

# Application and system notifications

## Scheduled system maintenance messages

These maintenance communications are provided to customers with access to specific applications and or systems only. These messages outline the expected customer impact to ensure transparency and maintain clear expectations throughout the maintenance effort.

### System maintenance message impact levels:

#### ■ No Downtime

Maintenance is scheduled for the listed application/system. No impact to the user experience or downtime is expected. However, there is a potential for brief loss of availability during the maintenance window. If you experience an interruption, please wait a moment, then refresh and reconnect to resume normal use.

#### ■ Maintenance

Maintenance is scheduled for the listed application/system. No changes to the user experience are anticipated. A period of downtime or stale data, as noted above, is expected during the maintenance window. Services will return to normal once the maintenance is complete.

#### ■ Fix/Enhancement

Maintenance is scheduled for the listed application/system. A change to the user experience or the user interface is expected following this maintenance. Details about this change are included in this message. Any expected downtime associated with this maintenance is also outlined within this message.