

Dear Customer,

A disruption occurred on our service on Friday 30.7.2021 at 10:58, which led to service downtime. Major effort to identify the cause and to correct the disruption was started immediately. The disruption was related to the storage platform in the data centre. During July the storage platform had been extended to improve performance. The rollout of these extensions caused the unexpected disruption. All service features were brought back online on Friday 30.7.2021 17:51.

This disruption was exceptional, and it caused the greatest service downtime we have ever had. The hardware in the data centre is mirrored and fault-tolerant, but due to the nature of the disruption the service deliver could not be transferred to another set of hardware. Recovery from the disruption was executed so that no data was lost.

We are sorry for the disruption. To avoid similar situation occurring again, we are making changes to our data centre and processes. The performance improvements in the data centre are now active, and we can now offer more performant service for our customers.

Best Regards,

Jukka Kivistö

CEO

Nepton Oy