

Email template for clients

Subject line: Xneelo Cape Town Data Centre move

Your website is hosted on a server at xneelo's Cape Town Data Centre.

We have been notified by xneelo that they will be relocating their Data Centre starting on Wednesday, 8 January 2025. Their new data centre has been developed according to Tier 3 standards with added resilience.

The server moves will happen on Wednesday, Friday & Saturday from 8 January - 16 February, with a maintenance window from 22:00 - 06:00 SAST. Servers will be downed from 22:00 with the expected downtime to last up to 120 minutes. The additional time until 06:00 provides recovery time for servers that require manual intervention to be brought back online before regular business hours start.

As your service provider, we will ensure that we have a disaster recovery process in place and that backups are up to date and can be restored.

Xneelo has let us know that they expect it to be a seamless move, apart from the downtime to move the server to the new location and are making every effort to minimise the impact of this move on our business.

Thank you for your understanding and your ongoing support.