

# Availability of online services

List of announcements regarding availability of EPO's online services which had been published on the EPO website

Legal safeguards may be available against planned and unplanned outages of online filing and fee payment services, depending on the day and duration of the outage. A [dedicated webpage](#) informs users about any outages of these services.

For more information, please see the [notice from the EPO dated 22 October 2020 concerning the procedures and safeguards which apply under the EPC and the PCT in the event of outages of means of electronic filing and other online services](#) (OJ EPO 2020, A120), [Rule 134\(1\) EPC](#) and point 5.5 of the [ADA](#) (Supplementary publication 4, OJ EPO 2019).

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## 2021

**17.12.2021**

### **Technical fault in Web-form filing (reference no. CHG0403712) – detected and resolved**

On 17.12.2021 between 17:15 and 18.03 we experienced technical problems with Web-form filing.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see [Rule 134 EPC](#), [Rule 82quater.2 PCT](#) point 5.5 of the [ADA](#) (Supplementary publication 4, OJ EPO 2019) and the [notice from the EPO dated 22 October 2020](#) (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

17.12.2021, 19:00 h (CET)

**17.12.2021**

**Temporary unavailability of new online filing (CMS)**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Friday, 17 December 2021, between 19:00 hrs and approximately 20:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**17.12.2021**

**Temporary unavailability of Online Filing (Epoline)**

Owing to technical maintenance work, Online Filing (Epoline) will be temporarily unavailable on Friday, 17 December 2021, between 17:00 hrs and approximately 18:00 hrs CET.

To continue to file online during this downtime, please use Online Filing v2.0, Online Filing (CMS) or the web-form filing service.

We apologise for any inconvenience.

**14.12.2021**

**Technical fault in our credit card fee payment service(reference no.INC0029247)-resolved**

We are pleased to inform you that the issues encountered with the credit card fee payment service reported on 14.12.2021 (reference no.**INC0029247**), have been resolved with effect of 14.12.2021, at 22:21 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

14.12.2021, 23:20 h (CET) [date and time of publication]

**09.12.2021**

**Temporary unavailability of several online services on 9 December 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Thursday, 9 December 2021 between 19:00 and 21:00 hrs CET:

- European Patent Register
- Espacenet
- Classic Espacenet
- Open Patent Service
- Global Dossier
- Global Patent Index
- IP5 Common Citation Documents

We apologise for any inconvenience.

**09.12.2021**

**Technical fault in online services European Patent Register, Open Patent Services and Espacenet (reference no. INC0024657) – detected and resolved**

On 24.11.2021 between 17:30 and 23:00 we experienced technical problems with the online services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

09.12.2021, 15:00 h

**06.12.2021**

**Technical fault in Online Filing 2.0 (reference no. INC0027385) – detected and resolved**

On 06.12.2021 between 14:14 and 14:41 we experienced technical problems with Online Filing 2.0.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

06.12.2021, 17:35 h (CET)

**06.12.2021**

**Technical fault in Open Patent Services (OPS) (reference no. INC0027386) - resolved**

We are pleased to inform you that the issues encountered with Open Patent Services (OPS) reported on 06.12.2021 (reference no. **INC0027386**), have been resolved with effect of 06.12.2021, 21:00 h.

We apologise for any inconvenience.

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

06.12.2021, 21:30 h (CET)

**06.12.2021**

**Technical fault in Open Patent Services (OPS) (reference no. INC0027386)**

We are currently experiencing technical problems with Open Patent Services (OPS), first identified on 04.12.2021, at 10:00 hrs. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

06.12.2021, 15:30 hrs (CET)

**02.12.2021**

**Temporary unavailability of several online services on 4 December 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 4 December 2021 between 08:00 and 10:00 hrs CET:

- European Patent Register
- Espacenet
- Classic Espacenet
- Open Patent Service
- Global Dossier
- Global Patent Index
- IP5 Common Citation Documents

We apologise for any inconvenience.

**30.11.2021**

**Temporary unavailability of online services on 2 December between 18.00 and 20.00 hrs CEST**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Thursday 2 December between 18.00 and 20.00 hrs CEST:

- Online Filing 2.0
- Online Filing (Epoline)
- Online filing (CMS)
- Web-form filing

We apologise for any inconvenience.

**30.11.2021**

**Technical fault in the European Patent Register (reference no. INC25804) – detected and resolved**

On 30.11.2021 between 05:08 and 08:28 we experienced technical problems with the European Patent Register.

We apologise for any inconvenience.

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

30.11.2021, 13:30 h (CET)

**29.11.2021**

**Technical fault in online services (reference no. INC25349) – detected and resolved**

On 29.11.2021 between 03.13 and 08.35 hrs we experienced technical problems with the online services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

29.11.2021, 15.00 hrs

**26.11.2021**

**Temporary unavailability of online services on 29 November between 19.00 h and 20.00 hrs CEST**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Monday 29 November between 19.00 and 20.00 hrs CEST:

- Online Filing / Epoline
- OLF 2.0
- CMS
- WFF

We apologise for any inconvenience.

**25.11.2021**

**Technical fault in online services, OLF 2.0, CMS, WFF (reference no. CHG042286) – detected and resolved**

On 25.11.2021 between 12:30 and 13:00 we experienced technical problems with the online services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

25.11.2021, 20:50 h (CET)

**23.11.2021**

**Temporary unavailability of ePCT Filings with the EPO as Receiving Office on 24 November 2021**

Owing to technical maintenance work, ePCT Filings with the EPO as Receiving Office will be temporarily unavailable on Wednesday, 24 November 2021 between 09.30 and 12.00 hrs CET.

We apologise for any inconvenience.



**18.11.2021**

**Technical fault in Online Filing 2.0 (reference no. PRB0040026) – detected and resolved**

On 17.11.2021 between 16:45 and 16:55 we experienced technical problems with Online Filing 2.0.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

18.11.2021, 13:30 h (CET) [date and time of publication]

**17.11.2021**

**Technical fault in Online Filing 2.0 (reference no. INC21681)- detected and resolved**

On 12.11.2021 between 11:25 and 12:04 we experienced technical problems with Online Filing 2.0.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

17.11.2021, 16:00 h (CET) [date and time of publication]

**15.11.2021**

**Temporary unavailability of User area services (NUA - pilot project) – 15 November 2021**

Owing to technical maintenance work, User area service (NUA - pilot project) will be temporarily unavailable on Monday, 15 November 2021, between 19:00 hrs and approximately 20:00 hrs CET.

We apologize for any inconvenience.

**12.11.2021**

**Temporary unavailability of several online services on 16, 18, 23 and 25 November between 20.00 and 21.00 hrs CEST**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Tuesday 16 November 2021, Thursday 18 November 2021, Tuesday 23 November 2021 and Thursday 25 November 2021 between 20.00 and 21.00 hrs CEST:

- European Patent Register
- Classic Espacenet
- Open Patent Services
- Third-party observations
- One Portal Dossier
- IP5 Dossier access

We apologise for any inconvenience.

**10.11.2021**

**Temporary unavailability of the EPO shop and the Central Fee Payment on 17 November 2021**

Owing to technical maintenance work, the EPO shop, and the Central Fee Payment will be temporarily unavailable on Wednesday, 17 November 2021, between 02.00 and 06.00 hrs CET.

We apologise for any inconvenience.

**08.11.2021**

**Temporary unavailability of [support@epo.org](mailto:support@epo.org) on 8 November 2021**

Owing to technical maintenance work the contact form and email address [support@epo.org](mailto:support@epo.org) will be temporarily unavailable on 8 November 2021 between 20.00 and 20.30 hrs (CET).

We apologise for any inconvenience.

**03.11.2021**

**Temporary unavailability of [support@epo.org](mailto:support@epo.org) on 3 November 2021**

Owing to technical maintenance work the contact form and email address [support@epo.org](mailto:support@epo.org) will be temporarily unavailable on 3 November 2021 between 20.00 and 20.30 hrs (CET).

We apologise for any inconvenience.

**20.10.2021**

**Technical fault in online filing (reference no. 0015578) – detected and resolved**

On 20.10.2021 between 09:24 and 12:09 we experienced technical problems with online filing.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

20.10.2021, 14:55 h (CET)

**20.10.2021**

**Temporary unavailability of the EP number on form EP1200 on Saturday 23 October 2021**

Due to maintenance on the EPO systems on Saturday 23 October, from 08:00 until 18:00 our customers might notice that on receipts for form EP 1200 the European application number is missing on the receipt, whilst the PCT application number is shown. In such cases the European application number can be received from EPO support from Monday onwards. It is also shown on EP Form 1201 and can be seen in the [European Patent Register](#) in due course. For information on how to reach us, visit <http://www.epo.org/contact>.

**18.10.2021**

**Temporary unavailability of the EPO shop and the Central Fee Payment on 23 October 2021**

Owing to technical maintenance work, the EPO shop, and the Central Fee Payment will be temporarily unavailable on Saturday, 23 October 2021, between 08:00 and 12:00 hrs CET. Please note that after this update the links to CFP and to the EPO shop will change to <https://fee-payment.epo.org/en/> and <https://shop.epo.org/en/>

We apologise for any inconvenience.

**15.10.2021**

**Temporary unavailability of several online services on 23 October 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 23 October 2021 between 08:00 and 18:00 hrs CET:

- European Patent Register
- Espacenet
- Online Fee Payment
- Third-party observations
- One Portal Dossier
- Global Dossier
- Mailbox
- MyFiles
- Administration
- IP5 Dossier Access service
- Smart card enrolment

We apologise for any inconvenience.

**14.10.2021**

**Temporary unavailability of several online services on 16-17 October 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday/Sunday, 16-17 October 2021, between 09.00 and 19.00 hrs CEST:

- Classic Espacenet
- Espacenet
- Open Patent Services
- One Portal Dossier

We apologise for any inconvenience.

