

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).

2022

22.12.2022

INC0098753 - External calls to our customer services not coming through

We are currently experiencing technical problems with the EPO phone service, first identified on 22.12.2022, at 08:00 h. Our technicians are working to fix them as soon as possible.

You can reach our customer services by sending an e-mail to support@epo.org or by filling out the EPO contact form on our homepage

We apologise for any inconvenience.

22.12.2022, 11:45 h

22.12.2022

INC0098753 - External calls to our customer services not coming through - Resolved

We are pleased to inform you that the issues encountered with the EPO phone service on 22.12.2022, at 08:00 h (reference no.INC0098753), have been resolved with effect of 22.12.2022, 14:35 h.

We apologise for any inconvenience.

22.12.2022, 15:00 h

14.12.2022

Technical fault in EPO contact/complaint/feedback forms between 15 November and 1 December 2022

Requests submitted via the EPO contact form and EPO complaint/feedback form were not properly processed between 15 November and 1 December 2022. Even though you might have received a confirmation e-mail (without an enquiry number) after submitting the form, your request did not reach the EPO's customer support team. If you have not received any reply to your request, please either submit a new form, or forward your original confirmation e-mail to support@epo.org.

We apologise for any inconvenience.

25.11.2022

Technical fault in the European Patent Register (reference no. INC0093135) - detected and resolved

On 23.11.2022 between 11:09 and 12:13 it was not possible to retrieve application data from 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.

25.11.2022, 17:00 h (CET)

22.11.2022

Technical fault in Online Filing 2.0 (reference no. INC0092706) – detected and resolved

On 21.11.2022 between 03:50 and 04:57 we experienced technical problems with Online Filing 2.0 which prevented users from starting new drafts or editing existing drafts.

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.

22.11.2022, 15:07 h (CET)

21.11.2022

Technical fault in the MyEPO Portfolio service (reference no INC0092627) – detected and resolved

On 21.11.2022 between 08:53 and 15:47 we experienced technical problems with “upload reply to exre” and “reply to IGRA” in MyEPO Portfolio.

We apologise for any inconvenience.

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

21.11.2022 18:15 h (CET)

07.11.2022

Technical fault in online services (reference no INC0089483 detected and resolved

On 07.11.2022 between 13:58 and 14:28 we experienced a general issue impacting 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.

07.11.2022 15.50 h (CET)

07.11.2022

Technical fault in the European Patent Register (reference no. INC0089586) – detected and resolved

On 07.11.2022 between 13:58 and 16:05 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.

07.11.2022 17:25 h (CET)

07.11.2022

Technical fault in the MyEPO Portfolio service (reference no. INC0084483) – detected and resolved

Between 10.10.2022 15:43 and 19.10.2022 08:56 we experienced technical problems with the MyEPO Portfolio service.

We apologise for any inconvenience.

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

19.10.2022, 16:30 h (CET)

27.10.2022

Temporary unavailability of the EPO Jobs and careers page on 29 and 30 October 2022

Owing to technical maintenance work the EPO Jobs and careers page will be temporarily unavailable during this weekend.

It is expected to be available again as from Sunday 30th October, at 16.00 hrs.

We apologise for any inconvenience.

26.10.2022

Technical fault in the MyEPO Portfolio service (reference no. INC87812) – detected and resolved

On 26.10.2022 between 19:10 and 20:56 we experienced technical problems with the MyEPO Portfolio service.

We apologise for any inconvenience.

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

26.10.2022, 22:00 h (CET)

26.10.2022

Technical fault in the MyEPO Portfolio service (reference no. INC87812)

We are currently experiencing technical problems with the MyEPO Portfolio service first identified on 26.10.2022, at 19:10.00.

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.

26.10.2022, 21:00 h (CET)

26.10.2022

Temporary unavailability of several online services on 31 October 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Monday, 31 October 2022 between 19:00 and 20:00 hrs CET:

- European Patent Register
- One Portal Dossier
- Global Dossier
- IP5 Dossier Access service

We apologise for any inconvenience.

