Brightspeed Static IP Process

November 2022

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Creating the Static IP addresses

- <u>Orders and provisions Static IPs through the EASE ordering system and the LSR.</u>
- **Assistance -** Contact your assigned CSM.

Place your WBSA order through the EASE system.
Look for the Pricing and Ordering Codes for Available service offerings provided I the onboarding communications.

Optional Static IP Addresses: always order the C7112B Feature Code + the Static IP address quantity you need.

Description	Static IP Address Feature Code (Required)	Static IP Feature Code (Required)
Static IP Address (Must be ordered plus one of of the blocks below)	C7112B	n/a
Static IP-1 (for	n/a	CSTAT1
Static IP-8 (5 usable	n/a	CSTAT8
Static IP-16 (13	n/a	CTAT16
Static IP-32 (29	n/a	CTAT32
Static IP-64 (61	n/a	CTAT64

Place your order with the codes for Static IP.
The LSR feature code C7112B is required for all Static IP orders. It must be on LSR PON and then add feature for the number IP's.
A Static IP address is created after FOC. For reference, Static IPs are only available for BUS customer orders.

Once the PON has been completed please check EASE VFO <u>Completion Status</u> for the Static IP address.

 If one is not returned through EASE VFO then call the LSR Order Support at 833 363-2400 to obtain the Static IP addresses.

Static IP Validation

After the Static IP address is created validation is determined by "pinging" the addresses for validation.
The Customer will "ping" its network through the Static IP address determined in the steps above.
If you get a response, you know it's a Redback device and the Static IP addresses should be configured at this point with no additional requirements from Brightspeed
If it doesn't ping, assume it's a CBRAS device and the Static IP needs on site configuration. The Customer must not put the modem in bridge mode with CBRAS.
The Customer will then dispatch (for Step 1b) and finalize the configuration at the customer's (end user's) location to complete the Static IP set up. The link will guide them through the setup process:
https://www.brightspeed.com/help/internet/modems-and-routers/advanced-setup/cbras-setup/

How to configure a CBRAS connection on your modem

BRAS (or B-RAS) stands for "broadband remote access server." **CBRAS** is a specialized Brightspeed server that allows multiple sources of internet traffic (cable, DSL or broadband wireless) to converge in a single network, routing traffic to and from remote access devices.

Caution! The CBRAS configuration will typically only be used by some Static IP customers. We recommend that you do not change the settings below unless advised to do so by a technician.

1. Connect a device, such as a computer or tablet, to the internet through WiFi or using an Ethernet cable connected to your modem.

2. Open a web browser and type **http://192.168.0.1** into the web address field.

3. Log in to the modem's settings interface (Modem GUI) using your **Admin Username** and **Admin Password**. Note that these are different from your wireless network name (SSID) and WiFi password (security key).

