PLAYBOOK

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INTRODUCTION

We are delighted to welcome you to Ubity!

Ubity and its customer service team are proud to answer any questions related to your account. Your concerns are our priority.

You can contact our specialized team at our toll-free number, 1 877 315 1920, and press option # 2, or dial 611 using your Ubity IP phone. For assistance, contact our different departments at the following email addresses:

Sales — sales@ubity.com

Customer Service — support@ubity.com

Orders and Equipment — orders@ubity.com

Billing — payables@ubity.com

Portability (phone number transfers) — lnp@ubity.com

Our customer service's regular operating hours are from Monday to Friday, 8 a.m. to 6 p.m. EST.

In the event of an incident (outage, service interruption, technical problem and any other failure), please follow the reporting guidelines to open a ticket with our customer service. When a ticket for a technical problem is opened, you must provide the information listed in section 5.1.2 Resolution times, which includes your account number, the type of service involved, the phone numbers affected, and examples of recent calls.

All reported incidents are rated according to severity, that is, minor (Severity 3), major (Severity 2) or critical (Severity 1). These are predefined categories enumerated in section 5.1.1 Types of incidents. Although we will do everything possible to ensure that problems are resolved expeditiously, the average resolution time varies depending on the type of incident and its severity level. Problems rated as minor are addressed during regular business hours, while major and critical problems are addressed by our customer service even passed our business hours. Please see section 5.1 Incident Resolution for more information.

CUSTOMER SERVICE

Ubity's customer service is the link between all our services and our customer. It is a key element in our success and is based on a collaborative approach with each of your business customers. It is through this service that our business customers can directly communicate with a representative who has the required qualities to listen, guide, and inform them in order to resolve their technical issues and provide an extraordinary customer experience. Each customer's initiative to communicate with our business is an opportunity to improve our products and services.

The goal of our customer service is not only to respond to the difficulties our customers encounter, but also to assist these businesses on their journey. Our customer service is geared towards the customer and its interests.

2.1 CONTACTING CUSTOMER SERVICE

By phone

Call 1 514 907 3400 and press option # 2, or call the toll-free number at 1 877 315 1920, press option # 2, and follow the instructions.

This phone number is reserved for incidents.

Following your call, our customer service will open a ticket and assign a tracking number to your request. This number will serve as a reference for the customer service team when following up on the resolution process.

By email

Send an email to support@ubity.com.

This email address is essential for change requests, as it will enable you to get a written confirmation of your request.

Once you send your email, you will receive an automatic response with a tracking number that has been assigned to your request. This number will serve as a reference for the customer service team when following up on the resolution process.

2.2   CUSTOMER SERVICE OPERATING HOURS

During regular operating hours, that is, from Monday to Friday between 8 a.m. and 6 p.m. EDT (Eastern Daylight Time), a qualified technician will answer your call in less than five (5) minutes. If the technician is unable to take your call, you will be invited to leave a voicemail message, after which the technician will contact you as soon as possible. Once your incident or issue has been identified, your request will be handled.

Outside of regular operating hours, that is to say from Monday to Friday between 6:01 p.m. and 7:59 a.m., as well as on weekends and holidays, we encourage you to leave a voicemail message to our customer service department for emergencies only, that is, incidents rated severity levels 1 and 2. Customer service will return your call within thirty (30) minutes. As the emergency service addresses only critical (Severity 1) or major (Severity 2) incidents, all other requests will be handled during regular operating hours.

ONLINE MANAGEMENT PORTAL AND ACCOUNT CONTACTS

Ubity offers an efficient and user-friendly, online management portal called "Studio" for the optimal administration of your business communications : studio.ubity.com.

3.1 STUDIO PORTAL — ADMINISTRATORS

Studio, our management portal, is designed to enable Administrative Contacts of Ubity services to manage their own phone service and contact center. You can access Studio via studio.ubity.com. Its Administrators were identified as account managers and were configured in the system when the service was set up. Administrators' rights can be changed or attributed to new users at the customer's request.

With Studio, Administrators can manage all their services (add, modify, or delete users; change phone numbers; make changes to Interactive Voice Responses (IVR), the phone menu, call queues, and more. For future reference, all administration guides are found on our technical support website presented in section 4.1 Online Technical Support under "Ubity Services."

