



### Forsta Plus Maintenance Schedule

**US & EURO sites:**

|         | CET            | EST            | PST                 |
|---------|----------------|----------------|---------------------|
| Mon-Fri | 7:00 - 7:30 AM | 1:00 – 1:30 AM | 10:00 PM – 10:30 PM |
| Sat-Sun | 7:00 - 9:00 AM | 1:00 – 3:00 AM | 10:00 PM – 12:00 AM |

**SYD site:**

|         | CET               | AEST                | AEDT              | EST              | PST               |
|---------|-------------------|---------------------|-------------------|------------------|-------------------|
| Mon-Fri | 4:00 PM - 4:30 PM | 12:00 AM - 12:30 AM | 2:00 AM - 2:30 AM | 10:00 – 10:30 AM | 7:00 AM – 7:30 AM |
| Sat-Sun | 4:00 PM - 6:00 PM | 12:00 AM - 2:00 AM  | 2:00 AM - 4:00 AM | 10:00 – 12:00 PM | 7:00 AM – 9:00 AM |

**Azure Legacy Germany and Multi-tenant EU sites:**

|         | CET            | EST            | PST                 |
|---------|----------------|----------------|---------------------|
| Mon-Fri | 7:00 - 7:30 AM | 1:00 – 1:30 AM | 10:00 PM – 10:30 PM |
| Sat-Sun | 7:00 - 9:00 AM | 1:00 – 3:00 AM | 10:00 PM – 12:00 AM |

**Multi-tenant Canada site:**

|         | CET             | EST               | PST               |
|---------|-----------------|-------------------|-------------------|
| Mon-Fri | 1:00 PM-1:30 PM | 7:00 AM - 7:30 AM | 4:00 AM – 4:30 AM |
| Sat-Sun | 1:00 PM-3:00 PM | 7:00 AM - 9:00 AM | 4:00 AM – 6:00 AM |

### Forsta Decipher Surveys Maintenance Schedule

Decipher Surveys does not have a maintenance schedule, any planned downtime will be communicated to affected customers according to

**Forsta Panel (Kinesis) Maintenance Schedule**

|                               | Scheduled Maintenance  |             | Ad Hoc Maintenance   |
|-------------------------------|--|-------------|--|
|                               | Releases   | Maintenance | Hot Fixes  |
| <b>North America</b>          |  |             |  |
| Notice                        | None   | 5 days      |  |
| System not accessible between | Wednesdays<br>14:00 UTC – 16:00 UTC  | TBD         | Monday - Friday<br>1400 UTC to 2300 UTC  |
| Considered as Downtime        | No   | TBD         | No   |
| Time Zone                     | UTC  |             | UTC  |
| Note                          | This is a window for the update and panel will only be inaccessible for a brief moment |             | This is a window for the update and panel will only be inaccessible for a brief moment |
|                               |  |             |  |
| <b>Australia</b>              |  |             |  |
| Notice in Advanced            | None   |             |  |
| System not accessible between | Wednesdays<br>14:00 UTC to 16:00 UTC   | TBD         | Monday – Friday<br>14:00 UTC to 23:00 UTC  |

|                               |  |        |  |
|-------------------------------|--|--------|--|
| Considered as Downtime        | No   |        | No   |
| Time Zone                     | UTC  |        | UTC  |
| Note                          | This is a window for the update and panel will only be inaccessible for a brief moment |        | This is a window for the update and panel will only be inaccessible for a brief moment |
| <b>Europe + All Other</b>     |  |        |  |
| Notice in Advanced            | None   | 5 days |  |
| System not accessible between | Thursday 6:00 UTC to 8:00 UTC  | TBD    | Monday - Friday 14:00 UTC to 23:00 UTC   |
| Considered as Downtime        | No   |        | No   |
| Time Zone                     | UTC  |        | UTC  |
| Note                          | This is a window for the update and panel will only be inaccessible for a brief moment |        | This is a window for the update and panel will only be inaccessible for a brief moment |

**Forsta Visualizations Maintenance Schedule**

|                               | Scheduled Maintenance |  | Ad Hoc Maintenance |
|-------------------------------|-----------------------|--|--------------------|
|                               | Releases              | Maintenance  | Hot Fixes          |
| <b>North America</b>          |                       |  |                    |
| Notice in Advanced            | 5 days                |  |                    |
| System not accessible between | 12 am - 7 am          | Mon-Fri 3:15 - 3:45 am, Sat-Sun 3:15 - 5:15 am           | 12 am - 7 am       |
| Considered as Downtime        | No                    | No   | No                 |
| Time Zone                     | EST/EDT               | EST/EDT  | EST/EDT            |
| <b>Australasia</b>            |                       |  |                    |
| Notice in Advanced            | 5 days                |  |                    |
| System not accessible between | 10 pm - 5 am          | Mon-Fri 2:15 - 2:45 am, Sat-Sun 2:15-4:15 am             | 10 pm - 5 am       |
| Considered as Downtime        | No                    | No   | No                 |
| Time Zone                     | AEDT/AEST             | AEDT/AEST  | AEDT/AEST          |
| <b>Europe + All Other</b>     |                       |  |                    |
| Notice in Advanced            | 5 days                |  |                    |
| System not accessible between | 12 am - 7 am          | Mon-Fri 11:30 pm - 12:00 am, Sat-Sun 10:15 pm - 12:15 am | 12 am - 7 am       |
| Considered as Downtime        | No                    |  | No                 |
| Time Zone                     | CET/CEST              | CET/CEST   | CET/CEST           |