



Xoserve IX Refresh

Customer Update

03/01/2019

IX Refresh Update

Welcome to the December update for the IX Refresh Project.

Throughout December, we have been working with our Information Security team to complete penetration testing ahead of the Proof of Concept (PoC) scheduled for early January. The initial testing has been completed, meaning the PoC may continue. Final tests will take place in parallel to the PoC ready for migration of the Pilot site in late January.

December Milestones Achieved

- Phase One, Two and Three customer's phone lines continued to be installed
- Phase Four customers work packages continued to be progressed via Gamma
- 77 sites have had phone lines installed
- 20 customers received appointments for phone line installations
- 16 customers contacted for outstanding site surveys. 11 are now remaining
- Customers with DR equipment engaged about testing approach
- Customers contacted about additional IP range / addresses for IX End User equipment

IX Refresh Update

Three Month Timeline

January

- PoC to be tested at out supplier's data centre
- IX solution will be installed at the pilot site
- Phone line installations to continue
- Continue to engage customers with DR equipment about testing approach
- Continue to engage relevant customers requesting additional IP range / addresses for IX End User equipment

February

- Post successful PoC testing and Pilot site migration, the rollout will begin
- Phase One sites contacted to have routers and servers installed
- Prepare March migrations
- Phone line installations to continue

March

- Rollout continues
- Phase Two sites contacted to have routers and servers installed
- Prepare April migrations
- Phone line installations to continue

You will be contacted by Gamma before either your Network survey or phone line installation takes place (dependant on the complexity and IX option required).

If you have any queries, a Q&A document has been prepared for our IX customers which can be found on the IX Refresh page on the Xoserve website [here](#).

Timeline