**05.10.2021**

**Temporary unavailability of several online services on 9 October 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 9 October 2021 between 10.00 and 12.00 hrs CET:

- Open Patent Services
- One Portal Dossier
- Global Dossier

We apologise for any inconvenience.

**01.10.2021**

**Temporary unavailability of several online services on 7 October 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Thursday, 7 October 2021 between 20.00 and 22.00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Services
- Third-party observations
- One Portal Dossier
- IP5 Dossier access

We apologise for any inconvenience.

**01.10.2021**

**Technical fault in our services (reference no. INC0010370)**

We are currently experiencing technical problems with the our services, first identified on 01.10.2021, at 08:00 h. The following services are affected:

- User Services customer contact number 00 800 80 20 20 20

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

01.10.2021, 10:30 h

**01.10.2021**

**Technical fault in our services (reference no. INC0010370) - resolved**

On 01.10.2021 between 08:00 and 11:45 we experienced technical problems with our services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

01.10.2021, 12:30 h

**28.09.2021**

**Technical fault in online services (reference no. 1393338) – detected and resolved**

On 28.09.2021 between 10:35 and 12:00 we experienced technical problems with the online services.

The following services were affected:

- Online Filing
- Online Filing 2.0
- New Online filing (CMS)
- Online Fee Payment
- Espacenet
- Open Patent Services (OPS)
- The European Patent Register

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

28.09.2021, 14:00 h (CET)



**28.09.2021**

**Technical fault in online services (reference no. 1393338) – detected and resolved**

On 28.09.2021 between 10:35 and 12:00 we experienced technical problems with the online services.

The following services were affected:

- Online Filing
- Online Filing 2.0
- New Online filing (CMS)
- Online Fee Payment
- Espacenet
- Open Patent Services (OPS)
- The European Patent Register

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

28.09.2021, 14:00 h (CET)

**16.09.2021**

**Temporary unavailability of online services on Saturday 18 September 2021 (reference no. CR 358194 )**

Owing to technical maintenance work, the following online services will be temporarily unavailable on Saturday 18 September 2021 between 07.00 and 19.00 hrs:

- European Patent Register (also via the EPO's mobile website)
- One Portal Dossier
- Global Dossier
- Third party Observations
- Mailbox
- My Files
- Fee Payments
- Smart card Activation

These online services may be subject to intermittent service interruptions for a period of time following this maintenance work.

We apologise for any inconvenience.

16.09.2021, 18.45 hrs

**15.09.2021**

**Technical fault in online services (reference no. 1388443) – resolved**

We are pleased to inform you that the issues encountered with the online services reported on 14.09.2021 (reference no. 1388443), have been resolved with effect of 15.09.2021, 11:30 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

15.09.2021, 12.45 h

**14.09.2021**

**Technical fault in online services (reference no.1388443)**

We are currently experiencing technical problems with the online services, first identified on 13.09.2021, at 08:00 h.

The following services are affected:

- Online Filings which refer to an already existing EP application, such as form EP1200 for PCT applications.

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

14.09.2021, 17:00

**10.09.2021**

**Technical fault in online services (reference no. 1386076) – resolved**

We are pleased to inform you that the issues encountered with the online services reported on 10.09.2021 (reference no. 1386076) , have been resolved with effect of 10.09.2021, 12.15 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

10.09.2021, 13:20 h

**10.09.2021**

**Technical fault in online services (reference no. 1386076)**

We are currently experiencing technical problems with the online services, first identified on 09.09.2021 at 21:00 h.

The following services are affected:

- [support@epo.org](mailto:support@epo.org) mail box

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

10.09.2021, 10:30 h

**09.09.2021**

**Temporary unavailability of several online services on 2 October 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior and limited functionalities on Saturday, 2 October 2021 between 08.00 and 18.00 hrs CET:

- European Patent Register
- Classic Espacenet
- Espacenet
- Open Patent Services
- Global Dossier

We apologise for any inconvenience.

**06.09.2021**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 11 September 2021**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Saturday, 11 September 2021, between 08:00 and 12:00 hrs CET.

We apologise for any inconvenience.

**26.08.2021**

**Temporary unavailability of several online services on 02 September 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior and limited functionalities on Thursday, 02 September 2021 between 20.00 and 24.00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Services
- Third-party observations
- One Portal Dossier
- IP5 Dossier access

We apologise for any inconvenience.

**24.08.2021**

**Temporary unavailability of several online services on 28 August 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 28 August 2021 between 09.00 and 17.00 hrs CEST:

- Classic Espacenet
- Espacenet
- Open Patent Services
- One Portal Dossier

We apologise for any inconvenience.

**02.08.2021**

**Temporary unavailability of several online services on 4 August 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Wednesday, 4 August 2021 between 20.00 and 23.00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Services
- Third-party observations
- One Portal Dossier
- IP5 Dossier access

We apologise for any inconvenience.

**20.07.2021**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 26 July 2021**

Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 26 July 2021 Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Monday, 26 July 2021, between 19:00 and 21:00 hrs CET.

We apologise for any inconvenience.

**07.07.2021**

**Technical fault in Web-form filing (reference no. 1367358) – detected and resolved**

On 07.07.2021 between 18:30 and 19:45 we experienced technical problems with Web-form filing.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

07.07.2021, 20:15 h (CET)

**25.06.2021**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 26 June 2021**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Saturday, 26 June 2021, between 09.00 and 17.00 hrs CET.

We apologise for any inconvenience.

**10.06.2021**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 16 June 2021**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Wednesday, 16 June 2021, between 17:00 and 20:00 hrs CET.

We apologise for any inconvenience.



**27.05.2021**

**Technical fault in online services, Myfiles, Admin Tools, MailBox, Online Fee Payment (reference no. 1350242) - detected and resolved**

On 26.05.2021 between 15:34 and 16:40 we experienced technical problems with the online services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

27.05.2021, 09:50h (CET)

**Technical fault in new online filing (CMS) (reference no. 1349829) - detected and resolved**  
**27.05.2021**

On 25.05.2021 between 17:55 and 18:12 we experienced technical problems with new online filing (CMS).

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

27.05.2021, 15:00 h (CET)

**25.05.2021**

**Technical fault in online services, Myfiles, Admin Tools, MailBox, Online Fee Payment (reference no. 1349821) - detected and resolved**

On 25.05.2021 between 16:54 and 18:08 we experienced technical problems with the online services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

25.05.2021, 20:25h (CET)

**21.05.2021**

**Technical fault in online services, MyFiles, Admin Tools, MailBox, Online Fee Payment (reference no.1349104) – detected and resolved**

On 21.05.2021 between 12:18 and 13:45 we experienced technical problems with the online services.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

21.05.2021, 15:00 h (CET)

**19.05.2021**

**Temporary unavailability of some online services on 29 May 2021**

Due to technical maintenance work, the following online services will not be available between 08.00 and 18.00 hrs CEST on 29 May 2021:

- Classic Espacenet
- Espacenet (also via the EPO's mobile website)
- Open Patent Services published service with Images constituent

We apologise for any inconvenience.

**14.05.2021**

**Technical fault in the EPO's credit card fee payment and refund claim service (Ref. 1341756)  
– resolved**

We are pleased to inform you that the issues encountered with the credit card fee payment and refund claim service reported on 29.04.2021 (reference no. 1341756), have been resolved with effect of 14.05.2021, 10:20 h.

We apologise for any inconvenience.~

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation.

For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

14.05.2021, 11:55 h (CET)

**12.05.2021**

**Technical fault in the EPO fax service (reference no. 1346078) - Resolved**

We are pleased to inform you that the issues encountered with the EPO fax service reported on 12.05.2021 (reference no. 1346078), have been resolved with effect of 12.05.2021, 11:00 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

12.05.2021, 11:50 h

**12.05.2021**

**Technical fault in the EPO's credit card fee payment and refund claim service (Ref. 1341756)**

We have been informed that since 29 April 2021 some users have been experiencing problems when paying fees via credit card using the credit card fee payment and refund claim service.

Legal safeguards may be available against outages of online filing or fee payment services, depending on the service affected, the day and duration of the outage and the procedure in question. For details see Rule 134 EPC, Rule 82quater.2 PCT, point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

If you have been experiencing the problems mentioned above, please try switching to a different browser. If that does not help, you may opt to pay your fees via bank transfer using the same service.

We apologise for any inconvenience.

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

12.05.2021, 16:45 hrs (CET)

**12.05.2021**

**Technical fault in the EPO fax service (reference no. 1346078)**

We are currently experiencing technical problems with the EPO fax service, first identified on 12.05.2021, at 08:00 h.

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

12.05.2021, 10:10 h (CET)

**10.05.2021**

**Technical fault in the EPO fax service (reference no. 1344936) – detected and resolved**

On 08.05.2021 from 07:00 until 10.05.2021 18:20 we experienced technical problems with the EPO fax service.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

10.05.2021, 20:00 h (CET)

**06.05.2021**

**Technical fault in the EPO's credit card fee payment and refund claim service (Ref. 1341756)  
– resolved**

We are pleased to inform you that the issues encountered with the credit card fee payment and refund claim service reported on 30.04.2021 (reference no. 1341756), have been resolved with effect of 04.05.2021, 08:00 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

06.05.2021, 09:00 h (CET)

**30.04.2021**

**Technical fault in the EPO's credit card fee payment and refund claim service (Ref. 1341756)**

We have been informed that since 29 April 2021 some users have been experiencing problems when paying fees via credit card using the credit card fee payment and refund claim service. Legal safeguards may be available against outages of online filing or fee payment services, depending on the service affected, the day and duration of the outage and the procedure in question. For details see Rule 134 EPC, Rule 82quater.2 PCT, point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

If you have been experiencing the problems mentioned above, please try switching to a different browser. If that does not help, you may opt to pay your fees via bank transfer using the same service.

We apologise for any inconvenience.

