

Dear customer,

You may have been informed via email or directly on Route Activator homepage that we are upgrading our IN Platform. It will be a seamless migration but this article aims to give you all the essential information and answer the main questions you may have.

Also find [here](#) our Migration Guide for further information.

Overview

Information linked to the new Platform

What is Route Activator ?

It's the Web Interface of Colt's IN Platform. It's also the easiest and most efficient way to manage your Service Access Numbers. Indeed, with Route Activator you can easily:

- Modify routing plans 24/7, via intuitive graphical secure web-based interface
- Make unlimited routing plan modifications for one monthly fee
- React to emergencies-change call routing plans instantly
- Automatically activate routing plans on a pre-scheduled date
- React immediately to the changing needs of your business

Why will it be upgraded ?

Next Generation IN is replacing Colt's existing Intelligent Network platform.

- All Management and Statistic tools will now be even more efficient.
- The new capabilities enable Colt to better support and grow your IN business.

As a user, what are my benefits to migrate to the new IN Platform?

Customers will benefit from a much enhanced user experience with state-of-the-art web tools.

The new platform will also provide a route to future enhanced Intelligent Network services and allow interconnection with our SIP Voice platform.

Who is concerned by this upgrade and what are the important milestones ?

Customers who ordered Route Activator jointly with Service Access Numbers in any of the Colt 13 countries.

Three weeks after the first communication to customers, the upgrade starts with a data freeze (always planned a Friday by COB) for 3 days. Then, there is a sanity check and monitoring phase for 10 days. Finally, a successful operation notification is sent to inform the customers that the new platform is available.

Will my Service Access Numbers be impacted by this migration?

If it's purely ranges of IN Service Access Numbers, then **no**. If in your product package there are the ranges and on top of that, the routing web-tool called Route Activator, then **yes**. This rule applies for the Colt 13 countries.

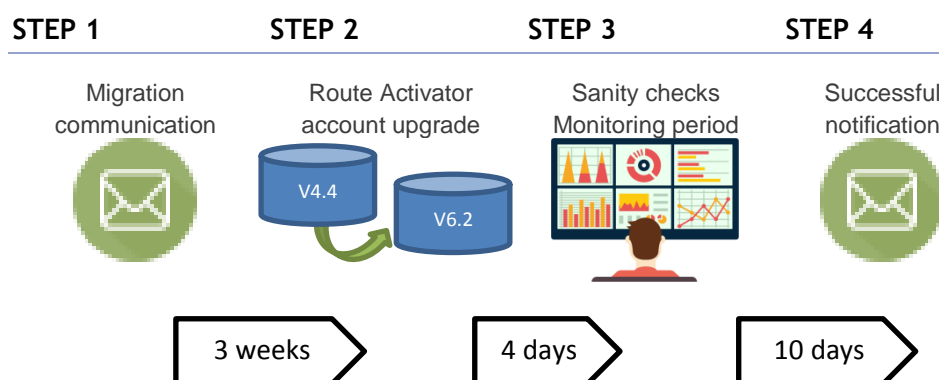
Do I have any action to perform in order to be upgraded ?

Since all the Service Access Numbers will be automatically upgraded on the IN platform, there is no action required from the user side. However, if reports or routing changes are scheduled to run during the data freeze period, the user should reschedule it for after the data freeze because the scheduler will not be active during this period.

Is there going to be any period of time in which neither the previous platform nor the new one are available, during the migration?

To guarantee a continuity of service, the previous platform and the new version of it will run in parallel. All the Service Access Numbers will be migrated by country batches. Each batch will be migrated separately and during each of these phases there will be a data freeze period. No Customer Web Interface will be available during these days only as opposed to the numbers that **will always be available** during the migration.

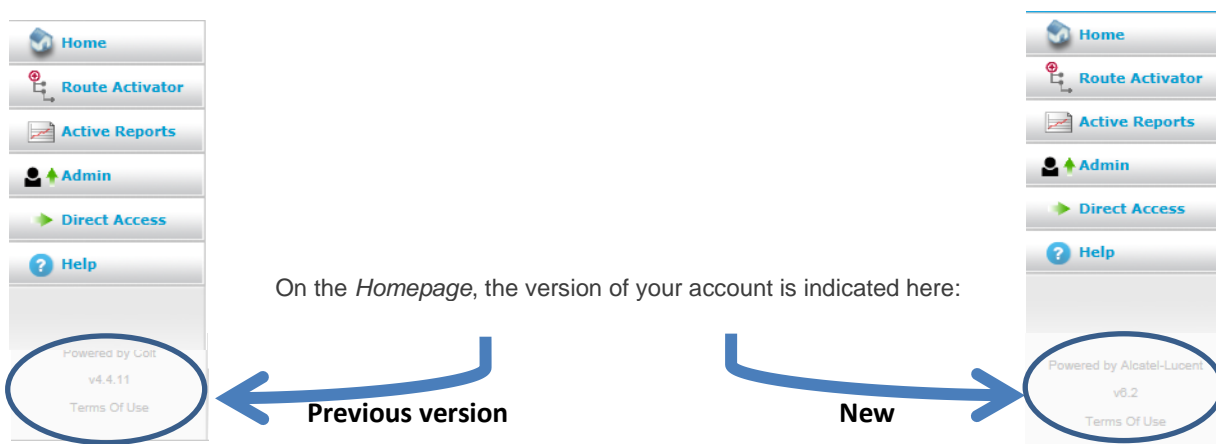
How will I be migrated to the new version of the IN Platform ?



FAQ

Usage case

How do I know if I'm using the previous IN Platform or the new one ?



Is there a case in which I will need to use the 2 platforms in parallel?

As explained in the migration guide, Route Activator accounts with SANs from multiple countries can experience that situation. From a user perspective, depending on the country tied to the account, either the previous version or the new version might be displayed. The user credentials remain unchanged in any case.

Will all my data and setups stored on the previous platform be available on the new one or will I need to re-enter information?

Jointly with the Service Access Numbers, all the routing, reports, options, parameters, etc. will be automatically transferred to the new platform. There is no action required for the user.

What new capabilities will I have on the new IN platform ?

The new functionalities and main changes are described in the Migration Guide, [here](#).

I'm facing difficulties during the migration, what do I have to do?

Review this FAQ and the Migration Guide to make sure your questions are not answered already.

Still need help ? Don't hesitate to send an email to: ngin.refresh@colt.net or to contact the Colt support team at the usual hotline number.