Platform Upgrades, Updates, Maintenance and Notifications

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Table of Contents

1 Notifications
2 Types of work
3 Platform updates
4 Routine updates
5 Service updates
6 Maintenance windows
7 Urgent updates

1 Notifications

Occasionally, we need to conduct maintenance or upgrades to the platform that might cause customer-visible changes or require certain features to be disabled temporarily or updated. This may also include feature enhancements and or security updates.

The expected impact of the work governs the way we provide notifications to you . This document describes the type of platform work that we carry out and the impact of that work on notifications that will be given.

2 Types of work

Work falls into one of these categories:

- Platform upgrades
- Routine updates
- Service updates
- Maintenance windows
- Urgent maintenance

3 Platform updates

Why do we need to upgrade?

Upgrading the communications platform is a forward-thinking way of giving you new capabilities to future-proof your business and to service rapidly changing customer needs. Upgrades are vital to realizing and benefiting from new technologies including new features and functionality, giving you the customer a better user experience and often, new features businesses have requested.

When these essential upgrades are performed, we will notify you in writing and may in some cases send an engineer to your site to carry out upgrades to any of the hardware you are using.

These must be done within working hours and downtime will be minimal. We will also explain any new features that will become available once the upgrade is completed. Depending on your licences, some new features will be at no extra cost or contract extension. You will be advised on any material changes to you plan before implemented.

4 Routine updates

Routine updates are normal deployments which won't cause any impact to the platform or applications. They happen with no impact to the functionality of the platform or customer applications because of the redundancy that is designed into the platform. The same features of the platform that manage uptime and reliability for customer apps allow us to make most changes without interrupting the day-to-day operations and improvements to the system. Because of this, we don't provide notice of this work.

5 Service updates

Service updates are work which will interrupt the functionality of your enterprise. These changes to the platform will affect the availability of the enterprise and may affect apps that are already running. It may also, in some cases, prevent phone calls from being made or received.

When we need to perform a service update, we will provide notice at least 3 business days before the work takes place. This announcement will include the scheduled time of the work and the expected impact. We will update the status site again to indicate when the work has begun and when it has ended. If any changes to the work are required, we will update the status site accordingly.

6 Maintenance windows

Maintenance windows are changes to the platform that will affect the enterprise and any running applications or services. Work of this type is rare, and we do everything we can to avoid it. When we do need to do it, we take care to schedule this work outside the peak hours for the region it will be performed in.

When we need a maintenance window, we will provide notice at least 5 business days in advance. The announcement will include the scheduled time and expected impact. We will update the status site again to indicate when the work has begun and when it has ended. If any changes to the work are required, we will update the status site accordingly.

7 Urgent updates

Urgent updates are changes to the platform that may fall under any of the above categories that must happen quickly in order to respond to a problem that could affect the health of the platform or the integrity of customer data. Urgent updates should be rare and by their nature difficult to categorize.

When we need to perform an urgent update that might cause development or production impact, we will take into account the possible impact, the time of day, and the risks associated with delays when we select a time to do the work. If possible, we will provide advance warning on the status site. In all cases, we will of course communicate what we're doing, what impact is possible, and when we're finished.