

Maintenance: SVI Migration to ACI

As part of our commitment to quality and continual improvement, Iomart will be carrying out that planned maintenance on 16th April. The work will specifically be migrating customers SVI's from old core routers to our ACI (Application Centric Infrastructure) platform. We are writing to you to notify of our intent to schedule this maintenance.

What will happen?

During the maintenance window there will be impact as we are going to shut down the gateway in the old core routers and recreate the gateway in the ACI.

When will the scheduled work be carried out?

The maintenance work will begin at 20:00 (UK time) on 16th Apr 2026 and last until 22:00 (UK) on 16th Apr 2026

Who will be completing the work?

All the work will be carried out by our Iomart engineer.

Will I experience downtime?

During the maintenance window customers will experience some interruption to their network traffic, lasting no longer than 15 minutes.

Regards,

Iomart Communications Team