



AQ Review 2014 Data Enquiry (DE) Service Outage (REMINDER NOTIFICATION)

As previously communicated, and as part of AQ Review processing activities, in order to reflect the new gas year AQ values in the Data Enquiry (DE) service, Xoserve will be running a number of catch-up activities over a period of six days from October 1st to October 6th.

To facilitate this catch-up there will be a one-off maintenance activity on **Saturday 4th October 2014 from 00:00hrs to 12:00hrs** during which the DE service will **NOT** be available.

Please Note: The number of “business hours” impacted due to this outage to users: **Four hours.**

Please see below for DE data availability and performance levels during this period and note that users will be able to:

1. Log on and access DE as normal.
2. View their portfolio of data within DE according to the date of the data.”

During this six day period the rolling message bar will be updated daily to reflect the position of DE activities:

Date	Data Availability	Performance
Wednesday 1 st October	D-1	Normal
Thursday 2 nd October	D-2	Normal
Friday 3 rd October	D-3	Normal
Saturday 4th October	D-3	DE services will not be available until 12:00hrs, with the possibility of slow performance after this time until normal service resumes on the 6th of October.
Sunday 5 th October	D-2	Possibility of slow performance throughout the day.
Monday 6 th October	D-1	Normal

Any unexpected changes to the above plan will be communicated at the earliest possible time and will also be updated on www.xoserve.com. For further information you can also contact your Business Partner or *the Xoserve Service Desk on 0845 600 0506*. Alternatively you can also find information about system outages and process updates via the following link - [AQ Update and System Impacts « Xoserve](#).