



**AFFGEN.2**  
**Head of Division**

Brussels, 24 April 2020  
eeas.sg.affgen.2 (2020) 1755605

Mr Alexander Fanta

*Subject: Your request for access to documents of 29 February 2020*  
*Our ref: 2020/032*

Dear Mr Fanta,

Thank you for your request for access to documents, which the EEAS has examined in the framework of Regulation (EC) No 1049/2001<sup>1</sup>.

In reply to your request for "all documents related to the 'robust instant messaging solution' that the EEAS has deployed since September 2019, including contracts with external suppliers", we regret to inform you that the messaging solution is an integral part of the Restreint UE / EU Restricted classified communication system of the EEAS. There are no specific documents individually linked to the messaging solution, as it is just one of the built-in components of the restricted platform. For security reasons, the EEAS does not provide details on its secure communications devices, infrastructure and networks taken into account the classification level of the whole system. The public release of such details would compromise the security of the communication system by making it vulnerable to cyberattack from the EU adverse actors. Given the sensitivity of the information exchanged through this system, any potential compromise of its security would be detrimental to Article 4(1)(a) [exception based on public security, defence and military matters, international relations].

Yours sincerely,

*[e-signed]*

Gabriele Visentin

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<sup>1</sup> Regulation (EC) No 1049/2001 of the European Parliament and of the Council regarding public access to European Parliament, Council and Commission documents (hereafter the "Regulation").