Each business customer must have at least one Administrative Contact. These contacts must not only be familiar with Ubity and its services, but also know our customer service process and have a certain level of technical knowledge.

- These contacts are the official go-to people when customer service must contact businesses,and are thus those that are notified in the event of incidents or maintenance work.

- For security reasons, and to ensure that all changes — simple or complex — have been approved, only Administrators can make change requests related to the business's services.

- Only administrators are authorized to make requests involving financial changes.

- Only administrators are authorized to order equipment via our customer service by phone at1 877 315 1920, option # 2, or by email at orders@ubity.com.

- Administrators who wish to receive automated notifications regarding any event affecting our platform, such as incidents or maintenance work, must sign up as an Account Contact (see section 3.3 Account Contacts).

3.2 STUDIO PORTAL — USERS

Our management portal also enables Ubity users to handle certain change requests themselves. With Studio, all users can modify their devices, voicemail options, and more. All user guides are found on our technical support website presented in section 4.1 Online Technical Support, under "Ubity Services."

3.3 ACCOUNT CONTACTS

Account Contacts are the business customers' contact people who receive Ubity's various communications. Account Contacts must be determined and added to the business's online management portal, Studio, under the "Management" tab and then under "Account Contacts." Here are the different types of Account Contacts:

Administrative

Administrative Contacts are account managers. These contacts can communicate with Ubity and make any changes to the account without being identified as an Administrator of the Studio portal.

Technical

Technical Contacts will automatically receive any communication concerning incidents and maintenance notifications. We strongly recommend to add all Studio Administrators to the list of technical contacts under section 3.3 Account Contacts.

Billing

Billing Contacts will receive Ubity invoices on a monthly basis. We recommend that businesses with an accounts payable or finance team to provide the email addresses of these team members, as well as the phone numbers to reach them.

COMMUNICATION TOOLS

4.1 ONLINE TECHNICAL SUPPORT

Business telephony plays a key role within businesses. Whether it is for maintenance or equipment upgrades, a voicemail problem, or simply how-to guides, your questions should never be left unanswered. Ubity thus offers its customers a technical support website at support.ubity.com.

This tool enables you to be independent. On the website, you can view our user guides, view and download basic manuals for your telephone fleet according to the manufacturer, and clarify any ambiguities related to the phone system by referring to our FAQs section.

- With the "Ubity Services" section of our technical support website, you have access to guides onUbity products and services, such as Studio, our online management portal (general administration, contact center, call queues, etc.) and all the conference, fax, and unified communications tools.

- Under the "Equipment" section, access the configuration guides for your telephone fleet and the basic manuals for your equipment, such as your phones, headsets, and sound stations, which you can download in PDF.

- In the "Best Practices" section , read the documentation related to IP telephony and the best practices to adopt to fully exploit the benefits offered by your cloud-based phone solution.

- In the "Glossary" section, you will find a compilation of technical terms to better understand and easily solve your IP telephony issues.

- Finally, refer to our FAQs section to become proficient with your phone system.

Familiarize yourself with this essential tool and add this page to your bookmarks : support.ubity.com.

4.2 SYSTEM STATUS

Ubity publishes its system's status online, and the status of its various services and applications is available in real time at the address status.ubity.com. This page informs you if the services are operational in real time. These services have been divided into seven (7) main categories, according to the different components of the Ubity platform:

Global Phone Service

This component represents the overall Ubity telephony service.

An issue with Ubity's global telephony service could cause audio quality issues, abnormal delays, and/or an incapacity to initiate or receive internal or external calls.

SIP Trunk Providers

This component includes all the individual SIP trunk providers of the Ubity platform.

An issue with one of these could cause an incapacity to initiate internal or external calls, if your telephony is using the affected provider.

Softphone

This component includes the Ubity UC Desktop and Mobile softphone applications.

An issue with this component could cause an inability to chat with your contacts and/or see their phone presence status, or also to initiate new audio or video conferencing sessions.

Voice Gateways

This component includes all the VGWs of the Ubity platform.

An issue with one of these could cause abnormal delays or intermittent micro interruptions, if your telephony served by the affected VGW.

Management Portal

This component represents the Ubity management portal, Studio.

An issue with this component could cause abnormally slow page load times, temporarily missing or inaccurate data, error messages, or an incapacity to access the customer management portal altogether.

Fax Service

This component represents Ubity's fax service.

