



Xoserve IX Refresh






Customer Update
September 2020

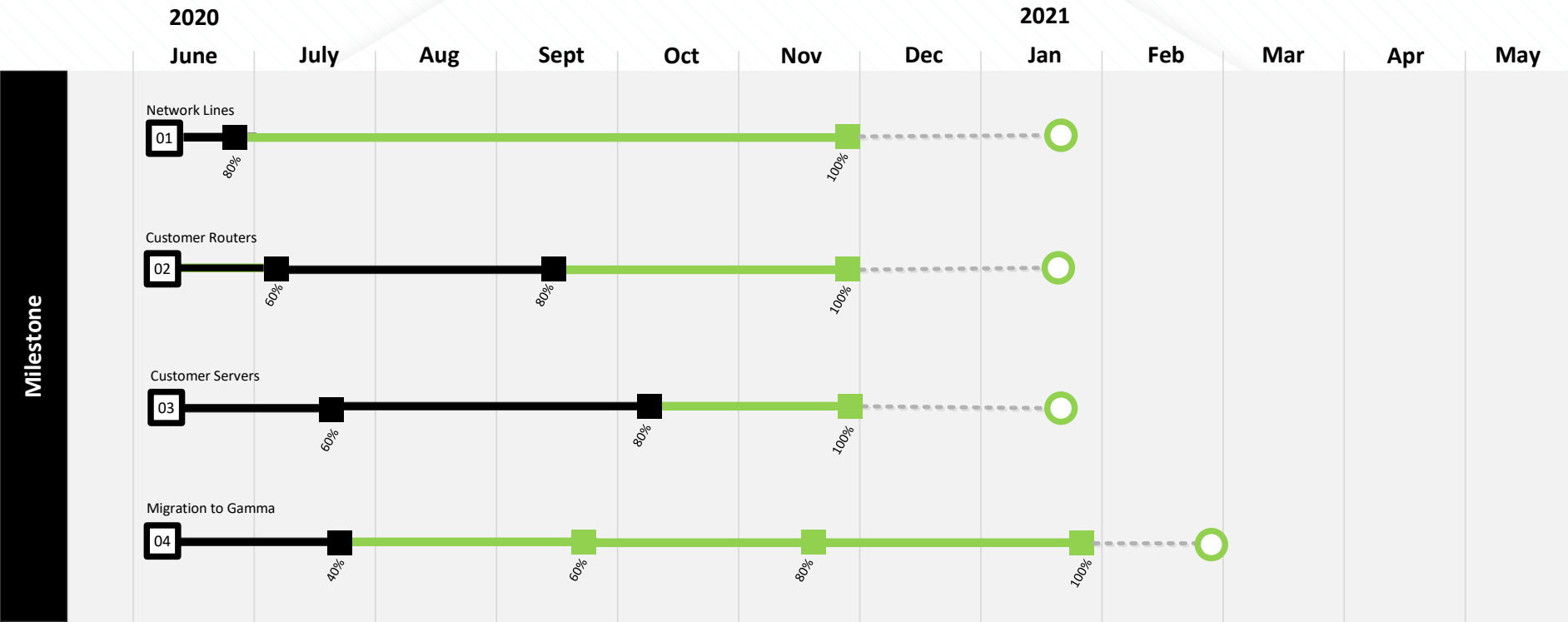
IX Refresh Customer Update

- 100% of IX customers are now able to continue with their IX migration activities, following the recent update to government guidance on COVID-19
- The project end date is February 2021. Our current run rate is tracking a January 2021 completion
- There are four key milestones for customer migrations:-
 - Installation of Network lines (On Track)
 - Installation of Routers (Ahead of Schedule)
 - Installation of Servers (Ahead of Schedule)
 - Customer Migration (On Track)
- The project would like to request customer support in ensuring that we migrate you as quickly and smoothly as possible onto your new IX Gamma network
 - The migration onto the new IX Network will allow a reduction in IX pricing
 - Your IX equipment will be fully refreshed onto new hardware
 - There is a risk that we will not be able to extend the legacy support past February 2021
- If you have any questions or concerns, please reach out to box.xoserve.IXEnquiries@xoserve.com

IX Refresh Project - Roadmap

Delivery

LOW RISK  MED RISK  HIGH RISK  Complete  Tolerance 



Milestone