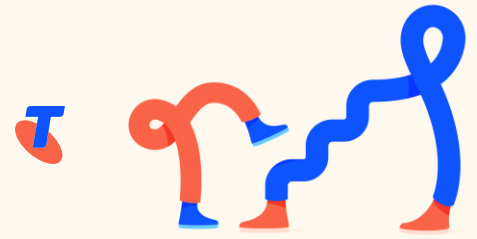


ADSL is changing



What you need to know

ADSL is being retired and will no longer be available after 16 November 2027. If you have ADSL internet, you'll need to order a replacement service if you want to avoid disruption.

The exit date for your specific ADSL service may occur before 16 November 2027. **We'll contact you directly with information about available alternatives, support options and the timing for migration or shutdown that applies to you.**

ADSL is an older broadband technology that delivers an internet connection over the copper telephone network. As it is an internet service, the USO does not apply to your ADSL service.

ADSL is like an old single-lane road, built decades ago for much lighter traffic. It worked well at the time, but it wasn't designed for today's demands like streaming, video calls and multiple devices online at once.

ADSL technology is ageing; it's more prone to faults, harder to repair and increasingly difficult to maintain. At the same time, newer and better technologies are already available, offering faster, more reliable and more consistent service, which is why we believe now is the right time to move on.

What are my alternative options to ADSL?

Telstra can offer a range of alternatives depending on where you live. Options may include:

- **NBN Fixed Wireless** – a popular choice in regional areas, offering faster and more reliable speeds than ADSL
- **5G Fixed Wireless** – where coverage allows
- **Satellite services including Telstra Satellite Internet (powered by Starlink)** – for customers in more remote locations with a clear line of sight to the sky

We'll help you understand which options are available and which one best suits your needs.

Do I need to stay with Telstra?

While we'd like to continue supporting you, you're welcome to explore and move to other available services if you choose.

Can I take my home phone with me when I move my internet?

Yes, you can keep your home phone number and have it consolidated into one service and one bill. You can also choose to keep your phone number on your existing copper line however, in that case you will have to pay for a separate copper-line phone service.

What if I don't want to move?

We understand that change can be frustrating, especially if your service has been working well. However, ADSL is being retired, and you will need to choose an alternative technology to maintain a broadband internet service.

What will this cost me?

For many customers, Telstra offers modern broadband services at similar monthly prices to ADSL.

If Satellite is the only option at your address, we'll talk to you about pricing and any support or migration offers that may apply. There is no charge to simply explore your options or speak with us about what's available.

What do I need to do now?

- **Check your options early** – don't wait until the ADSL-based service ends
- **Talk to us** – we can help you find the best alternative available at your location

Support available

- Telstra's **Regional Helpline: 1800 990 853**
- Your local **Telstra store**
- The **My Telstra app** or **telstra.com**