14.10.2022

Temporary unavailability of some online services from 15 to 16 October 2022

Due to epo.org website maintenance, some EPO online services may not be available between 10.00 hrs CET on 15 October 2022 and 24.00 hrs CET on 16 October 2022.

Interactive features (e.g. epo.org website searches), contact forms, event registration forms, file downloads and electronic tender procedure pages may also be impacted.

Services which may be affected:

- [oral proceedings calendar](#)
- [professional representatives](#)
- [successful European qualifying examination candidates](#)
- [statistical mapping: CPC to FI](#)
- [statistical mapping: FI to CPC](#)
- [statistical mapping: IPC to CPC](#)
- [European Patent Bulletin](#)
- [cross-reference index for Euro-PCT applications listings](#)
- [discussion forums](#)

We apologise for any inconvenience.

12.10.2022

Temporary unavailability of several online services on 14 and 15 October 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Friday, 14 October until Saturday, 15 October 2022 between Friday 19:00 until Saturday 20:00 hrs CET:

- European Patent Register
- One Portal Dossier
- Global Dossier
- Trilateral FWA
- IP5 Dossier Access service

We apologise for any inconvenience.

11.10.2022

Technical fault in online services (reference no. INC84507) - detected and resolved

On 10.10.2022 between 16:09 and 17:25 we experienced technical problems with OLF2.0, OLF, OFS, WFF, DPMA.

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.

11.10.2022, 11:15 h (CET)

10.10.2022

Technical fault in Online Filing 2.0 (reference no. INC84507) - detected and resolved

On 10.10.2022 between 16:09 and 17:25 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.

10.10.2022, 19:00 h (CET)

10.10.2022

Technical fault in the MyEPO Portfolio service (reference no. INC0084531)

We are currently experiencing technical problems with the MyEPO Portfolio service, first identified on 10.10.2022, at 17:36 h. 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.

10.10.2022, 19:00 h (CET)

10.10.2022

Technical fault in Online Filing 2.0 (reference no. INC84507)

We are currently experiencing technical problems with Online Filing 2.0, first identified on 10.10.2022 at 16:09 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.

10.10.2022, 17:00 h (CET)

10.10.2022

Technical fault in the MyEPO Portfolio service (reference no. INC0084483)

We are currently experiencing technical problems with the MyEPO Portfolio service, first identified on 07.10.2022, at 10:34 h. 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.

10.10.2022, 16:30 h (CET)

07.10.2022

Temporary unavailability of some online services from 7 to 9 October 2022

Due to epo.org website maintenance, some EPO online services may not be available between 18.00 hrs CET on 7 October 2022 and 24.00 hrs CET on 9 October 2022.

Interactive features (e.g. epo.org website searches), contact forms, event registration forms, file downloads and electronic tender procedure pages may also be impacted.

Services which may be affected:

- [oral proceedings calendar](#)
- [professional representatives](#)
- [successful European qualifying examination candidates](#)
- [statistical mapping: CPC to FI](#)
- [statistical mapping: FI to CPC](#)
- [statistical mapping: IPC to CPC](#)
- [European Patent Bulletin](#)
- [cross-reference index for Euro-PCT applications listings](#)
- [discussion forums](#)

We apologise for any inconvenience.

28.09.2022

Temporary unavailability of some online services on Wednesday, 28 September 2022

Due to technical maintenance work, the following online services will not be available between 19.00 and 19.30 hrs CET on Wednesday, 28 September 2022:

- European Patent Register

We apologise for any inconvenience.

15.09.2022

Technical fault in our credit card fee payment service (reference no. CS042216 ...) - resolved

We are pleased to inform you that the issues encountered with the credit card fee payment service reported on 12.09.2022 (reference no. CS042216 ...), have been resolved with effect of 14.09.2022, 19:00 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.

