

Subject: Exercising rights under the EU Data Act - Request for data export at cost

Dear Support Team,

I am writing on behalf of [Company Name], a customer of your communication archiving services under [Contract Reference Number]. We are evaluating our archiving needs and hereby formally request the export of our full archived data, including all messages, metadata, audit trails, legal-hold tags, attachments, and any other associated records, in a standard, interoperable format (e.g., PST for emails or EML/text files).

Pursuant to Regulation (EU) 2023/2854 (the "EU Data Act"), we hereby initiate the switching process and request a full export of our exportable data and digital assets to enable migration to an alternative provider. Our request is grounded in the following provisions (citations to the Data Act are included for clarity):

Initiation & timelines (Article 25(2)(d) & 25(2)(a))

- This email constitutes our notice to initiate switching.
- The transitional period for switching must be completed without undue delay and in any event within 30 calendar days following the above notice period.

Service continuity, assistance & security during switching (Article 25(2)(a)(i)-(iv))

- During the transitional period please can you provide reasonable assistance to us and our authorised third parties and maintain business continuity and continue providing the contracted functions/services

Scope of portability (Article 2(38) & Recital 82; Article 25(2)(e))

- Please include all exportable data (input, output, including metadata) that is directly or indirectly generated by our use of the service.
- Please confirm:
 - Total volume of our archived data
 - Breakdown by data type (emails, attachments, instant messages, metadata, audit trails)
- Additionally, please include all relevant digital assets, such as configuration, settings, access/rights metadata.

Information obligations & format register (Article 26)

- Please provide your documented switching/porting procedures, methods and formats, and any known technical limits; and a link to your up-to-date online register detailing data structures, formats, standards and open interoperability specifications in which our exportable data is available.

Retrieval window (Article 25(2)(g))

- After the transitional period, ensure a minimum 30-day retrieval period for our access.

Switching/egress charges (Article 29 & Recital 88; Commission FAQ)

- Any switching charges must be strictly limited to costs directly linked to the switching process (no padding/overheads), and must be clearly pre-disclosed alongside any standard service fees and early termination penalties.
- Any switching charges (including data egress) must be limited strictly to your direct costs "specifically and immediately attributable" to performing the switch/export. General overheads, mark-ups and margins are not permitted. (EU Data Act Art. 29(2); Commission FAQ clarifying that overheads are excluded).

- Please provide an itemised quote with evidence of the direct cost basis (e.g., cloud egress line items, compute time for export jobs) within 7 days of receipt of this email.

Technical unfeasibility (Article 25(4))

- If you contend that a 30-day transitional period is technically unfeasible, you must notify us within 14 working days with a duly-justified proposed alternative (maximum 7 months), ensuring service continuity. We reserve our right to extend once at our discretion (Article 25(5)).

We appreciate your cooperation and look forward to your plan and itemised quotation compliant with the EU Data Act.

Kind regards,

[Name, Title]