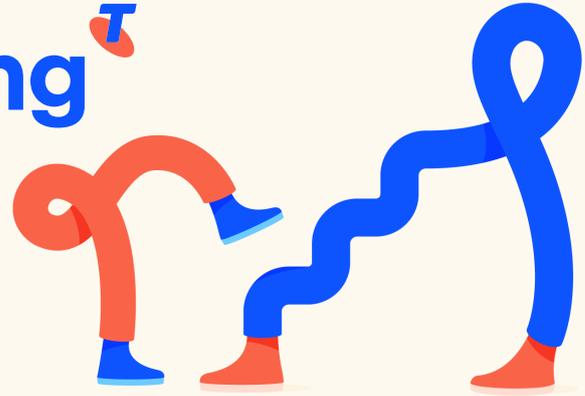


ADSL is changing^T



Act now to stay connected

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.**

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.

That network is now 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. That's why now is the right time to move on.

What are my alternative options to ADSL?

The best alternative depends on what's available at your address. 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.

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 separate broadband service and 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 will no longer be available after **16 November 2027**, so now is the time to take action.

What will this cost me?

For many customers, there are likely to be options available at a similar monthly price 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.

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 do I need to do now?

- **Check your options early** – don't wait until the ADSL-based service ends
- **Talk to us** – we'll help you find the best alternative available for your location
- **Choose a time that suits you** – to make the switch before ADSL is turned off and access better-quality connectivity and use innovative new technologies.

Support available

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

For a free, independent assessment of your connectivity options please contact the Regional Tech Hub on 1300 081 029.