

CAN Radio is changing^T

Here's what you need to know

CAN Radio, also known as HCRC or Radio Phone is being retired. We will be contacting customers individually to explain what you need to do to transition to an alternative technology and the disconnection time for the service. **You will have a dedicated case manager every step of the way to answer your questions and support your transition.**

CAN Radio is a legacy voice service that uses radio technology to connect customers in remote and regional areas where traditional cabling isn't viable. It has played a critical role in keeping communities connected for decades, particularly in locations with limited infrastructure.

Today, that technology is well past its working life. Parts are scarce, repairs are harder and keeping it running is becoming increasingly difficult. Modern alternatives are already here, offering more dependable service and better support for how people live and communicate today, which is why we believe now is the right time to make the change.

What are the alternatives?

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

- **4G Fixed Wireless** – delivers a reliable voice service using Telstra's 4G mobile network
- **Satellite services including Telstra Satellite Voice (powered by Starlink)** – used in more remote areas where there is a clear line of sight to the sky

These services can provide the same voice service as CAN Radio but are more dependable.

Your number stays the same, only the technology changes.

Can I choose a replacement technology?

If you stay with Telstra, we will determine which technology is most suited at your address, considering coverage and network access.

Can I swap to a copper phone line?

No, it is not an option at these locations and the Copper Continuity Obligation doesn't apply.

How long do I have to transition?

Once we reach out to you, you'll have three months to decide if you'd like to transition to a new service or have your service disconnected.

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.

What will this cost?

For customers who stay with Telstra, there will be no increase in the price of your voice service when you move to a replacement technology – only the way it's delivered changes. If you'd like to add internet, we can help you explore plans and costs that suit your needs. The equipment and installation will be provided at no cost to you.

What if I don't have power at my property?

CAN Radio is powered through our network. Modern services are different and need power at your home or business, just like other everyday appliances.

Telstra doesn't provide electricity or power backup. You'll need a reliable power supply at your property (standard 230–240V power point) to run the equipment.

If you have questions about power availability, outages, or backup power options for emergencies for your home, you should discuss these a registered electrical contractor, to make sure your setup meets your needs.

Do I need to be home for this change to occur?

Telstra technicians will need access to your premises to safely install the new equipment. This may include access to your roof. You will be able to make an appointment for a Telstra technician at the time of placing your order for your replacement service.

