Koris365 Internal Change Freeze Period - Notification December 2026

Dear Customer

We would like to inform you of our internal change freeze period, which will take effect from Monday 14th December 2026 through to Monday 4th January 2027.

This internal freeze is part of our standard operational process to ensure service stability and protect critical systems during the festive period. Please note that this freeze applies to our own internal infrastructure and processes, it does not restrict any customer-requested changes or project work, unless otherwise agreed or impacted by dependent internal systems.

The freeze will be applied in stages, as outlined below:

Monday 14th December to Friday 18th December (Partial / Medium Change Freeze)

During this period, we will implement a partial freeze, meaning:

- Minimal risk changes may proceed as usual.
- Moderate risk changes will require enhanced internal approval.
- No high-risk changes will be implemented.
- Emergency changes to resolve major service outages are permitted.

Saturday 19th December to Friday 1st January (Full / High Change Freeze)

To protect critical services during the key festive period, we will operate a complete change freeze.

- No standard or normal changes will be made.
- Only emergency changes to resolve major service outages will be permitted, and these will go through an enhanced approval process.

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Saturday 2nd January to Monday 4th January (Partial / Medium Change Freeze)

We will return to a partial change freeze, with the following conditions:

- Minimal risk changes may proceed as usual.
- Moderate risk changes will require enhanced approval.
- No high-risk changes will be implemented.
- Emergency changes to resolve major service outages are permitted.

This internal freeze forms part of our Change Management Policy, ensuring the continued reliability and stability of our services during the holiday period.

If you have any questions or would like to discuss how this may affect any planned work, please contact your Account Manager.

Kind regards,

Richie Harrison

Service Operations Manager

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