

# Operations and maintenance 2021.

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In this document you will find information regarding planned maintenance for development and service on the Swedish market (UC) and on the Finnish market (Asiakastieto).

Our objective is to constantly develop and enhance our services and solutions. In order to maintain a reliable operation, increase availability and improve capacity, we must continually develop and maintain our information systems.

## **INTERRUPTIONS TO SYSTEM**

In order to carry out certain maintenance we are forced to, fully or partially, shut down our systems for short amounts of periods. We understand this may cause some inconvenience to you as a customer, which is why all scheduled service and maintenance will take place during the night between 22.00–06.00, Swedish market and 05.00–07.00, Finnish market. The downtime specified here will not be exceeded. We will always aim to ensure that any downtime will be kept as short as possible.

## **DEVELOPMENT AND MAINTENANCE**

There are two activities which require the system to be taken down: development and maintenance.

## Sweden

### OPERATIONS AND MAINTENANCE

All the time slots are given in Swedish local time (CET).

Date	Start	Finish
2021-01-03	05:00	07:00
2021-02-13	22:00	00:00
2021-02-14	00:00	06:00
2021-02-14	22:00	00:00
2021-02-15	00:00	06:00
2021-02-19	00:00	02:00
2021-02-21	00:00	02:00
2021-03-20	22:00	00:00
2021-03-21	00:00	06:00
2021-04-04	05:00	07:00
2021-05-22	22:00	00:00
2021-05-23	00:00	06:00
2021-06-06	22:00	00:00
2021-06-07	00:00	06:00
2021-07-04	05:00	07:00
2021-09-11	22:00	00:00
2021-09-12	00:00	06:00
2021-10-03	05:00	07:00
2021-10-23	22:00	00:00
2021-10-24	00:00	06:00
2021-11-07	22:00	00:00
2021-11-08	00:00	06:00
2021-11-20	22:00	00:00
2021-11-21	00:00	06:00

## Finland

### OPERATIONS AND MAINTENANCE

All the time slots are given in Finnish local time (EET).

Date	Start	Finish
2021-01-04	05:00	07:00
2021-01-11	05:00	07:00
2021-01-18	05:00	07:00
2021-01-24	06:00	09:00
2021-01-25	05:00	07:00
2021-01-30	12:00	00:00
2021-01-31	00:00	22:00
2021-02-01	05:00	07:00
2021-02-08	05:00	07:00
2021-02-14	06:00	09:00
2021-02-15	05:00	07:00
2021-02-22	05:00	07:00
2021-03-01	05:00	07:00
2021-03-08	05:00	07:00
2021-03-15	05:00	07:00
2021-03-21	06:00	09:00
2021-03-22	05:00	07:00
2021-03-29	05:00	07:00
2021-04-05	05:00	07:00
2021-04-12	05:00	07:00
2021-04-18	06:00	09:00
2021-04-19	05:00	07:00
2021-04-26	05:00	07:00
2021-05-03	05:00	07:00
2021-05-08	12:00	00:00
2021-05-09	00:00	22:00
2021-05-10	05:00	07:00
2021-05-17	05:00	07:00
2021-05-23	06:00	09:00
2021-05-24	05:00	07:00
2021-05-31	05:00	07:00
2021-06-07	05:00	07:00
2021-06-13	06:00	09:00
2021-06-14	05:00	07:00
2021-06-21	05:00	07:00
2021-06-28	05:00	07:00
2021-07-05	05:00	07:00

# Finland

## OPERATIONS AND MAINTENANCE

All the time slots are given in Finnish local time (EET).

Date	Start	Finish
2021-07-12	05:00	07:00
2021-07-19	05:00	07:00
2021-07-26	05:00	07:00
2021-08-02	05:00	07:00
2021-08-09	05:00	07:00
2021-08-16	05:00	07:00
2021-08-22	06:00	09:00
2021-08-23	05:00	07:00
2021-08-28	12:00	00:00
2021-08-29	00:00	22:00
2021-08-30	05:00	07:00
2021-09-06	05:00	07:00
2021-09-13	05:00	07:00
2021-09-19	06:00	09:00
2021-09-20	05:00	07:00
2021-09-27	05:00	07:00
2021-10-04	05:00	07:00
2021-10-11	05:00	07:00
2021-10-17	06:00	09:00
2021-10-18	05:00	07:00
2021-10-25	05:00	07:00
2021-11-01	05:00	07:00
2021-11-08	05:00	07:00
2021-11-13	12:00	00:00
2021-11-14	00:00	22:00
2021-11-15	05:00	07:00
2021-11-21	06:00	09:00
2021-11-22	05:00	07:00
2021-11-29	05:00	07:00
2021-12-06	05:00	07:00
2021-12-12	06:00	09:00
2021-12-13	05:00	07:00
2021-12-20	05:00	07:00
2021-12-27	05:00	07:00