

Details About the November 2 Incident on the Dedicated Servers

On **November 2, 2021** an incident occurred on the dedicated servers which we rent for storage of the massive Cutwise databases. The analysis has revealed that there was some data loss between **October 22, 12:20 (GMT+03)** earliest and **November 2, 17:28 (GMT+03)** latest. Most of the clients did not experience any problem and we are doing our best now to identify those who were affected and to recover the data.

Cutwise servers were fully restored on **November 2, 18:09 (GMT+03)** and all Cutwise services have been working steadily since then.

Our engineering team has learned that with growing demand for Cutwise services the simultaneous backup and certain disruption of the database led to such an event because of unexpectedly untimely wear out of one of the servers hard disks.

We are very sorry for the disturbance during this high season. Cutwise core value is your business' benefit of having your products accurately assessed and impactfully presented to your clients anytime anywhere. We are working together with our current server provider to bring the infrastructure to the highest possible level of fault tolerance and to make it easily scalable. We have also initiated the distribution of the infrastructure between different hosting services for the same purposes. Our goal is that even during highest recourse peaks Cutwise reliably offers the best industrial practice of diamond judgement and promotion.

We will directly contact those few clients, whose data have not been restored so far. In order to find the best possible option to recover the loss, we offer a 10-fold account replenishment for the data, which occasionally would not be recovered.

For example, if a client misses 10 unrecovered Vibox360 uploads, then his account will be reimbursed with 100 Vibox360 uploads.

Should you find out that you were missing any data uploaded within the mentioned above time period and were not contacted by our service team by November 9th, please kindly get in touch and update us on the situation.