Find the Admin Username & Password on the modem sticker

Admin Password and WiFi Password: What's the difference?
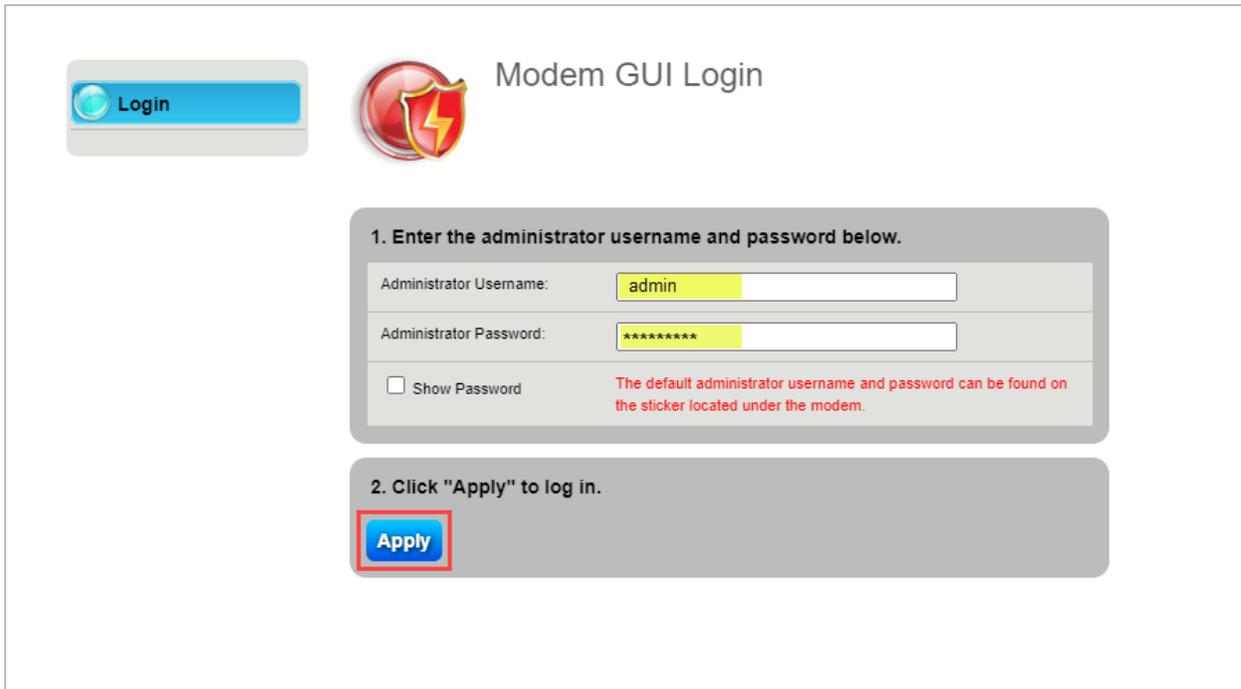
4. Select the **Advanced Setup** icon in the main menu.
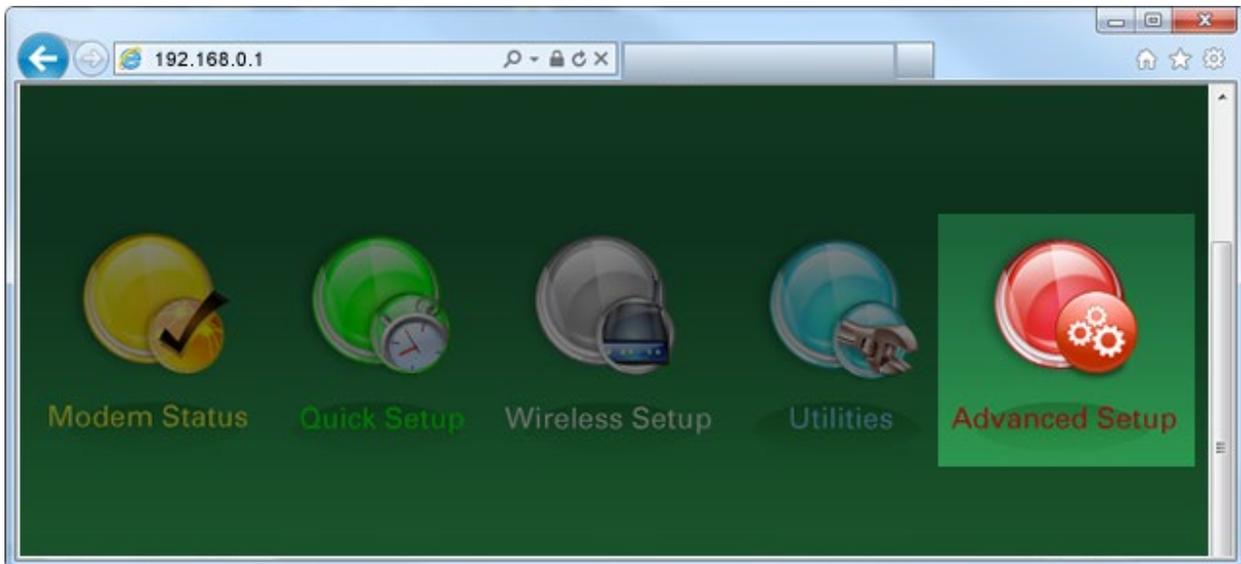
5. Select "WAN Settings" in the left sidebar menu.

