

PREPARING FOR THE IAD CHANGES – OCTOBER 2008 – Communication 9

Introduction

First and foremost, please be reminded that following very careful consideration the planned implementation has been deferred from 13th October until 27th October 2008. Therefore I would like to reiterate my apologies for any inconvenience this has caused.

To help assist you with the immediate implications of postponement, please see below the key impacts. I would appreciate it if you could share these as necessary within your business;

- If you are an 'LSO Managed' organisation the passwords of your Users will not now change until 27th October. We will also undertake a further exercise to identify accounts created since the original datafix snapshot and where applicable we will provide this to you on 20th October.

- If you are a 'User Managed' organisation you will not be prompted to change your password until 27th October.

- Planned outages are now required for the weekends of 12/13th October, 18/19th October and 25th/26th October. These outages are needed for the purpose of testing the new functionality in the live working environment rather than in the test environment. NB - This will not cause any issues during the working week as we will turn off the functionality outside of the outages.

Account Creation/Deletion 'Freeze'

As a result of re-scheduling I would like to confirm that the previously agreed 'freeze' has been lifted. Please be advised that we do not plan to apply further such restrictions prior to implementation. However, 'LSO Managed' organisations should note that any accounts subsequently requested and created post 20th October will not be included in the datafix and therefore will be required to manually apply the profile details.

Short Messaging System (SMS)

In previous weekly communications we have offered to provide key personnel with progress updates over the implementation weekend (now 24-27th October) via SMS. Should you wish to partake please register your interest to 'xoserve.userpays@xoserve.com' as soon as possible.