



## **Xoserve IX Refresh**

Customer Update

18/12/2019

# IX Refresh Customer Update

- 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 prior to the end of February 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.
- An email has been issued to all contracts managers. This includes the:-
  - Introduction of Contract Managers to their IT contacts
  - Background of project and progress to date
  - Timelines and Vodafone support expiry
  - Issues and implications
  - What we need from you / how we can support
- Your Customer Advocates will be in touch closer to your migration date to support customer readiness.
- If you have any questions or concerns, please reach out to [box.xoserve.IXEnquiries@xoserve.com](mailto:box.xoserve.IXEnquiries@xoserve.com)