

Channel Memo – March 2022

Planned Maintenance: SpinetiX Cloud Platforms

Dear Business Partner,

With the following communication, we would like to inform you that due to planned maintenance, SpinetiX ARYA™ and SpinetiX Activate platforms will not be available **for approximately 4 hours on Sunday, March 27, starting at 3 pm UTC.**

Details About the Downtime

During the maintenance window, SpinetiX ARYA and SpinetiX Activate platforms will be inaccessible.

This means that users will not be able to modify or schedule content, trigger alerts, check player previews, assign DSOS licenses, neither effectuate any other operation in SpinetiX ARYA or SpinetiX Activate cloud platforms. Users will be able to resume all these operations right after the maintenance window ends.

Please note that the players already connected to SpinetiX ARYA will continue to play their previously scheduled content as usual and without interruption during the maintenance window.

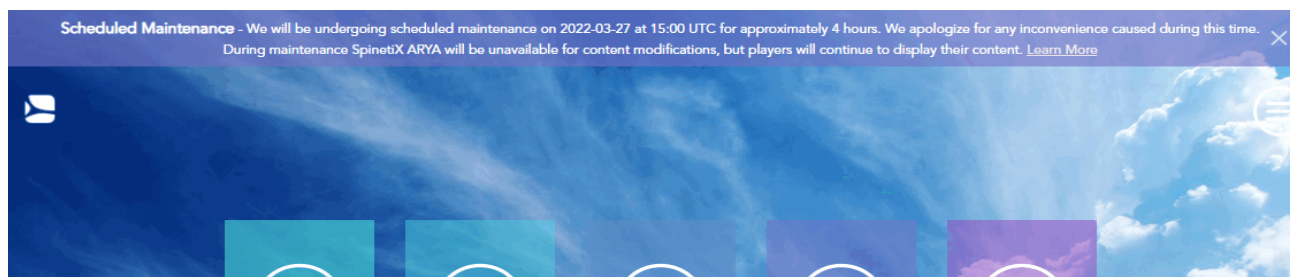
To pave the way for future growth, we are deploying significant infrastructure updates that require this planned down time. As part of these infrastructure updates some of the network names used by SpinetiX ARYA have changed, if you have set up special network firewall rules for SpinetiX you may need to update them to ensure no problems will arise after we do the updates.

What Happens Next?

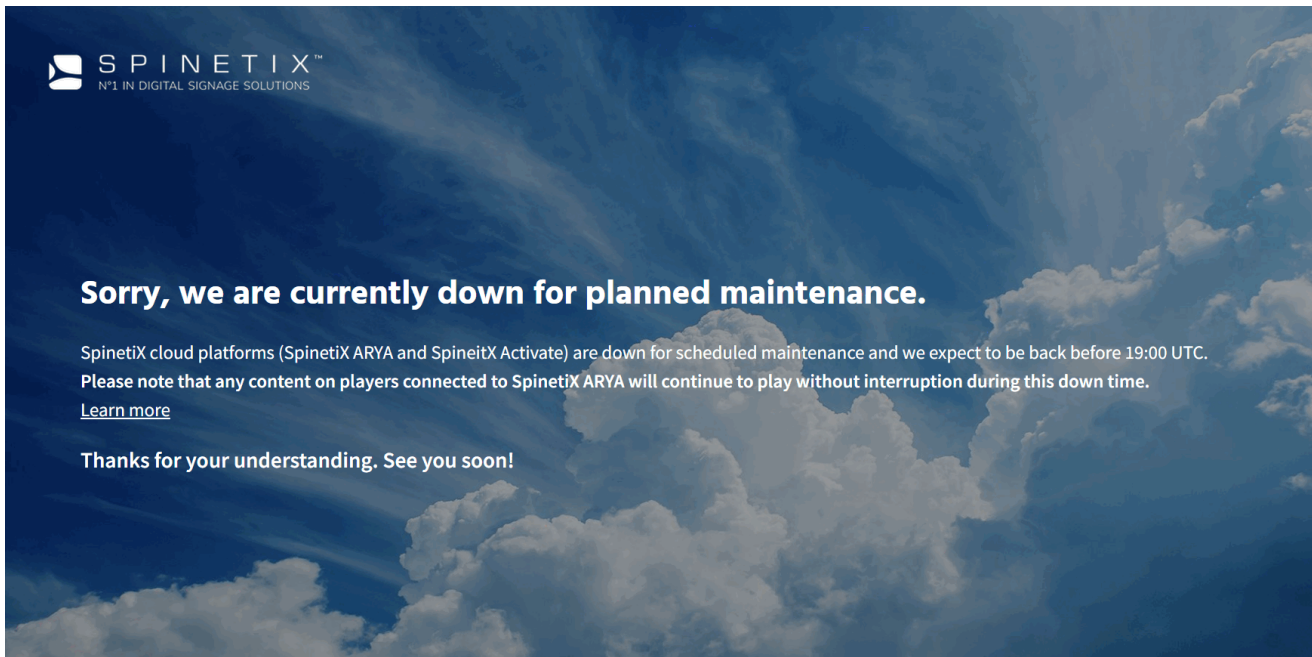
1. We put in place a dedicated article on the SpinetiX Support Wiki which provides details about the planned maintenance. We invite you to consult it by following the link below:

https://support.spinetiX.com/wiki/Cloud_Maintenance_March_2022

2. We also put in place a message in the SpinetiX ARYA and SpinetiX Activate platforms informing users about the planned maintenance and that links to the above Support Wiki article with more details.



3. In addition, we are going to send to all SpinetiX ARYA and SpinetiX Activate users an email, informing them about the planned maintenance and downtime.
4. Finally, during the downtime, a page with a message about the ongoing maintenance will appear when users try to access either SpinetiX ARYA or SpinetiX Activate platforms.



What Actions Should You Take?

By performing the maintenance on a non-working day for the majority of the markets we operate, and at a non-peak time slot, we have ensured to minimize the potential impact of the downtime. However, we invite you to:

1. Circulate this communication to your entire team that works with SpinetiX
2. Familiarize yourself with the details of the maintenance by reading the SpinetiX Support Wiki article linked above
3. Prepare to answer local queries about the downtime originating from your local customer base with the information you dispose with
4. Contact our support team at support@spinetix.com if any further issue.

Your SpinetiX Team