

## 4G

The fourth generation of wireless mobile networks, with typically faster download and upload speeds and better response times than previous generations.

## 5G

The fifth generation of wireless mobile networks, 5G delivers a step change in typical network speeds, with typically lower latency and much greater capacity to help address the explosion in wireless devices and data usage.

## Access for Everyone

A Telstra initiative that supports low-income customers by providing affordable connectivity options, including concessions and prepaid services.

## Artificial intelligence (AI)

A collection of technologies able to solve problems and tasks without direct human involvement. It includes generative AI which can create new content and ideas, including conversations, images, videos, and more.

## AskTelstra

Telstra's in-house generative AI solution designed to help frontline teams navigate knowledge bases and support customers more effectively.

## Average Revenue Per User (ARPU)

The measure of the average revenue generated per unit or user.

## Australian Digital Inclusion Index

A detailed measure of digital inclusion for Australia allows critical barriers to inclusion to be identified. These may be related to accessing networks, the costs of devices or data, or skills and literacies.

## Australian Sustainability Reporting Standard (ASRS)

The new mandatory climate disclosure framework which Telstra's climate disclosures will align to in 2026. The ASRS is the Australian equivalent of the International Financial Reporting Standards Foundation's (IFRS) International Sustainability Standards Board (ISSB) S2 Climate Disclosure standard.

## Australian Youth Digital Index

An initiative by Telstra Foundation that captures the perspectives of young Australians on their digital lives, helping shape inclusive and safe digital environments.

## BAU Capex

Business-as-usual (BAU) capex is measured on an accrued basis and excludes spectrum, guidance adjustments, strategic investment, externally funded capex and capitalised leases.

## Big Three

Telstra's three behaviours, each underpinned by three habits, that will help us shape the culture we need to deliver on our strategy. Our Big Three behaviours are Look Beyond, Work as One, and Make a Difference.

## Broadband

Describes a class of internet access technologies, such as ADSL, fibre, HFC cable and Wi-Fi, offering a data rate significantly higher than narrowband services. These services typically do not tie up a telephone line exclusively for data.

## Bundle

A combination of products. For example, a customer can bundle a fixed-line home phone service and internet connection.

## Capital expenditure (capex)

Funds invested to purchase, upgrade or improve long-term assets such as property, infrastructure or equipment to create future benefit.

## Carbon credits, carbon offsets

Reduced or avoided greenhouse gas emissions from one activity to compensate for or to offset the same amount of greenhouse gas emissions made elsewhere. Carbon offsets are measured in CO<sub>2</sub>e. From FY25, Telstra no longer offsets the emissions from our operations. We did continue to offset emissions associated with Telstra and Belong mobile phone plans and mobile broadband plans until the end of August 2024.

## Carbon dioxide equivalent (CO<sub>2</sub>e)

The standard unit of measurement used to compare and aggregate greenhouse gas (GHG) emissions. Greenhouse gas emissions are converted to the equivalent amount of carbon dioxide considering their global warming potential relative to carbon dioxide. This accounts for the varying warming impact of different gases.

## Career Connect

A platform that enables career development conversations and integrates performance planning across Telstra's workforce.

## Cash EPS

Cash Earnings Per Share, calculated as underlying EBITDA after lease amortisation, less business-as-usual capex, spectrum amortisation, finance costs, tax, and non-controlling interests, divided by the number of shares.

## Cleaner Pipes

An initiative to help reduce instances of customer data being compromised through malware, ransomware and phishing. It involves significantly upscaling our Domain Name System (DNS) filtering, where millions of malware communications are being proactively and automatically blocked every week as they try to cross Telstra's infrastructure.

## Climate-related physical risks

Risks resulting from climate change that can be event-driven (acute physical risk) or from longer-term shifts in climatic patterns (chronic physical risk).

## Climate-related transition risks

Risks that arise from efforts to transition to a lower-carbon economy, including policy, legal, technological, market and reputational risks.

## Cloud

The provision of services, software, storage and security over the internet, typically on a pay-for-use basis. Cloud can allow access to information and programs on multiple devices in multiple locations.

