

## Maintenance: DC5 IPN Switch Upgrades

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As part of our commitment to quality and continual improvement, iomart will be carrying out maintenance on the 29<sup>th</sup> and 30<sup>th</sup> October 2025. The work will specifically involve the network in our Maidenhead Data Centre (DC5). We are writing to inform you of our intention to carry out this maintenance.

## What will happen?

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During the maintenance window we will be upgrading the hardware on interconnection switches within DC5. The switches will be upgraded sequentially, and individually, by gracefully removing and reinserting them back into service until all switches are upgraded. This ensures that resiliency is maintained throughout the upgrade process.

## When will the work be carried out?

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The maintenance work will commence at 23:00 (GMT) on Wednesday 29<sup>th</sup> October 2025 and last until 05:00 (GMT) on Thursday 30<sup>th</sup> October 2025.

## Who will be completing the work?

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All updates to the DC5 devices will be carried out by our iomart network team.

## Will I experience downtime?

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Due to high levels of resiliency between these DC5 interconnect switches there is not expected to be any downtime.

Regards,

iomart Communications Team.