

FTTC Live to Live Service Migration Partial Migration

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FTTC Live to Live Service Migration

Partial Migration

Document Overview

At the time of writing we have collectively with your help migrated in excess of 41,000 lines and some customers have seen extreme uplifts in speed. Feedback from a CP involved in a migration showed an upgrade from 2.2 MB/S to 74 MB/S for one of their customers

Although we go to great lengths to make sure all L2L migrations go smoothly and without a hitch sometimes they don't go to plan.

This document is aimed at clarifying what happens when a L2L migration is not fully completed or fully aborted, effects on end users / CP's / Reasons for Rollback and escalation pathways

What is a Partial Migration?

This is when the planned migration is not fully completed on the day we said we would do it and needs rescheduling for those left to do. For example

A migration is planned for 29/03/19 and has 40 circuits to move from Cab 1 (Losing) to Cab 2 (Gaining)

On the day issues are discovered meaning we cant complete the whole migration 5 of the 40 circuits

Meaning 35 were successful and 5 reverted back to Cab 1 (= Partially "Complete" Migration)

What is the difference between a Partial Migration and a Failed migration

Failed migrations is a phrase been used recently to describe where a migration has happened and sync has been lost. If you believe this to be the case for one of your OGEAS please follow the L2L escalation pathway document for more guidance on who to contact, or email l2l.support@openreach.co.uk for direction

Has a full "Abort" all circuits been done before?

In extreme circumstances we have had to do this and we handle the circuits in the same way for a partial migration and notify CP's in the same way set out in this document

What does Openreach do when a Roll back of services is required?

If the issues faced cant be resolved on the day the migration manager will then "Rollback" the services to Cab 1 (Losing)

A full post migration check is carried out as normal on all circuits from onsite and offsite testing facilities checking for customer sync

The migration manager will then contact CP's who's circuits have NOT been migrated to let them know what has happened, confirm sync status ,next steps and a list of the effected OGEAS

We will then resolve the issues and book another PEW when we are read to migrate via the Pew process

As a CP how does the "Rolled back" OGEAS affect me and my customer

End user

The end user will see their service drop from the initial move to the gaining cab as normal and sync restored with the same speeds as before but back on the losing cab

CP

You will receive notification of the Roll Back from the migration manager as above

The original Pew notification will be closed and a new notification sent when the issues are resolved and we are ready to migrate them

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Rollback Scenarios

Reasons for a Rollback / Partial Migration

CuRe Engineering Issues – Major Works required Partial Migration / New PEW required

This is where we find engineering issues on the day and it requires major engineering interventions such as long cabling runs, road closures, new duct ,wayleaves etc

CuRe Engineering Issues – Minor works required Partial Migration / New PEW required

This is where we have found engineering issues on the day that could not be rectified and only minor works are required such as pushing pairs in existing inventory or short copper cabling runs with associated copper joining required.

Network Inventory discrepancies – No Engineering works Required Partial Migration / No PEW required

This is where circuits have been targeted for migration incorrectly due to copper network discrepancies and it has been discovered on the site visit on the day of the migration that the circuit needs “Rolling Back” and no further works are required

Network inventory is then updated to reflect true network topology and correct product availability

No access to Line Plant – Full Rollback / New PEW required

Where extreme conditions have made it unsafe for engineers to carry out the migration, examples we have encountered include flooding , landslides , civil unrest, protests, Theft and public damage to Line plant

Systems Issues – Full Rollback (Partial Migration) / New Pew required

We have seen instances when systems have had unplanned outages or defects effecting the migration. Impacts vary from slow inventory updates to customers being out of service and requires specialist intervention from 3rd party support services in Openreach

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