

From: Lesley Groff <[REDACTED]>
To: FlightAware <[REDACTED]>
Cc: Larry Visoski Larry <[REDACTED]>
Subject: Re: N212JE
Date: Tue, 29 Mar 2016 13:48:23 +0000

great! thanks for letting us know...we did receive alerts for all flights taken yesterday!!

> On Mar 29, 2016, at 8:24 AM, Andrew Taylor <[REDACTED]> wrote:

>
> Our developers have confirmed that the error has been located and corrected. Alerts should all be back to normal now. I am very sorry for this down period.

>
> It appears that one our our API users queried an inordinate amount of alerts and it was causing the system to crash for some alerts. This has been corrected and safeguards were put in place to help ensure this does not happen again in the future.

>
> Best regards,
> Andrew Taylor
> Aviation Support Specialist

> [REDACTED] <[REDACTED]>

> On 3/28/16, 2:46 PM, "[REDACTED]" <[REDACTED]> wrote:

>> HI Andrew...did we figure anything out on this? It is very important we all receive our flight notifications...thanks!

>>> On Mar 28, 2016, at 12:33 PM, Larry Visoski <[REDACTED]> wrote:

>>> Hello Andrew,
>>> We didn't get notification on our last couple of flights,,
>>> Is our account ok and paid??

>>> Thx
>>> Larry Visoski

>>> [REDACTED]

>>> Sent from my iPhone