An issue with this component could cause an inability to send faxes either through our web client portal or an IP adapter (ATA), or to receive faxes through that same adapter or by e-mail.

SMS Service

This component represents the text SMS service.

An issue with this component could cause an inability to send or receive text messages to or from mobile subscribers, either through our unified communications tools or our API.

Each service is marked with an availability (green) or unavailability (red) status. Under each category of services presented above are identified all the servers and their respective availability status. This page also displays the history of incidents (outages, service interruptions, technical problems, and any other failures) and maintenance notifications. The history of incidents includes all the communications issued regarding the incidents and the documented reports ("post-mortem").

Users can subscribe to this page to receive all the notifications of these activities and to be automatically informed of incidents or maintenance work. To do so, simply click on "Subscribe to updates" at the address status.ubity.com.

4.3 NEWSLETTER

Ubity's monthly newsletter is an essential communication tool for our business customers and their users of Ubity services. It contains important information on the services offered, new products, useful tips, and news of the market.

- The "Useful Tip" section offers tips and tricks to help you fully enjoy your business phone solution and to simplify your communications.

- Thanks to the "New Tool" section, you are the first to know when Ubity develops new features and products.

- Check out our "Promotion" section on a regular basis to find out about our most recent promotions and never miss out on a chance to save money.

- Visit the "Did you know" section to find out Ubity's latest news and interesting information on cloud communications in general.

- Many other sections are presented from one newsletter to the other, such as the"Testimonial," "Social Activity," and "Marketing Event" sections.

A navigation bar displays the content of each newsletter. Each month, you can thus read the sections you are interested in. Our newsletter has, on average, three (3) sections that inform you of Ubity's monthly news.

4.4 SOCIAL MEDIA

4.4.1 Facebook

By following Ubity's Facebook page, you make sure to never miss out on key information, in addition to showing your support for our business. On this page, we share the market events to which we participate, activities that communicate our business culture, and big news happening in our business life

Visit the Ubity Facebook page and click "Like" to keep up to date on Ubity news : facebook.com/ubity.

4.4.2 LinkedIn

By following Ubity on LinkedIn, you make sure to keep abreast of big news in our business life. On this page, we share the market events to which we participate and news related to our field of expertise.

Visit the Ubity LinkedIn page and click "Follow" to stay informed at all times : linkedin.com/company/ubity.

4.4.3 Blog

By following the Ubity blog, you can access exclusive content including Ubity news, articles about cloud communications in general, useful tips to improve your business communications and processes, career opportunities within our team, and an archive of past monthly newsletters.

Visit the Ubity Blog page to stay informed at all times : www.ubity.com/blog.

TYPES OF SERVICES

Ubity's customer service addresses three (3) main types of requests made by its customers:

Incidents

Including outages, service interruptions, technical problems, and any other failures.

Change Requests

Including user and service additions, withdrawals, and modifications.

Questions

Including any question concerning how our services work, billing, etc.

5.1 INCIDENT RESOLUTION

Incidents (outages, service interruptions, technical problems, or any other failures) can be reported directly to our customer service by phone at 1 514 907 3400, option # 2, or by opening a ticket by email : support@ubity.com.

During regular operating hours, customer service guarantees to process all types of incident requests.

Outside regular operating hours, only critical (Severity 1) and major (Severity 2) incidents will be handled ; other requests will be processed during regular operating hours.

5.1.1 Types of incidents

Incidents include any event that affects our communications platform, such as outages, service interruptions, technical problems, or any other failures concerning Ubity solutions. The incidents are categorized based on three severity levels, which are associated with a priority level and processing time :

Severity 1 – Critical

Critical incidents (Severity 1) have a serious impact on one or many sites and on the business customer's ability to pursue its business activities. These incidents are caused by an error that renders inoperative or unavailable one or more services included in the Ubity solution, as set out in the Contract. In the event of such an incident, Ubity's priority is to use all the necessary means to get the business customer's communications up and running again. Ubity has fixed itself the objective to resolve Severity 1 incidents within two (2) hours or less. Ubity will work 24/7 on resolving the incident; ongoing efforts will be invested to isolate, diagnose, and solve the problem. If the customer is not available 24/7 to communicate with our engineers, the priority level will be reevaluated accordingly. If the severity level is reevaluated to a level 2 or 3, the technical support team will follow the escalation process associated with these levels.

