



Xoserve IX Refresh

Customer Update

04/04/2019

IX Refresh Customer Update

Welcome to the March update of the IX Refresh Project

Our focus during March has been to work on improvements identified from the learnings from the pilot which will incorporate into the rollout and most importantly enhancing the customer experience.

Following on from this we have been busy planning the next pilot which we are anticipating by the end of April 2019. This will allow us to test and assure ourselves of the improvements that we have identified as well as identifying further improvements.

In the meantime line installation continues as well as ongoing work with our suppliers. Whilst we appreciate that the improvements outlined will have an impact on the timelines we will look to identify efficiencies during the delivery phases of the program where possible and we will provide further information in future updates.

Again I would like to reiterate our overriding aim is to make this process as seamless as possible ensuring 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

Thank you for your ongoing support and I look forward to updating you again in April.

Michelle Callaghan

People Platform Director

Look Forward: IX Program Quarterly Activity

Three Month Timeline

April

- IX Server image to be amended based on findings from the Pilot V1
- Updated server to be tested with a Proof of Concept (PoC) V2
- Pilot V2 site migration
- Ongoing initial line installations to continue across all phases
- Router installations to take place at some phase one sites
- Prepare May 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

May

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

June

- Rollout continues for line, router and server installations
- Customers contacted to have servers installed
- Prepare July 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

