

COR1000 Telecoms Update
UK Link Committee
11/08/11

As part of Xoserve's continuing role in maintaining the services provided under the UNC we are undertaking an evaluation of the current IX network with the objective of removing some points of concern in the current aged infrastructure. This is expected to be a three part process.

The first phase will be the alignment of the existing contracts supporting the IX network. There is no change in the service and the only perceived customer impact in this area is that you will be required to use the Xoserve helpdesk number (0845 600 0506) for support calls.

The second phase will update the IX Network and IX equipment located at customer sites to allow Xoserve to continue to meet its obligations. This will have an impact upon our customers as access will be required to site in order to replace the equipment (router and server). This will of course be co-ordinated and communicated as the project progresses.

The final phase will then look at enabling the IX file transfers to originate from Xoserve's data centres rather than through the current National Grid data centres.

It is not the intention of this project to provide alternative communication methods above those defined for the IX within the Unified Network Code (UNC).

This work is at an early stage but it was thought appropriate to make it visible to the UK Link Committee.

As mentioned above one of our intentions is to replace IX equipment located at customer sites and it would be appreciated if we can have a contact name, email address and telephone number from each organisation using the IX infrastructure, whom we would then contact when wanting to discuss the individual customer needs or communicating any wider implications.

It is our intention to come to the September UK Link Committee to provide whatever detail we have at that time.

If you have any queries or questions about this note can you please respond through the normal UK Link Committee channels and we attempt to clarify any questions when we come to the next meeting.