

Terms of Use of the GasNCFunc functional mailbox

1. Introduction

The GasNCFunc functional mailbox replaces the Gas Network Codes Functionality Platform (also referred to as “FUNC 2.0 platform”), which was part of the Joint Functionality Process for Gas Network Codes, co-managed by ENTSG and ACER and supported by the European Commission.

These Terms of Use set out the purpose and permissible use of the GasNCFunc functional mailbox.

2. The purpose of the GasNCFunc functional mailbox

The purpose of the GasNCF functional mailbox (hereinafter referred to as “the functional mailbox”) is to enable stakeholders to raise to ACER and ENTSG any issues they face regarding the Gas Network Codes, the Congestion Management Procedures (CMP) Guidelines or Annex I to Regulation (EU) 2024/1789.

ACER and ENTSG will process the submissions, validating, categorizing and prioritizing the issues and developing a solution.

The functional mailbox shall not replace any formal procedure established by law.

Where the functional mailbox is not the appropriate means to raise an issue, it remains possible to contact ACER and ENTSG bilaterally via the following email addresses: info@entsog.eu and info@acer.europa.eu.

3. Right to use the functional mailbox

Only representatives of the following categories shall be considered “authorised users” and shall be allowed to submit an issue via the functional mailbox:

1. Network users;
2. European Union institutions;
3. Energy Community institutions;
4. Member States representatives;
5. European Associations of the Energy Sector;
6. National Associations of the Energy Sector;
7. National regulatory authorities (NRAs);
8. Transmission system operators (TSOs);
9. Distribution system operators;
10. Third parties acting on behalf of the above mentioned;
11. Other organizations in case if agreed between ACER and ENTSG.

Representatives of the above-mentioned categories shall declare in their email to which category they belong, as well as the name of their organisation. Emails which are received without this declaration shall be disregarded by both ACER and ENTSOG and shall be deleted accordingly.

4. Permissible submissions

In principle, all issues associated with the Gas Network Codes, CMP Guidelines, and Annex I to Regulation (EU) 2024/1789 can be reported by the authorised users.

However, where previously addressed issues are being re-submitted, the latest submission will be disregarded and deleted, unless a substantive change in the reported issue can be shown.

5. Processing of submissions

After the issue is submitted to the functional mailbox, ACER and ENTSOG will first validate whether the reported issue is a permissible submission and meets the purpose of the functional mailbox, as described above. Successfully validated issues will be further categorized. Additional validation criteria may be applied if necessary, as agreed between ACER and ENTSOG.

ACER and ENTSOG will then develop a solution.

6. How to submit an issue via the functional mailbox

To submit an issue, authorised users within the meaning of section 3 shall send an email to the functional mailbox, describing the relevant issue. The email shall contain the following information:

- Declaration within the meaning of section 3
- Issue title
- Category of the issue (e.g. national, European, cross-border, regional)
- Description of the issue
- Concerned network codes or guidelines with reference to specific articles, if relevant
- List of concerned member states
- If relevant, concerned Interconnection Points (Ips)
- List of notified NRAs and/or TSOs, if applicable
- Proposed actions: actors (who should act) and actions (what should be done to address the issue)

Authorised users can attach to their submission supporting documents in the PDF format.

The submissions will be published in the Functionality Process webpage of ACER. Where a submission contains confidential information, the authorised user **shall claim confidentiality**. In more details, the authorised user shall:

- a) indicate what information is to be considered confidential and clearly identify which persons/undertakings should not have access to this information;
- b) provide reasons why the persons/undertakings should not have access to the information;
- c) provide a separate pdf of the submission, redacting the confidential information and providing a description of the deleted information; the description must enable any party concerned with access to the file to determine whether there are sufficient grounds to request ACER or ENTSG to grant access to the information claimed to be confidential. The authorised user may use a PDF editor or print out the submission and manually replace confidential information with descriptions.

ACER and ENTSG shall not be responsible for disclosing confidential information where the authorised user has failed to claim confidentiality in accordance with the procedure described above.

7. Withdrawal of submissions

Where authorised users wish to withdraw their submission, they shall send a request to the support team of the Gas Network Codes Functionality Process at support@gasncfunc.eu or via the functional mailbox. The withdrawn issue will remain visible on the Functionality Process webpage of ACER with the status "Withdrawn by authorised user".

8. Data protection

ACER and ENTSG will ensure the protection of personal data in accordance with Regulation (EU) 2016/679 and Regulation (EU) 2018/1725. To this aim, the full name of the representative of organisations will not be published on the Functionality Process webpage of ACER; only the name of the relevant organisation shall be published. The Data Protection Notices of ACER and ENTSG can be accessed at the following links: [DPN Interactions with Stakeholders.pdf](#) and <https://www.entsog.eu/privacy-policy-and-terms-use>.

9. Ethical conduct

Authorised users shall be responsible for the accuracy and validity of their submissions and shall use the functional mailbox in an ethical and respectful manner, avoiding any content that may be harmful, or discriminatory towards others. Authorised users shall not submit any misleading or inaccurate information, as well as any unethical or unsuitable content, including any illegal content.

In case of any violation of the above-mentioned terms, ACER reserves the right to temporarily or permanently suspend or block access to the functional mailbox, and to delete any email or document already submitted.

10. Exclusion of liability

ACER and ENTSOG shall in no event be held liable to any person or entity for any direct or indirect loss or damage arising from the authorised users' use of the functional mailbox and/or their submissions (including supporting documents), and neither for the unavailability or malfunctioning of the functional mailbox.

11. Modification of the Terms of Use

ACER and ENTSOG reserve the right to modify these Terms of Use at any time. Any such change will be notified on the Functionality Process webpage of ACER and the authorised user's continued use of the functional mailbox constitutes his/her agreement to the latest version of the Terms of Use.

12. Governing law

These Terms of Use are governed by Union law and the laws of Slovenia.

The courts of Ljubljana (Slovenia) have exclusive jurisdiction over any dispute regarding the interpretation, application or validity of these Terms of Use.

13. Agreement to the Terms of Use

By using the functional mailbox, you acknowledge, accept and agree to the Terms of Use as described above, and otherwise contained on or referenced on the Functionality Process webpage of ACER.