



Telstra Annual General Meeting - 11 October 2022

Please find below the complete list of questions submitted by Shareholders and Proxyholders through the AGM portal during the meeting. All questions were responded to during the meeting.

Item 2. Financial Statements/Reports and General Business

1	Telstra has had 5 yrs of declining sales and profits. You have reduced costs and overheads with your T2022 strategy. When are shareholders going to see a turnaround with increased sales and higher net profits. The NBN can no longer be used as an excuse for falling profits.
2	In my opinion more staff need to be employed in busy Telstra offices and also proper customer service training provided to staff, not just online. So many customers that I speak with detest entering a Telstra office, especially if older, due to delay and poor quality of service, except for a few exceptions.
3	Did any of the 5 main proxy advisers - ACSI, Ownership Matters, Glass Lewis, ISS and ASA - recommend a vote against any of today's resolutions? Has there been a material proxy protest vote against any of today's resolutions? Will you disclose the proxy votes before the debate on today's resolutions so shareholders can ask questions about the reasons if there have been any protest votes and did you consider disclosing the proxy position to the ASX with the formal addresses as more companies are doing these days?
4	I do not agree with companies proposal towards Net 0, as all the countries who are manufacturing the wind turbines and solar panels are not complying to this and continue pollute our planet. Net Zero will drive Australia into further bankruptcy.
5	Customer of Telstra for 20+ years and shareholder. Recently mis-led repeatedly re plan change, repeated lack of response, many calls to call centre, significant language barrier and poor service. No willingness to remedy and told to go to Ombudsman. I have observed continued decline in customer service and frustrating interactions with overseas call centres and chat services. What is Telstra doing to increase and maintain customer service levels services be returned to Australia?
6	As Telstra has separated its Structures (Towers, Poles, Masts, etc.) into a stand-alone company, will this increase the costs of supplying our Mobiles Network? Also, as the cost of hosting Mobiles infrastructure increases, will the Mobiles group go back to building their own Structures again, to save costs?
7	I notice the broadband business had a poor year. What plans do you have to improve the broadband business in future years? Are other Telcos eating your lunch in broadband?
8	Why is Telstra continuously pursuing NBNC to install underground infrastructure over neighbouring properties enforcing their right of entry when underground copper cable is obsolete and given 5G network is forthcoming to this area there is no valid reason to install underground infrastructure unless it was fibre optics to the premises which is not the case. NBNC has an obligation to follow TIO guidelines and this is questionable.
9	The Digicell acquisition was very unusual with taxpayers granting us billions in what effectively was a national security move as China attempts to increase its influence in the Pacific. In light of this apparent role for Telstra in Canberra's national security strategies, what is our position in relation to making political donations and how do we go about lobbying Ministers and regulators? Who specifically negotiated the Digicell deal with both the current and former government?

10	Why do Telstra shareholders and our customers have to bring their Telstra problems to a shareholder meeting to get their issues resolved. Why can not our employees and company take ownership to solve customer issues much quicker and be more thorough..
11	Inflation is currently 6.2%. Can you please advise: 1. what impact this is expected to have on Telstra's revenue, cost and profit 2. whether the Income performance measure noted in the remuneration report will be adjusted to focus on real growth rather than nominal growth.
12	The Telstra dividend paid is greater than the profits made. (EBITDA). With interest rates increasing can Telstra continue to borrow money to pay the dividend? This has happened in the past and Telstra has had to slash its dividend. Isn't it wiser to cut the dividend now so it is lower than profits made?
13	At the AGM I'm hearing so many issues about Customer Service. So, what is Telstra going to do about these issues? These are our Shareholders, so I can only imagine how our other customers are feeling, who don't have the same loyalty to the company. If we don't fix this, we will continue to lose our customers to other companies.
14	What is the benefit to Telstra shareholders of another on market shareholder buyback when this value should have been paid to current shareholders whom remain with Telstra even today. All the best and thank you to the chairman for all the work for Telstra over many years.
15	The official cash rate has increased 2.5% to 2.6% and is forecast to increase to 3.75% in 2023. Given the impact this will have on the discount rate used in Telstra's impairment testing, can you please advise the impact of the rise in interest rates on the carrying value of goodwill and other assets.
16	Is Telstra still attempting to gender balance its current workforce, by using methods that actively discriminate against males, to ensure more females get promoted? If so, how do you justify this practice, as discrimination in ANY form is wrong! I can only imagine how your loyal mail workforce feels, being overlooked in this disgraceful way!
17	Did Telstra ever get paid for all the copper piping we owned and not just hand over for free
18	I understand that Telstra has now ceased its Telstra Alumni discount for its past employees. I would like to see Telstra reverse this decision. We all know that we often pay a premium price for Telstra services, but if our Ex-Staff can still tell all of their family and friends that they are still with us, that's much more effective than many of those TV commercials which you are now running, and probably more cost effective, in the long run.
19	Is the chat function also operated in Australia?
20	My apologies, I should've also asked if chat function will be brought back to Australia?
21	What plan has Telstra have to compete with those recent communication supply businesses that operate with small overhead costs, given there are 11 on the dais working for Telstra customers, shareholders and staff.
Items 3A & 3B. Director Re-election	
22	After 14 years on the board and 6 years as chair, it is very unusual for a chair to flag possibly running for a 5th term next year and potentially staying for 16 years in total. Could the chair explain what process is currently in place to source his replacement and also who conducts his performance review within the board each year. Who on the board is leading the process to ensure the chair doesn't stay too long and will any third parties be involved in the chair succession process?
23	Craig Dunn was CEO of AMP for 5 years until 2013, a company which has been an ongoing disaster for shareholders for more than 20 years. When he last stood for election as a Westpac director in 2018, there was a 35% protest vote so he retired at the 2021 AGM. He suffered a 29.6% protest at the Telstra AGM in 2019 so why has the board endorsed his re-election today and how big was the proxy protest vote?

Items 4A, 4B & 5. CEO Equity Allocation and Remuneration Report	
24	Telstra's annual report highlights that the share price of \$3.85 is unchanged from the price in FY2019 and a long way from the T2 price in 1999 of \$7.40. Given your past remuneration policies have not contributed to any growth in share price or shareholder value, what changes have Telstra made to ensure Executive remuneration is actually aligned with shareholder value.
25	Could the chair and CEO please comment on the ESG elements in Vicky's contract and incentives and whether, on the Environmental side, they are concerned about Telstra being a minority shareholder in Foxtel which carries Sky News, the largest source of climate denying propaganda in Australia. When are we going to stop being embarrassed by being in a minority partnership with the Murdoch family which continue to fight positive climate change policies on a global scale.
26	Telstra has 1.25 million shareholders but it is estimated less than 5% bother to vote at the AGM. When disclosing the outcome of voting on all resolutions today, including the rem items, could you please advise the ASX how many shareholders voted for and against each item, similar to what happens with a scheme of arrangement? This will provide a better gauge of retail shareholder sentiment on all resolutions and was a disclosure initiative adopted by the likes of Metcash, Altium and Dexus after their 2021 AGMs.