15.09.2022, 14:00 h (CET).

14.09.2022

Temporary unavailability of Customer Desk and formal complaint forms on 14 September 2022

Owing to technical maintenance work the Customer Desk and formal complaint online forms will be temporarily unavailable on Wednesday, 14 September 2022 between 15:30 and 17:00 hrs CET.

We apologize for any inconvenience.

13.09.2022

Technical fault in our central fee payment on 13 September 2022

We are currently experiencing technical problems with the Central fee payment, first identified on 12.09.2022, at 11:29 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.

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

13.09.2022, 11:58 h (CET) [date and time of publication]

08.09.2022

Temporary unavailability of online service on 11 September 2022

Owing to technical maintenance work the following online service of the EPO will be temporarily unavailable or with irregular behavior on Sunday, 11 September 2022 between 8:00 and 12:00 hrs CET:

- My EPO Portfolio Services

We apologise for any inconvenience.

31.08.2022

Temporary unavailability of several online services on 3 September 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 3 September 2022 between 9:30 and 13:00 hrs CET:

- My EPO Portfolio Services
- Epline Portal Service (Mailbox, MyFiles, Administration and Online Fee payment)
- Smartcard enrolment

We apologise for any inconvenience.

29.08.2022

Temporary unavailability of some online services on Wednesday, 31 August 2022

Due to technical maintenance work, the following online services will not be available between 18.00 and 18.30 hrs CET on Wednesday, 31 August 2022:

- Classic Espacenet

We apologise for any inconvenience.

25.08.2022

Central Fee Payment will be fully deployed and Online Fee Payment decommissioned on 10 September 2022

Online Fee Payment will be deactivated on Saturday, 10 September 2022 at 0.00h CET

The service will no longer be available after deactivation.

As announced in the [Notice from the EPO dated 19 July 2022](#) the Central Fee Payment will be fully deployed on 10 September 2022. For this reason, the service will not be available between 08.00 and 12.00hrs CET on Saturday, 10 September 2022.

It will not be possible to submit revocations of automatic debit orders during this downtime.

Debit orders and requests for automatic debiting procedure can be submitted via OLF and OLF2.0 at all times.

We apologise for any inconvenience.

24.08.2022

Temporary unavailability of eTendering 2 September 2022 at 15.00 hrs

Please note that, due to maintenance, eTendering will not be available on Friday 2 September at 15.00 hrs (CET) for approximately one hour.

We apologize for any inconvenience.

23.08.2022

Temporary unavailability of several online services on 27 August 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 27 August 2022 between 10:00 and 20:00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Services
- Common Citation Document

We apologise for any inconvenience.

01.08.2022

Temporary unavailability of some online services on Thursday, 11 August 2022

Due to technical maintenance work, the following online services will not be available between 03.00 and 07.00 hrs CET on Thursday, 11 August 2022:

- Central Fee Payment
- EPO shop

We apologise for any inconvenience.

27.07.2022

Temporary unavailability of some online services on Wednesday, 27 July 2022

Due to technical maintenance work, the following online services will not be available between 19.00 and 19.30 hrs CET on Wednesday, 27 July 2022:

- European Patent Register

We apologise for any inconvenience.

26.07.2022

Temporary unavailability of EPO online services

Owing to technical maintenance work, a number of EPO online services will be unavailable on Saturday, 30 July 2022 between 09.30 and 14.30 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:

- [Online Filing 2.0](#)
- [Online Filing](#)
- [Web-Form Filing](#)
- [ePCT](#)
- [Online Filing](#) for national filings submitted to the German Patent and Trade Mark Office
- [Online Filing](#) for PCT/RO/101 applications 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.

22.07.2022

Technical fault in the MyEPO Portfolio service (reference no. INC0070434) - detected and resolved

On 21.07.2022 between 21:52 and 10:50 on 22.07.2022 we experienced technical problems with the MyEPO Portfolio.

