

Wednesday, 10 August 2022

To whom it may concern

## IMPORTANT: Two weekends of e-Boks shut-down

### 1 Introduction

We are at e-Boks preparing for the introduction of a modern system infrastructure, and currently modifying the solution for implementation. We will migrate large volumes of data, making it necessary for us to shut down the e-Boks services during several service windows.

Details of the shut-down times and the data migration plan is stated below. We have further considered the consequences that the shut-down will have on the e-Boks services you use.

### 2 Data migration plan and shut-down times

At e-Boks, we are in the middle of modernising our infrastructure. We have already tested many parts of our new solution and the new infrastructure is up and running. We have drawn up a data migration plan, which has been tested without impact on production.

As part of our data migration, we must transfer our current data storage to the new infrastructure. The data migration requires a slightly longer service window, during which e-Boks will be inaccessible. As we must migrate large volumes of data, closure of the system is unavoidable. To ensure that the data migration runs smoothly, all e-Boks services will be inaccessible for the duration of two service windows: Test and Data Migration.

<p><b>Service window 1 Test:</b> from Friday, 16 September 2022 at 18:00 until Monday, 19 September 2022 at 08:00. During this service window, <b>all e-Boks services will be inaccessible</b> for senders and users alike.</p>
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<p><b>Service window 2 Data migration:</b> from Friday, 14 October 2022 at 18:00 until Monday, 17 October 2022 at 08:00. During this service window, <b>all e-Boks services will be inaccessible</b> for senders and users alike.</p>
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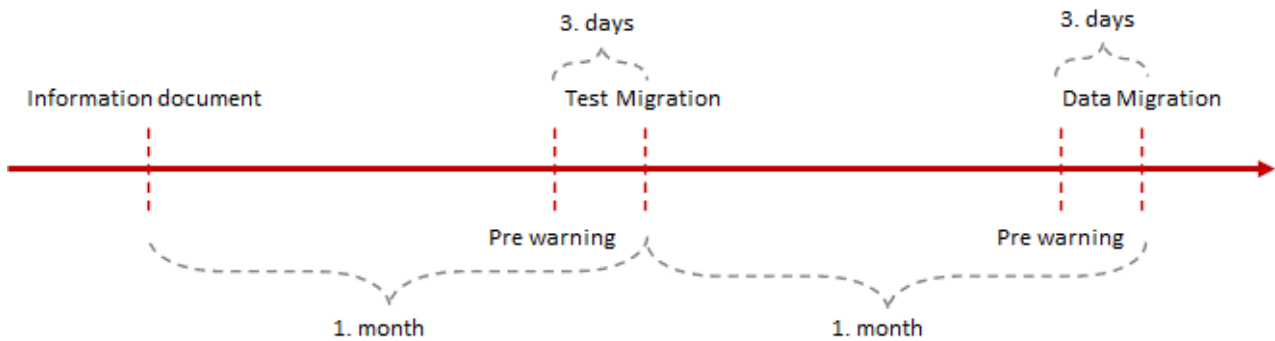
The timing of both service windows is such that the SLA batch deliveries will be sustained, meaning that deliveries dispatched before 17:00 on Friday will be accessible in users' e-Boks Monday morning at 08:00.

The first service window is scheduled one month ahead of the second and both take place in weekends where historical data suggests that activity on the e-Boks platform is low. During both service windows, e-Boks services will be unavailable to senders and recipients, i.e., it will be impossible to send and access new documents.

As it will not be possible to send during the service windows, we recommend that sending customers delay their dispatches until all e-Boks services are resumed. The resumption of services will be communicated as described below.

### 3 Communication before, during and after service windows

Generally speaking, the communication flow in connection with the service windows will be as follows:



Before, during and after both planned service windows, we will post consistent updates to allow everyone to track our progress: We will post updates primarily at <https://status.e-boks.com>. Furthermore, information about the service window will be available via various e-Boks pages and user support universes.

#### 3.1 Before the service window

Before each service window, we will update <https://status.e-boks.com> and post a message about the impending service window. Three days prior to the service window, we will bring another message on the same channels to which the present document will be sent, and various e-Boks websites.

#### 3.2 During the service window

The service window is just like a normal service window. All e-Boks services will be closed for the duration of the service window. However, as this service window will be longer than a normal service window, we will post consistently updated status reports at <https://status.e-boks.com>.

#### 3.3 After the service window

When the planned work during the service window is completed and the solution thoroughly tested, we will re-open all e-Boks services. This means that if the work is completed sooner than expected, services will re-open sooner. We will post an update confirming that the work is completed, and that e-Boks has re-opened at <https://status.e-boks.com> and, on the channels initially used to announce the service window.

#### 3.4 In the event of an unforeseen event

Should problems develop under way, and we assess that these cannot be resolved within the predetermined service window, e-Boks reserves the right to extend the service window if we believe that an extension will make it possible for us to complete the work as planned.

If we find it impossible to complete planned work within a reasonable period of time, the work will be abandoned, and any modifications reverted (fallback).

We will post consistent status reports at <https://status.e-boks.com>.

#### 3.5 Further information

Should you have any further questions, you are as always welcome to contact e-Boks sender support at <https://afsendersupport.e-boks.dk/hc/da>.