

# TELSTRA BUSINESS BROADBAND (TBB) EMAIL MIGRATION GUIDE

Here's just about everything you could need to know about upgrading your email service to Telstra Business Broadband Business Mail.

MY QUESTION	POP EMAIL WITH YOUR ISP'S DOMAIN NAME yourname@ISPxyz.com.au OR yourname@ISPxyz.net.au	POP EMAIL ACCOUNT WITH YOUR OWN DOMAIN NAME yourname@COMPANYNAME.com.au OR yourname@COMPANYNAME.net.au	EXCHANGE MAIL USING YOUR OWN DOMAIN NAME yourname@COMPANYNAME.com.au OR yourname@COMPANYNAME.net.au
Can I keep my existing email address (domain name) when I move to Telstra Business Broadband?	<p>✗ NO</p> <p>Your Business Mail service will not be hosted on your POP Email ISP's servers, so you can't keep using their domain name.</p> <p>The exception is where you choose to keep your existing ISP email address and pay your existing provider.</p> <p>NB: Upgrading from BigPond ADSL – you'll be able to access your BigPond email after your Telstra Business Broadband service is activated for an indefinite period, unless notified by us.</p>	<p>✓ YES</p> <p>You select who will host your domain name:</p> <ol style="list-style-type: none"> <li>1. Telstra Business Mail</li> <li>2. Your existing ISP/domain name provider</li> </ol> <p>NB: If you're upgrading from BigPond® Hosted mail, you're still able to decide who'll host your domain name.</p>	<p>✓ YES</p> <p>You select who will host your domain name:</p> <ol style="list-style-type: none"> <li>1. Telstra Business Mail</li> <li>2. Your existing ISP/domain name provider</li> </ol> <p>NB: If you're upgrading from BigPond Hosted mail, you're still able to decide who'll host your domain name.</p>
<p>What do I need if I have chosen to have Telstra Business Mail host my existing domain name?</p> <p>NB: This is not the new domain name registration offered as part of the Telstra Business Broadband package.</p>	<p>N/A (See above)</p>	<p>We'll send a 're-delegation'† email request to the Technical Contact you nominated on your Telstra Business Broadband application form.</p> <p>†The paperwork for transferring your domain name hosting to Telstra Business Mail.</p>	<p>We'll send a 're-delegation'† email request to the Technical Contact you nominated on your Telstra Business Broadband application form.</p> <p>†The paperwork for transferring your domain name hosting to Telstra Business Mail.</p>
<p>What do I need if I have not chosen to have Telstra Business Mail host my existing domain name?</p>	<p>N/A (See above)</p>	<p>You'll need to have your existing ISP/domain name provider change your domain name system records, to 'repoint' them to Telstra's Business Mail Service.</p> <p>We'll send a detailed email request to the Technical Contact you nominated on your Business Broadband application form, asking for this to be arranged.</p>	<p>You'll need to have your existing ISP/domain name provider change your domain name system records, to 'repoint' them to Telstra's Business Mail Service.</p> <p>We'll send a detailed email request to the Technical Contact you nominated on your Business Broadband application form, asking for this to be arranged.</p>

BUSINESS



MY QUESTION	POP EMAIL WITH YOUR ISP'S DOMAIN NAME yourname@ISPxyz.com.au OR yourname@ISPxyz.net.au	POP EMAIL ACCOUNT WITH YOUR OWN DOMAIN NAME yourname@COMPANYNAME.com.au OR yourname@COMPANYNAME.net.au	EXCHANGE MAIL USING YOUR OWN DOMAIN NAME yourname@COMPANYNAME.com.au OR yourname@COMPANYNAME.net.au
Can I forward emails from my current service to my new Telstra Business Mail?	You'll need to check with your current ISP to see what redirection or forwarding services they offer.  NB: Upgrading from BigPond ADSL – Telstra provides a redirection/forwarding facility should you wish to take advantage of this.	Not required (Your email domain name won't change when you move to Telstra Business Mail.)	Not required (Your email domain name won't change when you move to Telstra Business Mail.)
How do I set up Telstra Business Mail?	We'll send a detailed Welcome Email, complete with setup information, to the Technical Contact nominated on your Telstra Business Broadband application.  This email will include your login details, which you'll need when setting up your Business Mail service via our online management portal Mission Control.	We'll send a detailed Welcome Email, complete with setup information, to the Technical Contact nominated on your Telstra Business Broadband application.  NB: Migrating from a BigPond Hosted email service – after you've set up your Business Mail service, you must call BigPond Hosting on 1800 002 609 to cancel your BigPond Hosting account.	We'll send a detailed Welcome Email, complete with setup information, to the Technical Contact nominated on your Telstra Business Broadband application.  NB: Migrating from a BigPond Hosted email service – after you've set up your Business Mail service, you must call BigPond Hosting on 1800 002 609 to cancel your BigPond Hosting account.
Can I transfer my old emails to my new Telstra Business Mail account?	✓ YES Your downloaded POP emails can remain within your email client application.	✓ YES Your downloaded POP emails can remain within your email client application.	✓ YES Please check your Office Outlook guide for instructions on managing your .PST repository.
Can I keep my existing broadband Static IP Address that is used by my email domain name?  NB: A Static IP address is important if you are running a website or your own email server. It allows other computers to locate your server easily from anywhere on the internet.	N/A	✗ NO <ol style="list-style-type: none"><li>1. You will be provided with a new Static IP address as part of your Telstra Business Broadband setup.</li><li>2. Any domain names that are linked to your current IP address will need to be updated with the new Static IP address we provide.</li></ol>	✗ NO <ol style="list-style-type: none"><li>1. You will be provided with a new Static IP address as part of your Telstra Business Broadband setup.</li><li>2. Any domain names that are linked to your current IP address will need to be updated with the new Static IP address we provide.</li></ol>



## MY QUESTION

Apart from the notes already provided, what do I need to know if I'm migrating from BigPond ADSL?

- Your BigPond ADSL service will be kept active so that you can have uninterrupted access to your BigPond email mailboxes unless notified of any change by Telstra – PLUS you'll receive a 100% rebate for your BigPond ADSL plan's access charges. (You'll still need to pay your BigPond ADSL bills, and you'll then receive the equivalent rebates on your Telstra Business Broadband bills.)
- You'll also continue to have access to BigPond additional services such as BigPond Premium Mail, BigPond Premium Website hosting and BigPond Online Storage. However you will not receive a rebate for these services and data usage on these additional services and your BigPond email will count toward your monthly Telstra Business Broadband data limit.
- If you want to cancel your BigPond ADSL service during the indefinite period we provide, simply call us on **13 2000**.
- It's important to note that if you don't sign into your BigPond mailbox for 180 days, your BigPond mailbox will be closed.

Other Hints and Tips

If you're currently using a POP email service on your ISP's domain name:

- See if your current ISP will let you keep your mailbox open as an Email Only service. It's a cost-effective way not to miss any emails that get sent to your old address.
- Email your clients and suppliers with your new Business Mail email address as soon as possible. And include the change of email in the header of all new emails that you send.
- Act early to make sure your stationary, business cards and website listings (including Yellow Pages®) are all updated with your new Business Mail email address and domain name.

Telstra Business Mail  
User Guides

For further assistance, please refer to guides located on our website or contact **13 2999** to talk to our 24/7 Business Technical Helpdesk, or go to:  
[www.telstra.com/business/broadbandhelp](http://www.telstra.com/business/broadbandhelp)

**BUSINESS**