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

30.04.2021, 15:50 hrs (CET)

**28.04.2021**

**Temporary unavailability of Third-party observations service on 28 April 2021**

Owing to technical maintenance, the Third-party observations online service will be temporarily unavailable on Wednesday, 28 April 2021 between 19:00 and 19:30 hrs CET.

We apologise for any inconvenience.

**26.04.2021**

**Temporary unavailability of online services on 1 May 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or disruptive Saturday, 1 May 2021 between 08:00 and 18:00 hrs CEST:

- European Patent Register, including Register Alert, Federated Register and Global Dossier IP5

We apologise for any inconvenience.



**15.04.2021**

**Temporary unavailability of eTendering 1 May 2021**

Please note that, due to maintenance, eTendering will not be available on Saturday 1 May from 08.00 hrs (CET) until approximately 18.00 hrs (CET).

We apologise for any inconvenience.

**30.03.2021**

**Temporary unavailability of online services – download of documentation and executable files on 10 April 2021**

Owing to technical maintenance work, the facility for downloading online services documentation and/or executable files will be temporarily unavailable on Saturday, 10 April 2021, between (approximately) 08:00 and 12:00 hrs CET.

Applications such as new online filing (CMS), Online Filing and Web-Form Filing, will be available without interruption.

We apologise for any inconvenience.

**29.03.2021**

**Temporary unavailability of Third-party observations service on 10 April 2021**

Owing to technical maintenance, the Third-party observations online service will be temporarily unavailable on Saturday, 10 April 2021 between 08.00 and 12.00 hrs CET.

We apologise for any inconvenience.

**25.03.2021**

**Technical fault in the third-party observations online form (reference no 13277725) - detected and resolved**

We are currently experiencing technical problems with the third-party observations online form, first identified on 24.03.2021, at 12:43h. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

25.03.2021 14:13h (CET)

**24.03.2021**

**Temporary unavailability of new online filing (CMS) on Saturday, 27 March 2021**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 27 March 2021, between 08:00 and approximately 12:00 hrs CET.

To continue to file online during this downtime, please use [Online Filing](#) or the [web-form filing](#) service.

We apologise for any inconvenience.

**23.03.2021**

**Technical fault in online filing (reference no. 1326325) - detected and resolved**

On 23.03.2021 between 14:56 and 16:46 we experienced technical problems with online filing.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

23.03.2021, 22:45 h (CET)

**18.03.2021**

**Technical fault in new online filing (CMS) (reference no. 1324010) - detected and resolved**

On 18.03.2021 between 13:45 and 14:04 we experienced technical problems with new online filing (CMS).

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

18.03.2021, 15:16 h (CET)

**10.03.2021**

**Temporary unavailability of several online services on 17 March 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Wednesday, 17 March 2021 between 18:00 and 20:00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Services
- Third-party observations
- One Portal Dossier

We apologise for any inconvenience.

**09.03.2021**

**Temporary unavailability of online services on 20 March 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 20 March 2021 between 07.45 and 18.00 hrs CET:

- Online Services Portal - Online portal for external users, including Online Fee Payment, Schedule of fees, MyFiles, Mailbox and Online Administrative tools.
- Enrolment - Application used by Applicants and Representatives for the smart card requests and renewals

We apologize for any inconvenience.

**01.03.2021**

**Temporary unavailability of eTendering 5 March 2021 at 15:00**

Please note that, due to maintenance, eTendering will not be available on Friday 5 March at 15:00 (CET) for approximately one hour.

We apologize for any inconvenience.

**22.02.2021**

**Technical fault in online filing , PCT and PCT-SAFE (for DPMA only) and ePCT (reference no. 1310739) – detected and resolved**

On 20.02.2021 between 12h00 and 13:55 on 22.02.2021 we experienced technical problems with online filing.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

22.02.2021, 16:15 h (CET)

**19.02.2021**

**Technical fault in new online filing (CMS) (reference no. 1309990) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) reported on 19.02.2021 (reference no. 1309990), have been resolved with effect of 19.02.2021, 22:36h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

19.02.2021, 23:50 h (CET) [date and time of publication]

**19.02.2021**

**Temporary unavailability of online services on 27 February 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 27 February 2021 between 07:45 and 18:00 hrs CET:

- Patent Translate (in ESPACENET)
- Global Patent Index (GPI)
- Open Patent Service (OPS)

We apologize for any inconvenience.

**19.02.2021**

**Technical fault in new online filing (CMS) (reference no.1309990)**

We are currently experiencing technical problems with new online filing (CMS), first identified on 19.02.2021, at 19:35 h. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

19.02.2021, 22:30 h (CET) Date and time of publication

**18.02.2021**

**Temporary unavailability of some online services on 20 February 2021**

Owing to technical maintenance work, all EPO online filing services will be unavailable on 20 February 2021 between 09.00 and 11.00 hrs CET. Users will not be able to file either European or international applications. The drafting function will not be affected.

The services that will be unavailable are:

- [New online filing](#) (CMS)
- [Online Filing](#)
- [Web-Form Filing](#)
- [ePCT](#)
- [Online Filing](#) for national filings submitted to the German Patent and Trade Mark Office
- [Online Filing](#) of the PCT request form (PCT/RO/101) where the German Patent and Trade Mark Office is the receiving Office
- [PCT-SAFE](#) where the German Patent and Trade Mark Office is the receiving Office

Please note that [DPMAdirekt](#) will remain available throughout the maintenance period. The ePCT service will be unavailable only for filing with the EPO as receiving Office

We apologise for any inconvenience.

**08.02.2021**

**Temporary unavailability of some online services on 14 February 2021**

Due to technical maintenance work, the following online services will not be available between 05.00 and latest 10.00 hrs CET on 14 February 2021:

- European Patent Register (also via the EPO's mobile website)
- Espacenet (also via the EPO's mobile website)
- Open Patent Services
- Automatic debiting in online fee payment

We apologise for any inconvenience.

**03.02.2021**

**Temporary unavailability of new online filing (CMS) on 6 February 2021**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 6 February 2021, between 09:00 and approximately 11:00 hrs CET.

To continue to file online during this downtime, please use [Online Filing](#) or the [webform filing](#) service.

We apologise for any inconvenience.

**31.01.2021**

**Technical fault in new online filing (CMS) (reference no. 1299471) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) reported on 31.01.2021 (reference no. 1299471), have been resolved with effect of 31.01.2021, 19:15 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

31.01.2021, 20:10 h (CET)



**31.01.2021**

**Technical fault in new online filing (CMS) (reference no.1299471)**

We are currently experiencing technical problems with new online filing (CMS), first identified on 31.01.2021, at 11:00 h. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

31.01.2021, 18:00 h (CET)

**29.01.2021**

**Temporary unavailability of online services on 6 and 7 February 2021**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior between Saturday, 6 February 2021 and Sunday, 7 February between 08:00 and 20:00 hrs CET:

- Espacenet
- Classic Espacenet
- European Patent Register (for Patent Family and Legal status data)
- Third-party observations
- Open Patent Service
- Patent Translate Service
- One Portal Dossier (IP 5)

We apologise for any inconvenience.

**29.01.2021**

**Technical fault in new online filing (CMS) (reference no. 1298009) – detected and resolved**

On 27.01.2021 between 16:50 and 17:50 we experienced technical problems with new online filing (CMS).

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 22 October 2020 (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

29.01.2021, 08:50 h (CET)

**26.01.2021**

**Temporary unavailability of Espacenet, OPS and Register on 27 January 2021**

Due to technical maintenance activities on the EPO Inpadoc services (Legal status and family) on Wednesday 27th of January, 2021, between 16:00 and 20:00, the following online applications will be temporarily disrupted:

- ESPACENET
- REGISTER
- OPS

We apologize for any inconvenience.

**26.01.2021**

**Partial unavailability of online refund claim and fee payment services from 28 to 31 January 2021**

Owing to technical maintenance work, the online refund claim service will be temporarily unavailable from 11.00 hrs CET on Thursday, 28 January, until 19.00 hrs CET on Sunday, 31 January.

During this period, you will still be able to pay fees by credit card and prepare bank transfers online. However, delays in the online display of payment confirmations are to be expected until Sunday afternoon, 31 January.

During the maintenance work, deposit account holders can continue to submit debit orders via Online Filing, new online filing (CMS) and Online Fee Payment. However, any fees paid via (automatic) debit order will not be processed or appear in Online Fee Payment until Sunday afternoon, 31 January.

We apologise for any inconvenience.

**2020**

**23.12.2020**

**Technical fault in new online filing (CMS) (1289598) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) reported on 23.12.2020 (reference no. 1289598), have been resolved with effect of 23.12.2020, 18:45 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

23.12.2020, 19:00 h (CET)

**23.12.2020**

**Technical fault in new online filing (CMS) (1289598) – update**

The technical problems encountered with new online filing (CMS) and first reported on 23.12.2020 (1289598) are persisting. Our technicians have increased their efforts to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

23.12.2020, 14:42 (CET)

**23.12.2020**

**Technical fault in new online filing (CMS) (1289598) – update**

The technical problems encountered with new online filing (CMS) and first reported on 23.12.2020 (1289598) are persisting. Our technicians have increased their efforts to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

**23.12.2020**

**Technical fault in new online filing (CMS) (1289598)**

We are currently experiencing technical problems with new online filing (CMS), first identified on 23.12.2020, at 08:20 h. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

23.12.2020, 10:00 h (CET)

**21.12.2020**

**Technical fault in European Patent Register (reference no.1288928.) – detected and resolved**

On 21.12.2020 between 11:03 and 11:18hrs we experienced technical problems with the European Patent Register.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

21.12.2020, 12:32(CET)

**17.12.2020**

**Cancellation of earlier announcement on unavailability of online services from 27 December to 30 December 2020 (service no. CR 340189)**

Due to the ongoing situation with COVID-19, the EPO has postponed the maintenance work announced for the period 27 December to 30 December. Consequently, contrary to the previous announcement of 11.12.2020, all online services will remain available during this period.

