

Withdrawing Services

1 Introduction

The policy was approved at the EGI Council meeting on 30th March 2012 in response to discussions within the community on how to handle non-paying EGI.eu participants. The policy identifies the services that could be withdrawn from non-paying participants.

In this policy a 'participant' in EGI.eu can include a participant or associated participant.

2 Implementation

Participants are invoiced for the collection of fees. The procedure around unpaid invoices will be as follows:

1. Once an invoice is overdue (for participation fees this will be 60 days from the due date) the Executive Board will be informed and a payment reminder will be sent to the participant by the Deputy-Director with a 30 day warning that services **may** be suspended if payment is not forthcoming.
2. The Executive Board will be informed when the 30 day warning has passed (for participation fees the invoice will be 90 days overdue - the original 60 day payment period followed by the 30 days reminder period) with a proposal by the Director as to which of the following sanctions could be implemented. The Executive Board will decide:
 - a. which (**if any**) of the following sanctions to implement and to report this action to the EGI Council
 - b. which (**if any**) of the following sanctions to propose to the EGI Council for their discussion and adoption
3. The Executive Board will be informed at least every 30 days which invoices remain unpaid and may revisit the options identified in (2).

Prior to any Council decision or discussion the chair of the meeting will be informed as to which participants have payments due to EGI.eu.

3 Sanctions

The non-exhaustive set of sanctions have been identified that could be exercised by the EGI.eu Executive Board or EGI Council.

- **Suspension of EGI Global Task payments**
Once an invoice is overdue no further payment will be made to the participant if they are due to receive payment for undertaking EGI Global Tasks.
- **Promotion of activities**
EGI.eu will not promote the participant or their activities using EGI.eu resources. This includes (but is not limited to) the suspension of:
 - posting news articles on EGI.eu channels

- providing dissemination materials, including Annual reports
 - posting of job opportunities with the participant
 - advertising national events
 - inclusion in newsletters, use cases, brochures etc.
 - advertising activities through media partners such as iSGTW, HPCwire and HPC in the cloud
 - advertising activities to collaborating partners, such as e-ScienceTalk, SIENA, e-IRG etc.
- **Withdrawal of Community Meetings**
EGI.eu will withdraw from community meetings, workshops etc. that are being hosted by a participant if they have unpaid invoices. New meetings will not be planned with a participant who is not current in their payments.
 - **Certification of new Resource Centres**
Resource centres requesting new (or renewed after suspension) certification will not be supported by EGI.eu resources. This means that they will not be part of the production infrastructure.
 - **Representation**
Participants will not be invited to speak at meetings or be invited to attend technical management, governance or policy meetings (except EGI Council).
 - **Removal from information dissemination channels**
Members and representatives of the participant are removed from any dissemination channels set up by EGI through removal or suspension of SSO accounts.
 - **Partial or total removal from the EGI Core Services**
The participant will be denied the ability to get EGI Core Services (i.e.) the EGI Global tasks. This includes obtaining operational support services based on the EGI Helpdesk (GGUS). The corresponding Support Unit will be removed from the Helpdesk.
 - **Suspension of Resource Centres**
Resources centres associated with the participant will be suspended and removed from the production infrastructure.
 - **Notifying VO of possible Resource Centre Suspension**
The managers of the Virtual Organisation registered in the Operations Portal and enabled on the resource centres associated with the participant will be informed that these centres will be withdrawn from EGI unless the participant completes payment.
 - **Notifying the EGI-InSPIRE PMB**
The EGI-InSPIRE Project Management Board will be informed of participants who are linked to partners in EGI-InSPIRE who have unpaid participation fees and therefore in potential breach of the EGI-InSPIRE Consortium Agreement.

4 Summary

Currently, access to EGI.eu services is provided openly. Consumers of these services are expected to enter into a formal agreement (infrastructure provider MoU) or if eligible to join EGI.eu as a European NGI to pay a participation fee. Future developments may allow a participant to pay for specific services – but this is not available now.