

		sent on	language used	number of mails (E)	sent	Tenth newsletter sent in own language	Registered mail addresses from 2022-06-29 (H)	diff. between column (E) and (H)
DE	German	2022-10-21 14:15	German	10317	✓	✓	10327	-10
ES	Spanish	2022-10-30 14:43	Spanish	2992	✓	✓	2992	0
IT	Italian	2022-10-30 14:57	Italian	14412	✓	✓	14411	1
LV	Latvian	2022-10-30 15:19	Latvian	541	✓	✓	541	0
SL	Slovenian	2022-10-30 15:27	Slovenian	644	✓	✓	644	0
NL	Dutch	2022-11-05 13:03	English	1358	✓/3	✓	1362	-4
FI	Finnish	2022-11-06 13:37	English	147	✓/3	✓	147	0
EL	Greek	2022-11-06 13:41	English	918	✓/3	✓	918	0
EN	English	2022-11-18 11:11	English	3994	✓/3	✓	3996	-2
BG	Bulgarian	2022-11-06 13:55	English	847	✓/3	✉/5	848	-1
FR	French	2022-11-06 13:58	English	2503	✓/3	✉/1	2504	-1
HR	Croatian	2022-11-06 14:03	English	90	✓/3		90	0
CS	Czech	2022-11-06 14:04	English	121	✓/3		121	0
DA	Danish	2022-11-06 14:06	English	139	✓/3		139	0
LT	Lithuanian	2022-11-06 14:07	English	31	✓/3		31	0
PL	Polish	2022-11-06 14:09	English	154	✓/3		155	-1
RO	Romanian	2022-11-06 14:10	English	167	✓/3		167	0
PT	Portuguese	2022-11-06 14:12	English	595	✓/3		595	0
SK	Slovak	2022-11-06 14:13	English	48	✓/3		48	0
SV	Swedish	2022-11-06 14:15	English	289	✓/3		289	0
GA	Irish	2022-11-06 14:17	English	0	✓/3		0	0
MT	Maltese	2022-11-06 14:19	English	0	✓/3		0	0
ET	Estonian			195	4	✓	196	-1
HU	Hungarian			1220	4	✓	1226	-6
		<b>Sum of english for</b>	<small>bg,hr,cs,da,ni,en,et,fi,fr,el,hu,ga,lt,mt,pl,pt,ro,sk,sv</small>	<b>11401</b>			<b>41747</b>	
			<b>Sum of all mails</b>	<b>40307</b>			<b>10327</b>	

Sent protokol - 13

**color legend**

	Broadcast in the right language.	32900	<b>78,86%</b>
	Four attempts have been made to send to these languages in English. Unfortunately, there is a new transmission error in the EU-IT software which has not been fixed even after writing to EU-IT several times. See the attached extract from the email.	1415	3,39%
	These languages could not be translated until now, so they were sent in English.	7407	17,75%
	Since the language Bulgarian and French could not be translated several times, the newsletter was sent in English again this time. Unfortunately, there is no one to translate the French language.		
	These languages could not be translated until now, so they were sent in English. (more than a hundred subscribers)		

**good !**

***bad***

Betreff: RE: (ECI-UBI-IT) Re: New release ECI version to be deployed tomorrow

Von: STEFANINI Jerome

Datum: 18.11.2022, 16:38

An: Heinz Swoboda <hs@pro-grundeinkommen.at>

Dear Heinz !,

Sorry again for this problem.

On our side as well, we have difficulty to understand where it comes from however every try gives us more input. We understand here that the changes that we put in place were not able to solve the production problems.

Our main difficulty is that we did not manage to reproduce it on our test and acceptance environments, whenever we make a test it works.

However, we will not give up and we will review the architecture of the solution, our code and try to put more control points to isolate where the problem comes from to fix the problem and give you back the trust in the module.

Otherwise, I look at your excel sheet and I noticed that the decrease of the emails did not happen on the MS for which the message was not sent so my conclusion would be that it is not related to the problems that we are facing but to the normal behaviour of people requiring to opt out after a communication. We have indeed noted that after every communication, users want to opt out.

As soon as we have a new release that could help solving the issue, we will come back to you.

Kind regards,

Jérôme

From: Heinz Swoboda <hs@pro-grundeinkommen.at>

Sent: Friday, November 18, 2022 12:54 PM

Subject: (ECI-UBI-IT) Re: New release ECI version to be deployed tomorrow

Dear Jérôme!

I started with English according to your instructions and was happy that it worked.

But with Estonian and Hungarian, the programme got stuck again at the same percentage. See the attached screenshots.

I don't understand why there are such problems after completing the ECI. Is there a data dependency between the status of the ECI and the sending of the mails?

Also, the number of registered mail addresses has decreased. This may be because they have opted out of receiving mail.

Here is our manually maintained registration log:

[https://docs.google.com/spreadsheets/d/1\\_g-spBWSJIV0iR82iWI2AYgLVQoxJCMc6eX3M6aUW1Y](https://docs.google.com/spreadsheets/d/1_g-spBWSJIV0iR82iWI2AYgLVQoxJCMc6eX3M6aUW1Y) -  
See difference between June 29 and November 18, 2022. (note the 'diff' register)

From this I conclude that this mail system can no longer be trusted without reservation, even if the log display shows that English has gone through, I have no other proof.

We were promised that we could use the mail system for one year after the ECI ended.

As the person responsible for IT in our EU-UBI group, I have the problem of whether I can still recommend the mail tool "inform supporters".

We ask for improvement, at least Estonian and Hungarian I still have to send.

I look forward to a positive response.

Finally, some positive feedback!

The error with the duplicate languages in the selection is no longer there.

Kind regards

Heinz