

1 November 2023

Dear Valued Customer,

**RE: MetroFibre Network Freeze Period 2023**

We would like to update you about our Annual Network Freeze period over the upcoming holiday season with what will remain operational and what will cease (as per national civil regulations).

Since most of our suppliers and contractors will be closing, MetroFibre will observe a freeze period from COB 14 December 2023 until 07 January 2024. See below important points about what will be affected by this freeze period:

- Standard individual maintenance tickets and Emergency maintenance work will remain operational to ensure network continuity.
- ONT/Router installations will continue over this period.
- Access Builds & Termination Point Installations will continue over this period, however, will pause from 23 – 28 December 2023.
- No core changes or planned maintenance will be permitted over this period to ensure network stability.

Please note that we will have skeleton staff working over the holiday period to ensure network stability and maintenance. MetroFibre Key Accounts, First Line Support, NOC and Maintenance will be available to assist throughout the freeze period.

Should your customers experience any connectivity issues during the freeze period please contact your Relationship Manager for further assistance. Normal MetroFibre operations will resume on Monday, 08 January 2024 at 08:00.

We hope you have a restful time with your family and friends this Holiday Season.

Kind regards

The MetroFibre Team