

Level3 – Goswell Road – LON01 PLANNED MAINTENANCE ADVISORY



Friday 24th May 2013

Customer(s) Affected	Structured Customers using EasyBOND, EasyHTTP, EasyIPT
Affected Service(s)	Bonded DSL, Webhosting (Inc. email), VOIP telecom services
Date and Period of Maintenance Window	From: 20:00 GMT Friday 24 th May To: 22:00 GMT Friday 24 th May
Risk Classification*	Confirmed Service Effecting
Nature of Service Impact	Disruption to all services provided from LON01
Structured Reference	PM006
Reason(s) for Maintenance	Upgrade work on LON01-A to replace existing dual Supervisor modules (SUP2s) to SupSUP720s. This upgrade work is required in order to facilitate our network upgrade to BGP
Contingency Plan in Event of Failure	Power down the device, eject the new supervisors, insert the existing supervisors.
Fault Reporting & Enquiries	Service Desk 24/7 Support: 0203 301 4000 24/7 Support: support@structuredcommunications.co.uk