



# Emergency Maintenance Notification

Tuesday 29<sup>th</sup> October 2013

Dear Customer,

It is necessary to schedule an **AT RISK** network maintenance window on our hosting solution on Tuesday 29<sup>th</sup> October between 6-7pm GMT. This is following significant investment by our datacentre company to improve the power infrastructure to a more modern and reliable system. During this **AT RISK** period we will be migrating our infrastructure over to the new power infrastructure.

## Time and Duration:

The work is scheduled to take place from 6-7pm GMT on Tuesday 29<sup>th</sup> October 2013.

Please note that this only an **AT RISK** period. We are not anticipating any interruption to New Mind | tellUs services but due to the significance of the changes it is necessary to inform you. We will have engineers from New Mind and from our hosting provider on site and working remotely to ensure the transition occurs smoothly.

## Services Affected:

All New Mind | tellUs services will be **AT RISK** affected during this maintenance window.

If you have any queries regarding this maintenance please contact your Account Manager or myself.

Kind Regards,

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Infrastructure and Release Manager

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**eCMS Release Notes Consolidated April - July 2011**