



Glossary

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.

Accenture JV

A seven-year partnership between Telstra and Accenture that brings together Telstra's Data & AI team with Accenture's global AI expertise to accelerate Telstra's AI roadmap.

Adaptive Networks Centre (ANC)

Telstra's digital platform that enables businesses to manage, monitor and modify their Adaptive Networks services through a single, integrated self-service experience.

Application Programming Interface (API)

A set of standards and protocols that enables different software systems to communicate and exchange data more securely. APIs allow applications to access information or request services from other systems without needing to understand how those systems operate. At Telstra, APIs enable customers and partners to access network capabilities and services in real time, supporting greater automation, integration and innovation.

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. It also includes agentic AI systems capable of independently taking action to achieve objectives.

AI Maturity Index

A benchmark used to assess how effectively an organisation is adopting, scaling, governing and generating value from AI. Telstra aims to be in the top quartile globally by FY30.

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.

Aura Network

Previously known as Intercity Fibre Network, it is Telstra's next-generation, high-capacity fibre optic infrastructure connecting major cities across Australia. It is designed to deliver ultra-fast, high-volume data transmission.

Australian Accounting Standards Board (AASB)

The Australian Accounting Standards Board develops and maintains financial reporting standards including the AASB S2 Climate Disclosures standard which guides our mandatory sustainability reporting.

Australian Digital Inclusion Index

The Australian Digital Inclusion Index uses survey data to measure digital inclusion across three dimensions of access, affordability and digital ability. 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 Australian Sustainability Reporting Standard is the umbrella term to describe a new suite of Australian specific sustainability and climate disclosure frameworks developed by the AASB.

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.

Autonomous Network

A telecommunications network that can automatically adjust performance, fix issues, and respond to customer needs in real time with minimal human intervention, using AI, machine learning, and automation.

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.

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. Telstra no longer offsets the emissions from our operations.

Carbon dioxide equivalent (CO₂e)

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 EBIT

Underlying EBITDAaL less BAU capex and spectrum amortisation.

Cash earnings

Underlying EBITDAaL less BAU capex, spectrum amortisation, finance costs, tax and non-controlling interests.

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.

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.

Compound Annual Growth Rate (CAGR)

The average annual growth rate over a period, assuming growth compounds each year.

Connected Future 30

Telstra's five-year strategy to 2030, 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.

Customer Engagement

One of the three layers in the Connected Future 30 strategy. It focuses on understanding and meeting customer needs through personalised, safe, and seamless experiences.

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 refers to fibre pairs that haven't been 'lit up' and can be licensed to organisations that require very high bandwidth.

Data & AI Academy

Telstra's enterprise learning program designed to build data, digital and AI capability across the workforce.

Decarbonise

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

Digital inclusion

The premise of digital inclusion is that everyone should be able to make full use of digital technologies and the benefits they bring, while avoiding their potential negative consequences.

Digital Infrastructure

One of the three layers in our Connected Future 30 strategy. It encompasses the foundational infrastructure assets we have including fibre cables, mobile towers, subsea cables, data centres and satellite ground stations that support and enable connectivity.

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.

Dynamic 5G

A Telstra network capability that provides a dedicated slice of our 5G standalone network, enabling businesses to tailor connectivity, performance and reliability to specific operational requirements.

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

An indicator of a company's operational profitability.

Earnings before interest, taxes, depreciation, amortisation, and after lease expenses (EBITDAaL)

An indicator of a company's operational profitability after leases.

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'.

Greenhouse Gas (GHG) emissions

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

Internal Rate of Return (IRR)

A measure used to estimate the profitability of an investment, expressed as an annual percentage return.

Internet of Things (IoT)

The sensors, actuators and other devices connected to the internet that collect and transmit data.

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.

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.

Network as a Product

One of the three layers in the Connected Future 30 strategy. It captures both our ambition to drive network leadership and reinvent how we create and capture value from our network.

Network Experience Index

An internal composite metric based on the network availability and speed experienced by our mobile and fixed customers.

Net profit after tax (NPAT)

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

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 Messaging

Satellite Messaging helps eligible customers with compatible devices send and receive text messages across most parts of Australia when beyond the reach of Telstra's mobile network.

Scope 1 emissions

Direct greenhouse gas emissions measured in tonnes of carbon dioxide equivalent (CO₂e) emissions produced by our organisation as a result of our activities.

Scope 2 emissions

Indirect greenhouse gas emissions measured in tonnes CO₂e from the generation of electricity that is purchased and consumed by Telstra.

Scope 3 emissions

Indirect greenhouse gas emissions measured in tonnes CO₂e 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.

Strategic investment

Strategic investment capex is measured on an accrued basis and relates to the Aura Network and Viasat projects.

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 Reference Architecture Model (TRAM)

Telstra's architecture framework for designing and delivering technology in a consistent, reusable and scalable way across the organisation.

Telstra Safe Connections

A program providing smartphones and pre-paid credit to people experiencing domestic, family, and sexual violence.

Top Up Program

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

Underlying EBITDA / EBITDAaL / EPS / NPAT / ROIC

Adjusted financial metrics that exclude 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.