Change/Update Policy for Hardware and Software

Overview

As needed, the Secured Logics Datacenter will need to run routine maintenance and upgrades to the software and hardware housed within. During this maintenance window it may be required to temporarily shut down parts or all of the Datacenter as well as to reboot certain components. Any and all work will be scheduled to the best of Secured Logics' ability and will be performed as quickly as possible and during the least impactful time to customers. Advanced notification will be provided for any and all scheduled maintenance to all affected Secured Logics customers as outlined below.

Notice of Scheduled Maintenance
1st Notice- One month
2nd Notice- Two weeks
3rd Notice- The week of
4th Notice- 24 hours before
5th Notice- Final notice of completion