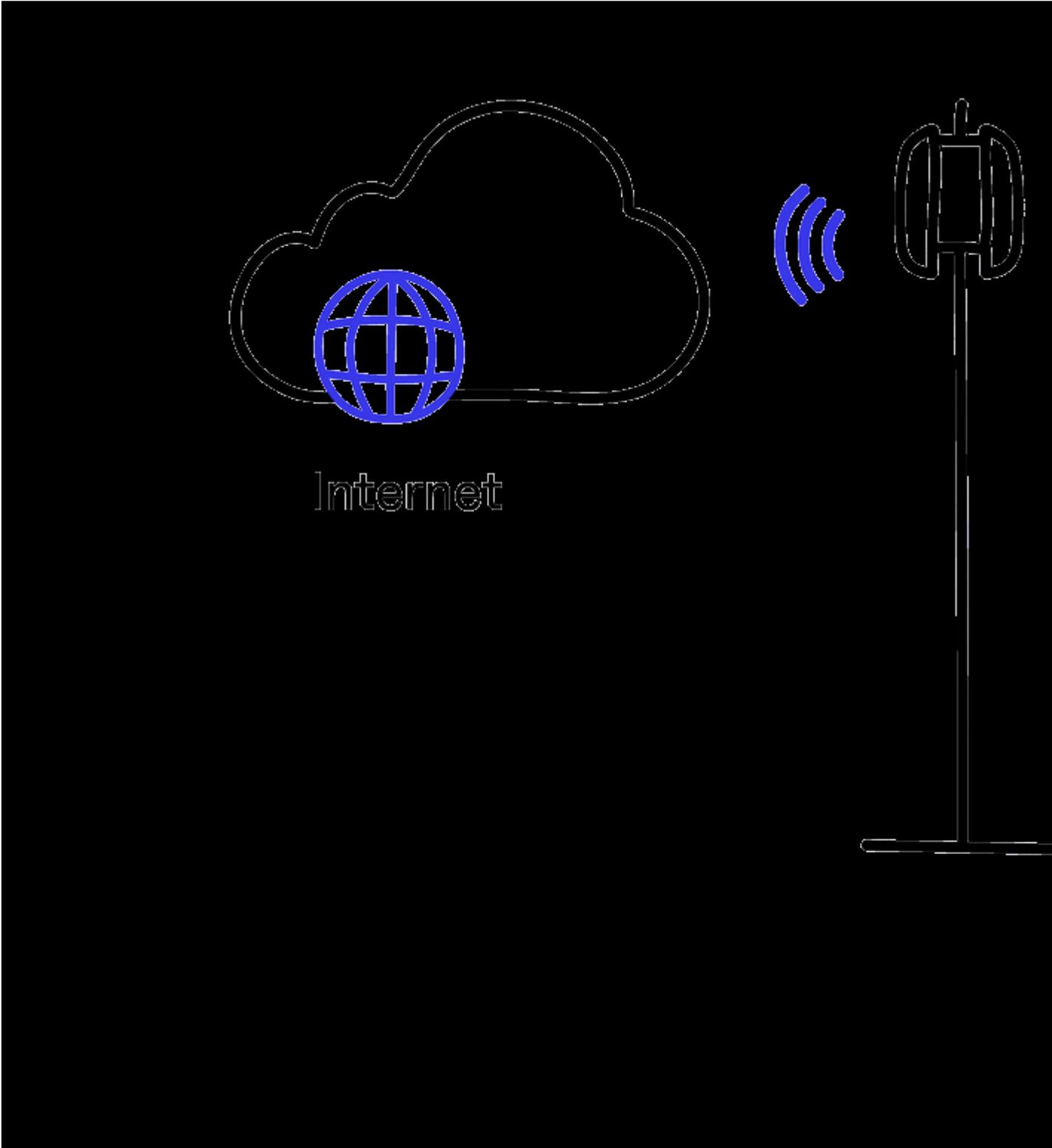




ADSL/DSL

Description

ADSL/DSL internet connections





• What is an ADSL/DSL internet connection

ADSL/DSL are older broadband connections that use copper telephone or cable TV wiring to provide internet access. These connection types are not provided by nbn®.

Telstra has announced they are exiting the ADSL/DSL service by **16 November 2027**.

