



**THE ULTIMATE EVOLUTION
OF THE INTERNET**

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Internal migration.

An internal migration is where we may occasionally need to deactivate your current internet service and re activate it with alternate credentials.

This may be because an exiting wholesaler is upgrading their infrastructure, new server installation or they have been bought by another service provider who uses alternate credentials. Once the process is started, it cannot be stopped.

We are usually aware of this a few days in advance and can inform our clients in advance of any changes which may take place.

Although, we or our suppliers may have requested the migration ('internal migration' as we are still providing the service) Openreach carry out the actual work. We can get a date of the work to be completed but not a time. As with any Openreach work, the date can change without notice due to external factors such as adverse weather, manpower issues etc.

There will be a time gap between Openreach completing the work and them notifying us so you will probably know when they have carried out the regrade before us!

Part of the process is where the current service ends before the new one begins.

In order to minimize client downtime, I will send the client the relevant internet username and password by txt (we do not send this by email).

We do not do callouts for this as the procedure is relatively straight forward. I will be able to take the client through the procedure over the phone (remote access will not function at that time). In some cases, I will call the client beforehand and do a trial run by remote access.

In extreme cases, we can send the client a preprogramed router to arrive before the service migrates. We have found that this is a much hassle for the client as entering the credentials themselves.

If you have a static IP, you will also receive a new static IP address. I will pass this on to you when I have got it. A static IP may be used by your security system, webserver, mail server etc.

The downtime should end when the client installs the new internet username and password. Apart from the downtime and the WAN IP change, you may be getting better speeds and stability. Your existing equipment will do.

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