The new dates for the maintenance work will be communicated at a later time.

As a reminder, the Office is closed from 24 December 2020 to 8 January 2021 inclusive. During this period our User Services will offer basic user support during business hours.

**11.12.2020**

**Temporary unavailability of online services from 27 December to 30 December 2020 (service no. CR 340189)**

Owing to technical maintenance work, the following online services will be temporarily unavailable between 13.00 hrs on 27 December and 13.00 hrs on 30 December 2020 CET:

- Online Fee Payment /payment by credit card
- MyFiles / Mailbox
- European Patent Register
- Espacenet
- Filing of Third-Party Observations by the public
- Smart card activation
- eTendering

Users should assume that other EPO online services may also be unavailable during this period.

However, the following online services will remain available during that period, namely:

- Online filing
- New online filing (CMS)
- Web-form filing
- Online Filing 2.0
- Filing by fax
- Filing to the German Patent and Trade Mark Office (including PCT-SAFE)
- epo.org - the EPO website will be available, but only with static web-pages and limited functionality. The following parts will not work: interactive features (e.g. search engines), contact forms, file downloads, and the display of electronic tender procedures.

We apologise for any inconvenience.

During the maintenance period our User Services will still offer basic support during business hours. Please be informed that User Services is only reachable by phone during this time.

The days on which the above-mentioned online services will not be available are days on which the Office is closed (see OJ EPO 2019, A97). Therefore any time limits expiring on these days are extended to the first day thereafter on which the Office is open, that is Monday 4 January 2021 (see OJ EPO 2020, A115).

Applicants are reminded of the procedures and safeguards which apply under the EPC and the PCT in case of unavailability of any filing or fee payment services (OJ EPO 2020, A120).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

11.12.2020, 09:30 h



**7.12.2020**

**Temporary unavailability of new online filing (CMS) on 12 December 2020**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 12 December 2020, between 08:00 and approximately 13:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the webform filing service.

We apologise for any inconvenience.

**4.12.2020**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 12 December 2020**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Saturday, 12 December 2020, between 08.50 and 13.00 hrs CET.

We apologise for any inconvenience.

**1.12.2020**

**Technical fault in new online filing (CMS) and in all online services (reference nos. 1279522 and 1279907) – Legal safeguards apply**

From Thursday 26.11.2020, 08:00 h. (CET) until Friday 27.11.2020, 11:00 (CET) there was an unplanned outage (reference no. 1279522) of new online filing (CMS). During this outage of CMS there was another unplanned outage in all online services (reference no. 1279907) from Thursday 26.11.2020 23:25 h. (CET) until Friday 27.11.2020, 01:15 h. (CET).

Users are informed that all time limits in the procedures under the EPC expiring on 26 and 27 November 2020 are extended in accordance with Rule 134(1) EPC until the following working day, i.e. 30 November 2020.

Time limits expiring on these dates in proceedings before the EPO in the international phase are also extended in accordance with Rule 82quater.2 PCT until 30 November 2020.

Users are requested to always mention the reference number of the outage they are referring to in any contact with the EPO in this matter.

**27.11.2020**

**Technical fault in new online filing (CMS) (reference no. 1279522) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) reported on 26.11.2020 (reference no. 1279522), have been resolved with effect of 27.11.2020, 11:00 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

27.11.2020, 11:30 h (CET)

**27.11.2020**

**Technical fault in new online filing (CMS) (reference no 1279522) – update**

The technical problems encountered with new online filing (CMS) and first reported on 26.11.2020 (reference no 1279522) are persisting. Our technicians have increased their efforts to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

27.11.2020, 8:30 h (CET)

**27.11.2020**

**Technical fault in online services (reference no. 1279907) – resolved**

We are pleased to inform you that the issues encountered with the online services reported on 26.11.2020 (reference no. 1279907), have been resolved with effect of 27.11.2020, 01:15 h.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

27.11.2020, 02:10 h CET

**26.11.2020**

**Technical fault in online services (reference no. 1279907)**

We are currently experiencing technical problems with the online services, first identified on 26.11.2020, at 23:25 h. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

26.11.2020, 23:50 h (CET)

**26.11.2020**

**Technical fault in new online filing (CMS) (reference no 1279522) – update**

The technical problems encountered with new online filing (CMS) and first reported on 26.11.2020 (reference no 1279522) are persisting. Our technicians have increased their efforts to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

26.11.2020, 19:40 h (CET)

**26.11.2020**

**Technical Fault in Online Filing (CMS) reference no. 1279522**

We are currently experiencing technical problems with new online filing (CMS), first identified on 26.11.2020 at 08:00h. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

26.11.2020, 10:15 h (CET)

**25.11.2020**

**Potential interruptions to online services on 26 November 2020**

Owing to technical maintenance work the following online services of the EPO may be subject to minor service interruptions on Thursday, 26 November 2020 between 19:00 and 19:30 CET:

- New online filing (CMS)
- Online Filing
- Web-form filing

We apologize for any inconvenience.

**18.11.2020**

**Technical fault in Patent Translate (reference no. 1276215) – detected and resolved**

On 18.11.2020 between 11:00 and 15:40 we experienced technical problems with Patent Translate.

We apologise for any inconvenience.

Legal safeguards may be available where filing or fee payment services were not available, depending on the service affected, the day and duration of the unavailability and the procedural situation. For details see Rule 134 EPC, Rule 82quater.2 PCT point 5.5 of the ADA (Supplementary publication 4, OJ EPO 2019) and the notice from the EPO dated 18 January 2018 (OJ EPO 2018, A25).

Please always quote the reference number indicated above when addressing the EPO in relation to this issue.

18.11.2020, 18:02

**17.11.2020**

**Temporary unavailability of eTendering on 20 November 2020**

Please note that eTendering will not be available due to maintenance on Friday 20 November at 15:00 (CET) for approximately one hour.

We apologize for any inconvenience.

**11.11.2020**

**Temporary unavailability of EPO online services**

Owing to technical maintenance work, a number of EPO online services will be unavailable on Saturday, 21 November between 10.00 and 15.00 hrs CET.

The services that will be unavailable are:

- Online Filing for national filings submitted to the German Patent and Trade Mark Office
- Online Filing of the PCT request form (PCT/RO/101) where the German Patent and Trade Mark Office is the receiving Office
- PCT-SAFE where the German Patent and Trade Mark Office is the receiving Office

Please note that DPMAdirekt will remain available throughout the maintenance period.

Users may need to check their firewall settings for outgoing submissions and, where necessary, update the German Patent and Trade Mark Office IP address from 145.64.132.139 to 145.64.161.100 for Online Filing and from 145.64.133.25 to 145.64.161.101 for PCT-SAFE or to connect to the German Patent and Trade Mark Office <https://securedpma.epoline.org/receiver> (Online Filing) or <https://pctsafe.securedpma.epoline.org/receiver> (PCT-SAFE).

Settings for DPMAdirekt remain unchanged.

We apologise for any inconvenience.

**4.11.2020**

**Temporary unavailability of some online services on 7 November 2020**

Owing to technical maintenance work, all EPO online filing services will be unavailable on 7 November 2020 between 10.00 and 12.00 hrs CET. Users will not be able to file either European or international applications. The drafting function will not be affected.

The services that will be unavailable are:

- New online filing (CMS)
- Online Filing
- Web-Form Filing
- ePCT

The ePCT service will be unavailable only for filing with the EPO as receiving Office.

We apologise for any inconvenience.

**2.11.2020**

**Technical fault in online filing – resolved**

We are pleased to inform you that the issues encountered with online filing forms PCT-Demand and PCT-SFD (PCT Subsequently Filed Documents) from 31.10.2020 at 10:00 hrs CET until 2.11.2020 at 14:00 hrs CET have been resolved.

Customers who have experienced issues today are requested to resubmit their signed submission today to ensure the same date of filing.

If you are unable to resubmit today, i.e. on 2.11.2020, please contact [support@epo.org](mailto:support@epo.org) for further assistance.

We apologise for any inconvenience.

**30.10.2020**

**Temporary unavailability of the claim refund online functionality of the credit card fee payment service on 30 October 2020**

Owing to technical maintenance work, the claim refund online functionality of the credit card fee payment service will be temporarily unavailable between Friday, 30 October 2020, 12:00 and Saturday 09:00, 31 October.

We apologise for any inconvenience.

**27.10.2020**

**Temporary unavailability of some online services on 31 October 2020**

Owing to technical maintenance work, all EPO online filing services will be unavailable on 31 October 2020 between 10.00 and 12.00 hrs CET. Users will not be able to file either European or international applications. The drafting function will not be affected.

The services that will be unavailable are:

- New online filing (CMS)
- Online Filing
- Web-Form Filing
- ePCT

The ePCT service will be unavailable only for filing with the EPO as receiving Office.

We apologise for any inconvenience.

**21.10.2020**

**Temporary unavailability of online services – download of documentation and executable files**

Owing to technical maintenance work, the facility for downloading online services documentation and/or executable files will be temporarily unavailable on Wednesday, 21 October 2020, between (approximately) 19.00 and 19.30 hrs CET.

Applications such as new online filing (CMS), Online Filing and Web-Form Filing, will be available without interruption.

We apologise for any inconvenience.

**19.10.2020**

**Temporary unavailability of all EPO online filing services on 24 October**

Owing to technical maintenance work, all EPO online filing services will be unavailable on Saturday, 24 October between 08.00 and 16.00 hrs CET. This affects both European and international applications.

The services that will be unavailable are:

- Online Filing
- New online filing (CMS)
- Web-Form Filing
- ePCT

The ePCT service will be unavailable only for filing with the EPO as receiving Office.

It has no longer been possible to file international applications with the EPO using PCT-SAFE since 1 July 2020 (see OJ EPO 2020, A59).

