

Dear valued customer

January 10th, 2023  
CEO of Porters Corporation  
Koji Nishimori

## Incident report of PORTERS

Recently some services of PORTERS were interrupted, and we sincerely apologize to our customers for any inconvenience caused.

Here is a report detailing the issue and our steps to avoid its recurring.

\*Unless otherwise stated, times and dates are given in Japan Standard Time (JST) with a 24-hour format.

### **Affected systems**

PORTERS

### **Occurrence**

From December 26th, 2022, 16:33 to December 26th, 2022, 16:42

### **Affected services**

- PORTERS

### **Cause of the issue**

The web server used to display the Porters application became unstable.  
The web server became unstable because it could not connect to the cache server.

### **Actions**

We are repairing the root cause of the problem to avoid it happening again.

We apologize again for any inconvenience this may have caused. We thank you for your continued use of PORTERS and look forward to continuing our partnership well into the future.

Sincerely,  
Porters Corporation.