

## **PRODUCTION RAFT Scheduled Maintenance**

The RAFT front-end has regularly scheduled maintenance from 3:00-5:00 a.m. EST on Monday for Florence and Tuesday for Grand Rapids each week.

### **Weekly Maintenance Schedule – Traditional Week**

- Florence Data Center
  - Monday: 3:00-5:00 a.m. EST
- Grand Rapids Data Center
  - Tuesday: 3:00-5:00 a.m. EST

### **Maintenance Schedule – Holiday Week**

#### *\*Example of Holiday on **Monday***

- Florence Data Center
  - Tuesday: 3:00-5:00 a.m. EST
- Grand Rapids Data Center
  - Wednesday: 3:00-5:00 a.m. EST

#### *\*Example of Holiday on **Tuesday***

- Florence Data Center
  - Monday: 3:00-5:00 a.m. EST
- Grand Rapids Data Center
  - Wednesday: 3:00-5:00 a.m. EST

### **Maintenance Schedule – Daylight / Standard Savings Time Change Events**

- Florence Data Center
  - Sunday: 3:00-5:00 a.m. EST \* Cycled for Time Change as well as Table Updates
- Grand Rapids Data Center
  - Sunday: 3:00-5:00 a.m. EST \*\* Cycled for Time Change Update only
  - Tuesday: 3:00-5:00 a.m. EST \*\*\* Cycled for Table Updates

\*The maintenance 'windows' outlined are defined as the time span where a cycle can occur and is not the duration of the cycle, which are typically 10 mins or less. Any changes to this will be communicated prior to an event.

## TEST RAFT Scheduled Maintenance

The RAFT front-end has regularly scheduled maintenance for our TEST/DEV environment based on the following schedule:

### Hardware Maintenance

- Tuesday and Thursdays between 7:00-9:00 p.m. EST

### Software Maintenance

- Daily cycles\* are normally between 4:30-5:30 a.m. EST  
\*Cycle times may vary based upon the duration of other processes

## eCommerce Platform Firewall IP Maintenance

IP maintenance to the eCommerce platform firewall will be **prohibited during all Red Freeze dates** with the exception of the four (4) following dates: **11/19, 12/3, 12/10, and 12/26.**

## eCommerce PRE-LIVE TEST Environment Scheduled Maintenance

The Pre-Live test environment is the platform used for all merchant Certification testing. This environment should be used by both newly on-boarding merchants and existing merchants seeking to incorporate additional features or functionalities into their current XML integrations.

The test environment for our ecommerce platform has regular maintenance as outlined in the following schedule:

### Weekly Maintenance Schedule for Pre-Live Test Environment

- Tuesdays 4:00 a.m. EST – 8:00 a.m. EST
- Thursdays 4:00 a.m. EST – 8:00 a.m. EST

## eCommerce POST-LIVE TEST Environment Scheduled Maintenance

The Post-Live testing environment is intended for merchants that are already fully certified and submitting transactions to the production platform, but wish to perform regression or other tests to confirm the operational readiness of modifications to their own systems.

The test environment for our ecommerce platform has regular maintenance as outlined in the following schedule:

### Weekly Maintenance Schedule for Post-Live Test Environment

- Tuesdays 4:00 a.m. EST – 8:00 a.m. EST
- Thursdays 4:00 a.m. EST – 8:00 a.m. EST