Severity 2 – Major

Major incidents (Severity 2) greatly affect the business customer's activities, but the business customer remains productive to a certain extent and can pursue its business activities. Generally speaking, it involves an error that renders unavailable or partially unavailable one or more functionalities of Ubity services or that significantly impairs the service's performance. Ubity has fixed itself the objective to resolve Severity 2 incidents within six (6) hours or less.

Severity 3 – Minor

Minor incidents (Severity 3) slightly affect the business customer's activities, which leads to the partial loss of secondary functionalities. These incidents either affect a small number of users or have a minor impact on the use of an application or feature of the Ubity solution, and that is, without having an impact on voice services. Although these incidents interfere with some activities, the business customer can pursue its business activities. For basic technical support, Ubity has fixed itself the objective to resolve Severity 3 incidents within 24 hours.

5.1.2 Resolution times

Ubity commits to resolve its customers' incidents (outages, service interruptions, technical problems) promptly. Some incidents are, however, more serious than others and require special attention. The table below presents the three (3) severity levels for incidents. The resolution times indicated are objectives and cannot be guaranteed.

Level	Description	Examples	Resolution time objective	Handling time
Severity 1 (Critical)	• Serious repercussions • The service is not operational • The business customer cannot pursue its business activities • The incident results in a loss of revenues or customers • Ubity's technical support team is available 24/7	When a number is dialed, the call cannot be connected as usual (automated greeting or reception). It is impossible to make or receive calls. Conversation is not possible due to unacceptable call quality.	2 hours or less	Immediately, from Monday to Friday between 8 a.m. and 6 p.m. or 30 minutes or less outside of regular operating hours
Severity 2 (Major)	• Major repercussions • The service is partially operational • The business customer can partially pursue its business activities • The incident could result in a loss of revenues or customers • Ubity's technical support team is available 24/7	It is impossible to make a long distance call. Callers cannot reach a particular call recipient or extension. It is impossible to send or receive faxes. It is impossible to receive voicemail messages. Conversations are interrupted by intermittent problems	6 hours or less	Immediately, from Monday to Friday between 8 a.m. and 6 p.m. or 60 minutes or less outside of regular operating hours
Severity 3 (Minor)	• Minor repercussions and forseeable events • The business customer observes little or no repercussions on its business activities • Ubity's technical support team is available from Monday to Friday between 8 a.m. and 6 p.m.	Conversations are marked by minor, sporadic problems that slightly affect call quality. Difficulty logging in to Studio, the online management portal. The customer cannot connect to our Ubity UC softphone application. The customer cannot make a change in Studio, the online management portal.	5 business days or less	24 hours or less, from Monday to Friday between 8 a.m. and 6 p.m.

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5.1.3 Information required when opening a ticket

When you must report an incident (outage, service interruption, technical problem, or any other failure) to customer service by email or by phone, some information is required to help solve the issue.

Data collection

When opening a ticket with customer service, you must be ready to provide the following information for the situation to be assessed:

✓ **Your contact information**

Your name, the name of the business and its address

✓ **A phone number registered in our database**

Have a phone number registered in our database at hand (you can find the list of these numbers in Studio, under the **Tools** tab, under **DIDs Behaviour**).

✓ **Services affected by the incident**

Sound quality, faxes, Ubity UC softphone application, call recording, reports, etc.

✓ **Effects observed**

Is there an echo? Are conversations cut off? Do the phone work? Etc.

✓ **Secondary contact information**

If the reported problem was observed from a different address than that of the business, provide this address (for example, if the problem affects a branch or an employee working remotely).

✓ **The extensions affected by the incident**

Does the problem affect all employees or only some workstations (extensions)?
Provide the extension numbers of the affected workstations.

✓ **The physical MAC address** (Media Access Control) of affected extensions

✓ **Specific occurrences of the incident**

When applicable, provide the hour, date, extension number, phone used, and any other descriptive information of the moments when the problem arose.

Identification and Diagnosis of Incident

Prepare to work with our customer service team to help us properly assess the nature of the incident. The following information could be required:

✓ **Rating the incident**

   S1 (Critical) – Serious impact on business activities

   S2 (Major) – Major impact partially affecting business activities

   S3 (Minor) – Isolated and minor impact affecting business activities only slightly or not at all

✓ **Identifying the effects**

   Provide specific examples of problems encountered.

