World IPv6 Day
Access Networks

Speakers: David Freedman, Jan Žorž
Content: Speakers et al....
Who are you?

<table>
<thead>
<tr>
<th>Class</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class A</td>
<td>Operator has production quality, generally available IPv6</td>
</tr>
<tr>
<td>Class B</td>
<td>Operator has some IPv6 deployed, perhaps as a trial or with limited support.</td>
</tr>
<tr>
<td>Class C</td>
<td>Operator has no IPv6 deployed.</td>
</tr>
<tr>
<td>Japan</td>
<td>Out of Scope, see Randy</td>
</tr>
</tbody>
</table>
When is it in our region?

- A working day, it runs from 00:00 until 23:59 UTC
- What is your user mix, mainly residential, business or both?
- What will your users care about during the day? What will their day look like?
- How will they experience their brokenness?
What would my mother do?
Probably call me

A webpage is not responding on the following website: facebook.com

You can wait for the webpage to respond, or choose one of the following options:

- Recover this page
- Close this page
What would my mother do?
Assuming I ignore her, next reboot the router

Press the **Reset** button for **30 seconds**.
What would my mother do?
And then run an antivirus scan
What would my mother do?
And finally, defeated will head to bed
How will they be broken?

Fake Connectivity
• Well meaning RA
• Ill meaning RA (Rogue)

Bad Connectivity
• Bad autotunnelling
• Bad ALG/IPS
• DPI Rate limiting
• MTU Issues
• Geolocation issues

There has been a failure on the INTERNETS
How do you prepare?

Document
Your processes, for you and your customers

Publicise
Both internally and externally, consider mass communication

Skim
Your flow data for Protocol 41 / UDP 3544, identify potentially affected users.

Find
Autotunnel anycast relays
Where will this traffic be going?

Triage
Consider setting up dedicated teams for the day and using your PBX IVR/MoH to route to them

Collate
Vendor knowledge base articles, screenshots, procedures, support numbers etc..
An example process flow….
Conclusion

• Don’t bury your head in the sand
  • As an access provider, regardless of your size or IPv6 maturity, your users are likely to have issues

• Have a plan
  • Having a plan is better than not having a plan!

• Tell your users in advance
  • Have them prepared, mark the date in their diaries, have them check themselves, this means less calls for you on the day!
  • Don’t forget about your dependents (i.e. resellers)

• Finally, be prepared
  • Unlikely you can sit back and relax if you provide public access!