

22 November 2011

Possible Temporary Email Service Disruption

At Maximum Availability we are committed to adopting and using cloud based services as a way of better managing our application demands and improving the reliability and service we can deliver to our customers. This Service Notification is to update you on a schedule system change we are planning to perform.

What is the change?

We are currently upgrading our email system to the Microsoft Office 365 cloud based services. During the scheduled cut-over to complete this migration it is possible that there may be a disruption to our normal email services.

The changes are planned for the weekend of 26th and 27th November 2011

How will this change impact me?

In the event our normal email service is affected you may receive a non-delivery report advising that your message could not be delivered to (recipient@maxava.com). In this situation the person at Maxava you have tried to contact will not have received your email message and you will need to use the alternate contact options outlined below.

What action must I take?

If you need to reach the Maxava team in the event there is a disruption to our normal email service please call directly or use the support portal to raise a support ticket.

Contact Phone Numbers	Support	Sales
Americas	+1-888-400-1544	+1-888-400-1541
UK, Europe, Middle East, Africa	+44-(0)845-867-1503	+44-(0)845-557-5705
Asia Pacific	+64-(0)9-414-5172	+64-(0)4-801-0140
Japan	+81-3-5875-8567	+81-3-5875-8587

Support Portal

If you require technical support we recommend you use the [Maxava Support Portal](#). The Maxava Support Portal plugs you directly into our technical support team as it is fully integrated with our ticket management system allowing you to submit support tickets for issues and ask technical questions.

Temporary Support Email: support@maximumavailability.com

What will happen if I take no action?

During the time a disruption may occur, all email communication will be queued and delivered once the cut-over is complete. We will be working hard to keep this maintenance period as short as possible and avoid any disruption to our email services.

How can I get more information?

Please contact our support staff if you have any questions regarding this service notification.

Thank you for your understanding,

The Maxava Support Team