Glossary

4G
The fourth generation of wireless mobile networks, with typically faster download and upload speeds and better response times than previous generations.

5G
The fifth generation of wireless mobile networks, 5G delivers a step change in typical network speeds, with typically lower latency and much greater capacity to help address the explosion in wireless devices and data usage.

Agile
Agile is a way of working that brings people with different skills into one team and where work is performed in short sprints to deliver faster speed to market, at a lower cost, and with a better experience for our people and customers.

Artificial intelligence (AI)
A collection of technologies able to solve problems and tasks without direct human involvement. It includes generative AI which can create new content and ideas, including conversations, images, videos, and more.

APAC
Asia-Pacific region.

Average Revenue Per User (ARPU)
The measure of the average revenue generated per unit or user.

Big Three
Telstra's three behaviours, each underpinned by three habits, that will help us shape the culture we need to deliver on our strategy. Our Big Three behaviours are Look Beyond, Work as One, and Make a Difference.

Broadband
Describes a class of internet access technologies, such as ADSL, fibre, HFC cable and Wi-Fi, offering a data rate significantly higher than narrowband services. These services typically do not tie up a telephone line exclusively for data.

Bundle
A combination of products. For example, a customer can bundle a fixed-line home phone service and internet connection.

C2C
Cost to connect.

Capital expenditure (capex)
Funds invested to purchase, upgrade or improve long-term assets such as property, infrastructure or equipment to create future benefit.

Carbon neutral, carbon offset
To become carbon neutral, businesses and organisations calculate the greenhouse gas emissions generated by their activity, such as fuel or electricity use and travel. They reduce these emissions where possible by investing in new technology or changing the way they operate. Any remaining emissions can be offset by purchasing carbon credits to become carbon neutral.

From 1 July 2024 Telstra Group no longer offsets the emissions from our operations through the use of carbon credits. We will continue to offset emissions associated with mobile phone plans and mobile broadband plans until 31 August 2024.

Cleaner Pipes
An initiative to help reduce instances of customer data being compromised through malware, ransomware and phishing. It involves significantly upscaling our Domain Name System (DNS) filtering, where millions of malware communications are being proactively and automatically blocked every week as they try to cross Telstra's infrastructure.

Cloud
The provision of services, software, storage and security over the internet, typically on a pay-for-use basis. Cloud can allow access to information and programs on multiple devices in multiple locations.

Corporate Restructure
The legal re-organisation of the Telstra Group. Under the Corporate Restructure, a new structure was established with Telstra Group Limited as the head entity of the Telstra Group. Four key subsidiaries sit under Telstra Group Limited: Telstra Limited, Telstra InfraCo, Amplitel and Telstra International.

Cyber security
The safe use of information and telecommunications technology (including mobile phones) and the internet.

Data Access & Connectivity (DAC)
Data Access & Connectivity (DAC) is our portfolio of enterprise-grade fixed connectivity products, including private and public networking solutions.

Dark fibre
Fibre optic cables are made up of hundreds, sometimes thousands, of smaller fibre optic strands arranged in pairs. Dark Fibre are pairs that haven't been 'lit up' and can be licensed to organisations that require very high bandwidth.

Definitive Agreements (DAs)
The documents that record the final, binding arrangements between Telstra and nbn co for Telstra's participation in the nbnTM network rollout.

Digital transformation
The adoption of digital technologies to improve processes and productivity, and deliver better customer and employee experiences.

Dividend per share (DPS)
A dividend is a payment of a portion of our earnings to our shareholders and is most often quoted in terms of the amount each share receives.

Earnings before interest, income tax expense, depreciation and amortisation (EBITDA)
An indicator of a company's operational profitability.

Earnings per share (EPS)
The portion of profit allocated to each share.

Episode Net Promoter Score (eNPS)
A measurement of customer advocacy as a result of their experience with Telstra during a pre-defined episode – this is determined by their likelihood to recommend or promote Telstra.

Fixed line
Refers to the delivery of telephone and/or internet services over a cable, rather than the mobile or wireless phone network. Fixed line is also a term used to describe a customer segment, for example 'fixed line customers'.

