**Transition Network – Technology Refresh of the Internet Gateway**

BT is delivering a technology refresh of the Transition Network (TN) Internet Gateway (IG) that provides access to the internet for TN and Continuing Orders connected customers. The following responses are intended to help you understand what this means.

1. **What is changing**?

*BT is delivering the refreshed infrastructure in three geographically diverse data centres that are connected to the Transition Network. The refreshed solution retains the same service model and security policy as the current solution. Similarly, all existing policy will be migrated without change, and no processes are being changed.*

1. **Why is this change happening now?**

*The existing TN Internet Gateway uses infrastructure that is approaching its end of life. The refreshed infrastructure will ensure that the critical gateway function can be fully supported throughout the term of the TN contract.*

1. **Will the refreshed solution use different Internet IP addressing to the current gateway?**

*Yes. The refreshed internet gateway will operate out of three new locations, as a result, the internet facing IP addresses of the TN IG will change. The details are changing as follows:*

*Existing IP Addressing: 194.176.105.0/24*

*New IP Addressing: 62.6.52.0/25, 62.6.52.128/25, 62.172.169.0/25*

*Both old and new IP addresses will be in use during the period of migration (approx. 2 Months). Following the completion of the work the existing IP Addresses above will no longer be in use for the TN Internet Gateway*

1. **Which of the three data centres will my site use?**

*The solution is designed to be resilient and should it be necessary will automatically route to any of the data centres. As such, the data centre used by an individual site or connection is not fixed. The same security policy will be enforced regardless of the data centre used for any particular site or connections.*

1. **Will this change deliver additional internet capacity?**

*No additional capacity is being delivered as a direct result of this change, however, the refreshed solution has the capability to deliver additional capacity if required.*

1. **Will the security policies on the Internet Gateway change?**

*No. The existing security policies will be maintained, and the security solution used within the gateway is unchanged.*

1. **My organisation has migrated to a HSCN connection –will this change impact us?**

*No. This change relates to the TN internet gateway only. It does not impact the Advanced Network Monitoring (ANM) solution for HSCN CNSPs.*

1. **Will the process for requesting internet firewall rules change?**

*No. All existing processes are retained, and BT will ensure the changes requested through NHS Digital for TN IG are implemented across the existing and new gateways simultaneously during the migration and on all 3 data centres following the refresh.*

1. **I have previously requested outbound access for a specific application through the TN Internet Gateway, do I need to resubmit the request**?

No. BT will migrate the existing TN IG security policy including all firewall rules without change.

1. **Is there a new number for reporting Internet issues?**

No. All issues should be reported via your existing arrangements through local service desks or through the Continuing Orders service desk (tel: 0800 0850503)