

Notice of Adding Mainland Temporary Backup Servers

Server Down causes Inefficiency, Backup Plans are Necessary

Dear students, teachers, and visitors,

Thanks for choosing and using Ken's Study Journey services!

Due to **the Typhoon weather** in the city of Ken's Study Journey core servers, Guangzhou, Ken's Study Journey is **concerned about service liability**.

To improve service liability, Ken's Study Journey **urgently added some backup cloud servers** in Shanghai, China (CN-SHA), as a backup plan, according to:

- (i) the Terms of Service (Section 23):
Ken's Study Journey may add, remove and modify additional branches and server nodes and/or their locations to expand the services in different locations, study overseas and to improve service liability.
- (ii) "**Study in Busy Time, Help in Free Time**" mission.

Your data will be **synchronised in real-time**. You will be redirected to it in case all Guangzhou (CN-CAN) servers malfunction.

Although IDCs have **taken precautions** for incidents caused by bad weather (e.g. flooding and typhoons) according to China Internet Security Hierarchical Protection standards, Ken's Study Journey **cannot guarantee** this protection is 100% effective.

Web server (including app server) outages without backup plans **can result in severe consequences** (see **Real Examples below**), including customer churn and study/work inefficiency, especially **Ken's Study Planner** students use daily.

Ken's Study Journey reminds you: **Server Down causes Inefficiency, Backup Plans are Necessary**

The temporary backup server will be upheld for **at least 7 days**, after which it may either be released or become a permanent server node, depending on many factors.

Thanks for your understanding. You can contact me for any questions or suggestions.

Ken's Study Journey

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Real Example 1

Around 18 December 2022, one of Ken's Study Journey servers was down due to the malfunction of the cooling devices.

Fortunately, Ken's Study Journey already added a new UK server mainly to attract overseas visitors.

By redirecting all users to the UK server, despite the degraded performance, the services went back to normal.

Real Example 2

Around 29 March 2023, some Internet services were down due to the malfunction of the cooling devices around (core) servers.

Note: Web servers include Edge Servers and Core Servers (may vary among platforms). Core Servers down may result in service outages.

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