2019 – 2020 UR Student Downtime Schedule

Most UR Student Users work in the “Production tenant.” Downtime for production tenants take place early on Saturday mornings to reduce impact.

### 2019 UR STUDENT DOWNTIME

<table>
<thead>
<tr>
<th>Maintenance Type</th>
<th>Dates</th>
<th>Tenant Downtime</th>
</tr>
</thead>
</table>
| Monthly Maintenance (includes Weekly Service Update) | November 16  
December 14                     | • Production tenants* - maximum 8 hours: Saturday 2 am - 10 am Eastern time  
• Sandbox, Sandbox Preview, and Implementation tenants - maximum 12 hours: Friday 9 pm to Saturday 9 am Eastern time |

### 2020 UR STUDENT DOWNTIME

<table>
<thead>
<tr>
<th>Maintenance Type</th>
<th>Dates</th>
<th>Tenant Downtime</th>
</tr>
</thead>
</table>
| Monthly Maintenance (Includes Weekly Service Update) | January 17 - 18  
April 3 - 4  
June 12 - 13  
August 14 - 15  
November 13 - 14  
December 11 - 12 | • Production tenants - maximum 8 hours: Saturday 2 am – 10 am Eastern time  
• Sandbox, Sandbox Preview, and Implementation tenants - maximum 12 hours: Friday 9 pm to Saturday 9 am Eastern time |
| Quarterly Maintenance - Production tenants (Includes Weekly Service Update) | February 22  
May 16  
July 18  
October 17 | Production tenants - maximum 12 hours: Saturday 2 am - 2 pm Eastern time |
| Quarterly Maintenance - Sandbox, Sandbox Preview, and Implementation tenants (Includes Weekly Service Update) | February 7 - 8  
May 1 - 2  
July 10 - 11  
October 9 - 10 | Sandbox, Sandbox Preview, and Implementation tenants - maximum 16 hours: Friday 9 pm to Saturday 1 pm Eastern time |
| Feature Release Delivery and Monthly Maintenance (Includes Weekly Service Update) | March 6 - 7  
September 11 - 12 | • Production tenants will be unavailable for a maximum of 8 hours: Saturday 2 am - 10 am Eastern time  
• Sandbox, Sandbox Preview, and Implementation tenants will be unavailable for a maximum of 12 hours: Friday 9 pm to Saturday 9 am Eastern time |

Regular Weekly Service Update takes place every weekend. The tenant downtime will be:
- **Production tenants – maximum 4 hours**: Saturday 2 am – 6 am Eastern time
- **Sandbox and Implementation tenants - maximum 12 hours**: Friday 9 pm to Saturday 9 am Eastern time