

Unless otherwise defined in this Schedule, capitalised terms used in this Schedule shall have the meanings ascribed to them in either the Calligo Master Services Agreement (MSA) or the Calligo Terms and Conditions for the Supply of Cloud Services (available at <https://calligo.cloud/licences>), whichever applies to you.

1 Overview

- 1.1 This document sets out the currently Scheduled Maintenance windows adopted by Calligo.

Service	Site	Maintenance Window	Duration	Frequency
AzureStack	JE, GG, LU	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudCopy	JE, GG, ZH, SG, BM, UK, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudCore	JE, GG, ZH, SG, BM, UK, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudDesk	JE, GG, SG, BM, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudDrive	JE	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudMail	JE, GG, BM, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudProtect	JE, GG, ZH, SG, BM, UK, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudShield	JE, GG, ZH, SG, BM, UK, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
CloudStorage S3	JE, GG, BM, CA	Sat 22:00 to Sun 06:00	08 hours	Monthly
Viaje	JE	Sun 10:00 to Sun 12:00	2 hours	Fortnightly

2 Changes to this Policy

- 2.1 The internet, how it is used and may be misused, and the law relating to that use and misuse frequently change. Therefore Calligo reserves the right to update or modify this Policy from time to time without prior notice by publishing the revised version of this Policy on its website. Although Calligo may (but is not obliged to) notify a Primary Contact by email of any changes to this Policy, it is the Client's responsibility to check the Calligo website at <http://www.calligo.cloud/licences> for updates and modifications to this Policy. Those updates and modifications will be binding on the Client (irrespective as to whether or not the Client has checked for changes and/or whether or not Calligo has given notice of any such changes).