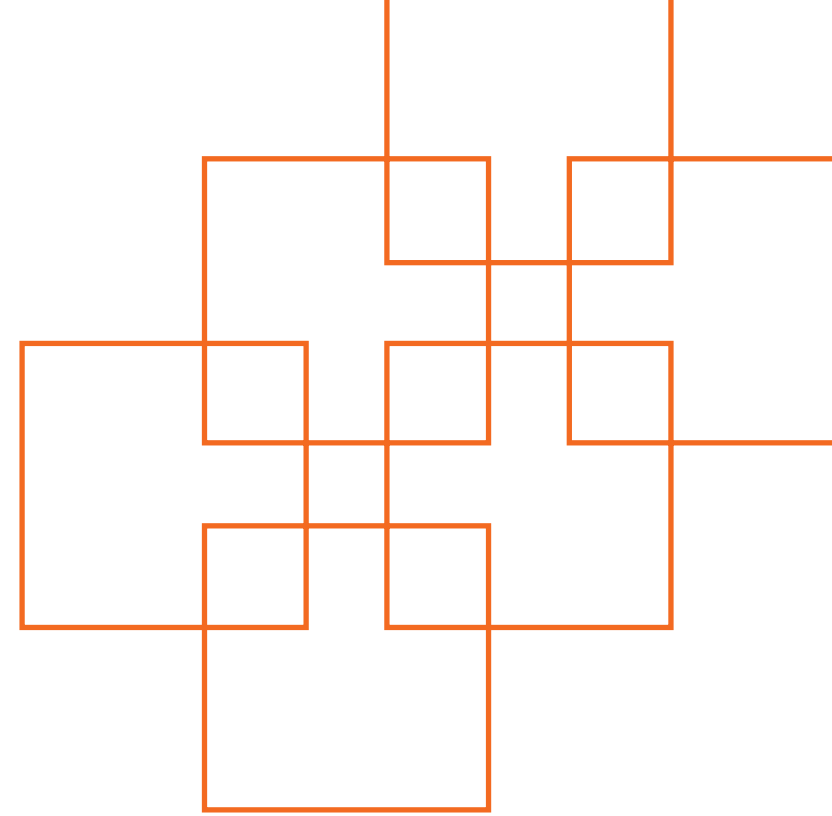


2021

Calendar of
System Events and
Moratoriums



fiserv.

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Introduction

The Calendar of System Events and Moratoriums is a guide for clients and partners to consider when scheduling business activities throughout the year. Scheduled system upgrades allow Fiserv to continue to deliver a high level of service to our clients. Clients and partners will be advised in advance, if Fiserv chooses to use any of the infrastructure maintenance or quarterly system upgrade windows. Please advise any personnel within your organisation who may be affected by these scheduled system events.

Should you have any queries, please contact the Corporate Client Services Team.

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1 Quarterly System Upgrades and Moratoriums

Throughout the year, Fiserv plans quarterly moratoriums for major system upgrades, if needed. The change window may require a four to six hour outage, depending on the service that is being upgraded. Clients and partners will be advised in advance, if Fiserv chooses to use any of the quarterly system upgrade windows.

Event	Date
Quarter 1 System Upgrades	Saturday, 13 March to Monday, 15 March 2021
Quarter 2 System Upgrades	Saturday, 15 May to Monday, 17 May 2021
Quarter 3 System Upgrades	Saturday, 14 August to Monday, 16 August 2021
Quarter 4 System Upgrades	Saturday, 13 November to Monday, 15 November 2021

2 Infrastructure Maintenance Windows

Infrastructure maintenance windows allow for any significant work that Fiserv may need to undertake. This may include general or preventative maintenance activities, patching, system upgrades, and implementations required to deliver new products and services to our clients and partners. If Fiserv needs to use an infrastructure maintenance window, affected clients and partners will be advised in advance.

Event	Date
Maintenance	Saturday, 13 February to Monday, 15 February 2021
Maintenance	Saturday, 10 April to Monday, 12 April 2021
Maintenance	Saturday, 19 June to Monday, 21 June 2021
Maintenance	Saturday, 17 July to Monday, 19 July 2021
Maintenance	Saturday, 11 September to Monday, 13 September 2021
Maintenance	Saturday, 9 October to Monday, 11 October 2021

3 Scheme Implementation Dates

Visa®, Mastercard® and eftpos have compliance windows twice annually to implement scheme-mandated changes. The schemes manage the change implementation – firstly, for their own central processing and secondly, for all processors and member financial institutions around the world. Some products and services provided by Fiserv may be impacted by these scheme mandates. For instance, clients may experience delays in the receipt of Direct Entry (DE) and General Ledger (GL) files on these implementation days. There will be no online service interruption. If there is any potential impact on processing, affected clients and partners will be advised in advance.

Event	Date
Visa 21.Q2 BASE I Auth Visa 21.Q2 BASE II Clearing	Friday, 16 April 2021 Saturday, 17 April 2021
Visa 21.Q4 BASE I Auth Visa 21.Q4 BASE II Clearing	Friday, 15 October 2021 Saturday, 16 October 2021
Mastercard 21.Q2 SMS/IPM Clearing Mastercard 21.Q2 Auth	Friday, 16 April 2021 Tuesday, 8 June 2021
Mastercard 21.Q4 SMS/IPM Clearing Mastercard 21.Q4 Auth	Friday, 15 October 2021 Tuesday, 2 November 2021
eftpos 21.02 Single Message Service	Tuesday, 27 April 2021
eftpos 21.04 Single Message Service	Tuesday, 26 October 2021
OmniPay 21.Q2 Compliance Release	Friday, 16 April 2021
OmniPay 21.Q4 Compliance Release	Friday, 15 October 2021

4 Daylight Saving Moratoriums

Event	Date	Time (AEST/AEDT)	Notes
Daylight Saving Ends (Turn clock back an hour)	Saturday, 3 April 2021	00:01	Moratorium starts
	Sunday, 4 April 2021	02:00	Implementation
	Monday, 5 April 2021	00:01	Moratorium finishes
Daylight Saving Starts (Turn clock forward an hour)	Saturday, 2 October 2021	00:01	Moratorium starts
	Sunday, 3 October 2021	02:00	Implementation
	Monday, 4 October 2021	00:01	Moratorium finishes

5 Christmas Peak Processing, Heightened Awareness and Moratoriums

Event	Date	Time (AEST/AEDT)
Moratorium starts	Monday, 22 November 2021	00:01
Moratorium finishes	Monday, 3 January 2022	23:59
OmniPay Non-Processing Date	Saturday, 25 December 2021	

6 Black Friday and Cyber Monday Processing, Heightened Awareness and Moratoriums

Event	Date	Time (AEST/AEDT)
Moratorium starts	Wednesday, 24 November 2021	00:01
Moratorium finishes	Tuesday, 30 November 2021	23:59

7 2021 Calendar Overview

- Quarterly system upgrades and moratoriums
- Infrastructure maintenance windows
- Scheme implementation dates
- OmniPay Non-Processing Date
- Daylight saving moratoriums
- Christmas peak processing, heightened awareness and moratoriums
- Black Friday and Cyber Monday processing, heightened awareness and moratoriums

Q1 January

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Q1 February

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Q1 March

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Q2 April

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Q2 May

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Q2 June

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Q3 July

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Q3 August

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Q3 September

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Q4 October

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Q4 November

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Q4 December

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3					



Should you have any queries, please contact the
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