We apologise for any inconvenience.

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

22.07.2022, 13:00 h (CET)

21.07.2022

Technical fault in our credit card fee payment service (reference no. INC0070251) – detected and resolved

On 21.07.2022 between 06:39 and 08:17 we experienced technical problems with the credit card fee payment 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.

21.07.2022, 09:40 h (CET)

15.07.2022

Malfunction in WIPO Sequence version 2.1.1

The EPO is aware of a malfunction in the WIPO Sequence 2.1.1. tool for creating sequence listings compliant with WIPO Standard ST.26. The technical malfunction can lead to the deletion of the entire feature table for a particular SEQ ID. The malfunction appears to occur upon generation of the sequence listing. Therefore, applicants are strongly recommended to also validate each sequence listing using the 'Validate Sequence Listing' function of WIPO Sequence after generating the sequence listing and before uploading them in the filing tool. If no error message is displayed during this second validation this should allow applicants to exclude that the malfunction has occurred.

1. If an error message is displayed during the second validation and a sequence listing has been effected by the technical malfunction, with the consequence that the feature table for a SEQ ID has been deleted, the issue may be resolved as follows:
2. Go to WIPO Sequence software and press on 'Import sequence listing'.
3. Give a different name to the project so that you will be able to find it back in the list of projects.
4. Check the boxes to import all general information part and all sequences.
5. Once the sequence listing has been imported, navigate to the sequence that has the error.
6. You will notice that the qualifiers mol_type and organism of the 'source' feature are blank, i.e., they contain no data.
7. Add the correct data to the qualifiers mol_type and organism as you did in the initial project.
8. Add any other feature (if applicable).
9. Validate the project.
10. Generate the sequence listing.
11. Validate the sequence listing by using 'Validate Sequence Listing' function of WIPO Sequence.
12. This time there should be NO error about a missing feature table for the given sequence.

Applicants are also strongly recommended not to delete the project files for sequence listings.

We apologise for any inconvenience. Please always refer to the title of this notice when addressing the EPO in relation to this issue.

04.07.2022

Temporary unavailability of several online services on 04 July 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Monday, 04 July 2022 between 18:00 and 18:30 hrs

CET:

- Online Fee Payment
- Mailbox
- MyFiles
- Administration
- My EPO Portfolio Services
- Epline Portal Service (Mailbox, MyFiles, Administration and Online Fee payment)

We apologise for any inconvenience.

28.06.2022

Temporary unavailability of several online services on 28 June 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Tuesday, 28 June 2022 between 19:00 and 19:30 hrs

CET:

- European Patent Register
- One Portal Dossier
- Global Dossier

We apologise for any inconvenience.

28.06.2022

Technical fault in online services (reference no. INC0066476) – detected and resolved.

On 28.06.2022 between 17:30 and 18:10 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.

28.06.2022, 20:30 h (CET)

23.06.2022

Technical fault in MyEPO Portfolio (reference no. INC0062138) – resolved

We are pleased to inform you that the issues encountered with MyEPO Portfolio reported on 3.06.2022 (reference no. INC0062138), have been resolved with effect of 22.06.2022, 18:31 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.

23.06.2022, 09:30 h (CET)

22.06.2022

Temporary unavailability of several online services on 26 June 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Sunday, 26 June 2022 between 08:00 and 10:00 hrs CET:

- European Patent Register
- One Portal Dossier
- Global Dossier
- File Wrapper access
- IP5 Dossier Access
- Third Party Observation
- PDX-DAS automation system
- PDX Management tool application
- My EPO Portfolio Services (Pilot phase)
- Epoline Portal Service (Mailbox, MyFiles, Administration and Online Fee payment)

We apologise for any inconvenience.

14.06.2022

Temporary unavailability of several online services on 18 June 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 18 June 2022 between 13:30 and 21:00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Service

We apologise for any inconvenience.

