



Xoserve IX Refresh

Customer Update

11/12/2019

IX Refresh Customer Update

- Our partner Gamma has now been in contact with your organisation's given IT/ Business contacts and conducted consultation calls.
- The Vodafone support of the legacy IX service ends in February 2020 and we will therefore be ramping up our communications to confirm your migration date. All dates will be within the next 3 months to ensure a successful transition to the new Gamma IX service.
- To ensure the project completes on time we need your support in committing to the migrations dates. We have observed a number of last minute cancellations which adds additional cost and puts the completion date at risk.
- A Communication was submitted last week to all contract managers that set-out the key dates that need to be met as part of this project, including the appointment process.
- If you have any questions or concerns, please reach out to box.xoserve.IXEnquiries@xoserve.com