Acceptable Use Policy (AUP)

Definition

The Acceptable use policy is a part of the Collaboration Agreement. It establishes rules and principles for connecting to - and utilising - the EWP network and its central resources.

Service Desk Tickets

Tickets transmitted from the EWP service desk must be acknowledged at reception and resolved or acknowledged by the provider within maximum of:

- **5 working days** in case of commercial **3rd-party** mobility software providers,
- **7 working days** in case of HEI **in-house** mobility software providers.

Enforcement

Enforced by the EWP Consortium in coordination with DG EAC of the European Commission.

Providers are issued reminders with escalating consequences for not responding to tickets.

🔔 Automatic notifications when no timely reply

✉ Relationship Managers get in touch with providers

📊 Relationship Managers monitor known issues and contact provider

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Benefits

The Introduction of the AUP has brought many benefits for both users, providers, and the network itself. We have already seen many metrics improve over the past 3 months of enforcement:

Encourages better communication on issues between Relationship Managers, Providers, and Service Desk agents.

Increased transparency in highlighting and resolving issues

Provides clear expectations and faster resolution times

Results

Below are the number of AUP Reminder emails issued from November to January, you can already see the drastic reduction, meaning tickets are being solved faster, with far less going unanswered.

● 3PP   ● In-House

	November	December	January

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