by this policy, access to the requested EMREX network and its resources may be denied.

### **Policy**

As the full member of EMREX and the owner of the EMREX Data Access Point (EMP) we are committed to supporting the EMREX Network by providing the expected service level:

- Having an EMP-server accessible to all EMREX-members.
- Aiming at uptime of EMP 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 EMP 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.