

**Maintenance: My Sonassi**

As part of our ongoing commitment to enhancing service quality, we need to carry out maintenance on the My Sonassi platform to ensure it continues to operate securely and reliably.

**What will happen?**

My Sonassi will be put into maintenance mode and, during this period, we will be applying updates and performing essential checks to improve performance and resilience.

**When will the work be carried out?**

The maintenance will take place on **Sunday 19th April 2026** between **21:30** and **22:30** (UK time).

**Who will be completing the work?**

The work will be carried out by the Sonassi Engineering team.

**Will I experience downtime?**

We do not anticipate any downtime; however, you may experience brief service disruption or slower performance while the work is completed. It is worth noting that customer stacks will not be impacted—only the My Sonassi customer login (<https://my.sonassi.com>) will be affected.

Thank you,  
Sonassi