2025 Change Freeze Dates

wavenet

To ensure a smooth and stable service for our customers throughout 2025, a series of change freeze dates have been established. These periods are critical for maintaining the reliability of both Wavenet and DCS networks and infrastructure during key events.

Change Freeze Schedule

Reason for Freeze	Freeze Start	Freeze End
Grand National	04/04/2025 20:00	06/04/2025 03:00
Easter Weekend	17/04/2025 20:00	22/04/2025 03:00
FA Cup Final	16/05/2025 20:00	18/05/2025 03:00
UEFA Champions League Final	30/05/2025 20:00	01/06/2025 03:00
Bonfire Night	04/11/2025 20:00	06/11/2025 03:00
Black Friday / Cyber Monday	27/11/2025 20:00	02/12/2025 03:00
Christmas Season Inclusive of the following dates: 24/12/2025 – Christmas Eve 25/12/2025 – Christmas Day 26/12/2025 – Boxing Day 31/12/2025 – New Year's Eve 01/01/2026 – New Year's Day	18/12/2025 20:00	08/01/2026 03:00

Included in the Change Freeze

- Changes on dedicated customer infrastructure.
- All shared infrastructure platforms and core network changes (single and multiple customer impacting):
  - Any Major Change must have written Director approval attached in ServiceNow prior to the CAB review. Changes may still be rejected by CAB after a full risk and impact assessment. In such cases, Directors will review the Change and determine next steps.

Excluded from the Change Freeze

- Changes raised via the Standard Change Catalogue.
- Customer-initiated changes on their own dedicated infrastructure and networks.
- Customer-approved patching.
- Emergency changes to resolve or prevent a service-impacting incident:
  - Usual approval workflows will apply, with the addition of written Director approval for Major Changes as noted above.
- Changes to test/lab systems that do not affect the live environment.

Additional Information

- The Change Freeze schedule has been reviewed and agreed upon by Management.
- It is the responsibility of Change authors to obtain the necessary approvals.
- Routine handling of Incidents and Requests will continue as usual.