6. Select "Auto Select" from the drop-down for the ISP Protocol, then "Apply."
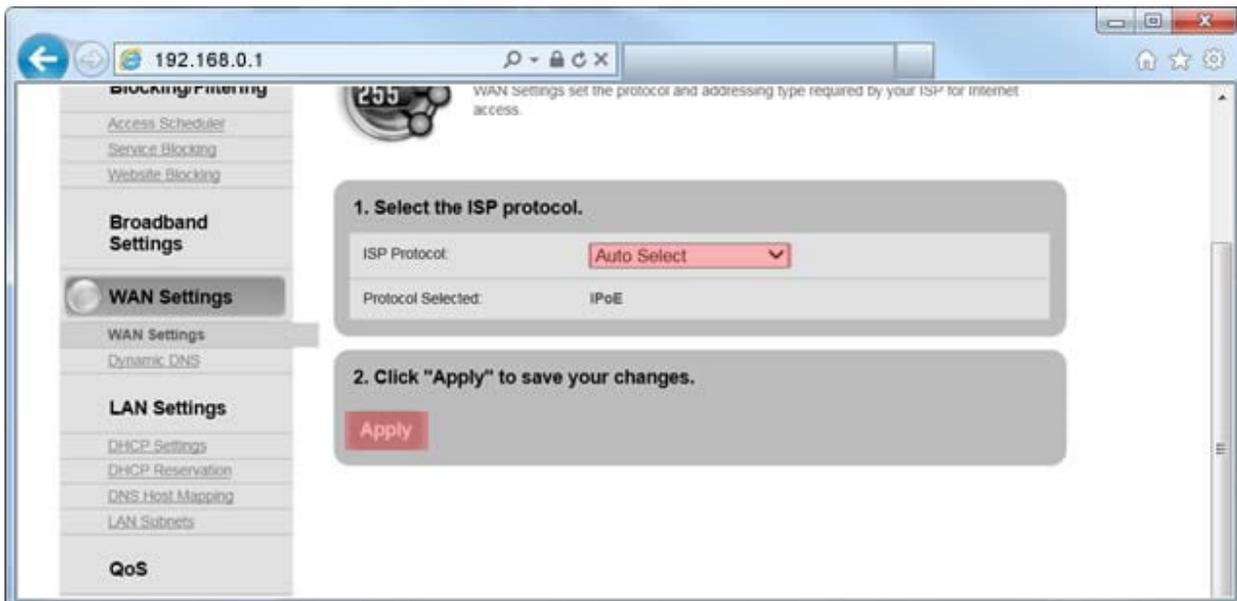
7. Select "LAN Subnets" in the next section of the side menu.
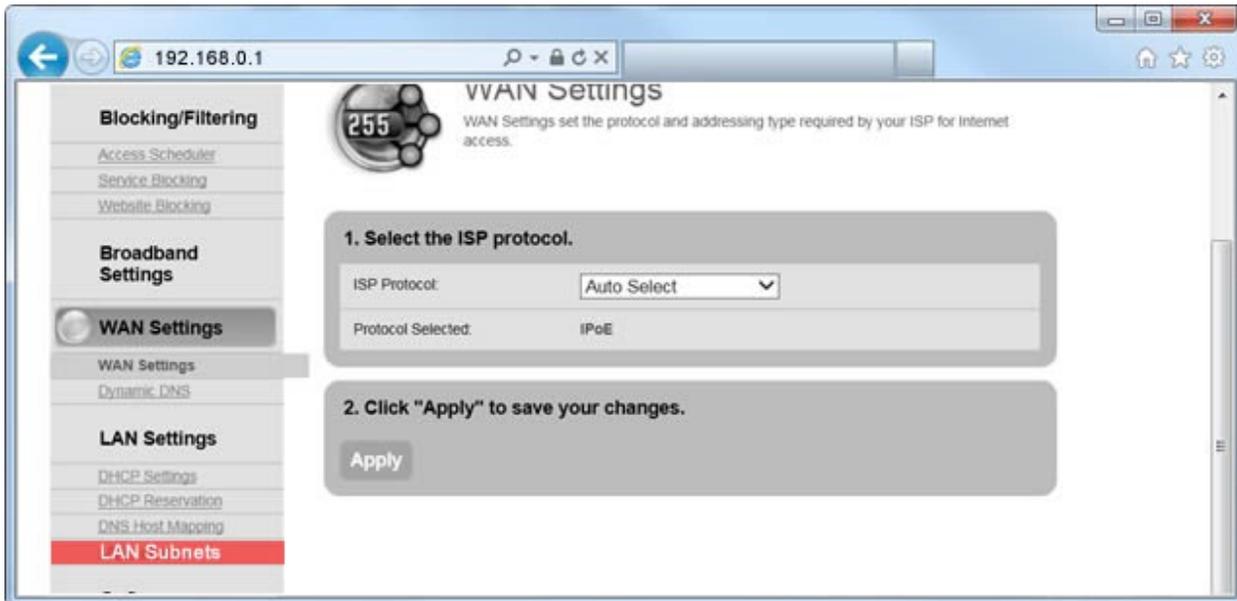
8. Enter the name for the LAN subnet you want to create. **Note**: The LAN subnet name cannot contain spaces.
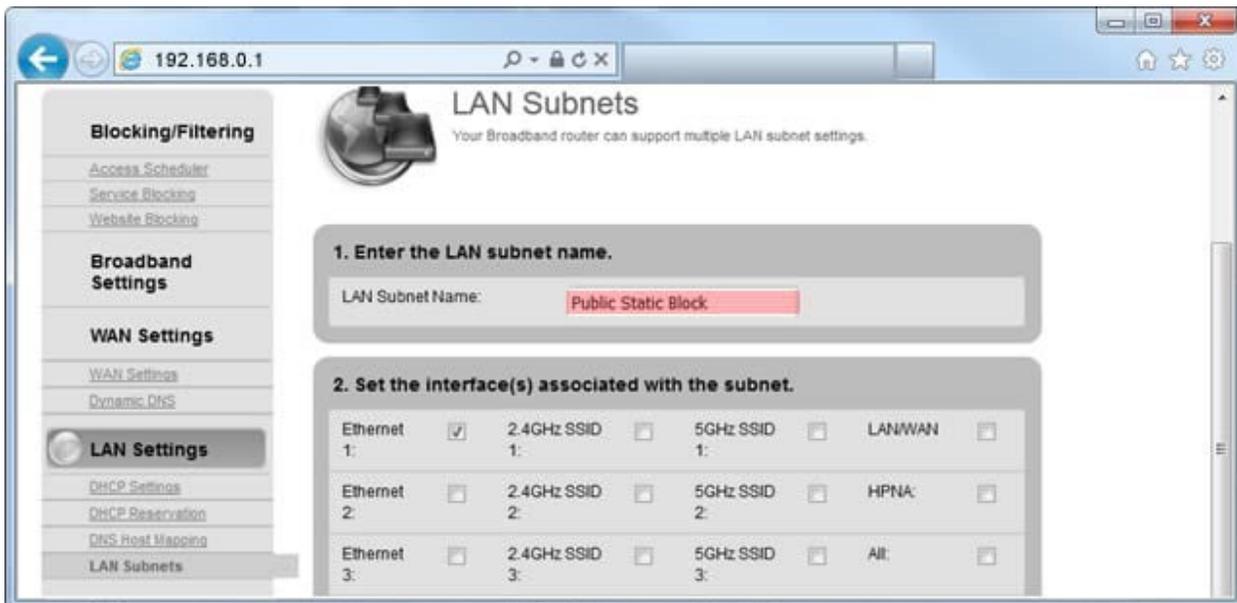