   Determine if it is a recurring problem or a unique occurrence. In the case of a recurring problem, determine the frequency and occurrences.

   Determine if the beginning of the issue coincides with any other activity that could have led to this behavior (for example, change in the router, reconfiguration of firewalls, modification of the system, etc.).

5.2 PROCESSING CHANGE REQUESTS

Change requests are any requests to make modifications to the Ubity solution, including the addition, withdrawal, or modification of a user or service.

5.2.1 Types of requests

These requests are divided into three categories based on their nature, to which a priority level, processing time, and fees are associated:

Urgent

These requests involve simple modifications that cannot be made independently by Account Contacts via Studio, the online management portal, and that affect the business customer's communications. These urgent requests require less than thirty (30) minutes, and their processing time is of 8 hours or less. Variable fees could apply.

Standards

These requests involve simple modifications that require less than thirty (30) minutes. These standard requests do not entail any fees, and their processing time is of five (5) business days or less.

Complex and billable

These requests involve complex modifications that require more than thirty (30) minutes and more than one Ubity representative. For example, they can involve the personalization of existing features or the design of new ones. Complex requests require software development and entail variable fees.

5.2.2 Processing time

These requests include the addition, withdrawal, and modification of a service or user. Here are examples of requests along with their priority level, processing time, and related fees:

Type	Description	Processing time	Related fees	Self-service via Studio
Urgent Requests having an impact on communications and requiring less than 30 minutes	Modifications, additions, and withdrawals concerning: • A user • An extension • Call queue behavior • Interactive Voice Responses (IVR)	8 hours	Variable	Impossible
Standard Requests requiring less than 30 minutes	Modifications, additions, and withdrawals concerning: • •A user • An extension•Call queue behavior • Interactive Voice Responses (IVR) Requests for general information	5 business days or less	None	Highly recommanded
Complex and billable Requests requiring more than 30 minutes and software development	Personnalisation ou conception concernant: • Une fonctionnalité complexe nécessitant une expertise spécifique et du développement logiciel	5 business days or less to assess the situation, followed by a service offer. (Handling time will be indicated in the service offer.)	Variable (The fees related to these requests will be outlined in the service offer.)	Impossible

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5.2.3 Self-service to process your change requests

Ubity has developed a portal recognized in the industry to have revolutionized communications management. This online management portal, Studio, allows system Administrators and regular business customer users to "self-serve." With Studio, you can handle the majority of your requests without using our customer service or without opening a ticket. If you need assistance to master the portal, contact our customer service or go to our technical support website at support.ubity.com where all user guides are provided. Here are some examples of change requests you can process on your own using the "self-service":

For Administrators

✓ Create, modify, or delete a user

✓ Modify a user's extension

✓ Add our Ubity UC softphone application to a user's workstation (involves licence and user fees)

✓ Add or modify the voicemail greeting

✓ Modify the automated phone greeting (schedule, menu, etc.)

✓ Add new call queues or call groups

✓ Change the Caller ID

✓ And more!

For Users

✓ Enable call forwarding or "Find-me/Follow-me"

✓ Add contacts to the business's address book

✓ Change the hold music

✓ And more!

ESCALATION PROCESS IN CASE OF EMERGENCY

Ubity has fixed itself the objective to respond to requests within the times indicated in this document. If, however, the contacted technician's procedure does not comply with standards set out in the Service-Level Agreement (SLA), the following people can be contacted:

	Level of intervention	Phone number	Email address	Operating hours
1	Customer service: Technical support levels 1,2, 3	1 514 907 3400 followed by option #2	support@ubity.com	Standard: Monday to Friday, 8 a.m. to 6 p.m. Emergencies only: 24/7
2	Customer Service Manager	1 514 500 1004	escalade@ubity.com*	Emergencies only: 24/7
3	Chief of Operations	1 514 700 4428	escalade@ubity.com*	Emergencies only: 24/7
4	President	1 514 500 7775	escalade@ubity.com*	Emergencies only: 24/7

*The following email address will automatically be provided to those concerned with escalation: escalade@ubity.com.

6.1 COMMUNICATIONS RELATED TO MAJOR INCIDENTS

When a major incident (outage, service interruption, technical problem, or any other failure) seriously affects its platform, Ubity offers a comprehensive warning system.

