

Annex of DAS SLA

It should be noted that the International Bureau shall update this annex as appropriate, communicate the updated version to all participating Offices by e-mail and publish it in the WIPO-DAS wiki space.

A. Time zone

The time references in this Annex are all in local time and must be interpreted according to this table.

Office	Time zone	Daylight Saving Time	Remarks
WIPO	+0100 (CET) +0200 (CETDST)	From 02:00 CET=03:00 CETDST on the last Sunday of March Until 03:00 CETDST=02:00 CET on the last Sunday of October	

B. Service Availability

Office	Service	Available Hours	Unavailable Hours	Remarks
WIPO	DAS-Core PCT-EDI	(Monday – Sunday): 00:00 – 24:00		Unexpected unavailability due to system problem will be notified by emails to the contact points of Offices
	PDX	Weekday (Monday – Friday): 00:00 – 24:00	Saturday, Sunday, Holiday: 00:00 – 24:00	Unexpected unavailability due to system problem will be notified by emails to the contact points of Offices

C. Contact Point

C.1 Working Hours of Questions / Incident Management Contact Point

Office	Available Hours	Unavailable Hours	Remarks
WIPO	Weekday(Monday – Friday): 09:00 – 18:00 CET	Weekday (Monday – Friday) 00:00 – 09:00, 17:00 – 24:00 Saturday, Sunday, Holiday	

C.2 Holidays when Questions / Incident Management Contact Point is Off Duty

Office	Year	Holiday	Remarks
WIPO	2013	01 Jan, Tue; 02 Jan, Wed; 29 Mar, Fri; 01 Apr, Mon; 09 May, Thu; 20 May, Mon; 05 Sep, Thu; 14 Oct, Mon; 25 Dec, Wed; 26 Dec, Thu;	

C.3 Contact Point for Incident Reporting

Office	Service	PRI	Phone/Fax	Email or URL	Remarks
WIPO	DAS-Core PCT-EDI PDX	1,2,3	Phone: +41 22 338 8611 +41 22 338 8442 Fax: +41 22 338 8255	Mr. Daniel Cheng (daniel.cheng@wipo.int) Mr. AbdelKader Taibi (kader.taibi@wipo.int) DAS support mail box (das.support@wipo.int)	

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