

# SOFTWARE UPDATES and SERVER MAINTENANCE WINDOWS

Penelope is cloud-based software hosted by Athena at our secure data centres around the world. Providing Software as a Service (SaaS) means that we take care of all your data security needs, including any server maintenance and Penelope updates.

To ensure as little disruption to your operations as possible, we schedule these maintenance times outside of typical business hours. Please see below for the times relevant to your region.

Where Customer is located	Software Update Monday to Friday	Server Maintenance Window - the second Saturday of every third month (Jan, April, July, October)
New Zealand (New Zealand Standard Time)	1am to 5am	1am to 12pm
Australia (Australian Eastern Standard Time)	1am to 5am	1am to 12pm
Asia and Pacific Rim (Japan Standard Time)	1am to 5am	1am to 12pm
Europe or Africa (GMT)	1am to 5am	1am to 12pm
North or South America (Eastern Standard Time)	4am - 8am	1am to 12pm