

ISDN services exit date amendment notification

As previously advised to you in April 2021, we announced that all ISDN services would be exited on 31 May 2022. For ISDN services where NBN provides Fibre to the Premise (FTTP)/ Fibre to the Node (FTTN)/ Fibre to the Basement (FTTB)/ Fibre to the Curb (FTTC)/ Hybrid Fibre Coaxial (HFC) this exit date will remain in place. For ISDN services in the NBN Satellite and NBN Wireless Footprint, Telstra will provide an additional six months until 30 November 2022.

What is this notification?

This is notification to inform you of our decision to provide an additional six months for ISDN services in the NBN Satellite and NBN Wireless Footprint to 30 November 2022. ***Your attention as to what to do next is required.*** If we receive no communications regarding your services, they will be **disconnected from 30 November 2022.**

What do I need to do?

If the ISDN service is no longer required, no action is required.

Otherwise, **an order for a replacement service must be placed before 30 November 2022** for ISDN services in the NBN Satellite and NBN Wireless Footprint.

Telstra will suspend each active ISDN, where practicable, within 5 Business Days except where:

- an order or request for the supply of a NBN Service or other replacement service for the active ISDN at the relevant Premise has been received by Telstra prior to the Final Exit Date; or
- Telstra has been notified by a Wholesale Customer that the relevant end user has ordered or requested a replacement service for the ISDN at the relevant Premise prior to the Final Exit Date; or
- Telstra has been notified by a Wholesale Customer that the relevant end user has no viable replacement service for the ISDN at the relevant Premise prior to the Final Exit Date.

Updated data is available on the [Telstra Wholesale Customer Portal \(TWCP\)](#) for the upcoming Product exit

To find this, please go to the “Documents and Reports” section of the TWCP:
<https://portal.telstrawholesale.com.au/group/twcp/published-docs>

- In the selection menu (below date range), under “Category” select “Product Exits” from the drop-down menu.
- Under “Search”, type in “Product Exit”.
- Then press select “Search documents” to locate your lists.

How do I notify Telstra that I would like a suspension lifted?

A valid request is required to be provided by emailing TWISDNExit@team.telstra.com with the below information for each ISDN service that has a submitted order for a replacement service. Telstra will action each request as received.

Telstra will not accept any requests after 30 November 2022.

1. Service Number	
2. Has a Port request been submitted? If not, why not?	
3. Service Address	
4. Service Type – ISDN 2/ 10/ 20/ 30	
5. Reason for Delay / Extension	
6. Planned migration Date	
7. End user status – Emergency Service/ Critical Infrastructure/ Corporate	
8. Why NBN Fixed Wireless/ Satellite is not suitable?	

What happens to ISDN services that have been suspended or are suspended?

All ISDN services that are temporarily suspended, for which we have received no valid request to lift such temporary suspension, will be disconnected from 30 November 2022. We will complete this disconnection step as soon as practical thereafter.

What happens when Telstra receives a valid notification?

Once Telstra has received a valid notification for the ISDN service any temporary suspension will be lifted and the service will continue to be operational until 31 May 2023, unless a request to cancel has been received previous to this date.

For the avoidance of doubt, all remaining ISDN services will be disconnected from 31 May 2023 with the disconnection completed as soon as practical thereafter regardless if a replacement service is in place or not.

Working with you through to service exit

We are here to ensure you are well supported by Telstra Wholesale and we will assist you during the service exit. Please contact your Service Manager if you have any questions.