3.2. Unavailability due to any of the following is excluded from Downtime, Major Outage and Partial Outage: (i) any Maintenance Windows, (ii) suspension or termination of the applicable Offering in accordance with the terms of the applicable Agreement; (iii) implementation of critical / emergency repairs or security patches in accordance with a relevant risk/vulnerability assessment; (iv) factors outside of　　　s reasonable control, including any Force Majeure event, internet accessibility problems beyond En　　s ISP environment; and (v　　　　　　　　　　　　　　　　connections, software, equipment or other technology or service, including external third party verification services made available through or integrated with the Hosted Service.

4. **Reporting.** Customer must register its designated contacts to receive status updates and reports. Entrust makes monthly online reports available to the Customer　registered contacts. The reports contain information about the availability of the Hosted Services, incidents and possible maintenance. These reports are available online via https://status.signhost.com/.