

Update to ISDN and Frame Relay SSDD disconnection processes

The Special Service Disconnection Date that applies to ISDN products (including ULLS certified as service equivalent) is scheduled for 30 September 2019. In the lead up to this date, several RSPs have raised concerns with both Telstra Wholesale and nbn co about their ability to get all affected customers with ISDN products migrated prior to mandatory disconnection occurring. Telstra and nbn co have therefore agreed a further set of protections to be put in place to assist RSPs with migration at this critical time and to minimise the risk of loss of service continuity for your customers.

What you need to be aware of?

The changes to SSDD disconnection protections are as follows:

- nbn orders can be placed up until 30 October 2019 in order to qualify for SS In Train Order (**ITO**) protection
- Commencement of the SS Service Disconnection phase (for remaining non-ITO Special Services) deferred until 22 November 2019, with Permanent Disconnection commencing on 6 December 2019

The period of protection afforded to SS ITO services is unaltered, with disconnections commencing from 5 June 2020.

As you would be aware, SS ITOs must be registered with nbn co to be eligible for extended disconnection arrangements. Accordingly, you will need to work with your nbn co account manager to ensure orders are captured for SS ITO qualification prior to 30 October 2019.

What does this mean?

You will still need to ensure you have plans in place to migrate your affected customers to an alternative solution, however this provides a short amount of extra time to get plans and orders in place ahead of mandatory disconnection occurring.

You will be notified of services that have in train order protection in the usual way via the TWCP. The Service Profile containing the ITO information will be uploaded on approximately 15 October 2019 and 15 November 2019. If you have any queries about these changes, please contact your service manager or the [TW Managed Disconnection Team](#).

WHOLESALE

