



Telstra Group Limited

Annual General Meeting 2024

15 October 2024

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.

Item 2. Financial Statements and Reports / General Business	
1.	Mobile phone access for Cocos Keeling Islands. At the Regional Telecommunications Review online consultation Telstra advised it needed to build a sub sea cable to provide these mobile services to 800 residents. What is the likely cost of building 2930km of sub sea cable and time to build? Why isn't Telstra using Starlink, as it is already doing for remote towers instead of using microwave radio or optic fibre? What timeframe and cost saving to the company of using Starlink rather than subsea cables?
2.	What is the annual cap on the number or distance of copper lines that Telstra can disconnect under the Universal Service Obligation? How many copper lines or distance have been closed in the last year and in the last five years?
3.	Priority assistance. With a 24 hour response time under the code, we have had 24 day, 20 day and currently 8 day wait for the first available technicians with no interim service due to no mobile coverage and Telstra confirming the interim satellite does not work in our area. Is the board happy with the response times for priority assistance and why are these delays so excessive?
4.	Overseas contact centres. Telstra still maintains customer contact centres in Mumbai and Manilla. 1800062709 is fault escalations and I spoke to them yesterday and after hours ptsn (copper) faults are handled by staff in Manilla. How many customer and business contacts are still overseas and when will these customer contacts be brought to Australia?
5.	Missed appointments for repairs impact customer experience and also are at a cost to Telstra. The customer service guarantee standard states stipulates that if an appointment cant be met, the customer should be advised and that a penalty is payable if this does not occur or there is no attendance. What number of missed appointments are being experienced and has this increased or decreased and what is the total cost of csg payments for these? I also note that Telstra has refused to pay us for any missed appointments, why?
6.	The copper continuity obligation, as part of the USO, is what requires that, as the CEO correctly stated, a requirement to maintain copper. Last agm I raised our forced migration to 3g ngwl, which was stopped by the chairman, the CEO complaints team have stated "Telstra will not repair your landline", and we are currently being forced to Starlink satellite. Until the uso review is determined, why is Telstra refusing to repair the copper network and continuing to force customers to satellite?
7.	Why can't I vote online during the meeting
8.	This is a comment rather than a question. I am so relieved I didn't travel to the city to attend the meeting. I was expecting insightful questions and answers. I am listening to gripes,



	<p>which I must say are being addressed in a patient and respectful manner. The Telstra Board have given great presentations. The underlying Telstra business is clearly being well managed. Thank you to the Board and Senior Management Team</p>
9.	<p>Why are Telstra customers who have not got computer access or who choose not to use online services being forced to manage their account online through charging them for fees to receive a paper bill, asking them to use chat bots rather than accessing a live human staff member, receiving text messages from Telstra without being able to respond to them etc. Surely these customers, many of them elderly and vulnerable people (e.g. people suffering trauma from scams), should not be treated unfairly in this way.</p>
10.	<p>Re past concerns from shareholders that resources were being used to campaign for political issues like the yes vote in the Voice referendum and that some managers were playing politics through the company and spending time to campaign to abolish Australia Day through the CEO's public stance that she is not proud of our national holiday, have efforts been made to focus more on the prime function of Telstra with a view to not alienating diverse Telstra customers who have different political views to Telstra managers?</p>
11.	<p>As a Telstra shareholder and customer I do not consider customer service issues as "gripes" but some of the most important issues that the Board should be paying attention to - good service is good business, less poor publicity and increased profit. On this subject why is a simple phone number not clearly visible on the Telstra website so customers can easily access a live person when they have problems? Surely customer service issues can be reduced by allowing customers easy and fast access to help when they need it.</p>
12.	<p>When a complaint is made online on the Telstra website, customers get a message they will receive a response in 15 days after the complaint is submitted. Surely it is inappropriate to make customers wait for 15 days for a response. This in fact is high risk behaviour. Is the Telstra Board serious about improving customer service given this wait time is communicated to customers who need help? Could this aspect of the service be reviewed as a matter of urgency?</p>
13.	<p>Why should I or other Telstra customers stay with Telstra when you continually fail to provide the core services of your business with continuous degradation and failing of Telstra network in the greater Hills district. When issues are reported, Telstra can't do anything unless the customer is onsite & able to waste a large amount of time to help resolve it. Given the fact we pay you to maintain and improve the network why should we need to do your job for you too?</p>
14.	<p>Why is it in the Past 2 years have Telstra's mobile plans increased in price at a higher rate than Telstra's costs?</p>
15.	<p>Since the Optus data breach, has Telstra increased its own data security and if so how?</p>
16.	<p>Thank you to Niek van Damme for his 6 years of service on the board. It is always helpful for investors to have access to some exit perspectives from retiring independent directors. In his final contribution as a Telstra director, could Niek please comment on what he regards as the best decisions Telstra made during his time on the board and does he have any regrets? Also, why is he going after just 6 years and could he offer some reflections on how the chair succession was handled over the past 18 months?</p>



17.	Competitor TPG yesterday announced the \$5.25 billion sale of its fibre assets to Vocus, which is controlled by a Macquarie fund after being privatised a few years ago. Did we bid for these assets or were we not allowed to on competition grounds? What, if anything, will this transaction mean for our business and the wider industry?
18.	Elon Musk is actively promoting misinformation on Twitter in his attempt to help Donald Trump win the upcoming US election, raising questions about his suitability to do business with. What is the scale of our current dealings with Musk-controlled businesses such as Starlink, Tesla, SpaceX and Twitter could there come a point where it is too toxic to deal with him based on his increasingly erratic behaviour? Do we advertise on Twitter or have Teslas in our vehicle fleet?
Item 3. Re-Election of Director	
19.	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, including on Roy Chestnutt's re-election. If so, what reasons did they give & will you disclose the proxy votes before the debate so shareholders can ask questions if there have been any protests? Best practice is now to disclose the proxies to the ASX along with the formal addresses to offer more timely disclosure to the market? Will you adopt this practice at next year's AGM?
20.	Why is only 1 director up today? In 2019, Treasury Wine Estates voluntarily moved to annual elections for directors in line with best practice in the US & UK. Dual listed companies like News Corp & Rio Tinto do this due to the laws in the US and UK and BHP has continued doing it even after its UK DLC ended in 2021. Can new Chair Craig Dunn undertake to investigate Telstra following this TWE lead & move to annual elections at the 2025 AGM? Our former Chair John Mullen has promised to keep doing this as the new TWE chair.
Items 4 and 5. Allocation of Equity to the CEO/Remuneration Report	
21.	Could CEO Vicky Brady summarise her past LTI grants as to whether they have vested or lapsed since she joined Telstra in 2016. Also, has she ever sold any ordinary shares in the company or bought any on market without relying on an incentive scheme to build her equity position. Please don't say look it up in the annual report and through ASX announcements. It's complicated and the CEO could factually summarise the situation in 60 seconds.
22.	I understand that today's remuneration strike was because accounting changes allowed the executive team to narrowly achieve the ROIC and EBITDA hurdles which resulted in a \$7m gain for the executive team that would otherwise not have paid out. Could the Rem Chair respond to this explanation and also summarise the impactful accounting changes that were accepted. Do we now recognise this was a mistake that angered shareholders who delivered the rem strike? How are we going to respond to this?
Item 6. Appointment of Auditor	
	No questions were received.