

## Scheduled network maintenance policy

We routinely need to carry out maintenance work on our network. This work is required in order to improve our network infrastructure and ensure continued high levels of resiliency, reliability, security and scalability.

Our engineers have recently completed the first phase of an extensive network improvement programme, which has greatly increased quality and robustness. This phase has included database clustering, the virtualisation of our server architecture and the upgrade of several key pieces of hardware.

The second phase of work will take place between 20th August and the end of September 2013. All future maintenance, including this second phase, will be scheduled based on the following policy:

- **Service-affecting work**

Service-affecting work will begin between midnight and 2am.

- **Non-service-affecting\* work**

Non-service-affecting work will take place between 6pm and 8am. Non-service-affecting work may include, but is not limited to:

- Connecting or disconnecting power, equipment and cabling
- Network configuration changes
- Software configuration changes and updates

\* Please note that non-service-affecting work still carries a very small risk that services may be disrupted.

- **Notice period**

Seven calendar days notice will be provided for all scheduled network maintenance. However, emergency maintenance work required to avoid or resolve service disruption can happen at any time.

- **Notification methods**

Maintenance windows will be posted on [www.telappliantstatus.com](http://www.telappliantstatus.com) and [www.twitter.com/voiptalkstatus](http://www.twitter.com/voiptalkstatus). Optionally, we may also email customers to inform them of forthcoming maintenance windows.

- **Excluded activities**

The following activities are deemed safe enough to happen at any time:

- Physical movement of equipment without connection/disconnection
- Hot swapping disks and other equipment

Our network underpins all of the services we offer, and we continue to make significant investment to ensure that it remains a solid foundation as our business grows.

We appreciate that network maintenance can be inconvenient for our customers, and trust that the policy outlined above will help to keep disruption to a minimum.

If you have any questions, or would like to discuss this policy with a member of our senior technical team, please contact your account manager or email [technical@support.telappliant.com](mailto:technical@support.telappliant.com).