



### Planned Service Outage on July 5, 2009

Due to circumstances beyond our control, we have rescheduled our planned service outage. Below is the original explanation for our planned interruption of services:

SOUTH BURLINGTON, VT: As part of our ongoing initiatives to assure system and service availability to our customers, we are implementing a second, concurrent Internet Service Provider (ISP) connection to our network. The second connection will be with a different vendor than our current connection. Both independent connections will be combined to provide additional bandwidth and automatic failover in the event one of the connections fails.

The upgrade and changes to our ISP connection is scheduled for Sunday July 5<sup>th</sup>. During the upgrade process, our website and Customer Web Portal (CWP) will be unavailable from 1 PM EDT to 6 PM EDT. Any email sent to Data Innovations during the upgrade will be queued by our SPAM filtering vendor. Once we have restored our internet connection, all of the queued email will be transmitted to our Data Innovation email server for processing.

Also part of our upgrade is a change in our public IP addressing. In order to make full use of the two independent ISP connections, we must change our public IP address range. It may take some Internet DNS Servers up to 48 hours before they are updated with our new public IP addresses. Most DNS servers will recognize our new public IP addresses within 2 hours, but some may need as much as 48 hours to be refreshed.

We apologize for any inconvenience our scheduled downtime may cause.

Region	Office Hours	Technical Support Contact Information
Data Innovations <b>North America</b>	9:00 a.m. – 8:00 p.m. EST/EDT Monday – Friday	802-658-1955 <a href="mailto:northamerica-support@datainnovations.com">northamerica-support@datainnovations.com</a> <a href="#">North America Customer Web Portal Access</a>
Data Innovations <b>Europe</b>	8:00 a.m. to 6:00 p.m. CET/CEST Monday – Friday	32 2 332 24 13 <a href="mailto:europe-support@datainnovations.com">europe-support@datainnovations.com</a>
Data Innovations <b>Latin America</b>	8:30 a.m. to 6:00 p.m. BRT/BRST Monday – Friday	55-11-38013283 <a href="mailto:latinamerica-support@datainnovations.com">latinamerica-support@datainnovations.com</a>
Data Innovations <b>Asia</b>	8:30 a.m. to 6:00 p.m. HKT Monday - Friday	852-2398-3182 <a href="mailto:asia-support@datainnovations.com">asia-support@datainnovations.com</a>