If you wish to file while our online filing services are unavailable, you can do so by post, fax or hand.

Read about all our filing options

We apologise for any inconvenience.

**14.10.2020**

**Technical fault in Espacenet Services on 14 October**

On 14 October we experienced unavailability of Espacenet from 06.49 hrs to 07.58 hrs CET.

We apologise for any inconvenience.



**13.10.2020**

**Temporary unavailability of online services on 14 October 2020 – download of documentation and executable files**

Owing to technical maintenance work, the facility for downloading online services documentation and/or executable files will be temporarily unavailable on Wednesday, 14 October 2020, between (approximately) 19.00 and 19.30 hrs CET.

Applications such as new online filing (CMS), Online Filing and Web-Form Filing, will be available without interruption.

We apologise for any inconvenience.

**11.10.2020**

**Technical fault with discussion forums – resolved**

We are pleased to inform you that the issues encountered with our discussion forums on 11.10.2020 have been resolved..

We apologise for any inconvenience.

**11.10.2020**

**Technical Fault with Discussion Forums**

We are currently experiencing some problems with our discussion forums. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience..

**8.10.2020**

**Technical fault in new online filing (CMS) on 8 October 2020**

On 8 October 2020 we experienced unavailability of new online filing (CMS) between 09:52 hrs and 10:36 hrs CET.

We apologise for any inconvenience.

**28.9.2020**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 1 October 2020**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Thursday, 1 October 2020, between 19:00 and 19:30 hrs CET.

We apologise for any inconvenience.

**17.9.2020**

**Technical fault in new online filing (CMS) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) on 17.09.2020 have been resolved.

We apologise for any inconvenience.

**17.9.2020**

**Technical fault in new online filing (CMS)**

We are currently experiencing some problems with new online filing (CMS). Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**15.9.2020**

**Temporary unavailability of online services – download of documentation and executable files**

Owing to technical maintenance work, the facility for downloading online services documentation and/or executable files will be temporarily unavailable on Wednesday, 23 September 2020, between (approximately) 19.00 and 19.30 hrs CET.

Services such as New online filing (CMS), Online Filing and Web-form filing, will be available without interruption.

We apologise for any inconvenience.

**2.9.2020**

**Temporary unavailability of Web-form filing on 9 September 2020**

Owing to technical maintenance work, Web-form filing will be temporarily unavailable on Wednesday, 9 September 2020, between 19.00 and 21.00 hrs CET.

We apologise for any inconvenience.

**2.9.2020**

**Temporary unavailability of online services on 6 September 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Sunday, 6 September 2020, between 05.00 and 09.00 hrs CET:

- Open Patent Services
- European Patent Register
- One feature of the secure portal: Enabling automatic debiting

New online filing (CMS) & eOLF Services will not be disrupted.

We apologise for any inconvenience.

**27.8.2020**

**Temporary unavailability of online services on 27 August 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Thursday, 27 August 2020, between 19.00 and 19.30 CET:

- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

**26.8.2020**

**Temporary unavailability of new online filing (CMS) on 30 August 2020**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Sunday, 30 August 2020, between 21:00 and approximately 23:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**20.8.2020**

**Temporary unavailability of online services on 23 August 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Sunday, 23 August 2020, between 05.00 and 08.00 hrs CET:

- Open Patent Services
- European Patent Register
- One feature of the secure portal: Enabling automatic debiting

New online filing (CMS) & eOLF Services will not be disrupted.

We apologise for any inconvenience.

**19.8.2020**

**Temporary unavailability of online services on 19 August 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Wednesday, 19 August 2020, between 19.00 and 19.30 CET:

- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

**12.8.2020**

**Temporary unavailability of the third party observation service on Wednesday 12 August**

Owing to technical maintenance work the third party observation service will be temporarily unavailable on Wednesday 12 August at 19:00 hrs CET for one hour approximately.

We apologize for any inconvenience.

**7.8.2020**

**Technical fault in the European Patent Register – resolved**

We are pleased to inform you that the issues encountered with the European Patent Register on 07.08.2020 have been resolved.

We apologise for any inconvenience..

**7.8.2020**

**Technical fault in Espacenet – resolved**

We are pleased to inform you that the issues encountered with Espacenet on 07.08.2020 have been resolved.

We apologise for any inconvenience.

**7.8.2020**

**Technical fault in the European Patent Register**

We are currently experiencing some problems with the European Patent Register. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**7.8.2020**

**Technical fault in Espacenet**

We are currently experiencing some problems with Espacenet. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience..

**6.8.2020**

**Temporary unavailability of the third party observation service on Thursday 6 August**

Owing to technical maintenance work the third party observation service will be temporarily unavailable on Thursday 6 August at 19:00 hrs CET for one hour approximately.

We apologize for any inconvenience.

**30.7.2020**

**Technical fault in new online filing (CMS) – resolved**

We encountered issues with new online filing (CMS) on 29.7.2020 between 15:30 and 16:10 hrs CET.

We apologise for any inconvenience.

**28.7.2020**

**Temporary unavailability of eTendering on 31 July 2020**

Please note that electronic tender procedures will not be available due to maintenance on Friday 31 July at 16:00 hrs CET for approximately one hour.

We apologize for any inconvenience.

**22.7.2020**

**Temporary unavailability of new online filing (CMS)**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Wednesday, 29 July 2020, between 19:00 and approximately 21:30 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service. We apologise for any inconvenience.

**17.7.2020**

**Technical fault in our online services – resolved**

We are pleased to inform you that the issues encountered with our online services on 17.07.2020 have been resolved.

We apologise for any inconvenience.

**17.7.2020**

**Technical fault in our online services**

We are currently experiencing some problems with our online services. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

## **9.7.2020**

Temporary unavailability of online services on 13 July 2020

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 13 July 2020, between 19.00 and 20.00 hrs CET:

- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

## **7.7.2020**

### **Temporary unavailability of smart card management services on 8 July 2020**

Owing to technical maintenance work, access to smart card management services (enrolment, renewal, activation or registration) will be temporarily unavailable on Wednesday, 8 July 2020 between 19:00 and 20:00 hrs CET (approximately).

Applications using active smart cards, such as new online filing (CMS), Online Filing and Web-Form Filing, will be available without interruption.

We apologise for any inconvenience.

## **13.6.2020**

### **Technical fault in new online filing (CMS) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) on 13.06.2020 have been resolved.

We apologise for any inconvenience.

## **13.6.2020**

### **Technical fault in new online filing (CMS)**

We are currently experiencing some problems with new online filing (CMS). Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**8.6.2020**

**Temporary unavailability of new online filing (CMS) on 13 June 2020**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 13 June 2020, between 09.00 and 14.00 CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**4.6.2020**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 10 June 2020**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Wednesday, 10 June 2020, between 19:00 and 19:30 hrs CET.

We apologise for any inconvenience.

**28.5.2020**

**Temporary unavailability of eTendering on 2 and 3 June 2020**

Owing to technical maintenance work, eTendering will be temporarily unavailable on Tuesday 2 June at 18.00 hrs CET for approximately two hours and on Wednesday 3 June at 16.00 hrs CET for approximately four hours.

We apologise for any inconvenience.

**14.5.2020**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 23 May 2020**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Saturday, 23 May 2020, between 09.00 and 13.00 hrs CET.

We apologise for any inconvenience.



**8.5.2020**

**Technical fault in the European Patent Register – resolved**

We are pleased to inform you that the issues encountered with the European Patent Register on 08.05.2020 have been resolved.

We apologise for any inconvenience.

**8.5.2020**

**Technical fault in the European Patent Register**

We are currently experiencing some problems with the European Patent Register.

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**5.5.2020**

**Technical fault in our online services – resolved**

We are pleased to inform you that the issues encountered with the Mailbox on 4 May 2020 have been resolved.

The other services mentioned in our notice yesterday, namely Online Fee Payment, My Files, Administration were, contrary to that notice, not affected by the problem.

We apologise for any inconvenience.

**4.5.2020**

**Technical fault in our online services**

We are currently experiencing some problems with our online services.

- Online Fee Payment
- My Files
- Mailbox
- Administration

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**1.5.2020**

**Technical fault in the European Patent Register – resolved**

We are pleased to inform you that the issues encountered with the European Patent Register on 01.05.2020 have been resolved.

We apologise for any inconvenience.

**1.5.2020**

**Technical fault in the European Patent Register**

We are currently experiencing some problems with the European Patent Register.

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**28.4.2020**

**Technical issue with Customer Services phone system – resolved**

On 28 April we experienced unavailability of the Customer Services phone system from 12:30 hrs to 13:00 hrs CET

We apologise for any inconvenience.

**27.4.2020**

**Technical issue with Customer Services phone system – Resolved**

We are pleased to inform you that the issues encountered with the Customer Services phone system on 27 April 2020 have been resolved.

We apologise for any inconvenience.

**27.4.2020**

**Technical issue with Customer Services phone system**

We are currently experiencing some intermittent issues with our Customer Services phone system. Our technicians are working to fix them as soon as possible. Should you be unable to reach us by telephone, please contact us via the online contact form or at [support@epo.org](mailto:support@epo.org).

We apologise for any inconvenience.

**24.4.2020**

**Technical issue with Customer Services phone system – Resolved**

We are pleased to inform you that the issues encountered with the Customer Services phone system on 24 April 2020 have been resolved.

We apologise for any inconvenience.

**24.4.2020**

**Technical issue with Customer Services phone system**

We are currently experiencing some intermittent issues with our Customer Services phone system. Our technicians are working to fix them as soon as possible. Should you be unable to reach us by telephone, please contact us via the online contact form or at [support@epo.org](mailto:support@epo.org).

We apologise for any inconvenience.

**21.4.2020**

**Technical fault in the European Patent Register – resolved**

We are pleased to inform you that the issues encountered with the European Patent Register on 21.04.2020 have been resolved.

We apologise for any inconvenience.

