Listen360 Scheduled Downtime

Listen360 is scheduled to undergo system maintenance beginning the evening of **Friday, February 1st** and ending no later than **Sunday, February 3rd**. We are completing these system infrastructure updates to set the foundation for some exciting future enhancements.

During this time, any Listen360 customers that attempt to log into the Listen360 application will see a friendly system maintenance message. In addition, **nightly e-mails and detractor alerts will be paused during this time and will resume once maintenance is complete.**

Please note that responses to customer surveys will not be captured during the maintenance period. Because of this, **we will stop sending customer feedback surveys 2 days prior to the scheduled maintenance window.** They will be queued up to resume as soon as system upgrades are complete.

Our API will be unavailable for the duration of the downtime. **Any API requests should be paused during this time, as Listen360 will not queue those requests for processing.**

As a reminder, the Systino.net domain is being retired and IP addresses for the Listen360 servers will be changing as part of this upgrade. **If you haven't already done so, please review our e-mail [communication from December](#) to ensure there is no action required** by your brand's IT department.

We appreciate your attention and look forward to serving you better. As always, thank you for partnering with Listen360.

Regards,

Listen360 Team

Need Assistance? Contact support@listen360.com