

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).

While we are a UK customer but have operations in EU (who are captured by your platform). Our procurement policy aligns with widely adopted cloud portability standards (including the EU Data Act's (Regulation (EU) 2023/2854 (the "EU Data Act")) switching model).

We request you to align with recognised portability standards that leading providers now follow in the UK market. Ofcom and the CMA have both identified egress fees and technical obstacles as barriers to switching, and the EU Data Act model (30-day switching; cost-only now; zero egress from 12 January 2027) has become the de facto benchmark our suppliers are expected to meet. Please structure the export and any fees accordingly or provide a detailed technical justification for any deviation.

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

- This email constitutes our notice to initiate switching. The contract's notice period must not exceed 2 months. The transitional period for switching must be completed without undue delay and in any event within 30 calendar days following the above notice period.

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.

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.

We appreciate your cooperation and look forward to your plan and itemised quotation.