**Connected Future 30**

Telstra's five-year strategy, focused on doubling down on connectivity and radically innovating in the core of the business to become the number one choice for connectivity in Australia.

**Cyber security**

The safe use of information and telecommunications technology (including mobile phones) and the internet.

**Data Access & Connectivity (DAC)**

Our portfolio of enterprise-grade fixed connectivity products, including private and public networking solutions.

**Dark fibre**

Fibre optic cables are made up of hundreds, sometimes thousands, of smaller fibre optic strands arranged in pairs. Dark Fibre are pairs that haven't been 'lit up' and can be licensed to organisations that require very high bandwidth.

**Decarbonise**

Reduce the carbon emissions generated as a result of a process or activity.

**Device Security Essentials**

A free Telstra app for consumer and small business customers that helps safeguard mobile devices from online threats.

**Definitive Agreements (DAs)**

The documents that record the final, binding arrangements between Telstra and nbn co for Telstra's participation in the nbn™ network rollout.

**Dividend per share (DPS)**

A dividend is a payment to our shareholders and is most often quoted in terms of the amount each share receives.

**Earnings before interest, income tax expense, depreciation and amortisation (EBITDA)**

An indicator of a company's operational profitability.

**Earnings Per Share (EPS)**

Profit attributable to equity holders of Telstra or Telstra shareholders, divided by the (average) number of shares.

**Episode Net Promoter Score (eNPS)**

A measurement of customer advocacy as a result of their experience with Telstra during a pre-defined episode – this is determined by their likelihood to recommend or promote Telstra.

**Fixed line**

Refers to the delivery of telephone and/or internet services over a cable, rather than the mobile or wireless phone network. Fixed line is also a term used to describe a customer segment, for example 'fixed line customers'.

**Fraud Indicator**

An initiative to help detect identity theft and protect customers from fraudulent activity.

**Free cashflow after lease payments (FCFaL)**

The cash that a company is able to generate from its operations after spending money required to maintain or expand its asset base. Excludes spectrum and guidance adjustments.

**Geostationary (GEO) satellite**

A telecommunications satellite that is in a fixed position and does not rotate with the earth.

**Greenhouse Gas (GHG) emissions**

Gases which contribute to the greenhouse effect, resulting in global warming.

**Hybrid working**

A way of working which enhances our flexibility to include working from home or the office.

**Intercity Fibre Network**

Telstra's high-speed fibre backbone connecting major cities, designed to deliver advanced connectivity and support growing data demands.

**International Financial Reporting Standards (IFRS) Foundation**

A not-for-profit organisation responsible for developing global accounting and sustainability standards.

**International Sustainability Standards Board (ISSB)**

The sub-group of the International Financial Reporting Standards (IFRS) Foundation which holds global accountability for the implementation of the recommendations of the former Taskforce on Climate-related Financial Disclosures (TCFD). The ISSB has published sustainability (S1) and climate (S2) reporting standards.

**Internet of Things (IoT)**

The connectedness of 'things' (for example machinery, vehicles) to the internet via sensors and actuators that collect information about the state and condition of those things, and transmit that data to software platforms that can help people make sense of the information and take appropriate action.

**Low earth orbit (LEO) satellites**

A telecommunications satellite that is in low-earth orbit can provide broadband services to areas where fixed cables or cellular can't reach.

**Memorandum of Understanding (MoU)**

A document describing the broad outlines of an agreement that two or more parties have reached.

**Messaging**

A way for Telstra customers to communicate with a Telstra consultant via the My Telstra app regarding queries with billing, service, faults, and sales for consumer and small business customers.

**Millimetre wave (mmWave)**

A technology that operates on short range, high-frequency spectrum and will play an important role in delivering on 5G's full potential with faster speeds and greater capacity.

**Mobile data**

Wireless internet access delivered over the mobile network to computers and other digital devices using portable modems.

**Mobile Virtual Network Operator (MVNO)**

Mobile providers re-selling services via the Telstra wholesale mobile network.