If you are currently connected via ADSL, there is no need to move at this stage as ADSL services will continue until 16 November 2027. Further information from Telstra about the exit can be found [here](#).

If you would prefer to move your technology type at your address, you can choose to transition at any time. The Regional Tech Hub team are happy to assist with understanding this change.

• Everything you need to know

- ○ 1 How does it work?
 - DSL stands for Digital Subscriber Line. The most common type of DSL is ADSL (Asymmetric Digital Subscriber Line). ADSL connections may use the Telstra copper phone line to deliver internet and a landline phone service.

This was the primary broadband connection type before nbn® started installing its fibre network.

In February 2026, Telstra announced they are exiting the ADSL/DSL service by **16 November 2027**.

If you are on ADSL, you may want to consider switching to an alternative technology that may deliver a better quality service. Reach out to the [Regional Tech Hub](#) if you would like to discuss your options.
- ○ 2 What does Telstra's recent exit announcement mean for me?
 - Telstra has announced they are exiting the ADSL/DSL service by **16 November 2027**.

If you are currently connected via ADSL, there is no need to move at this stage as ADSL services will continue until the 16 November 2027. Further



information from Telstra about the exit can be found [here](#).

Can I move to an alternative service now?

Yes. There's no urgency to move at this stage, ADSL services will continue until November 2027. If you'd prefer to move earlier and a suitable alternative is available at your address, you can choose to transition at any time.

Will the alternative services cost more than my current ADSL plan?

It depends on the service available at your address.

If you move to nbn® Fixed Wireless, your monthly cost can stay the same as your current ADSL plan if you choose a comparable plan and speed tier.

If nbn Fixed Wireless isn't available and you move to Telstra Satellite Internet (powered by Starlink), the monthly cost will be higher. In these cases, Telstra plan to offer a time-limited credit to help cover most of the price difference.

It is important to know that you may have access to other connectivity solutions that are not sold by Telstra. Reach out to the [Regional Tech Hub](#) if you would like to discuss your options.

What happens to my voice service when I move off ADSL?

If you move to nbn Fixed Wireless or Telstra Satellite Internet (powered by Starlink), your plan includes a voice service, and your existing phone number moves with you.

If you move from an existing ADSL service to a Fixed Wireless or nbn Sky Muster service, and you would like to keep your **working** pre 2012 copper landline service, you may be able to under the [Copper Continuity Obligation](#).

Telstra are not exiting copper PSTN voice services. If you want to keep your phone service on copper PSTN, you'll need to buy a standalone Home or Business Phone plan.

You can choose which service uses your existing phone number.

- 3 ADSL plans and providers
 - While Telstra is the main provider, some other individual internet service providers may also offer ADSL plans. You can check for other suppliers and plans



in your region using comparison sites (not all may list ADSL options) such as:

- [Broadband Compared](#)
- [Canstar Blue](#)
- [Compare Broadband](#)
- [Finder](#)
- [iSelect](#)
- [WhistleOu](#)

**Note that these sites may receive a payment for recommending particular providers, are supported by advertising, and may not list providers that do not pay to be on their sites.*

○ 4ADSL Internet speed

- ADSL2+’s maximum proposed speeds are 24Mbps for download and 1Mbps for upload.

As a general guide:

- **Up to 15Mbps:** Basic web browsing, emails, minimum level HD streaming, basic online gaming and downloading with approximately 1-3 connected devices.
- **15-30Mbps:** Moderate HD streaming, online gaming and downloading with a higher number of connected devices.
- **30-60Mbps:** 4K or ultra HD video streaming, online gaming, and downloading with many connected devices.

Your actual internet speeds will be determined by the distance between your home, the building or cabinet where your suburb is connected to the wider internet (local exchange), and the condition of the copper wiring. Distances over 3km are likely to lead to a slow and unreliable connection.

Other factors affecting the speed of an ADSL connection include:

- the number of properties using the same connection
- the quality of your telephone line including any wiring in the roof space
- the types of websites you are accessing.

No matter which Australian broadband provider you choose, if you are too far away from the exchange, data transfer speeds will be a barrier in being able to use this service.

