

Daisy Wholesale

21CN Migration FAQ's





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2 Frequently asked question

Why are our End Users being migrated even though we have not requested this?

- Daisy Wholesale is committed to giving you the best possible connectivity service. To achieve this we are working with BT to upgrade services from the 20CN network which is currently being replaced by BT's new 21CN network.

This new platform supports the innovation and growth of new, higher speed broadband technologies such as FTTC (fibre broadband to the cabinet/premises) as well as ADSL2+. This next generation network gives your end users the ability to take advantage of the latest communications services enhancing their overall online experience.

Which service provider does this relate to?

- This migration only relates to BT based services which are currently on the legacy 20CN network being migrated to the new 21CN network.

Will the services remain on BT's network?

- Yes, the service will migrate onto the BT 21CN network from the BT 20CN network.

Which services are being migrated?

- The spreadsheet attached to your email will provide details of all the services affected by this migration.

Will there be any down time?

- Whilst the migration is being performed End Users can expect a short break in service which will last less than 10 minutes.

When will the migrations take place?

- The spreadsheet attached to the email will provide the migration date for each service. This information will be found in the last column in the spreadsheet. The migration can happen at any point during a 24 hour period; usually they take place during the working day.

How do I know once the migration has completed?

- You can check that the migration has completed by logging onto your XPS Portal. Select Services from the top menu. Enter the CLI or service id into the appropriate box and select Search. Click on the service id of the record, this will open a page with all the details for this service. In the History details you will find the status of the service which will show Completed in the Description box.

Is it possible to request the migrations to take place over night, during non working hours or at a specific time?

- No, it is not possible to specify a time when the migration will take place. The migration can happen at any point during a 24 hour period; usually they take place during the working day.



What if the router is not compatible with 21CN?

- All DSL CPE should be compatible with BT21CN, however if you experience any issues please contact the Service Assurance team on 0330 100 1233, Option 3, Option 2. Please check that the router is correctly set up as per the information below.

Will the router need to be reconfigured?

- No. However please note that we would recommend checking that the attached services have their routers correctly set up for UK Standard ADSL Services.
- The following settings should specifically be checked.
 - Virtual Circuit Identifier (VCI) - 38
 - Virtual Path Identifier (VPI) - 0
 - Encapsulation Mode - VC Multiplexed (VCMux)
 - Authentication Type - CHAP
 - Protocol - RFC 2364: PPP over ATM (PPPoA)
 - Modulation Type - G.DMT or Auto

Will the IP address change?

- No, the credentials will not change for this migration, the attached spreadsheet contains the credentials of the services being migrated and these details will not change.

Will the username and password be changed?

- No, the credentials will not change for this migration, the attached spreadsheet contains the credentials of the services being migrated and these details will not change.

Do I need to notify my customers of this migration?

- It is entirely your decision whether to contact your customers, however based on Daisy Wholesale previous experience with these migrations, it should not be service affecting with minimal down time of less than 10 minutes for the End User.
- After the service has migrated, in some cases the end user's hardware will need to be rebooted, although no re-configuration will be required.

Are you sure that these are the only services being affected by the migration?

- The 20CN to 21CN migration is an ongoing project within BT that will continue until they have completed the full upgrade of all the exchanges.
- The spreadsheet within the email provides details of all your services affected by the current release from BT.

Can you confirm that the details in the spreadsheet will be correct once the service has migrated to 21CN?

- The End User details in the spreadsheet will not change and will be the same once the migration has completed.

When will we get the credentials of the services affected by the migration?

- The credentials will not change for this migration, the attached spreadsheet contains the credentials of the services being migrated and these details will not change.



Will the product/price remain the same?

- There will be no changes to either the product or price (except for Fixed Rate Services, see below)

What happens to my Fixed Rate Services?

- Fixed rate services no longer exist within BT's 21CN portfolio as such those customers who currently have fixed rate services will be upgraded to DSL Max free of charge as part of this process, should you wish to speed limit the customer's service to their previous speed you can do so via your XPS portal.
- To set the speed limit for your service, go to the XPS Portal. Select Services from the top menu. Enter the CLI or service id into the appropriate box and select Search. Click on the service id of the record, this will open a page with all the details of this service. On the right hand side you will see a Service Management menu. Click on Speed Limit, this will bring up box where you can set the downstream and upstream limit for this service.

Previously we requested that none of our services are migrated, why have we been included this time?

- Please accept our apology for this oversight. Please be aware that over the next 2 years all current service on 20CN will migrate to the next generation 21CN network.

Are we able to opt out of this migration?

- Please contact the Customer Service Team on 0845 450 6076 or customerserviceteam@daisywholesale.com, with information regarding why you require to be excluded from the migration project. Your query will be passed to the migration team who will then discuss your request further.
- Please be aware that it is inevitable that the services will need to eventually migrate to 21CN from the legacy 20CN network.

I want to migrate to a different product within Daisy instead

- Please contact the Customer Service Team on 0845 450 6076 or customerserviceteam@daisywholesale.com, so that we can regrade your End User's service.

We have noticed on the XPS portal that some orders have been Rejected, why have these been rejected and what will happen?

- The Bulk Migration process is subject to BT availability and occasionally BT will 'shut' an exchange to upgrades even when we have been allocated slots in that exchange. If BT informs us that exchanges have closed before we place the orders, we will attempt to get these services upgraded in the following month.

