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**Subject: Update on Gemini system**

Dear colleague

Further to my e-mail of 25th April, please be aware that there have been a number of subsequent intermittent connection issues for Shippers when accessing the Gemini application during peak working hours. As previously advised, these issues are due to problems with the primary network firewall used to receive all secure requests on to the network.

This operational firewall is heavily utilised and is due to be upgraded in the near future. We are continuing to work closely with our suppliers to ensure that the project to upgrade this infrastructure is implemented as soon as possible. However, this upgrade is unlikely to take place this month. We will notify you once a date has been agreed.

In addition to the upgrade, the traffic on the existing firewall is being investigated in parallel, to reduce the current utilisation levels.

Please note that a more robust service to Gemini is available via the secondary (Disaster Recovery) route, as advised at the Gas Ops Forum and via the UK Link Committee group.

Please continue to ensure that all Gemini related problems are notified to the Service Centre, telephone number. 08705 216121.

Kind regards

Graham Frankland

Customer Manager

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