**21.4.2020**

**Technical fault in the European Patent Register**

We are currently experiencing some problems with the European Patent Register. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**17.4.2020**

**Temporary unavailability of new online filing (CMS) on 22 April 2020**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Wednesday, 22 April 2020, between 19:00 and approximately 21:00 hrs CET. To continue to file online during this downtime, please use Online Filing or the web-form filing service. We apologise for any inconvenience.

#### **15.4.2020**

##### **Potential interruptions to online services on 18 April 2020**

Owing to technical maintenance work the following online services of the EPO may be subject to minor service interruptions on Saturday, 18 April 2020 between 22:00 and midnight CET:

- New online filing (CMS)
- Online Filing
- Online Filing national via the German online filing server (DPMAdirektPro)
- Web-form filing
- European Patent Register (also via the EPO's mobile website)
- Espacenet (also via the EPO's mobile website)
- Open Patent Services
- Single Legal Source (SLS)
- Trilateral Document access
- My Files
- Mailbox
- Administration
- Online fee payment
- Credit card fee payment service
- Claim refunds online
- EPO shop
- Fax server

www.epo.org will offer very limited functionality. The following parts will not work: interactive features (e.g. search engines), contact forms, discussion forums, file download, display of electronic tender procedures.

We apologize for any inconvenience.

#### **14.4.2020**

##### **Temporary unavailability of online services on 15 April 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Wednesday, 15 April 2020, between 18.00 and 19.00 hrs CET:

- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

#### **9.4.2020**

##### **Temporary unavailability of online services on 13 April 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 13 April 2020, between 09.00 and 10.30 CET:

- Classic Espacenet - INPADOC data will not be available
- Open Patent Services
- European Patent Register
- IP5 Global Dossier
- Third Party Observation
- One feature of the secure portal: Enabling automatic debiting

CMS & eOLF Services will not be disrupted.

We apologise for any inconvenience.

#### **31.3.2020**

##### **Technical fault in Online Filing and new online filing (CMS) on 30 March 2020**

On 30 March 2020 we experienced unavailability of Online Filing and new online filing (CMS) between 21:20 hrs and 22:22 hrs CET.

We apologise for any inconvenience.

#### **25.3.2020**

##### **Temporary unavailability of online services on 31 March 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Tuesday, 31 March 2020, between 19.00 and 20.00 CET:

- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

#### **25.3.2020**

##### **Temporary unavailability of new online filing (CMS) on 28 March 2020**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 28 March 2020, between 08:00 and approximately 14:00 hrs CET. To continue to file online during this downtime, please use Online Filing or the web-form filing service. We apologise for any inconvenience.

**24.3.2020**

**Technical fault in the European Patent Register, Online Fee Payment, Mailbox, My Files and Open Patent Services on 21 March**

On 21 March we experienced unavailability of:

- the European Patent Register: from 07:20 hrs to 10:20 hrs CET
- Online Fee Payment, Mailbox and My Files: from 07:20 hrs to 09:50 hrs CET
- Open Patent Services: from 07:20 hrs to 09:55 hrs CET

We apologise for any inconvenience.

**21.3.2020**

**Technical fault in Espacenet – resolved**

We are pleased to inform you that the issues encountered with Espacenet on 21.03.2020 have been resolved.

We apologise for any inconvenience.

**21.3.2020**

**Technical fault in Espacenet**

We are currently experiencing some problems with Espacenet. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**19.3.2020**

**www.epo.org slow/unavailable – resolved**

We are pleased to inform you that the issues encountered with www.epo.org on 18.3.2020 have been resolved.

We apologise for any inconvenience.

**18.3.2020**

**www.epo.org slow/unavailable**

We are currently experiencing some problems with www.epo.org being slow/unavailable. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**4.3.2020**

**Technical fault in Online Fee Payment, Mailbox and My Files services – resolved**

We are pleased to inform you that the issues encountered with Online Fee Payment, Mailbox and My Files services on 04.03.2020 have been resolved.

We apologise for any inconvenience.

**4.3.2020**

**Technical fault in Online Fee Payment, Mailbox and My Files services .**

We are currently experiencing some problems with the Online Fee Payment, Mailbox and My Files services. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**27.2.2020**

**Temporary unavailability of the refund claim service and delays in displaying debit orders in Online Fee Payment from 28.02.2020 until 02.03.2020**

Owing to technical maintenance work, the refund claim service will be unavailable from 11.00 hrs CET on Friday, 28 February, until 09.00 hrs CET on Monday, 2 March.

Delays in the display of payment orders in Online Fee Payment are also to be expected during this period. We would nevertheless like to assure you that all payments will be processed only once and with the original payment date. You do not need to take any further action.

We apologise for any inconvenience.

**18.2.2020**

**Temporary unavailability of web-form filing on 19.02.2020**

Owing to technical maintenance work, web-form filing will be temporarily unavailable on Wednesday, 19 February 2020, between 18:00 and approximately 19:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the New online filing (CMS) service.

We apologise for any inconvenience.

**12.2.2020**

**Technical fault in new online filing (CMS) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) on 12.02.2020 have been resolved.

We apologise for any inconvenience.

**12.2.2020**

**Technical fault in new online filing (CMS)**

We are currently experiencing some problems with new online filing (CMS). Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**12.2.2020**

**Temporary unavailability of the refund claim service and delays in displaying debit orders in Online Fee Payment from 28.02.2020 until 02.03.2020**

Owing to technical maintenance work, the refund claim service will be unavailable from 11.00 hrs CET on Friday, 28 February, until 09.00 hrs CET on Monday, 2 March.

Delays in the display of payment orders in Online Fee Payment are also to be expected during this period. We would nevertheless like to assure you that all payments will be processed only once and with the original payment date. You do not need to take any further action.

We apologise for any inconvenience.

**29.1.2020**

**Temporary unavailability of web-form filing on 19.02.2020**

Owing to technical maintenance work, web-form filing will be temporarily unavailable on Wednesday, 19 February 2020, between 18:00 and approximately 19:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the New online filing (CMS) service.

We apologise for any inconvenience.



**28.1.2020**

**Technical fault in new online filing (CMS) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) on 28.01.2020 have been resolved.

We apologise for any inconvenience.

**28.1.2020**

**Technical fault in new online filing (CMS)**

We are currently experiencing some problems with new online filing (CMS). Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**14.1.2020**

**Technical fault in our "Jobs" website – resolved**

We are pleased to inform you that the issues encountered with our "Jobs" website on 13.01.2020 have been resolved.

We apologise for any inconvenience.

**13.1.2020**

**Technical fault in our "Jobs" website**

We are currently experiencing some problems with our "Jobs" website: you can browse our job offers but it is not possible to apply for a job or work on your candidate profile. Our technicians are working to fix this as soon as possible.

We apologise for any inconvenience.

**13.1.2020**

**Temporary unavailability of online services on 20 January 2020**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 20 January 2020 between 19.00 and 20.00 hrs CET:

- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

**12.1.2020**

**Technical fault in Classic Espacenet – resolved**

We are pleased to inform you that the issues encountered with Classic Espacenet on 12.01.2020 have been resolved.

We apologise for any inconvenience.

**12.1.2020**

**Technical fault in Open Patent Services – resolved**

We are pleased to inform you that the issues encountered with Open Patent Services on 12.01.2020 have been resolved.

We apologise for any inconvenience.

**12.1.2020**

**Technical fault in the European Patent Register – resolved**

We are pleased to inform you that the issues encountered with the European Patent Register on 12.01.2020 have been resolved.

We apologise for any inconvenience.

**12.1.2020**

**Technical fault in Classic Espacenet**

We are currently experiencing some problems with Classic Espacenet. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**12.1.2020**

**Technical fault in Open Patent Services**

We are currently experiencing some problems with Open Patent Services. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**12.1.2020**

**Technical fault in the European Patent Register**

We are currently experiencing some problems with the European Patent Register. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**8.1.2020**

**Technical fault in the Epoline Portal – resolved**

We are pleased to inform you that the issues encountered with the Epoline Portal on 08.01.2020 have been resolved.

We apologise for any inconvenience

**8.1.2020**

**Technical fault in the Epoline Portal**

We are currently experiencing some problems with the Epoline Portal. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**8.1.2020**

**Temporary unavailability of new online filing (CMS)**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 11 January 2020, between 08:00 and approximately 15:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**8.1.2020**

**Temporary unavailability of some online services on 8 January 2020**

Due to technical maintenance work, the following online services will not be available between 16.00 and latest 20.00 hrs CET on 08 January 2020:

- European Patent Register (also via the EPO's mobile website)
- Espacenet and classic Espacenet (also via the EPO's mobile website)
- Open Patent Services (OPS)
- CCD

We apologise for any inconvenienc.

**3.1.2020**

**Technical fault in Epoline Portal – resolved**

We are pleased to inform you that the issues encountered with the Epoline Portal on 03.01.2020 have been resolved.

We apologise for any inconvenience.

**3.1.2020**

**Technical fault in the Epoline Portal**

We are currently experiencing some problems with the Epoline Portal. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

## 2019

Legal safeguards may be available against outages of online filing and fee payment services, depending on the service affected and the day and duration of the outage. A [dedicated webpage](#) informs users about any outages of these services.

For more information, please see the [notice from the EPO dated 18 January 2018](#) (OJ EPO 2018, A25). Please also consult [Rule 134 EPC](#), point 5.5 of the ADA (Supplementary publication 5, OJ EPO 2017) and Article 5 of the [Decision of the President of the EPO dated 11 March 2015](#) (OJ EPO 2015, A28).

### 20.12.2019

#### **Technical fault in new online filing (CMS) - resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) on 20.12.2019 have been resolved.

We apologise for any inconvenience.

### 20.12.2019

#### **Issues with INPADOC service in classic Espacenet resolved**

We are pleased to inform you that the issues encountered with the INPADOC service in classic Espacenet since 17 December 2019 have been resolved.