**Narrowband (NB) IoT**

An Internet of Things (IoT) technology that operates over Telstra's mobile network. Narrowband IoT is suited to stationary applications that send very small amounts of data infrequently and operate with longer battery life.

**Network Applications and Services (NAS)**

Network Applications and Services (NAS) are a set of products including our edge and cloud, calling and collaboration, cyber security, IoT, private networks and critical communications, data and AI products, services, and managed services.

**Net profit after tax (NPAT)**

The total income during the financial year minus all expenses and taxes.

**One Sentence Summary**

An AI-powered tool used by Telstra's frontline teams to quickly summarise customer interactions and improve service efficiency.

**Positive Operating Leverage**

A financial concept where a company's underlying income grows faster than its costs, indicating improved operational efficiency.

**Reconciliation Action Plan (RAP)**

A three-year plan which outlines our commitment and actions built around better connectivity, better digital literacy and inclusion, more employment and training opportunities and more spending with First Nations businesses.

**RepTrak**

Measures our reputation score on the RepTrak Index. It includes the sentiment of customers and non-customers, but also provides a broader, more holistic measure which picks up on all the drivers of company reputation.

**Return on Invested Capital (ROIC)**

A measure of how efficiently a company is using capital to generate income. If ROIC is greater than a company's weighted average cost of capital (WACC), value is being created for investors.

**Satellite to Mobile Product**

A direct-to-handset messaging service launched in partnership with SpaceX's Starlink, enabling text messaging in areas beyond mobile network coverage.

**Scam Indicator**

Technology developed in partnership with the Commonwealth Bank to detect and block scam communications, now extended to landlines.

**Scam Protect**

A Telstra initiative that empowers customers to make informed decisions about incoming calls, helping them avoid scams.

**Scope 1 emissions**

Direct greenhouse gas emissions measured in tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) emissions produced by our organisation as a result of our activities.

**Scope 2 emissions**

Indirect greenhouse gas emissions measured in tonnes CO<sub>2</sub>e from the generation of electricity that is purchased and consumed by Telstra.

**Scope 3 emissions**

Indirect greenhouse gas emissions measured in tonnes CO<sub>2</sub>e that are a consequence of our activities but occur from sources we do not operate.

**Service in Operation (SIO)**

Refers to an active telecommunications service to an end-user.

**Strategic Net Promoter Score (sNPS)**

A measurement of customer advocacy as a result of their overall experience with Telstra – this is determined by their likelihood to recommend or promote Telstra.

**Spectrum**

Wireless communications signals travel through the air via radio frequency, known also as spectrum. The government grants licences for dedicated use of portions (bands) of spectrum.

**T25**

Telstra's former corporate strategy, announced in September 2021 and completed in June 2025.

**Taskforce on Nature-related Financial Disclosure (TNFD)**

TNFD has developed a set of disclosure recommendations and guidance that encourage and enable business and finance to assess, report and act on their nature-related dependencies, impacts, risks and opportunities.

**Telstra Foundation**

Telstra's philanthropic arm, committed to empowering young people to thrive in safe, inclusive digital environments through funding, programs, and partnerships.

**Telstra Safe Connections**

A program providing secure and reliable connectivity to customers experiencing domestic, family, and sexual violence.

**Top Up Program**

A Telstra initiative providing prepaid phone credit to people in need, particularly during times of crisis or financial hardship.

**Underlying EPS / NPAT / ROIC**

Adjusted financial metrics that exclude one-off items and other guidance adjustments to provide a clearer view of Telstra's operational performance.

**Universal service obligation (USO)**

Obligations placed on Telstra to ensure that standard telephone services, payphones and prescribed carriage services are reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.

**Value chain**

The interactions, resources and relationships a business uses and depends on to create its products and services from conception to delivery, consumption and end-of-life, including those in supply and distribution channels, material and service sourcing and the sale and delivery of products and services.

**Wi-Fi**

The most prevalent form of wireless local area network (WLAN) technology. WLANs are small-scale wireless networks with a typical radius of several hundred feet.