

---

**From:** "Hans-Bernd Dreis" <hans-bernd.dreis@icharts.net>  
**Sent:** Tue 9/2/2008 4:50:05 AM (UTC-07:00)  
**To:** "Seymour Duncker" <seymour.duncker@icharts.net>  
**Subject:** Heavy Maintenance Phase Sep 9th

Hi Seymour,

proposal for server maintenance hot phase and beyond. To be agreed on. What is our expectation and message to the team...

---

To: "Girish Karachiwala @ Compassites" <[girish.karachiwala@compassites.net](mailto:girish.karachiwala@compassites.net)>, "Badri" <[s.badrinarayanan@compassites.net](mailto:s.badrinarayanan@compassites.net)>,

CC: "Seymour Duncker" <[seymour.duncker@icharts.net](mailto:seymour.duncker@icharts.net)>, "iCharts | Tyron Montgomery" <[tyron.montgomery@icharts.net](mailto:tyron.montgomery@icharts.net)>, "Rajesh Setty" <[rajesh.setty@icharts.net](mailto:rajesh.setty@icharts.net)>, "Naveen Lakkur" <[naveen.lakkur@compassites.net](mailto:naveen.lakkur@compassites.net)>,

Dear All,

techcruch50 is approaching and the our time slot is on Tueaday Sep 9th somewhere between 8 am and 12pm (noon) San Francisco time. After the slot we expect heavy load on our servers which is ongoing for sure for a couple of days (and hopefully forever).

According to this we need to be prepared not only from the hardware perspective but also from the maintenance perspective. In particular we need to ensure a 24hours support starting from Friday Sep 5th until Friday Sep 12th.

And on Tuesday Sep 9th from 6am-8pm San Franciso time we need to have an extra heavy duty support phase to backup the slot, the launch and the first hours after launch to 200%.

Please have in mind the time difference of 12,5 hours between India and San Francisco (San Francisco is behind).

Here a couple of edge times for Tuesday 9th:

| What happens                  | San Francisco | India              |
|-------------------------------|---------------|--------------------|
| 1. get prepared for hot phase | 6 am          | 6:30 pm            |
| 2. start of presentation slot | 8 am          | 8:30 pm            |
| 3. end of presentation slot   | 12 pm (noon)  | 0:30 am (Sep 10th) |
| 4. end of presentation day    | 8 pm          | 8:30 am (Sep 10th) |

regards

Seymour / Hans-Bernd

--

iCharts, Inc.

USA: 946 Tamarack Lane, Suite #8 Sunnyvale, CA 94086

Germany: Zenettistr. 47 Rgb.EG, 80337 Muenchen

--

This e-mail message and any attachment to it contains confidential information. If you are not the intended recipient, you must not disclose, copy or distribute this message or parts of it to anyone or to take any action in reliance on the information contained. If you have received this e-mail in error, please immediately notify us and delete this message. E-mail transmissions cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message which arise as a result of e-mail transmission.