9. Select the interface(s) you want to associate with the subnet you are adding. Most users will want to select Ethernet 1, Ethernet 2, Ethernet 3 and Ethernet 4.
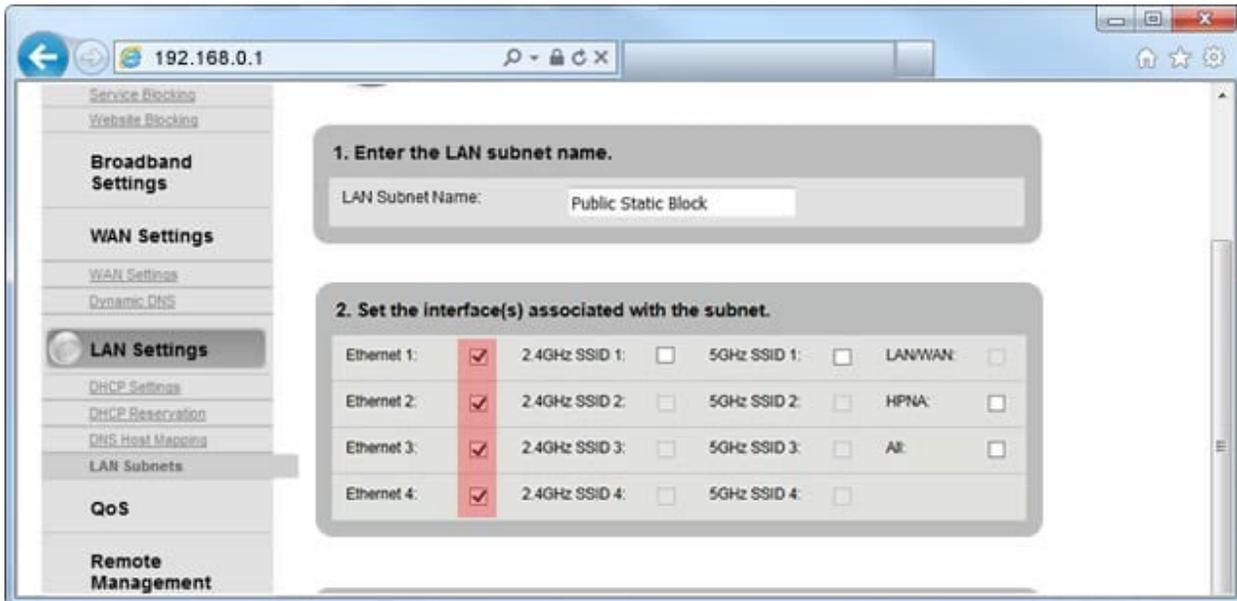
10. Select "Enable" next to both "IPv4 Addressing State" and "Modem IPv4 Admin Access."
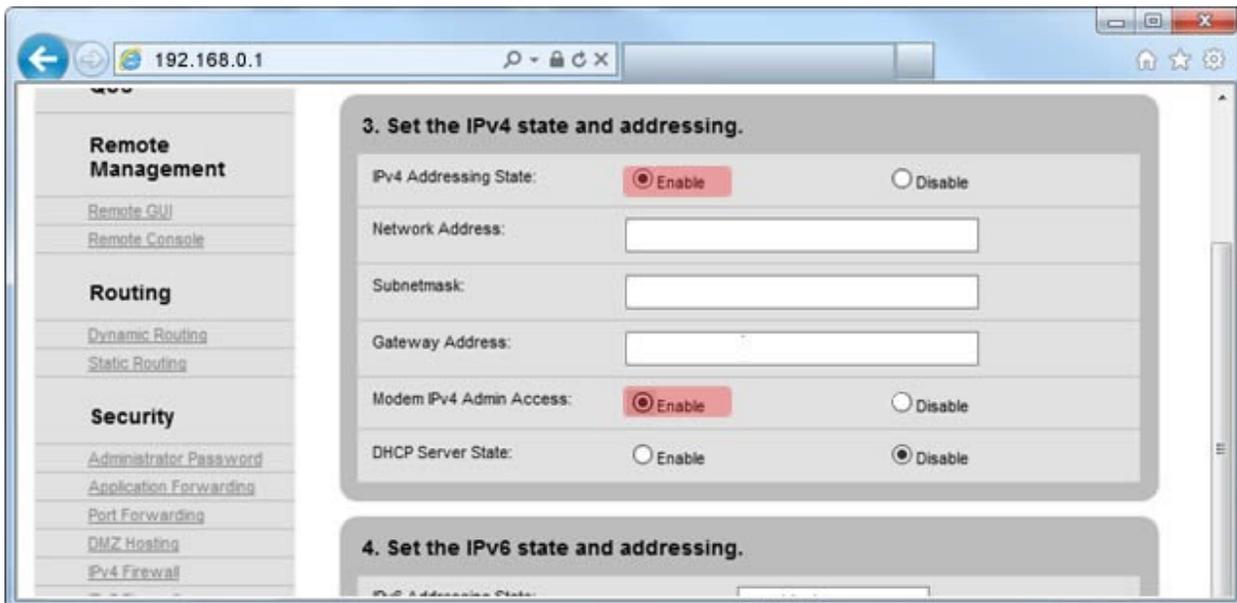
11. Enter the Network Address, Subnet Mask and Gateway Address that were provided to you when you leased your IP address.

