



Telstra Group Limited

Annual General Meeting 2023

17 October 2023

Please find below the complete list of questions submitted by Shareholders and Proxyholders through the online AGM portal during the meeting. All questions were responded to during the meeting with the exception of one question* that was received whilst the Chairman was closing the meeting and was responded to after the meeting.

Item 2. Financial Statements and Reports / General Business	
1.	Telstra receives \$230 per year under the Universal service guarantee (2018) until 2032, to provide fixed voice services and copper continuity. a) When is Telstra planning to close the copper network and b) what are the proposed alternatives to the copper network, specifically in rural and remote areas when the closures commence?
2.	Telstra's operating expenses increased by 4.1% during the year. This would be due to the effects of Inflation on Telstra's business. Telstra increased prices to it's customers by 7.1% during the year. Do you consider increasing prices to your customers by 70% above Telstra's inflation rate to be fair and reasonable?
3.	Telstra advised us in July that Telstra will be shutting down the copper network within 2 years (by July 2025). It is currently shutting down the copper network, rather than maintaining it, as per the universal service guarantee. Rural and remote customers are being put onto 3g Next Generation Wireless Link despite it being shut down in June 2024. Why is Telstra placing customers on 3g when 4g is available, and for those customers who do not receive 3g, what is proposed to happen to those customers?
4.	Telstra prepaid. When migrating legacy plans Telstra has offered customers either Telstra plus points or talk and time credit up to 3 years. However, customers who elected/defaulted to the talk and time credit of up to 3 years are having their services deactivated during that time despite having talk/time/data credit. This deactivation does not permit the receipt of calls and access to emergency calls for six months as per the terms and conditions Can you explain why this is occurring nationally and why Telstra offered up to 3 years when it can not honour the offer and terms and conditions?



5.	Thank you for holding a hybrid meeting. As a shareholder recovering from an operation you can understand I am in favour of hybrid meetings. My question is, how much extra does it cost Telstra to conduct a hybrid meeting compared to a physical meeting only?
6.	Can the CEO confirm that she is not using Telstra resources to campaign for her views that Australia Day should be abolished? Many shareholders and customers would be against abolishing Australia Day as this is a very important day for them.
7.	It is not right to charge customers who choose to receive paper bills a fee as they would have many valid reasons for making this choice and should not have to state their reasons for doing so as this could breach their privacy. Can this policy please stop?
8.	Can Telstra stop using resources to make political statements during election campaigns like it did with the referendum on the voice which it publicly supported? This was wrong and did not respect shareholders and customers against the Voice, which included some Aboriginal people. It was shareholder abuse and an attempt to "curry favour" with the government.
9.	Re copper being phased out in 2 years, is it still being installed from fibre node to the property at the moment?
10.	On behalf of Helena Lotus Super Pty Ltd: Question to Executor's of Telstra. Many people are switching to other providers, Telstra services are 20\$ expensive than any other service providers. What is Telstra doing to retain these customers?
11.	Both the chair and CEO have commented on support to disabled, homeless, family and domestic violence and mental health. Many of these customers rely on prepaid as they can not access post paid or fixed services. Prepaid customers have been receiving texts advising them to recharge to be able to make calls and text whilst they are in credit. If these customers, many of whom are under financial stress, have recharged based on the text and the website, and paid when they do not need to, will Telstra discontinue this practise and refund any moneys paid as a result of this practice?
12.	Noting the responses about the copper network. Does this mean my landlines will not be disconnected on November 29 and forced onto 3g (and satellite when it doesn't work)? Will the board commit that all copper landline closures and forced migrations will cease immediately. Further will the board commit that those customers who have been force migrated will have their service method reviewed, with a view to reopening closed copper landlines



13.	This shareholder is in favour of your decision on Australia day and the voice
14.	What efforts are being made to improve Telstra customer service? It only takes a look at the customer reviews on the internet to discover the awful customer experiences that occur. This no doubt results in lost sales as other consumers choose not to be subject to the poor treatment from some Telstra staff. Customer service does not seem to be an important priority.
15.	Haven't decisions that were made to discontinue landline phones, that could be used when there was no power, affected the safety of customers who now cannot use their landline phone during an emergency during a power outage?
16. *	Regarding Telstra internal governance, having witnessed first-hand the failure of Telstra's internal whistle blowing process regarding Telstra wholly owned subsidiary and only registered charity Heritage Telecommunications Ltd trading as National Communications Museum, can the Telstra board and CEO unequivocally reaffirm to shareholders that people acting in the good interest of Telstra and the Australian public have not been and or are not vilified or suffer consequences by the so-called safety of reporting concerns through internal whistle blowing?
Item 3. Election and Re-Election of Directors	
17.	On behalf of Helena Lotus Super Pty Ltd: With the re-election of the new director Maxine Brenner, There's scepticism and concerns and issues that I wish to raise as she used to work for a QAN board and that she was and is responsible for QAN's governance failure and that she does not have any experience or capabilities in Customer service, why should I vote for her?
Items 4 and 5. Allocation of Equity to the CEO/Remuneration Report	
18.	Telstra share price has dropped its value by more than 10% in the last 4 months. How is this reflected in Item 4 and 5?