Customer Notification Process

An overview of when we notify Stack Overflow for Teams Enterprise users, and why.

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Applies to: Free Basic Business **Enterprise**

*This documentation is for **Stack Overflow for Teams Enterprise**. Free, Basic, and Business users can access their documentation [here. Find your plan.](#)*

Overview

We sometimes need to notify our Stack Overflow for Teams Enterprise (SOE) customers of events, such as system maintenance. If necessary, we also notify of any critical incidents to affected parties (such as patches for critical vulnerabilities). Our notification process outlines the guidelines we follow for customer communication of these events.

Notification timing

Where possible, we provide a minimum of one business day notice on all notifications.

Email notifications

All customer notifications will be sent from the enterprise-support email address (or teams-releases for release-related communications). This also opens a ticket in our support ticketing system. We expect all replies to include the originating address, as this is tied to our support ticketing system and our work items. You may also hear from your Community Development Manager under separate cover.

Maintenance windows

Where a notification involves potential customer impact, such as during upgrades or infrastructure maintenance work, we provide a window in which the work will occur and detail any anticipated impacts to customers during that window. We also send out reminder email notifications at the start of maintenance windows if the end-user interruption is expected, and a closing email at the end of a maintenance window or when maintenance is complete and monitoring shows healthy instances.

Extended maintenance

Should a maintenance window need to be extended, we will reach out to all affected customers and inform them of the extension, the reasons the extension is necessary, and either a new target end time or a guideline on when they can expect the next update. This will continue until the maintenance window is closed successfully.

Emergency maintenance

If a critical issue is discovered requiring immediate response, we will begin work as soon as is practical. Notifications following the above guidelines will be sent out as soon as possible, though due to the time-sensitive nature of critical issue work they may provide little notice.

If you need further support or have questions, contact your site administrator.