

Date: 28th Jan 2019

**Subject: Rescheduled -
Planned Data Center Annual Power Shutdown Maintenance 2019 – Power
Source B**

Site Name : Racks Central Data Centre
Address : 23 Tai Seng Drive S(535224)

Dear Valued Customers

As per our email communication on 5th Nov 2018, we have cancelled the planned 10th Nov to 11th Nov 2018 Power Source B maintenance. The shutdown maintenance has been re-scheduled to 1st Quarter 2019. The shutdown details as follows:

New Schedule Date - Power Source B Maintenance

Original Date : 10th & 11th Nov 2018
Rescheduled Date : 9th & 10th March 2019

Start Date & Time : 9th March 2019 (Sat) 8:00 SGT Local Time
End Date & Time : 10th March 2019 (Sun) 14:00 SGT Local Time
Activity Outage Window : 30 hours

Reason : **Power Source B** – Low-Voltage Switchgear upgrade, Servicing of High Tension Switchgear, Low Tension Switchgear and Injection Test of Power Distribution Units.

Impact : The Low Tension Switchgear and Power Distribution Units for power source B in the Data Centre hall will be shut-down for servicing. **Power source A will be available during this period.**

** SGT means Singapore Time (+8 UTC/GMT)

Note: You should have already performed preparation in Nov 2018 to ensure all your devices are connected to Power Source A ready for the Power Source B Shutdown Maintenance.

Please validate to ensure readiness of your devices by end Feb 2019. You may seek Racks Central NOC Team for assistance if any of your devices are yet to swing over to Power Source A.

Information for Customers

1. Our racks are provided with dual power source. Please ensure your equipment/devices, if equipped with dual PSUs, are connected to both power source A and B provided. Else you will need to schedule a down time with RC NOC, **to swing your single source device to Power Source A** as this round of shutdown maintenance is at Power Source B.
2. We strongly recommend customers with single power source device to purchase and install an automatic transfer switch (ATS) that will automatically transfers the power supply from its primary source A to the secondary source B or vice versa when it senses a failure or outage in either of the power source in the rack.
3. Please schedule a backup for your applications and data prior to the start of the outage as a pre-caution.
4. Please inform your respective customers to be prepared for this planned maintenance work.
5. There will be no interruption for cooling in the Data Centre.
6. Email notifications will be sent before and after the completion of planned maintenance work.
7. You will need to check your equipment once the maintenance is completed and power is restored to the power source.

We apologise for any inconvenience caused and appreciate your understanding and cooperation. If you have any queries or assistance, please contact the Account Manager in-charge of your company or NOC Support Helpdesk at +65 91288120 / email us at noc@rackscentral.com

Thank You!

Yours Sincerely



Bobby Wee
CEO

Date: 28th Jan 2019