

SPECIAL SERVICES TIMEFRAME AND KEY DATES

Available changes after cease sale

Order/Activity Type	ATM Copper and Fibre	DDS Fastway Copper and Fibre	Ethernet Lite Copper only	Frame Relay Copper and Fibre	ISDN Copper and Fibre	Megalink Copper and Fibre	Notes
In-place connection	No	No	No	No	No	No	Reconnection of an inactive "in-place" service not allowed
New connections, including the relocation of existing services to a new address	No	No	No*	No	No	No	*only allowed for Ethernet Lite, before 15 May 2021, where the new address is not in a nbn™ cease sale area
Any order requiring either a truck roll or provision of new equipment (except indoor relocations or removals)	No	No	No	No	No	No	
Indoor relocation or removal requiring a truck roll but no new equipment	Subject to Telstra approval	Subject to Telstra approval	Subject to Telstra approval	Subject to Telstra approval	Subject to Telstra approval	Subject to Telstra approval	Indoor relocation or removal possible only where new equipment is not required – Telstra approval required
Change of speed not requiring a truck roll or new equipment	Yes	Yes	Yes	Yes	N/A	N/A	
Activation of Idle Channels not requiring either a truck roll or new equipment	N/A	N/A	N/A	N/A	Yes	N/A	Provision of additional 2Mbit Links not permitted – only activation of idle channels on existing ISDN10/20/30 Links allowed
Reconnection after non-payment	Yes	Yes	Yes	Yes	Yes	Yes	
Software or configuration changes not requiring a truck roll or new equipment	Yes	Yes	Yes	Yes	Yes	Yes	
Records only changes	Yes	Yes	Yes	Yes	Yes	Yes	
Change of name only (same entity/ABN/ACN)	Yes	Yes	Yes	Yes	Yes	Yes	Services must still be active and not require a truck roll
Cancellation	Yes	Yes	Yes	Yes	Yes	Yes	
Order remediation, reversals, reconnections for error resolution	Yes	Yes	Yes	Yes	Yes	Yes	
Port in	N/A	N/A	N/A	N/A	No	N/A	
Port out	N/A	N/A	N/A	N/A	Yes	N/A	
Churn from Retail to Telstra Wholesale or vice versa	N/A	N/A	N/A	N/A	No	N/A	Exception for nbn "pre-transition" churn capability will be allowed
Any assurance activity will continue as normal and are not impacted by product cease sale	Yes	Yes	Yes	Yes	Yes	Yes	No change. All assurance activity continues as per current situation.