



Xoserve IX Refresh

Customer Update

05/03/2019

IX Refresh Customer Update

Welcome to the February update of the IX Refresh Project

We've made good progress over the last month, achieving our major program milestones of Proof of Concept testing and the completion of the pilot site on February 19th. Our work on the pilot site has identified a number of potential improvements to our approach which will lead to a more seamless migration and will improve your experience of the process.

As part of the service transition to the new IX platform, alongside our continued line installation activities, we will be working with our suppliers over the next few weeks to make the improvements that we've identified and we will test the perfected migration approach on a second site ahead of the rollout. This will be our priority focus this month, however we will continue line and router installations as planned.

Whilst we acknowledge the improvements outlined above will have an impact on the timelines set out in last month's update, we will look to identify efficiencies during the delivery phases of the program where possible and we will provide further information in future updates.

Our aim is to make this process as seamless as possible to ensure that the installation experience meets your expectations. If you'd like more detailed information about dates relevant to your migration, please email box.xoserve.IXEnquiries@xoserve.com

Finally, thank you for your ongoing support and I look forward to updating you again in March.

Michelle Callaghan

People Platform Director

Look Forward: IX Program Quarterly Activity

Three Month Timeline

March

- Migration approach to be perfected and tested at another site.
- Initial line installations to continue across all phases
- Router installations to take place at some phase one sites
- Prepare April migrations
- Continue to engage customers with Disaster Recovery equipment about testing approach
- Continue to engage relevant customers requesting additional IP range / addresses for IX End User equipment

April

- Rollout begins with Phase One
- Relevant sites contacted to have servers installed
- Prepare May migrations
- Phone line installations to continue

May

- Rollout continues for line, router and server installations
- Customers contacted to have servers installed
- Prepare June migrations
- Phone line installations to continue

Please be assured that 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 answers to the most commonly asked questions can be found on our website in the Q&A section [here](#).

High level migration plan – Current & future view