We apologise for any inconvenience.

### 20.12.2019

#### **Technical fault in new online filing(CMS)**

We are currently experiencing some problems with new online filing (CMS).

Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**19.12.2019**

**New PCT fee schedule not available in new online filing (CMS) or Online Filing on 1 January 2020**

Owing to ongoing technical issues, the scheduled releases of new online filing (CMS 1.60) and Online Filing PCT (October 2019, January 2020 fees) will take place only after 1 January 2020.

This means CMS and Online Filing users will not have access to the latest PCT fee schedule on 1 January 2020 (see EPO OJ 2019, A111).

We advise those wishing to pay PCT fees in accordance with the 1 January 2020 PCT fee schedule not to submit a debit order at the time of filing and instead to pay them separately by credit card or bank transfer (EPO OJ 2014, A28).

The Online Filing PCT October, January 2020 fees release will be launched on 2 January 2020, while new online filing (CMS) 1.60 is planned for 11 January 2020 (see release schedule).

Fees paid using either of these tool and showing an outdated amount will be automatically corrected.

We apologise for any inconvenience.

**18.12.2019**

**Online services – problems with debit order transaction display**

We have unfortunately experienced some technical issues with the booking and display of payments submitted on 17 December 2019 using online services (online fee payment, new online filing, online filing).

Earlier this morning (Wednesday, 18 December) some customers may have noticed their payments shown as having been booked twice. This error has now been corrected and all payments are being displayed correctly under the transaction view. The balance shown is also correct.

Should any payment irregularities occur, they will be rectified at source.

You do not need to take any further action.

We apologise for any inconvenience.

**18.12.2019**

**INPADOC service temporarily affected in classic Espacenet**

Due to extremely high levels of abnormal usage of classic Espacenet (<https://worldwide.espacenet.com/classic>), we had been compelled to temporarily block access for all users to the INPADOC legal event and family information of patent publications.

The INPADOC service has now been re-established, however, users might still be experiencing some delayed responses depending on the level of malicious usage.

Users can still access INPADOC legal event and family information in our new Espacenet service (<https://worldwide.espacenet.com>).

**17.12.2019**

**Inpadoc Legal Service temporarily offline in classic Espacenet**

Due to extremely high levels of abnormal usage of classic Espacenet (<https://worldwide.espacenet.com/classic>), we have been compelled to temporarily block access for all users to the Inpadoc Legal Status of patent publications.

This is a temporary measure and will be reversed as soon as possible.

Users can still access legal status information in our new Espacenet service (<https://worldwide.espacenet.com>)

**12.12.2019**

**Technical fault in the European Patent Register – resolved**

We are pleased to inform you that the issues encountered with the European Patent Register on 10.12.2019 have been resolved.

We apologise for any inconvenience.

**10.12.2019**

**Technical fault in the European Patent Register**

We are currently experiencing some problems with the European Patent Register. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**6.12.2019**

**Technical fault with EPO phone system Munich-resolved**

We are pleased to inform you that the issues encountered with the general phone number in Munich on 06.12.2019 have been resolved.

The number +49 89 2399-0 is available again.

We apologise for any inconvenience.

**27.11.2019**

**Potential interruptions to online services on 30 November 2019**

Owing to technical maintenance work the following online services of the EPO may be subject to minor service interruptions on Saturday, 30 November 2019 between 08:00 and 12:00 hrs CET:

- New online filing (CMS)
- Online Filing
- Online Filing national via the German online filing server (DPMAdirektPro)
- Web-form filing
- European Patent Register (also via the EPO's mobile website)
- Espacenet (also via the EPO's mobile website)
- Open Patent Services
- Single Legal Source (SLS)
- Trilateral Document access
- My Files
- Mailbox
- Administration
- Online fee payment
- Credit card fee payment service
- Claim refunds online
- EPO shop
- Fax server

www.epo.org will offer very limited functionality. The following parts will not work: interactive features (e.g. search engines), contact forms, discussion forums, file download, display of electronic tender procedures.

We apologise for any inconvenience.

**26.11.2019**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 30 November 2019**

Owing to technical maintenance work, the EPO shop, credit card fee payment service and possibility to claim refunds online will be temporarily unavailable on Saturday, 30 November 2019, between 09:00 and 09:45 hrs CET.

Updated on 27 November 2019:

The possibility to claim refunds online will also not be available from 12:00 to 20:00 hrs CET.

We apologise for any inconvenience.



**25.11.2019**

**Temporary unavailability of Electronic tender procedures - 29 November 2019**

Please note that Electronic tender procedures will not be available due to maintenance on Friday 29 November at 15:00 hrs CET for approximately two hours.

We apologize for any inconvenience.

**4.11.2019**

**Technical fault in New Espacenet – resolved**

We are pleased to inform you that the issues encountered with New Espacenet on 04.11.2019 have been resolved.

We apologise for any inconvenience.

**4.11.2019**

**Technical fault in New Espacenet**

We are currently experiencing some problems with New Espacenet. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**24.10.2019**

**Temporary unavailability of some online services on 27 October 2019**

Due to technical maintenance work, the following online services will not be available between 02:00 and 06:00 hrs CET on 27 October 2019:

- European Patent Register (also via the EPO's mobile website)
- INPADOC data for Open Patent Services
- Espacenet patent search (also via EPO's mobile website)
- Automatic debiting in online fee payment
- We apologise for any inconvenience

**14.10.2019**

**Technical fault in New online filing (CMS)**

On 14.10.2019 between 11:13 and 11:59 hrs CET we experienced some problems with new online filing (CMS).

We apologise for any inconvenience.

**12.10.2019**

**Technical fault in our online services – resolved**

We are pleased to inform you that the issues encountered with our online services on 12.10.2019 from 02:30-04:00 have been resolved.

We apologise for any inconvenience.

**7.10.2019**

**Temporary unavailability of online services on 7 October 2019**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 7 October 2019 between 19.00 and 20.00 hrs CET.

- My Files
- Mailbox
- Online fee payment
- Admintool
- Automatic debiting in online fee payment

We apologise for any inconvenience.

**14.10.2019**

**Technical fault in New online filing (CMS)**

On 14.10.2019 between 11:13 and 11:59 hrs CET we experienced some problems with new online filing (CMS).

We apologise for any inconvenience.

**12.10.2019**

**Technical fault in our online services – resolved**

We are pleased to inform you that the issues encountered with our online services on 12.10.2019 from 02:30-04:00 have been resolved.

We apologise for any inconvenience.

**7.10.2019**

**Temporary unavailability of online services on 7 October 2019**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 7 October 2019 between 19.00 and 20.00 hrs CET.

- My Files
- Mailbox
- Online fee payment
- Admintool
- Automatic debiting in online fee payment

We apologise for any inconvenience.

**26.9.2019**

**Technical fault in new online filing (CMS) – resolved**

We are pleased to inform you that the issues encountered with new online filing (CMS) on 26.09.2019 have been resolved.

We apologise for any inconvenience.

**26.9.2019**

**Technical fault in new online filing (CMS)**

We are currently experiencing some problems with new online filing (CMS). Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**26.9.2019**

**Technical fault in Online Filing – resolved**

We are pleased to inform you that the problems encountered with Online Filing via the German filing server on 26.09.2019 have been resolved.

We apologise for any inconvenience.

**26.9.2019**

**Technical fault in Online Filing**

We are currently experiencing some problems with Online Filing via the German filing server. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**20.9.2019**

**Temporary unavailability of online services on 23 September 2019**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 23 September 2019 between 18.00 and 19.00 hrs CET:

- New online filing (CMS)
- Online Fee Payment
- Web Form Filing

We apologise for any inconvenience.

**10.9.2019**

**Online services - problems with (automatic) debit orders submitted via Online Filing and new online filing (CMS) - resolved**

We are pleased to inform you that the issues encountered with payments submitted using Form PCT/RO101 on 6 September 2019 have been resolved.

We would like to assure you that all payments will only be processed once and with the original payment date.

We apologise for any inconvenience.

**6.9.2019**

**Online services – problems with (automatic) debit orders submitted via online filing and new online filing (CMS)**

We are currently experiencing some technical issues with payments submitted using Form PCT/RO101.

Unfortunately, (automatic) debit orders are being erroneously displayed multiple times under pending orders in online fee payment, even if you have only submitted one debit order.

We would like to assure you that all payments will only be processed once and with the original payment date. Any fees paid via automatic debit orders will appear under pending orders, and not under fees due in the payment plan.

The EPO is working to fix this problem as quickly as possible, and will keep you informed of developments.

You do not need to take any further action.

We will notify you as soon as a solution is in place. We apologise for any inconvenience.

**6.9.2019**

**Technical fault in the transmission of PCT payments - delays in display of amounts in electronic account statements – resolved**

We are pleased to inform you that the delays in the processing of PCT debit orders have been resolved.

We apologise for any inconvenience.

**4.9.2019**

**Technical fault in our online services**

On Tuesday 3 September there was an outage of internet traffic to/from The EPO in The Hague between 15:30 and 16:09. This was caused by a technical issue within the EPO network and is being investigated by our technicians. The disruption impacted all external services provided by the EPO.

**27.8.2019**

**Temporary unavailability of the EPO shop, the credit card fee payment service and claim refunds on 2 September 2019**

Owing to technical maintenance work, the EPO shop and the credit card fee payment service and claim refunds will be temporarily unavailable on Monday, 2 September 2019, between 17.00 and 19.00 hrs CET.

We apologise for any inconvenience.

**16.8.2019**

**Technical fault in the transmission of PCT payments – delays in display of amounts in electronic account statements**

We are currently experiencing some delays in the processing of PCT debit orders and subsequently filed documents submitted via Online Filing and CMS.

We apologise for any inconvenience.

**16.8.2019**

**Technical issues with a fax number**

Please note that Electronic tender procedures will not be available due to maintenance on Friday 16 August at 15:00 hrs CET for approximately one hour.

