

To Whom it May Concern

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Ref: PHP/NEC Update/22.10.26
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Dear Valued Customer

Subject: Important Service Update and Security Remediation Activity

We are writing to provide an update regarding the recently disclosed PHP security vulnerability, and the precautionary actions NEC Software Solutions has taken to protect customer services and data.

Our teams have been actively assessing this vulnerability since its disclosure and have prioritised remediation activities across all potentially affected environments.

As part of our ongoing maintenance programme, we were already scheduled to undertake platform upgrades this weekend, with planned downtime commencing on Friday evening.

Given the nature of this vulnerability and our commitment to maintaining the highest levels of security, we have accelerated these activities and brought the maintenance window forward to enable remediation to be completed at the earliest opportunity.

As a result, services will be unavailable from **10:00am on Thursday 22 October until 5:00pm on Monday 26 October** while upgrades, security updates and validation activities are completed.

Where remediation has not already been completed, affected systems have been removed from service or otherwise protected pending the successful application of updates.

We would like to reassure customers that, based on the investigations completed to date, **there is no evidence of unauthorised access to customer environments**, and no customer data has been compromised as a result of this vulnerability.

The security and resilience of our services remain our highest priority, and we are dedicating significant technical and operational resources to ensuring all necessary remediation activities are completed safely and comprehensively.

We apologise for any inconvenience caused by this extended maintenance window and appreciate your patience and understanding while this important work is undertaken. Should you have any questions, please contact your NEC Software Solutions account team.

Yours sincerely,

Matt Harris
Chief Technology Officer