Zyxel users: If you have a Zyxel modem, it may incorrectly fill in the gateway address. Click in the Gateway Address field, and enter the address provided when you leased your Static IP address. If you need help locating this information, contact us.
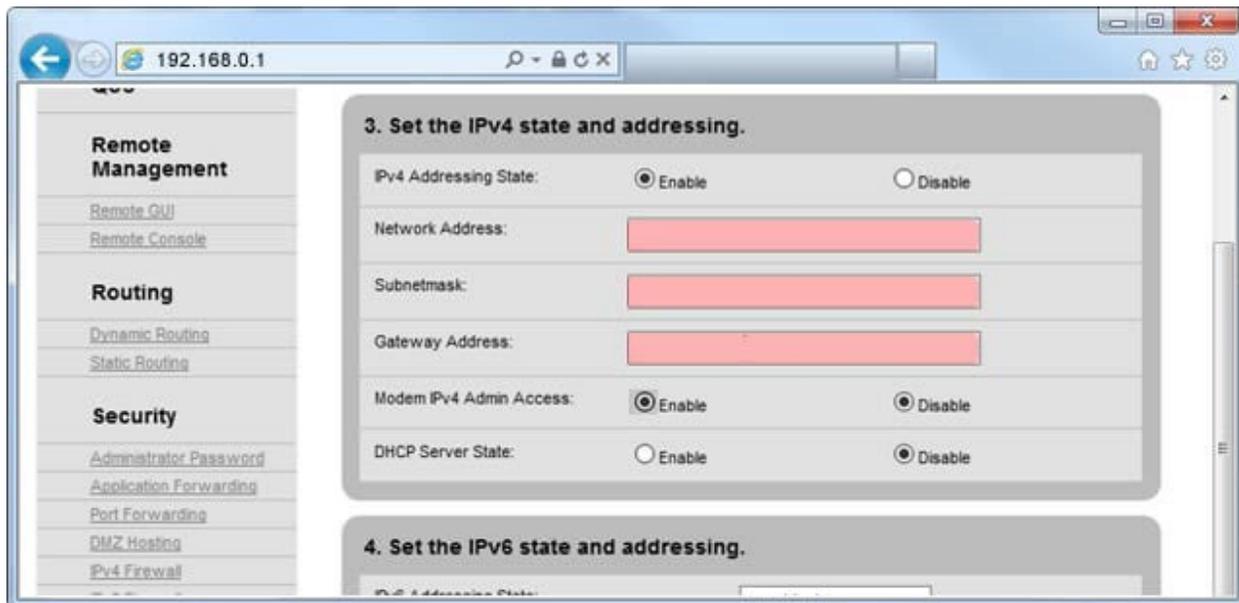
12. Select "Apply" to save your changes.