14.06.2022

Temporary unavailability of smart card activation on 18 June 2022

Owing to technical maintenance work, smart card activation and enrolment will be temporarily unavailable on Tuesday 18 June 2022 between 10.00 -12.00 hrs.

Other smart card usage such as signing and sending submissions remains possible throughout.

We apologise for any inconvenience.

07.06.2022

Technical fault in Online Fee Payment (reference no INC0062260) – detected and resolved

On 07.06.2022 between 07:45 and 12:45 we experienced technical problems with Online Fee Payment.

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.

07.06.2022, 15:00 h (CET)

03.06.2022

Technical fault with MyEPO Portfolio (reference no.INC0062138)

We are currently experiencing technical problems with MyEPO Portfolio, first identified on 03.06.2022, at 17:38 hrs. 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.

03.06.2022, 17:54 h (CET)

30.05.2022

Temporary unavailability of several online services from 4 June to 5 June 2022

Owing to technical maintenance work, the following online services of the EPO will be temporarily unavailable between 4 June, 08:00 hrs and 5 June 18:00 hrs CET:

- Online Services Portal (Mailbox, MyFiles, Administration and Online Fee Payment)
- My EPO Portfolio Services
- IP5 Dossier Access
- One Portal Dossier

Online Filing and Online Filing 2.0 will remain available during that period.

We apologise for any inconvenience.

25.05.2022

Temporary unavailability of several online services on 29 May 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Sunday, 29 May 2022 between 10:00 and 14:00 hrs CET:

- European Patent Register
- One Portal Dossier
- Global Dossier
- File Wrapper access
- IP5 Dossier Access
- Third Party Observation
- PDX-DAS automation system
- PDX Management tool application
- My EPO Portfolio Services (Pilot phase)
- Epoline Portal Service (Mailbox, MyFiles, Administration and Online Fee payment)

We apologise for any inconvenience.

24.05.2022

Temporary unavailability of some online services on Monday, 30 May 2022

Due to technical maintenance work, the following online services will not be available between 19:00 and 20.30 hrs CET on Monday, 30 May 2022:

- Espacenet

We apologise for any inconvenience.

24.05.2022

Temporary unavailability of several online services on 28 May 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 28 May 2022 between 12:00 and 16:00 hrs CET:

- European Patent Register
- Classic Espacenet
- Open Patent Service

We apologise for any inconvenience.

24.05.2022

Temporary unavailability of the Online Filing 2.0 service on Saturday 28 May

Owing to technical maintenance work the Online Filing 2.0 service will be temporarily unavailable on Saturday 28 May between 09:00 and 11:00 hrs CET.

We apologise for any inconvenience.

19.05.2022

Temporary unavailability of several online services on 21 May 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 21 May 2022 between 09:30 and 13:30 hrs CET:

- My EPO Portfolio Services (Pilot phase)

We apologise for any inconvenience.

12.05.2022

Technical fault in Open Patent Services (OPS) (reference no. INC0057627) – detected and resolved

On 12.05.2022 between 09:26 and 10:38 we experienced technical problems with Open Patent Services (OPS) .

We apologise for any inconvenience.

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

12.05.2022, 10:00 h (CET)

12.05.2022

Technical fault in Espacenet (reference no. INC0057627) – detected and resolved

On 12.05.2022 between 09:26 and 10:38 we experienced technical problems with Espacenet.

We apologise for any inconvenience.

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

12.05.2022, 10:00 h (CET)

11.05.2022

Temporary unavailability of several online services on 14 May 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable or with irregular behavior on Saturday, 14 May 2022 between 08.45 and 15.30 hrs CET:

- European Patent Register
- One Portal Dossier
- Global Dossier
- File Wrapper access
- IP5 Dossier Access
- Third Party Observation
- PDX-DAS automation system
- PDX Management tool application
- My EPO Portfolio Services (Pilot phase)
- Epoline Portal Service (Mailbox, MyFiles, Administration and Online Fee payment)

We apologise for any inconvenience.

