



1 October 2026

Notice: MetroFibre Annual Network Freeze Period 2026

Dear Valued Customer,

We would like to inform you about our upcoming Scheduled Maintenance Pause periods during the peak trading and holiday season. These periods will impact certain operations in line with national civil regulations.

- **Black Friday & Cyber Monday Scheduled Maintenance Pause:** Wednesday, 25 November – Wednesday, 2 December 2026 (inclusive)
- **Year-End Scheduled Maintenance Pause:** Monday, 14 December 2026 – Sunday, 10 January 2027 (inclusive)

Key Points:

- Access Builds and planned maintenance will cease.
- Emergency maintenance work will remain operational to ensure network continuity.
- No core changes will be permitted over this period to ensure network stability.
- ONT/Router & Termination Point installations will continue over this period.

Please note: We will have skeleton staff available during this time to maintain network stability and service continuity. Our NOC and Maintenance teams will be on hand to assist.

Full operations will resume on **Monday, 11 January 2027, at 08:00.**

Wishing you a peaceful and safe holiday season.

Kind regards,
The MetroFibre Team

