

## MIGRATION DEADLINES · AUSTRALIA · 2026

# Telstra Is Retiring Small Business Phone Products

Telstra DOT has a reported end-of-service date. Business SIP stopped being sold last year. Calling for Office 365 is reported to be withdrawn entirely in November.

Three Telstra small business voice products are on the way out, and the reported dates are close enough to matter. **Telstra Calling for Office 365** closed to new customers on **1 November 2024**, is reported to reach stop-sell on **30 August 2026** and to be withdrawn on **30 November 2026**, if you use it for Microsoft Teams calling you will need to source a **Direct Routing** provider yourself. **Telstra DOT** (Digital Office Technology) reached stop-sell on **30 September 2025** with end-of-service reported as **30 August 2027**. **Telstra Business SIP** reached stop-sell on **30 May 2025** and existing customers are in a holding position.

## ■ The short version

| Product                                        | Closed to new customers     | Stop-sell         | End of service               |
|------------------------------------------------|-----------------------------|-------------------|------------------------------|
| <b>Telstra Calling for Office 365 (TCO365)</b> | 1 November 2024             | 30 August 2026    | <b>30 November 2026</b>      |
| <b>Telstra DOT (Digital Office Technology)</b> | .                           | 30 September 2025 | <b>30 August 2027</b>        |
| <b>Telstra Business SIP</b>                    | .                           | 30 May 2025       | Not publicly stated          |
| <i><b>Telstra ISDN (for reference)</b></i>     | <i>June 2018 cease-sale</i> | .                 | <i>31 May 2022, complete</i> |

## ■ Also worth knowing

| What is attached                           | What happens                                                                       | What to do about it                                                                                                                                                        |
|--------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Fax machine</b>                         | Analogue fax is unreliable over IP voice paths and often simply fails              | Move to an email-to-fax service, or confirm your provider supports fax properly. Medical and legal practices should test with their actual counterparties, not a test page |
| <b>EFTPOS terminal on a dial-up backup</b> | Falls back to nothing; card payments fail during an internet outage                | Move the terminal to a mobile or IP-connected model. Ask your bank, most have already retired dial-up                                                                      |
| <b>Alarm panel / monitored security</b>    | Panel may keep reporting locally but stop reaching the monitoring centre, silently | Contact the monitoring provider <i>before</i> the cutover. Most now use IP or 4G dialler modules. Ask for a signal test after the change, in writing                       |
| <b>Lift emergency phone</b>                | Stops working. This is a compliance and a safety problem, not an inconvenience     | This is the lift contractor's job, and it needs a booking. Start it early; it is frequently the longest lead time in the whole project                                     |
| <b>Fire panel dialler</b>                  | May fail to transmit alarms to the monitoring service                              | Fire services contractor, same as the lift. Do not assume the phone installer will handle it                                                                               |
| <b>Door intercom / gate phone</b>          | Analogue intercoms wired to a legacy line stop                                     | Replace with an IP or GSM intercom, or terminate it on an analogue adapter that your new service supports                                                                  |
| <b>Back-to-base medical alert</b>          | Silently stops reaching the response centre                                        | Contact the alert provider first. In an aged care or disability setting this is the single highest-risk item on the list                                                   |

### Read this the right way

This is not an argument that you must act this week, and it is definitely not an argument that Telstra is a bad carrier. It is an argument about **sequencing**. A migration you plan across six months is a routine project. The same migration compressed into six weeks because a disconnection date arrived is where businesses lose numbers, lose call history, and pay premium rates for whatever can be installed fastest. The only variable you control is when you start.

## ■ Questions the full guide answers

- ☐ Is Telstra shutting down all business phone services?
- ☐ When exactly does Telstra Calling for Office 365 stop working?
- ☐ What is the difference between stop-sell and end-of-service, and which one should I worry about?
- ☐ How do I find out which Telstra phone product my business is actually on?
- ☐ What breaks besides the phones when a legacy voice line is disconnected?
- ☐ Will I lose my business phone numbers if I move to another provider?
- ☐ My end-of-service date is over a year away. Is there any reason not to wait?

### This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.