03.05.2022

Technical fault in Online Fee Payment (reference no. INC0054423) - detected and resolved

On 27.04.2022 between 22:00 and 28.04.2022 09:30 we experienced technical problems with Online Fee Payment.

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.

03.05.2022, 11:00 h (CET)

02.05.2022

Technical fault in Online Filing 2.0 (reference no. INC0055108) - resolved

We are pleased to inform you that the issues encountered with Online Filing 2.0 reported on 02.05.2022 (reference no. INC0055108), have been resolved with effect of 02.05.2022, 13:15 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.

02.05.2022, 16:00 h (CET)

02.05.2022

Technical fault in Online Filing 2.0 (reference no. INC0055108)

We are currently experiencing technical problems with Online Filing 2.0, first identified on 02.05.2022, at 07:00 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.

02.05.2022, 11:30 h (CET)

21.04.2022

Incorrect display of publication date or date of (expected) grant for a limited number of applications in European Patent Register (reference no. INC0052731)

From 15.04.2022 05.00 hrs until 17.04.2022 05.00 hrs we experienced technical problems with the European Patent Register, resulting in the incorrect display of the date of publication or the date of (expected) grant in a limited number of cases, where the date displayed was 11.05.2022.

The entries have been corrected on 17.04.2022 at 05.00 hrs (CEST).

Users of the European Patent Register are advised to check the European Patent Register again for the correct indication of the date of publication / (expected) grant where, during the above-mentioned period, the date displayed was 11.05.2022.

We apologise for any inconvenience.

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

20.04.2022

Temporary unavailability of some online services on Thursday, 20 April 2022

Due to technical maintenance work, the following online services will not be available between 18.00 and 19.00 hrs CET on Wednesday, 20 April 2022:

- Classic Espacenet

We apologise for any inconvenience.

05.04.2022

Technical fault in the European Patent Register (reference no. INC0050040) - Update

The technical problems encountered with the European Patent Register and first reported on 01.04.2022 (ref INC0050040) are persisting. Our technicians have increased their efforts to fix them as soon as possible. As a mitigating action, we have temporarily removed the option to download a set of documents.

We apologise for any inconvenience.

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

05.04.2022, 10:30 h (CET)

05.04.2022

Technical fault in the European Patent Register (reference no. INC0050040) – resolved

We are pleased to inform you that the issues encountered with the European Patent Register reported on 01.04.2022 (reference no. INC0050040), have been resolved with effect of 05.04.2022, 10:35 h. As a mitigating action, we have temporarily limited option to download a set of documents.

We apologise for any inconvenience.

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

05.04.2022, 15:15 h (CET)

04.04.2022

Technical fault in the European Patent Register (reference no. INC0050040)

We are still experiencing intermittent unavailability with the European Patent Register, first identified on 01.04.2022, at 09:25 h. 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.

04.04.2022, 18:30 h (CET)

04.04.2022

Temporary unavailability of some online services on Thursday, 7 March 2022

Due to technical maintenance work, the following online services will not be available between 20.00 and 24.00 hrs CET on Thursday, 7 March 2022:

- Classic Espacenet
- Open Patent Service

We apologise for any inconvenience.

02.04.2022

Technical fault in the European Patent Register (INC50040)

We are currently experiencing technical problems with the European Patent Register, first identified on 02.04.2022, at 16:49 h. 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.

02.04.2022, 21:22 h (CET)

01.04.2022

Temporary unavailability of some online services on Monday, 4 March 2022

Due to technical maintenance work, the following online services will not be available between 19.00 and 19.30 hrs CET on Monday, 4 March 2022:

- Espacenet
- Classic Espacenet
- Open Patent Service

We apologise for any inconvenience.

01.04.2022

Technical fault in the European Patent Register (reference no. INC0049765 – detected and resolved)

On 01.04.2022 between 07:50 and 10:00 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.

