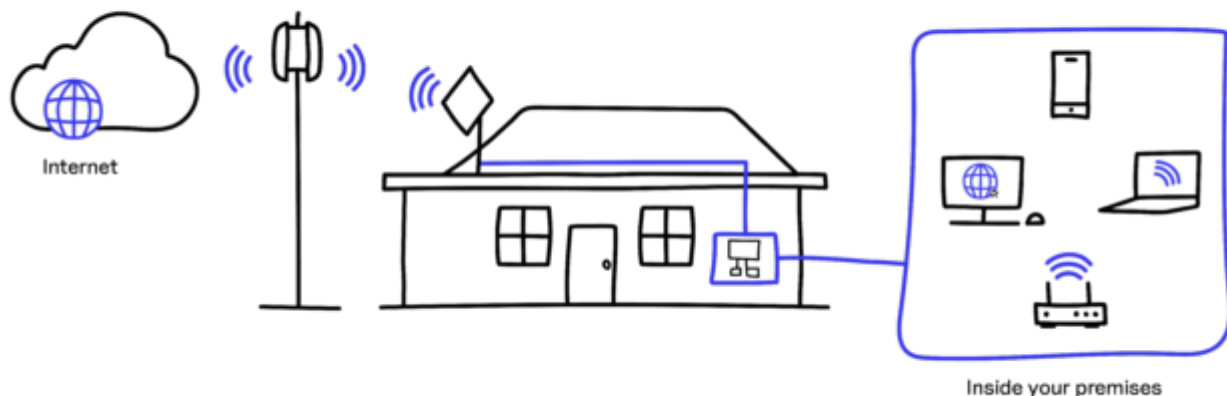ADSL/DSL

Description

ADSL/DSL internet connections

ADSL/DSL are older broadband connections that use copper telephone or cable TV wires to provide internet access. These connection types are not provided by nbnÂ® and may no longer be available as a new connection, as they are being replaced by newer and more efficient connection options.

- Fix an issue
- Escalate an issue

Internet

Inside your premises

Everything you need to know about ADSL/DSL connections

01. What is ADSL/DSL?

DSL stands for Digital Subscriber Line. The most common type of DSL is ADSL (Asymmetric Digital Subscriber Line). ADSL (Asymmetric Digital Subscriber Line) connections use the Telstra copper phone line to deliver internet and a landline phone service.

This was the primary broadband connection type before nbnÂ® started installing its fibre lines.

02. Can I still get ADSL/ DSL?

You might be able to acquire a DSL service (ADSL or ADSL+ is the most popular) if you still have a regular landline phone connection and nbnÂ® Fixed Wireless or nbnÂ® Sky MusterÂ® is not available in your area.

In certain situations, especially in small rural areas, Telstra will offer this connection upon direct request and maintain ADSL services for current users. They donâ??t, however, openly promote this service.

You may be able to check for ADSL area availability on the Telstra website. However, Telstra recently changed the map for nbnÂ® Fixed Wireless mapped areas, so it may now advise that only a nbnÂ® Fixed Wireless service is available (even if you are already connected to ADSL).

Contact Telstra directly to confirm if you can get an ADSL connection. Internet providers will always offer ADSL2+ as this is the upgraded form of the service.

03. 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.

04. ADSL Internet speed

ADSL2+â??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 â?? Whatâ??s the difference? | Canstar Blue and ADSL Plans and ADSL Connections from Telstra.

Troubleshoot your issue

Take me there

Did you know youâ??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

We make sure our values are reflected in our work

Free And Independent Advice

The Regional Tech Hub is funded by the Australian Government, ensuring the advice we provide to you is free. We also remain independent, so the options and information we put forward are all assessed equally.

Regional Support

We believe all Australians, no matter where they live, should be able to access affordable and reliable internet and voice services. Our team are all regionally-based and understand the challenges regional, rural, and remote residents face.

Keeping It Easy

Regional Tech Hub understands the jargon used around connectivity options and issues can be frustrating and confusing. You can relax knowing our resources and advice are accurate, straightforward and practical.

Clear Processes

We offer various contact options and service levels to suit your needs, ensuring you stay informed and on board throughout every step of your connectivity journey. We strive to make every interaction clear, easy and stress-free.

Couldnâ??t find what you were after? Give us a call!

Chat to us on our hotline with one of our team members and letâ??s get the conversation started. If we donâ??t answer, weâ??ll get back to you in no time at all.

[1300 081 029](#)

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