1 Scope
To be a clear, authoritative reference for how ECMWF operates the support services it provides.

2 Objectives
The objectives of the support services at ECMWF are:
• To facilitate the resolution of users’ queries as quickly as possible.
• To uncover recurring issues which may contribute to continuous improvement.
• To collect statistics for monitoring performance and reporting.
• To monitor user satisfaction.

3 Users’ responsibilities
• To communicate in a respectful and polite way.
• To raise a new query for a new topic.
• To provide as much relevant information as possible (see Section 4).

Please Note:
• If a query deviates from the original topic, a new query will be raised.
• Non-responsive, out of scope or abusive queries will be closed.
• Feedback is welcomed to improve the quality of the services.

4 Information needed from users
For technical queries (for example, data download problems, logging issues), the following information is very helpful:
• Username where applicable.
• Description of the issue:
  o When did it happen?
  o Has it happened before?
  o Did it work before and stopped working?
  o Were there any changes on the user’s side?
  o Where did it happen?
  o Which Operating System was used?
  o Which service or dataset was used?
  o Any other information that can help reproduce the issue.
  o Attachments such as scripts used, screenshots of errors and output logs.

For any other queries (for example, acknowledgement, feedback):
• What is the question? Clear details are expected.
• What dataset or service does the query relate to?
• Any other information that can help answer the query.
• Attachments such as screenshots and demos.

5 What users can expect
• Respectful and polite communication with English as the primary operating language.
• Queries will be handled professionally in a timely manner.
• Queries may be escalated to relevant specialists.
• Assistance will be provided to supported products only.

Note: to better serve our users, we reserve the right to modify these guidelines at any time and without notice.