If there is a problem, <u>the Customer needs to contact</u> (not the Customer end user) the Repair Center for assistance.   The information for DSL repair is located under the customer contacts:
Select "Modems/Routers"

Please note that the username and password were created in the initial provisioning section.

Moving Locations and Static IP Impacts

<u>Wholesale to Wholesale</u>
When a customer places a "Move" order in the EASE system, the Center analyst will review all the services associated to the account and assure that those services move to the new location.
If the order stays within the same serving DSLAM/CBRAS device, the customer will keep the same Static IP addresses. When the order is installed by the technician, the processes identified in the previous sections will occur and the Brightspeed technician will make the Static IP addresses available up the WAN side of the customer location. The customer will then configure its LAN as done at the previous location and complete the move order.
If the order is no longer supported by the current DSLAM/CBRAS device, Brightspeed will work through the order and create new Static IPs to match the amount previously provisioned. These Static IPs will be available to view through order confirmation by the customer as well as available to the technician during the installation up to the WAN. The customer would then configure them on its LAN side as normal.
<u>Retail to Wholesale</u>
Retail accounts have an option to "share" a line with voice and data. Conversions follow the paths described here:
- Retail would issue an Ensemble C (Change) order on the pots line to remove HSI only and leave the voice.
- Or Ensemble D (disc) order on the pots line to remove both HSI and voice.
- Then there is a 2nd order -D (disc) order to be issued on the Web Access product.
In these cases, the Wholesale customer will need to place orders for Static IP addresses on the LSR and create new ones for the Wholesale customer. That ordering process is described in the previous document sections.