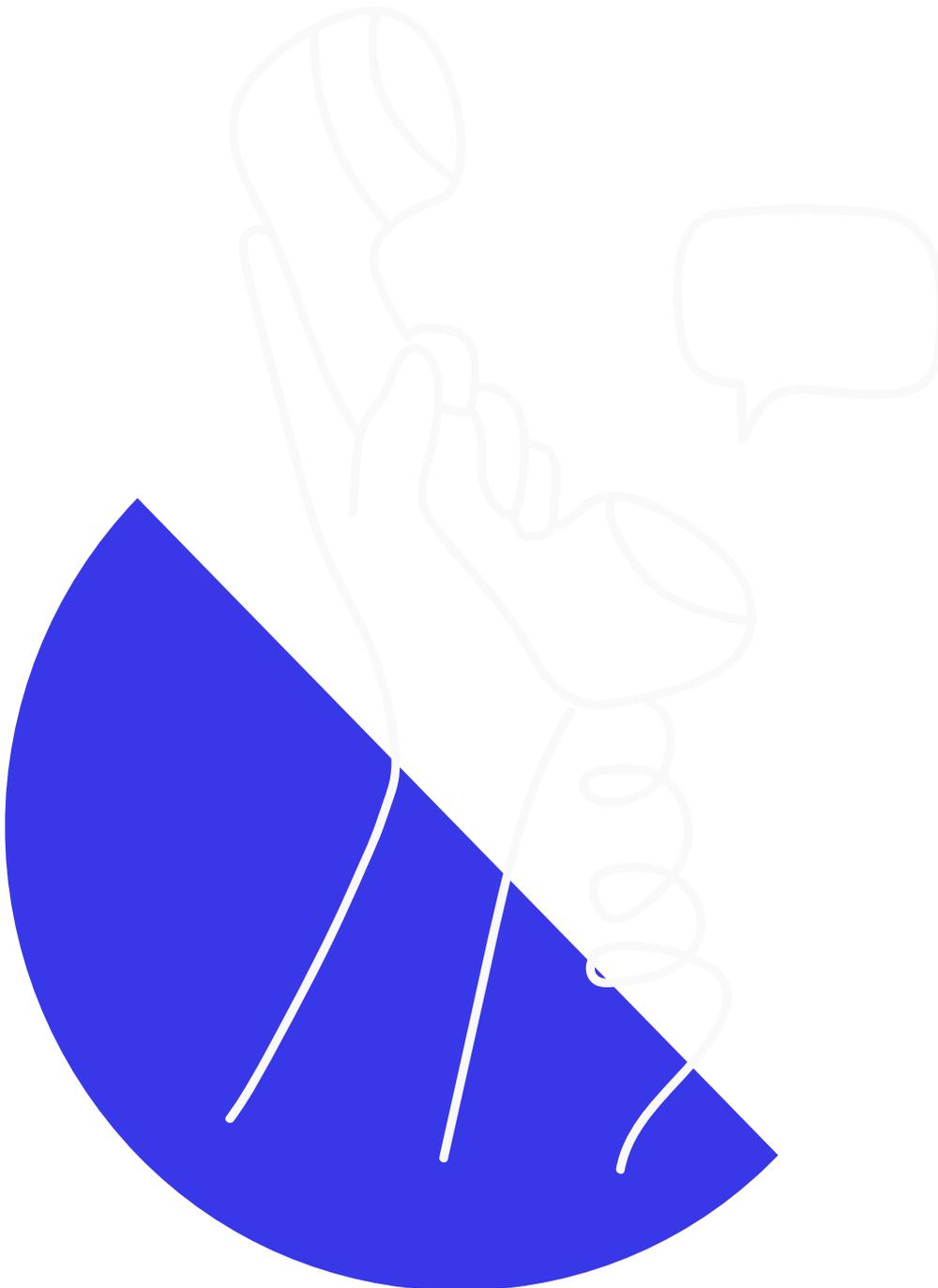
You can access further information at [ADSL vs NBN - What's the difference? | Canstar Blue](#) and [ADSL Plans and ADSL Connections from Telstra](#).

• Did you know you're entitled to having access to telephone services?

The Universal Service Obligation (USO) is a consumer protection put in place by the Australian Government. It means that you have the right to a standard fixed landline phone service provided by Telstra, regardless of where you live or work in Australia.

[Read more](#)





Couldn't find what you were after? Give us a call!

Chat to us on our hotline with one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all.



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