



Xoserve IX Refresh

Customer Overview Pack – July 2018

Migrating IX Services to our new partner

What are we doing?

Xoserve is changing its network service provider from Vodafone to Gamma and therefore will be replacing all IX equipment. We have asked all our IX customers to complete a Site Survey to enable us to capture accurate site contact details, access requirements and site specifications to enable a customer centric approach to roll-out.

Why are we doing this?

Alongside our separation from National Grid the Vodafone IX contract was also coming to an end which meant we had the opportunity to consolidate all our network services under one contract. All current hardware, except new or recently upgraded sites, is five to seven years old and needs to be replaced as 'end of life'.

Who is providing the service?

Gamma will provide all service up to and including the router (network services) – Gamma will be responsible for the set up of connections and maintenance of them (as per current contract). Gamma's partners will be responsible for the server and related software & on-going maintenance of it.

When will it happen?

A pilot started in June and full roll-out will commence from July 2018. Customers will be contacted directly to discuss their installation plans. Any new customers or those that have recently upgraded their IX service may be at the end of the rollout.

Who do I contact in Xoserve?

Dedicated point of contact – please direct any queries to;
box.xoserve.IXEnquiries@xoserve.com or call 0121 623 2773

IX Site Survey

Why did we need a Site Survey?

The survey enabled us to capture accurate contact details, access requirements, site specifications and site specific procedures, ensuring we have up to date information to plan your programme of work and related site visits. The information provided is being shared with Gamma and their sub-contractors to enable them to migrate you to the new IX Service.

How have we done so far?

As at 3rd July, we have received 121 responses (71%), and 41 of you (24%) are talking to us and we hope to have your site information soon. We have yet to achieve contact with 8 sites (5%) but we are actively pursuing contact. If you would like to check whether your survey has been submitted, please contact us at box.xoserve.IXEnquiries@xoserve.com or call 0121 623 2773

The survey information is a direct feed into the roll-out plan, therefore the closing date has been extended to the end of July 2018. Without your site survey details we are unable to plan in your works with any certainty and your roll-out may be delayed. As the existing kit is end of life, please make every effort to assist with the survey and the on-site activity.

IX Service Line Options

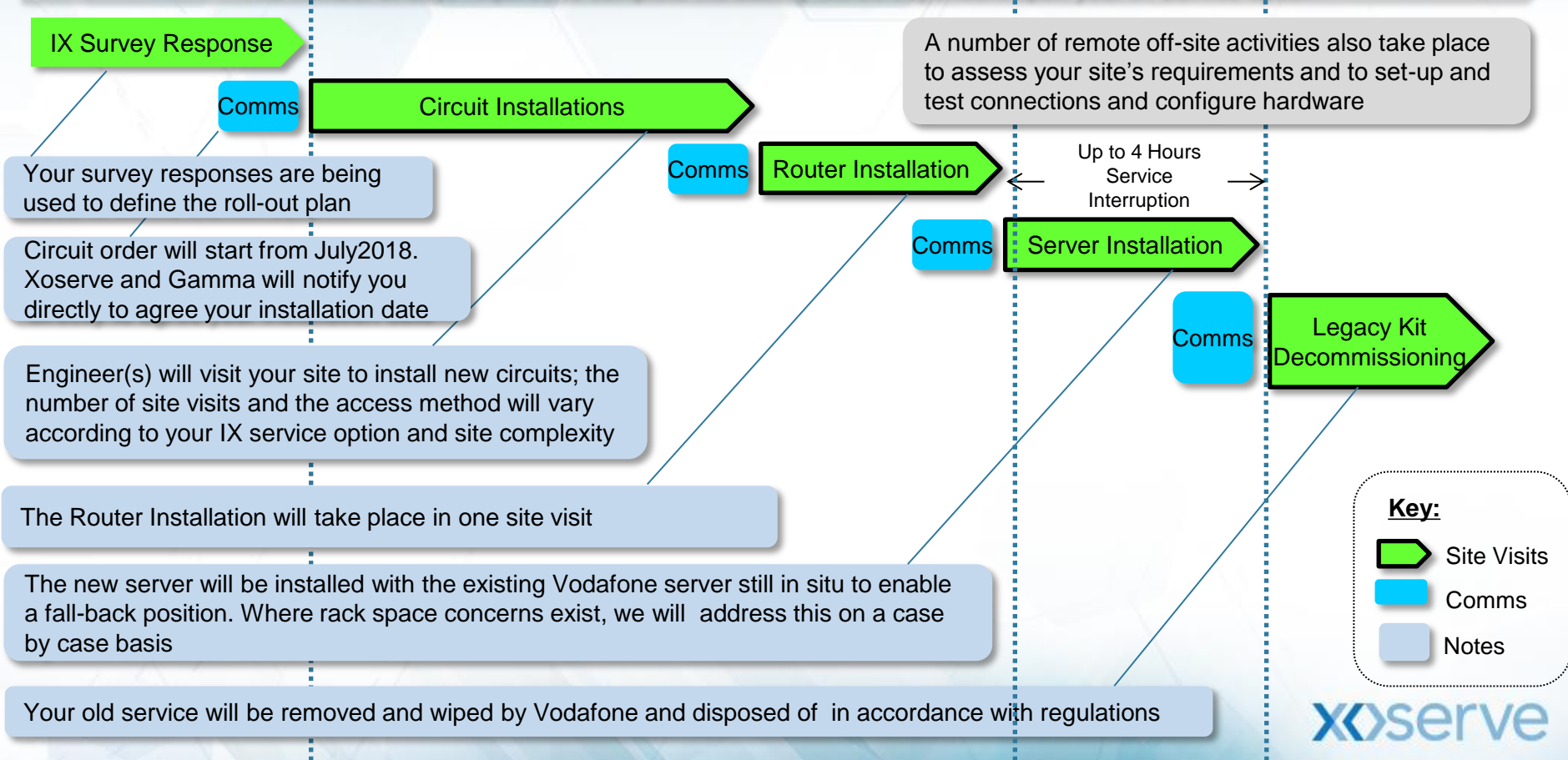
Xoserve are replacing your IX kit on a 'like for like' basis, therefore your replacement IX service option and contract will match the IX option you currently have, which will be one of the following:

- **Option 1** - Primary ADSL and Back-Up ADSL connection
- **Option 2** - Primary EFM and Back-Up ADSL connection
- **Option 3** - EFM Primary and EFM Back-Up connection
- **Option 4** - Primary Fibre/ Ethernet and Back-Up ADSL connection

The following slides displays the on-site installation process; the number of site visits that are required is dependant upon your IX service line option complexity.

Your Customer Journey

The number of days required to complete the activity will be dependant upon your IX Service option



Next Steps

June

IX Site Survey responses and IX utilisation during 2018 considered as part of the roll-out plan

July

Xoserve and our partners will begin to reach out to agree your circuit installation dates

July

New Circuit Installation & Connectivity Testing starts

Aug

Direct one to one communication activity begins