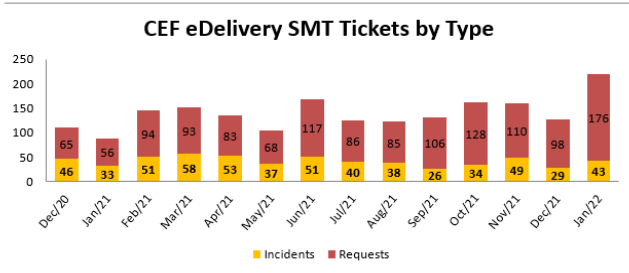


Monthly Treated SMT Tickets by Type

The figure, below, shows the distribution of CEF eDelivery SMT tickets grouped by their Type (Incidents or Requests)

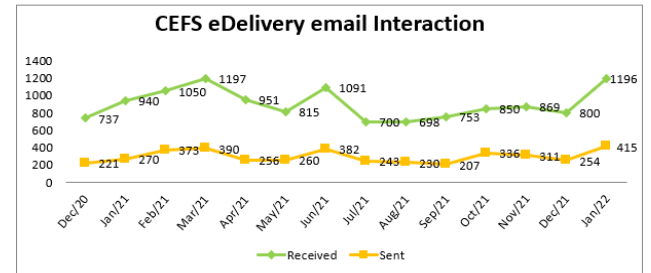


The graphs indicate:

- In January 2022 we notice a significant increase of handled tickets, mainly due to PKI certificates renewal and issuance and discussions on PKI certificates with Deutsche Telekom (internal root certificate) and Commisign PKI certificates testing.
- The number of treated and resolved tickets decreases in December 2021 due to the holiday season.
- In October and November 2021, the number of handled tickets increases compared to the last 3 months, showing an increase of activity in general in CEF eDelivery.
- In August and September 2021, the number of handled ticket are similar to July 2021. However, compared to last year at the same period, we notice an increase of handled tickets.
- In July 2021, the number of requests and incidents decrease because of the holiday period.
- In June 2021, the number of handled tickets increases after the quiet month of May. It is interesting to note that compared to last year in June the increase of activity is significant.
- In April and May 2021 the number of tickets decreases slightly, probably because of the bank holidays.
- In January and March 2021, the number of handled and resolved tickets increases compare to the previous month. It shows that the activity resumed after the more quiet holiday season
- The number of handled and resolved tickets is stable in January 2021 compared to the same period last year.
- In December 2020, the number of tickets decreases: it can be explained by the holiday season.

Monthly email interaction

The figure, below, shows the distribution of CEF eDelivery Sent and Received emails



- In December 2020 the number of sent and received mails decreased because of the holiday season. However, compared to the same period last year, we notice that more mails were received.
- The number of mails increases in January 2021 after the quieter holiday season of December 2020. In February and March 2021 the volume of received and sent mails continues to rise slightly.
- In April and May 2021 the volume of received and sent mails decreases, probably because of the bank holiday. The same trend was observed in April 2020.
- An increase of workload in June 2021 explains that more mails were sent and received in during that month.
- In July 2021, the number of received and sent mails decreased due to the holiday period.
- In August 2021, the number of received and sent mails was similar to July 2021.
- In September 2021, the number of received mails increased slightly compared to the last 2 months.
- In October 2021 the increase of received and sent mails continues. In November 2021 this trend continues.
- In December 2021, the number of sent and received mails decreased slightly due to the holiday season.
- In January 2022 the number of sent and received mails increased significantly due to a general workload increase: a lot of PKI certificate renewals and issuing (DE4A and others), exchanges with Deutsche Telekom (internal root certificates), questions/support for Domibus, SML and SMP.