01.04.2022, 11:30 h (CET)

30.03.2022

Technical fault in Online Filing 2.0 (reference no. CS010804) – detected and resolved

On 30.03.2022 between 15:28 and 16:39 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.

30.03.2022, 17:45 h (CET)

24.03.2022

Temporary unavailability of eTendering 1 April 2022 at 15:00

Please note that, due to maintenance, eTendering will not be available on Friday 1 April at 15:00 (CET) for approximately one hour.

We apologize for any inconvenience.

23.03.2022

Technical fault in Online Filing 2.0 (reference no.CS009445) – detected and resolved

On 23.03.2020 between 10:40 and 15:30 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.

23.03.2022, 15:30 h (CET)

17.03.2022

Temporary unavailability of several online services on 18 March 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on **Friday, 18 March 2022 between 22.00 and 23.30 hrs CET:**

- European Patent Register
- Third-party observations
- Global Dossier
- IP5 Dossier access

We apologise for any inconvenience.

17.03.2022

Technical fault in Online Filing 2.0 (reference no. CS008388) – resolved

We are pleased to inform you that the issues encountered with Online Filing 2.0 reported on 17.03.2022 (reference no. CS008388), have been resolved with effect of 17.03.2022, 16:45 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 22 October 2020 (OJ EPO 2020, A120).

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

17.03.2022, 19:30 h (CET)

17.03.2022

Technical fault in Online Filing 2.0 (reference no. CS008388)

We are currently experiencing technical problems with Online Filing 2.0, first identified on 17.03.2022, at 10:30 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.

17.03.2022, 14:00 h (CET)

02.03.2022

Technical issue with Customer Service phone system-detected and resolved

We were experiencing issues with our Customer Service phone system between 07:00-10:00

We apologise for any inconvenience.

28.02.2022

Technical fault in Online Filing 2.0 (reference no. CS004924) – detected and resolved

On 27.02.2022 between 19:00 and 10:27 on 28.02.2022 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.

28.02.2022, 11:40 h (CET)

11.02.2022

Temporary unavailability of several online services from 18 February to 21 February 2022

Owing to technical maintenance work, the following online services of the EPO will be temporarily unavailable between 18 February, 14:00 hrs and 21 February, 07:00 hrs CET:

- European Patent Register
- Online Fee Payment
- MyFiles
- Mailbox
- Web-form Filing
- Third-party Observations
- Global Dossier

Online Filing and Online Filing v2.0 will remain available during that period.

We apologise for any inconvenience

04.02.2022

Temporary unavailability of several online services on 8 February 2022

Owing to technical maintenance work the following online services of the EPO will be temporarily unavailable on Tuesday, 8 February 2022 between 20:00 and 23:00 hrs CET:

- Classic Espacenet
- Open Patent Services
- Third-party observations

We apologise for any inconvenience.

26.01.2022

Temporary unavailability of Online Filing (Epoline) on 27 January 2022

Owing to technical maintenance work, Online Filing (Epoline) will be temporarily unavailable on Thursday, 27 January 2022, between 19:00 hrs and approximately 19:30 hrs CET.

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

We apologise for any inconvenience.

26.01.2022

Temporary unavailability of eTendering 28 January 2022 at 14:00 hrs

Please note that, due to maintenance, eTendering will not be available on Friday 28 January at 14:00 hrs (CET) for approximately one hour.

We apologize for any inconvenience.

12.01.2022

Temporary unavailability of smart card activation on 18 January 2022

Owing to technical maintenance work, smart card activation and enrolment will be temporarily unavailable on Tuesday 18 January 2022 between 19.00 -20.30 hrs.

Other smart card usage such as signing and sending submissions remains possible throughout.

We apologise for any inconvenience.

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 on 8 November 2021

Owing to technical maintenance work the contact form and email address 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 on 3 November 2021

Owing to technical maintenance work the contact form and email address 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 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 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.

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.

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.