

MIGRATION GUIDE · AUGUST 2026

Your Telstra Business Phone Product Is Ending

There was a letter, or an email, and it went to whichever inbox receives the invoices. Three Telstra business voice products are being wound down and two have reported end-of-service dates.

You probably already received the notice. It went to the inbox that gets the invoices. Three Telstra business voice products are being retired on publicly reported timetables: **Calling for Office 365** closed to new customers on **1 November 2024**, with stop-sell reported at **30 August 2026** and withdrawal at **30 November 2026**; **DOT** reached stop-sell on **30 September 2025** with end-of-service reported at **30 August 2027**; and **Business SIP** reached stop-sell on **30 May 2025** with **no published end date**. Because these dates come from industry reporting rather than one consolidated announcement, confirm yours in writing against your own account.

■ The short version

Product	Closed to new customers	Stop-sell	End of service
Calling for Office 365	1 November 2024	30 August 2026	30 November 2026
DOT (Digital Office Technology)	.	30 September 2025	30 August 2027
Business SIP	.	30 May 2025	No published date

■ Also worth knowing

Device	Failure mode	Who fixes it
Alarm panel / monitored security	Silent. Keeps working locally, stops reaching the monitoring centre	Your monitoring provider, and ask for a written signal test after cutover
Back-to-base medical alert	Silent. Stops reaching the response centre	The alert provider. In any care setting this is the highest-risk item on the list
Fire panel dialler	Silent. May stop transmitting alarms	Fire services contractor. Long lead time, book early
Lift emergency phone	Stops working. A compliance and safety issue, not an inconvenience	Lift contractor. Frequently the longest lead time in the entire project
EFTPOS dial-up fallback	Card payments fail during an internet outage instead of falling back	Your bank or terminal provider. Most have already retired dial-up
Fax machine	Unreliable to non-functional over IP voice paths	Move to email-to-fax. Test with your real counterparties, not a test page
Door or gate intercom	Analogue intercoms wired to the legacy line stop	Replace with IP or mobile, or terminate on a supported analogue adapter

Get the answer in writing, specifically

A verbal “you will be fine” from a friendly account manager is not a date, and it is not something you can plan around or point to later. One email, two questions, one written reply. That is the artefact you need, and it is also what every replacement provider will ask you for first.

■ Questions the full guide answers

- ☐ How do I find out which Telstra business phone product I am on?
- ☐ What are the reported end dates for these products?
- ☐ Does this mean Microsoft Teams is being shut down?
- ☐ Why does stop-sell matter if the service still works?
- ☐ What else stops working when a legacy phone line is disconnected?
- ☐ Will I lose my phone numbers, and is there anything I must avoid doing?
- ☐ What should I ask a replacement provider so this does not happen again?

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 663 222 or visit vocphone.com/about/contact-us.