

Dear Customer,

We are writing to inform you of an upcoming infrastructure improvement that requires your attention if you maintain IP-based whitelisting for our services.

What's Changing

As part of our ongoing infrastructure modernisation, we are migrating to a new ingress platform. This change requires new static IP addresses for our production environment.

Action Required

EGRESS (outbound from customers to Cue):

Customers should whitelist the following IPs as destinations their systems send traffic to Cue:

New NLB IPs (please whitelist now):
34.251.91.86
52.17.128.25
52.16.15.144

Existing NLB IPs (being deprecated — can be removed from whitelist once we confirm migration is complete):
99.80.199.240
54.75.156.50
18.200.144.251

INGRESS (inbound from Cue to customers):

Customers should whitelist the following IPs (if not already done) as allowed sources of incoming traffic from Cue to customers:

- 52.48.119.36
- 52.51.246.196

• 99.80.60.96

Timeline

Phase	Description
Now	Add new IPs to your whitelist alongside existing IPs
1 April 2026	Traffic will begin shifting to new IPs (we will notify you in advance)
Post-migration	Old IPs will be decommissioned (we will confirm when safe to remove)

Important Notes

- No immediate disruption - Our existing IPs remain active throughout this transition
- Whitelisting the new IPs as early as possible should ensure a seamless cutover
- Both old and new IPs should be whitelisted simultaneously during the migration period
- We will send a follow-up notification before traffic shifts and again when old IPs can be safely removed

Questions?

If you have any questions or require assistance, please contact our support team at support@cuedesk.com or reach out to your account manager.

Kind regards,