

Dear valued customer

May 22nd, 2025
CEO of Porters Corporation
Koji Nishimori

PORTERS Incident report

Recently some PORTERS services 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 May 12th, 2025, 17:14 to May 12th, 2025, 17:50

Affected services

PORTERS email sending, mailbox screen display

Cause of the issue

Due to a surge in access requests, the database used to store email data in PORTERS experienced a high load, resulting in connection issues. As a result, email sending and mailbox screen display were temporarily unavailable.

We have now confirmed that all email sending, and mailbox display functions are operating normally.

Actions

As a countermeasure to the recent incident, we have implemented controls on the access that was causing high load. This has completed our efforts to prevent recurrence, and we have now established an environment where similar issues are less likely to occur.

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.