



# Transitioning ‘Special Services’ to the **nbn**<sup>™</sup> access network

The most important things you need to know when talking to your phone and internet service providers.

Many Australian businesses use copper based ‘Special Services’ for multi-line telephony and corporate data copper based network connections, as well as other services. These Special Services include Ethernet Lite, Broadband Digital Subscriber Lines (BDSL), and Integrated Services Digital Network (ISDN) phone and internet lines.



Migrating Special Services to the **nbn**<sup>™</sup> access network can be complex, but understanding how migration works comes down to three simple things:

**1. Knowing which Special Services are affected**

Special Services are separated into four categories, with each of the four categories having a different disconnection date. So be sure to find out which Special Services you have in your business.

**2. Your site's ready for service window**

Know your site's ready for service window for standard internet and landline services. When migrating Special Services, you have until your Special Services disconnection date or your site's ready for service window closes - whichever comes later - before disconnection occurs.

**3. Special Services disconnection dates**

Phase 1 of Special Services disconnection began from 12 November 2018, with the next three disconnection phases planned to take place over the following months. The migration of Special Services can take time and preparation, so we recommend beginning the transition process no less than six months before the disconnection date.



Please contact your provider for more information

**Special Service disconnection phases**

Phase 1	Phase 2	Phase 3	Phase 4
Ethernet Lite DSL, Wholesale Business DSL (W-BDSL)	ATM, Wholesale ATM, CustomNet	Megalink, Wholesale Transmission (WTx), DDS Fastway, Data Access Radial (DAR)	ISDN, ISDN2, Frame Relay
12 November 2018, or when a site's ready for service window closes, whichever comes later	29 April 2019, or when a site's ready for service window closes, whichever comes later	31 May 2019, or when a site's ready for service window closes, whichever comes later	30 September 2019, or when a site's ready for service window closes, whichever comes later

**Please note**

Remember that **nbn** is a wholesaler, which means that business data products and other broadband services must be bought from a phone and internet provider. There are many providers offering high quality business services today, and you can find a list of providers on the **nbn** website [nbn.com.au/providers](http://nbn.com.au/providers)

\*Disconnection dates vary and not all Special Services will be disconnected - whether a service will be disconnected, and the timing of disconnection will depend on factors including the type of Special Service, when the **nbn**<sup>™</sup> broadband access network is available, which **nbn**<sup>™</sup> access technology is available and whether Telstra has issued a BAU product exit in respect of a Special Service. To find out if your services will be affected, and applicable disconnection dates, contact your customer's phone or internet service provider.