Free cashflow
The cash that a company is able to generate from its operations after spending money required to maintain or expand its asset base.

Geostationary (GEO) satellite
A telecommunications satellite that is in a fixed position and does not rotate with the earth

Hybrid Fibre Coaxial (HFC)
A way of delivering video, voice and data using both coaxial and fibre optic cables.

Hybrid working
A way of working which enhances our flexibility to include working from home or the office.

Internet of Things (IoT)
The connectedness of 'things' (for example machinery, vehicles, appliances) to the internet via sensors and actuators that collect information about the state and condition of those things, and transmit that data to software platforms that can help people make sense of the information and take appropriate action.

Low earth orbit (LEO) satellites
A telecommunications satellite that is in low-earth orbit can provide broadband services to areas where fixed cables or cellular can't reach. It rotates with the earth and, compared to traditional GEO satellites, more are required in a constellation to provide near total coverage.

Memorandum of Understanding (MoU)
A document describing the broad outlines of an agreement that two or more parties have reached.

Messaging
A way for Telstra customers to communicate with a Telstra consultant via the My Telstra app regarding queries with billing, service, faults, and sales for consumer and small business customers.

Millimetre wave (mmWave)
A technology that operates on short range, high-frequency spectrum and will play an important role in delivering on 5G's full potential with faster speeds and greater capacity.

Mobile data
Wireless internet access delivered over the mobile network to computers and other digital devices using portable modems.

Mobile Virtual Network Operator (MVNO)
Mobile providers re-selling services via the Telstra wholesale mobile network.

Narrowband (NB) IoT
An Internet of Things (IoT) technology that operates over Telstra's mobile network. Narrowband IoT is suited to stationary applications that send very small amounts of data infrequently and operate with longer battery life.

Network Applications and Services (NAS)
Network Applications and Services (NAS) are a set of products including our edge and cloud, calling and collaboration, cyber security, IoT, private networks and critical communications, data and AI products, services, and managed services.

Net profit after tax (NPAT)
The total revenue minus all expenses and taxes.

Reconciliation Action Plan (RAP)
A three-year plan which outlines our commitment and actions built around better connectivity, better digital literacy and inclusion, more employment and training opportunities and more spending with First Nations businesses.

RepTrak
Measures our reputation score on the RepTrak Index. It includes the sentiment of customers and non-customers, but also provides a broader, more holistic measure which picks up on all the drivers of company reputation.

Return on Invested Capital (ROIC)
A measure of how efficiently a company is using capital to generate income. If ROIC is greater than a company's weighted average cost of capital (WACC), value is being created for investors.

Roaming
A service which allows customers to use their mobile phone while in a service area of another carrier.

Scope 1 emissions
Direct greenhouse gas emissions measured in tonnes of carbon dioxide equivalent (CO_2e) emissions produced by our organisation as a result of our activities.

Scope 2 emissions
Indirect greenhouse gas emissions measured in tonnes CO_2e from the generation of electricity that is purchased and consumed by Telstra.

Scope 3 emissions
Indirect greenhouse gas emissions measured in tonnes CO2e that are a consequence of our activities but occur from sources we do not operate.

Service in Operation (SIO)
Refers to an active telecommunications service to an end-user.

Strategic Net Promoter Score (sNPS)
A measurement of customer advocacy as a result of their overall experience with Telstra – this is determined by their likelihood to recommend or promote Telstra.

Spectrum
Wireless communications signals travel through the air via radio frequency, known also as spectrum. The government grants licences for dedicated use of portions (bands) of spectrum.

T25
Telstra's current strategy, announced in September 2021, to focus on growth. It aims to enhance customer experiences, continue our network and technology leadership and capitalise on permanent shifts in how people work and live.

Universal service obligation (USO)
Obligations placed on Telstra to ensure that standard telephone services, payphones and prescribed carriage services are reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business.

Wi-Fi
The most prevalent form of wireless local area network (WLAN) technology. WLANs are small-scale wireless networks with a typical radius of several hundred feet.