

Maintenance: DC5 – ACI Hardware & Software Upgrade

As part of our commitment to quality and continual improvement, iomart will be carrying out maintenance from the 24th to 27th October 2025. The work will specifically involve the network in Data Centre Maidenhead (DC5). We are writing to inform you of our intention to carry out this maintenance.

What will happen?

During the maintenance window the resilient Data Centre Switching Fabric in DC5 will be upgraded. This activity will be performed in stages throughout the duration of the maintenance window.

When will the work be carried out?

The maintenance work will commence at 21:00hrs (UKTime) on Friday, 24th October 2025 and last until 08:00hrs (UKTime) on Monday, 27th October 2025.

Who will be completing the work?

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

Will I experience downtime?

Due to multiple levels of resiliency in the DC5 Data Centre Switching Fabric there is no expected downtime to existing services during the work. However, during the maintenance window the automations that handle provisioning of network services will need to be disabled. So, it will not be possible to provision new customer networks during this time. This includes automated KVM/OOB access requests.

Regards,

Iomart Communications Team.