

To our Valued Customers and Partners,

Yesterday, our live chat systems encountered an outage around 3:30PM CST. Systems were quickly restored after the root cause was identified - a faulty service corrupted the shared configuration of our new web cluster, part of our new infrastructure. This corruption caused disconnections for some users. The faulty service has been removed and process has been activated to ensure this will not occur again.

Over the past 2 weeks the challenges due to our growth and the growth of many of our successful customers had caused a forced migration to a new infrastructure.

This disruption has been an inconvenience for users on the WebsiteAlive platform. However, we want to assure you we have the resources required internally and with our partners at Amazon Web Services to ensure the new infrastructure will stand strong with resiliency, and provide reliable service for you, our loyal customers for years to come.

The end result of the mandatory change is a modernized cutting edge infrastructure that will scale efficiently for many years to come and provide us with a powerful base infrastructure to not only deliver a solid and consistent user experience but also the foundation for many new features we are excited to release this year.

In summary, The new infrastructure is performing very well, we are currently at about 90% completion with the migration and having all systems and features fully functional. We hope to have all systems at full functionality over the next few days.

We've also updated our status page with any outstanding issues
<http://buzz.websitealive.com/service-status/>

If you are encountering an issue, please email us at
techsupport@websitealive.com

We again thank you for patience and understanding as we complete this transition.

Best Regards,
Dustin Yu
CTO, WebsiteAlive