- A first warning is sent by email to all Technical Contacts identified in Studio, the business's online management portal. For this reason, it is vital that business customers make sure to update its Account Contacts in Studio, under the "Management" tab, and under "Account Contacts" (see section 3.3 Account Contacts for more details).

- An email is also automatically sent to all subscribers of the status.ubity.com page. To subscribe, visit status.ubity.com and click "Subscribe to updates."

- A status update is also published on our Twitter account (@ubitystatus) based on the service status displayed in real time on the following page: status.ubity.com.

The goal of these communications is to be transparent regarding the identification, diagnosis, and resolution of incidents so that you can follow the process in real time.

Communications about major incidents are divided into four (4) possible phases. Some or many of these phases will be applied based on the nature of the incident, its diagnosis, and its resolution:

Investigation

This email informs all the business customers' Account Contacts that the Ubity team has identified an incident that affects its services and that it is investigating it. The possible effects of this widespread incident will be listed.

Identified

This email informs all the business customers' Account Contacts that the source of the incident has been identified and that the team is working diligently to resolve the issue. The possible effects of this widespread incident will be listed.

Monitoring

This email informs all the business customers' Account Contacts that the incident has been resolved by applying patches and that Ubity continues to monitor the situation to ensure that the services remain stable. Following this communication, the incident's resolution phase will be reassessed, and within the following four (4) hours, another email will inform the customers that the situation is now "resolved" or that it has returned to the "identified" phase.

Resolved

This email informs all the business customers' Account Contacts that the incident has been resolved and stabilized and that a report ("post-mortem") will follow and be available in the next 72 hours.

Reports ("post-mortem") are made available to you 72 hours following incident resolution and include the following information:

- ✓ A description of the incident, its impacts on the services, and the components affected by it.

- ✓ The duration of the incident based on the beginning and end times identified by our monitoring tools, as well as the time at which it was resolved.

- ✓ An explanation of the resolution and a description of the corrective measures taken.

COMMITMENTS AND SERVICE-LEVEL AGREEMENT

This section presents our Service-Level Agreement (SLA), which defines the service quality standards of the Ubity solution. This agreement stipulates that if service availability does not comply with the outlined standards, the customer must be eligible for some kind of credit on recurrent monthly fees related to its phone service package (subject to certain conditions and exclusions). The SLA exclusively applies to customers that have signed a contract of at least twelve (12) months and whose account does not have any outstanding balance. For more details, refer to your contract.

Definition of the SLA

The phone network's 99.9 % availability corresponds to the availability of the components of Ubity's phone network, that is, its IT equipment, its access to the Internet network located in its data centers, and all other components required for the service's smooth operation. Ubity is available and operational 24/7.

Voice quality

Ubity guarantees that voice quality will remain suitable to ensure that a conversation is never affected to the point that it is impossible to communicate.

Conditions and exclusions

In the event that a service does not comply with the standards in the SLA and that a credit is claimed, certain conditions and exclusions apply. A credit claim is void:

a. When the business customer's network has experienced a failure or is unavailable, including interruptions originating from its Internet provider or network equipment defects;

b. In the case of force majeure, such as a natural disaster, a fire, a war, a riot, an act of terrorism, or an act of the government or any other public authority;

c. When the networks of Ubity third parties, such as its Internet or phone providers, have experienced a failure or are unavailable;

d. If the incident is caused by network maintenance planned from Monday to Friday between 12:01 a.m. and 4 a.m., and of which the customer was notified by writing at least five (5) days in advance;

e. The customer's accounts have an outstanding balance at the time of the event that is the subject of the claim for credit;

f. The incident is caused by maintenance work that was planned beforehand by Ubity and of which the customer was informed five (5) days before the said maintenance.

MAINTENANCE AND UPGRADES

Maintenance Work

Ubity performs the maintenance for its services at pre-established periods when changes to be made can affect the telephony platform. There are four (4) maintenance periods per week, that is to say on Monday, Tuesday, Wednesday, and Thursday between 12:01 a.m. and 4 a.m.

In the event that Ubity must perform maintenance work for urgent interventions outside these pre-established periods, a written notice will be sent to all Technical Contacts at least five (5) days in advance (see section 3.3, Account Contacts for more details).

Upgrades

For its system upgrades, Ubity performs the maintenance of its services outside those pre-established periods when no impact is expected on customers' services.