We apologize for any inconvenience.

**12.8.2019**

**Temporary unavailability of Electronic tender procedures - 16 August 2019**

Please note that Electronic tender procedures will not be available due to maintenance on Friday 16 August at 15:00 hrs CET for approximately one hour.

We apologize for any inconvenience.

## **2.8.2019**

### **Temporary unavailability of online services on 4 August 2019**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Sunday, 4 August 2019 between 07.00 and 08.00 hrs CET for approximately 5 minutes.

- European Patent Register (also via the EPO's mobile website)
- Espacenet (also via the EPO's mobile website)
- Online filing
- New online filing (CMS)
- Web-form filing
- Open Patent Services
- Single legal source
- Trilateral Document access
- My Files
- Mailbox
- Online fee payment
- Fax server
- Automatic debiting in online fee payment

We apologise for any inconvenience.

## **15.7.2019**

### **Temporary unavailability of new online filing (CMS) – 17 July 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Wednesday, 17 July 2019, between 20:00 hrs and approximately 21:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

## **15.7.2019**

### **Technical fault in the credit card fee payment service and EPO shop – resolved**

We are pleased to inform you that the issues encountered with our credit card fee payment service and EPO shop on 15.7.2019 have been resolved.

We apologise for any inconvenience.

**15.7.2019**

**Technical fault in the credit card fee payment service and EPO shop**

We are currently experiencing some problems with our credit card fee payment service and EPO shop. Our technicians are working to fix them as soon as possible.

We apologise for any inconvenience.

**10.7.2019**

**Temporary unavailability of new online filing (CMS) – 15 July 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Monday, 15 July 2019, between 20:00 hrs and approximately 20:30 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologize for any inconvenience.

**4.7.2019**

**Temporary unavailability of Electronic tender procedures - 5 July 2019**

Please note that Electronic tender procedures will not be available due to maintenance on Friday 5 July at 15:00 hrs CET for approximately one hour.

We apologize for any inconvenience.

**24.6.2019**

**Temporary unavailability of new online filing (CMS) - 29 June 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 29 June 2019, between 08:00 and approximately 14:00 hrs CET. To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologize for any inconvenience.

**14.6.2019**

**Technical fault in new online filing (CMS), Online Fee Payment, Mailbox - resolved**

**a. Update published at 20:40 hrs CET:**

We are pleased to inform you that the issues encountered with Online Filing (CMS), Online Fee Payment, Mailbox, EPO Customer Desk on June, 14 have been resolved.

We apologize for any inconvenience.

**b. Communication published at 17:10 hrs CET:**

We are currently experiencing some issues with new online filing (CMS), Online Fee Payment, Mailbox.

Our technicians are working to fix the problem as soon as possible.

We apologise for any inconvenience.

**5.6.2019**

**Temporary unavailability of new online filing (CMS) – 6 June 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Thursday, 6 June 2019, between 20:00 hrs and approximately 20:30 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologize for any inconvenience.

**27.5.2019**

**Problems with Online Filing**

We are currently experiencing problems with the Online Filing update released on 26 April 2019.

Users who are using the latest EP update in network mode will not be able to preview sequence listing (SEQL) attachments. However, this functionality is available for customers using stand-alone mode. In all cases, filing, submission and other functionalities are not affected.

Our technicians are working to fix the problem and restore normal service operation as quickly as possible.

Should affected users wish to preview sequence listing attachments in the meantime, they should export the saved draft application to a zip file, then open the zip directory and, finally, use Notepad or similar to preview the txt file in the directory.

We apologise for any inconvenience.



### **8.5.2019**

#### **Temporary unavailability of new online filing (CMS) – 11 May 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 11 May 2019, between 09:00 hrs and approximately 14:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

### **30.4.2019**

#### **Temporary unavailability of new online filing (CMS) – 4 May 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 4 May 2019, between 10:30 hrs and approximately 10:45 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

### **26.4.2019**

#### **Problems with Online Filing**

We are experiencing unexpected behaviour of the Online Filing software. In order to avoid any impact on user operations and data, users are asked to check carefully the acknowledgment of receipt and inform the EPO Customer Services immediately in case of any irregularities.

A software patch fixing the issue (epptch5464) has been prepared and is available for download.

We apologise for any inconvenience.

### **15.4.2019**

#### **Temporary unavailability of online services on 15 and 16 April 2019**

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Monday, 15 April 2019 between 19.00 and 20.00 hrs CET and Tuesday, 16 April 2017 19.00 and 22.30 CET:

- New online filing (CMS)
- Online Fee Payment
- My Files
- Mailbox
- Administration

We apologise for any inconvenience.

**10.4.2019**

**Problems with Online Filing**

We are currently experiencing problems with the Online Filing update released on 1 April 2019.

Our technicians are working to fix the problem and restore normal service operation as quickly as possible. Filing and submission are not affected.

We apologise for any inconvenience.

**3.4.2019**

**Temporary unavailability of website search – 3 April 2019**

Owing to technical maintenance work, the website search may be temporarily unavailable today, 3 April 2019, between 19.00 hrs and approximately 20.00 hrs CET.

We apologise for any inconvenience.

**1.4.2019**

**Temporary unavailability of Online payment tool - 1.4.2019**

Owing to technical maintenance work, Online Fee Payment will be temporarily unavailable on Monday 1 April 2019, between 18:00 and approximately 19:00 hrs CET.

We apologise for any inconvenience.

**1.4.2019**

**Temporary unavailability of new online filing (CMS) – 1 April 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Monday, 1 April 2019, between 10:00 hrs and approximately 12:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**29.3.2019**

**Temporary unavailability of online fee payment on 30 March 2019**

Owing to technical maintenance work, online fee payment will be temporarily unavailable on Saturday 30 March 2019, between 10:00 and approximately 14:00 hrs CET.

We apologise for any inconvenience.

**28.3.2019**

**Temporary unavailability of new online filing (CMS) on 8 April 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Monday, 8 April 2019, between 21:00 hrs and approximately 23:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**27.3.2019**

**Temporary unavailability of web-form filing on 27 March 2019**

Owing to technical maintenance work and upgrade to v2.5, web-form filing will be temporary unavailable between 17.00 and approximately 17.15 hrs CET on 27 March 2019.

We apologise for any inconvenience.

**27.3.2019**

**Technical fault in web-form filing - resolved**

We are pleased to inform you that today, 27 March, the issues encountered with web-form filing on 26 March have been resolved.

We apologise for any inconvenience.

**26.3.2019**

**Technical fault in web-form filing**

Since 26 March 2019, 12.00 hrs we are experiencing some issues with web-form filing. Our technicians are working to fix the problem as soon as possible.

We apologise for any inconvenience.

**26.3.2019**

**Temporary unavailability of online fee payment on 30 March 2019**

Owing to technical maintenance work, online fee payment will be temporarily unavailable between 10.00 and approximately 12.00 hrs CET on 30 March 2019.

We apologise for any inconvenience.

**26.3.2019**

**Temporary unavailability of new online filing (CMS) on 30 March 2019**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday 30 March 2019, between 08:00 and approximately 14:00 hrs CET. To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**13.3.2019**

**Temporary unavailability of some online services on 17 March 2019**

Due to technical maintenance work, the following online services will not be available between 09:00 and 19:00 hrs CET on 17 March 2019:

- European Patent Register (also via the EPO's mobile websites)
- INPADOC data for Open Patent Services
- ESPACENET (also via EPO's mobile websites)
- Automatic debiting in online fee payment

We apologise for any inconvenience.

**27.2.2019**

**Technical fault in Register Alert - resolved**

We are pleased to inform you that today 25 February 2019 the issues encountered with Register Alert on 20 February 2019 have been resolved.

We apologise for any inconvenience.

**25.2.2019**

**Temporary unavailability of credit card fee payment service and EPO shop on 2 March 2019**

Due to technical maintenance work, the credit card fee payment service of the EPO and the EPO shop will be temporarily unavailable between 08.30 and 17.00 hrs CET on 2 March 2019.

We apologise for any inconvenience.

**20.2.2019**

**Technical fault in Register Alert email**

Since 19 February 2019, 15.20 hrs, we have been experiencing some issues with the Register Alert function of the European Patent Register.

Our technicians are working to fix the problem as soon as possible.

We apologise for any inconvenience.

**14.1.2019**

**Temporary unavailability of some online services on 19 January 2019**

Due to technical maintenance work, the following online services will not be available between 07.00 and latest 14.30 hrs CET on 19 January 2019:

- European Patent Register (also via the EPO's mobile website)
- Espacenet (also via the EPO's mobile website)
- Online filing
- New online filing (CMS)
- Web-form filing
- Open Patent Services
- Single legal source
- Trilateral Document access
- MyFiles
- Mailbox
- Online fee payment
- Fax server
- Automatic debiting in online fee payment

We apologise for any inconvenience.

**11.1.2019**

**Temporary unavailability of new online filing (CMS)**

Owing to technical maintenance work, new online filing (CMS) will be temporarily unavailable on Saturday, 12 January 2019, between 8:00 hrs and approximately 15:00 hrs CET.

To continue to file online during this downtime, please use Online Filing or the web-form filing service.

We apologise for any inconvenience.

**10.1.2019**

**Technical fault in new online filing (CMS) - resolved**

We are pleased to inform you that today, 10.1.2019, the issues encountered with new online filing (CMS) on 2.1.2019 have been resolved.

Users may, however, experience some delay in the processing of documents and payments filed since then.

We apologise for any inconvenience.

**2.1.2019**

**Technical fault in new online filing (CMS)**

Since 30 December 2018, 11.24 hrs CET, we are experiencing some issues with new online filing (CMS). The issues continue.

Our technicians are working to fix the problem as soon as possible.

We apologise for any inconvenience.

(Last updated: 9.1.2019)