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# Announcements

Dear Customer,

On Sunday the 15th of April we are moving a number of our servers to a different datacenter. As part of this move, we will be physically moving the servers, switches and other networking equipment to a different location which will result in a downtime for these servers and for your hosting package.

## Why this is happening?

Over the last 6 months, our Hosting volumes have exploded, leaving us with a happy problem in our hands - we were running out of space at our current datacenter. So we looked for a new home, and as luck would have it, we found one less than 5 kms away, with the same provider. This new datacenter is six times larger than our current datacenter. Not only does it give us an almost infinite capacity to expand, it also brings with it several key upgrades:

- Redundant Power - Two independent sub-stations provide power for this datacenter, ensuring redundancy
- Purpose built - The facility has been built from the ground up to ensure every aspect of its design and construction supports a large datacenter
- Core Network upgrades - This upgrade will allow us to move our core network equipment, which will increase our uplink and downlink speeds from 1GBps to 10GBps

All these changes will mean more space for us to expand and create a more robust infrastructure for you and our other customers. This is an important step in giving you the top-notch service we continuously strive for.

## What exactly is happening?

During this move, we will be powering off and physically moving servers to their new home. Since this is our first major datacenter move we have roped in leading industry experts to move our servers. These movers have done this a countless number of times, and their experience will be invaluable in helping us with this move. We have spared no expense to ensure minimum disruption to you, our customer.

## What will be affected?

In order to execute this move, we will be operating with a maintenance window of 10 hours, between 07:30 p.m. Sunday April 15, 2012 - 05:30 a.m. Monday April 16, 2012.

However, Linux Hosting services will only be affected for the first three hours of this window, between 7.30 PM - 10.30 pm IST. Windows Hosting services will be affected between 10.30 pm - 3.30 am IST.

Our Mail services will not be down, but might experience minor interruptions between 10.30 pm - 4.30 am IST. We are attempting to minimize disruption to you by scheduling this on a weekend and will work hard to ensure that everything wraps up within this timeline.

Who to talk to if you have questions?

We understand that this is a disruption to you and therefore have worked hard to minimize the amount of downtime required. In case of any questions, you can contact our Support team at [support@bigrock.com](mailto:support@bigrock.com) or on 022-30797979; we are right here for you.

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**In Summary:**

When: 07:30 p.m. Sunday April 15, 2012  
Maintenance Window: 10 hours, from 7.30 pm - 5.30 am IST

Effective Downtime:  
Linux Hosting: 7.30 PM - 10.30 pm IST  
Windows Hosting: 10.30 pm IST - 3.30 am IST

Contact us: [support@bigrock.com](mailto:support@bigrock.com) or 022-30797979

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While no one (least of all us!) likes the disruption caused, data center moves are a part of parcel of doing business and we hope to find a happy home for years to come with this new location. Thank you for being a customer of BigRock and for your patience and understanding.

Regards,  
Team BigRock

**Contact Us**

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