

11 October 2024

Notice: MetroFibre Annual Network Freeze Period 2024

14 October 2024

Dear Valued Customer,

We would like to inform you about the upcoming Annual Network Freeze period during the holiday season. This period will impact certain operations in line with national civil regulations. The freeze will be observed from the close of business on 13 December 2024 until 06 January 2025.

Key Points:

- **Network Maintenance:** Standard individual maintenance tickets and emergency maintenance will continue to ensure network continuity.
- **Installations:** ONT/Router installations will remain operational throughout the freeze.
- **Access Builds & Termination Points:** These activities will continue but will be paused from 23 to 28 December 2024.
- **Planned Maintenance:** No core changes or planned maintenance will be conducted during the freeze to maintain network stability.

Please note: We will have skeleton staff available during this time for network stability and maintenance. MetroFibre Key Accounts, First Line Support, NOC, and Maintenance teams will be on hand to assist.

Full operations will resume on Monday, 06 January 2025, at 08:00.

Wishing you a peaceful and joyous holiday season.

Kind regards,

The MetroFibre Team