



Attention: TranspoNet / Saturn Users
Subject: Maintenance Window Activity
Date: 12/09/2011

In an effort to provide you with the best features, security, and system availability, GGA continually upgrades hardware and software during maintenance windows. During these maintenance windows, you may experience outages in sending or receiving reservations. Please be aware that no data is lost during these periods. We advise that you plan accordingly in preparation for scheduled maintenance.

We apologize for any inconvenience, and we thank you for your patience.

PLANNED SCHEDULED MAINTENANCE

As a recurring maintenance window, GGA targets the planned scheduled maintenance window for: The third Saturday of every month between the hours of 12 AM and 2 AM, Eastern Standard Time

2011-2012 Scheduled Maintenance – Saturday Dates

- December 17, 11
- January 21, 12
- February 18, 12
- March 17, 12
- April 21, 12
- May 19, 12
- June 16, 12
- July 21, 12
- August 18, 12
- September 15, 12
- October 20, 12
- November 17, 12
- December 15, 12

There may be cases when GGA may revise or reschedule the actual time of a maintenance window based on factors such as criticality, severity, or scheduling constraints. We will make the best effort to communicate promptly.

UNPLANNED MAINTENANCE

When absolutely necessary, GGA reserves the right to perform unplanned maintenance. We would do so if a critical need arose to justify performing unplanned or emergency maintenance. An example of this would be to respond to a critical virus or security threat. When this happens, we will keep you informed as best as possible.