



Cloud Service – Maintenance Policy

In order to keep your Cloud hosted Adlib Platform running smoothly, updates and fixes are regularly released. The following are Adlib’s policies regarding offline periods due to necessary maintenance.

Scheduled & Unscheduled Maintenance

Regularly scheduled maintenance time does not count as downtime. Maintenance time is regularly scheduled if it is communicated in accordance with the notice of at least two full business days in advance of the maintenance time.

Regularly scheduled maintenance time is typically communicated at least a week in advance, scheduled to occur at night on the weekend, and takes less than 10-15 hours each quarter.

Adlib hereby provides notice that every Saturday night between 8:00pm - 12:00am Eastern Time (EST) is reserved for routine scheduled maintenance for use as needed.

Adlib in its sole discretion may take the service down for unscheduled maintenance, and, in that event, will attempt to notify customers in advance.



Emergency Maintenance

In circumstances that require immediate attention, Adlib will perform emergency maintenance. This service-affecting maintenance is by its nature not scheduled. Adlib will make commercially reasonable efforts to notify all customers via their registered email address should emergency maintenance become necessary.