

# Customer briefing

## Migration of end users from Blunsdon to Haydon Wick exchange

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Status: For Action

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**This briefing on the migration of end users from Blunsdon to Haydon Wick exchange is for all Communications Providers.**

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This briefing provides a further update to the information provided in General Briefings [GEN006/07](#) issued on 25/04/2007 and [GEN014/07](#) issued on 03/07/2007 regarding the opening of Haydon Wick exchange in the Swindon area.

The exchange opened during September 2007 and new installations for some end users living in the catchment area are now being connected to the exchange.

The new exchange has been built to provide additional capacity to serve the growing needs of the local community. Openreach is taking this opportunity to move certain end users living within the Haydon Wick catchment area and currently served by the Blunsdon exchange on long lines onto the new exchange at Haydon Wick.

Telephone lines affected by this transfer are within the following number ranges, however it should be noted that not all numbers within these ranges will migrate service from Blunsdon to the Haydon Wick exchange as migration will be dependent upon the geographical location of the end users:

- 01793 700xxx range
- 01793 701xxx range
- 01793 702xxx range
- 01793 703xxx range
- 01793 704xxx range
- 01793 72xxxx range

A list of the post codes affected and the planned dates for their migration to Haydon Wick is available on the Openreach website at:

[http://www.openreach.co.uk/orpg/products/llu/exchangereport/exch\\_rep.do](http://www.openreach.co.uk/orpg/products/llu/exchangereport/exch_rep.do)

It should be understood that the plan may be subject to change if unforeseen engineering problems are encountered. In this instance, the plan will be updated and a further briefing issued via Round-up however Openreach reserves the right to change the plan without advanced notification.

The migration of the lines affected will commence in mid November 2007 and is scheduled to complete by mid January 2008.

Regular briefings updating on progress with the migration will be issued in the coming weeks. In addition, a dedicated email helpline will be available from 12th November 2007 for Communications Providers to raise general queries relating to the Haydon Wick migration on [haydon.wick@openreach.co.uk](mailto:haydon.wick@openreach.co.uk).

Please note that faults should continue to be reported via standard Openreach processes and systems.

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If you wish to discuss the information contained within this brief, please contact your Customer Business Manager.

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