



MAINTENANCE WEEKENDS 2023

Customer Notification

As part of our drive to increase overall availability, Daisy will endeavour to align Major Changes that are expected to cause service impact to pre-scheduled maintenance weekends* only.

During the maintenance weekends unavoidable service impact will always be minimised, with the change execution window scheduled at the time expected to cause the least overall customer impact (depending on the technology e.g. lowest level of traffic, least number of calls).

Major Changes which are not expected to cause any service impact may take place outside of these maintenance weekends.

Notification will be provided for any work being carried out that may impact your service or significantly increase the risk of impact to your services. The notification will identify the exact execution window as well as the services at risk/ impacted.

Wherever possible maintenance weekends are scheduled for the third full weekend of every month throughout 2023, from 20:00 Friday to 20:00 Sunday. However, where necessary the maintenance weekend will be brought forward if there is a requirement to accommodate a Change Freeze. There will be no maintenance weekend in December.

*Emergency works to restore service or prevent a major service outage are exempt.

Key Dates

Month	Start Date	End Date
January	Friday 20th 20:00	Sunday 22nd 20:00
February	Friday 17th 20:00	Sunday 19th 20:00
March	Friday 17th 20:00	Sunday 19th 20:00
April	Friday 21st 20:00	Sunday 23rd 20:00
May	Friday 19th 20:00	Sunday 21st 20:00
June	Friday 16th 20:00	Sunday 18th 20:00
July	Friday 21st 20:00	Sunday 23rd 20:00
August	Friday 11th 20:00	Sunday 13th 20:00
September	Friday 15th 20:00	Sunday 17th 20:00
October	Friday 20th 20:00	Sunday 22nd 20:00
November	Friday 17th 20:00	Sunday 19th 20:00