

PRE-1 OCTOBER

- Q&A sessions 29 & 30 September 2021, 10:00 AEST.

CUTOVER SUPPORT

- **4 hour cutover** – Cutover is expected to take approx. 4 hours and will commence at **19:30 AEST Thursday 30 September**.
- **Email communications** – Working group members will receive a commencement email, mid-point email and completion email.
- **5MS Support room** – Will be available from **23:30 AEST 30 September – 3:00 AEST 1 October** to provide:
  - Participants with an opportunity to interact with each other as well as with the 5MS team during this critical period.
  - Updates on issues impacting multiple participants or urgent issues that have been raised since the outage.
  - An additional phone line should the Support Hub phone line be engaged.

**Q. How do I access the Support Room?** – A Teams meeting invite has been sent to all working group members and this meeting will be open for members to dial in and out of as appropriate.

### 1 October

- **Q&A session** - Starting at **10:00**.
- **Support** - Increased Support staff and SME availability.

### Weekend following cut-over

- **Q&A session** – Saturday and Sunday at **11:00**
- **Support** - Increased Support Hub staffing and SMEs availability.



5MS Support Arrangements

1 OCTOBER & WEEKEND

POST 1 OCTOBER

- **Q&A sessions** - Daily sessions 4 – 15 October 10:00 AEDT.
- **Q&A sessions** - 3 times weekly 18 – 29 October 10:00 AEDT.
- **Q&A session** - 2 times a week in November, and once a week in December
- **Q&A session** Extended session for preliminary and final settlements invoice days.
- **Issues Log** - Daily updates and publication online.\*

\* **Note:** AEMO will assume that the consent provided to include incident numbers is still in place – please contact 5MS Mailbox if you no longer wish to have your organisations incident numbers included. **Consent** - If you have not already provided consent to include incident numbers, please contact the 5MS Mailbox.