



Telstra Virtual AGM User Guide

agmlive.link/telstra2021



LINK Market
Services

Part of **Link Group** | Corporate Markets

Telstra Virtual AGM User Guide

Before you begin

Ensure your browser is compatible. You can easily check your current browser by going to the website: whatismybrowser.com

Supported browsers are:

- Chrome – Version 44 & 45 and after
- Firefox – 40.0.2 and after
- Safari – OS X v10.9 “Mavericks” & OS X v10.10 “Yosemite” and after
- Internet Explorer 9 and up (please note Internet Explorer 8 is not supported)

The virtual meeting is viewable from desktops, laptops and handheld/mobile devices. To attend and vote at the virtual meeting you must have:

- **Shareholders:** your SRN/HIN and postcode or country code
- **Eligible Employee Share Plan participants:** your Employee ID and postcode or country code.

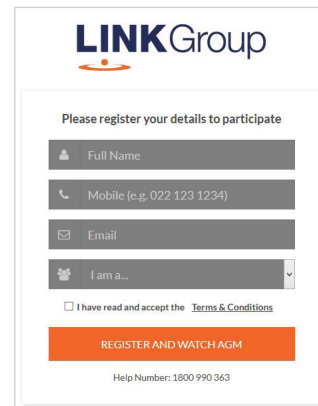
If you are an appointed proxy you will need your proxy number. Link will endeavour to provide confirmation of the proxy number by email to the email address provided by the shareholder on the form or online no later than 24 hours prior to the meeting and following lodgement of the proxy appointment.

Alternatively, proxy holders can call the meeting help line on +61 1800 990 363 on the day of the meeting to request confirmation of the proxy code.

Please make sure you have this information before proceeding.

Step 1

Open your web browser and go to <https://agmlive.link/telstra2021>



The screenshot shows the LINKGroup registration page. At the top is the LINKGroup logo. Below it is the heading "Please register your details to participate". The form contains several input fields: "Full Name", "Mobile (e.g. 022 123 1234)", "Email", and a dropdown menu labeled "I am a...". There is a checkbox for "I have read and accept the Terms & Conditions". A prominent orange button labeled "REGISTER AND WATCH AGM" is at the bottom of the form. Below the button is the text "Help Number: 1800 990 363".

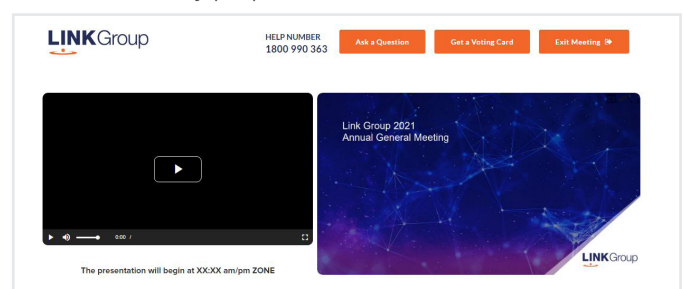
Step 2

Login to the portal using your full name, mobile number, email address, and use the drop down to choose your participant type (e.g. Shareholder, Employee, Guest).

Please read and accept the terms and conditions before clicking on the ‘Register and Watch Meeting’ button. Once you have logged in you will see:

- On the left – a live video webcast of the meeting
- On the right – the presentation slides that will be addressed during the meeting
- At the bottom – buttons for ‘Get a Voting Card’, ‘Ask a Question’ and a list of company documents to download.

Note: After you have logged in we recommend that you keep your browser open for the duration of the meeting. If you close your browser, your session will expire. If you attempt to log in again, you will be sent a recovery link via email for security purposes.



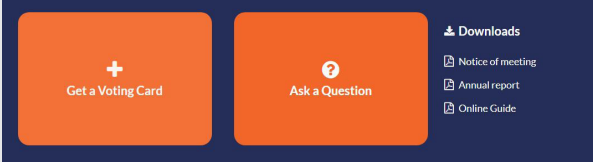
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Navigating

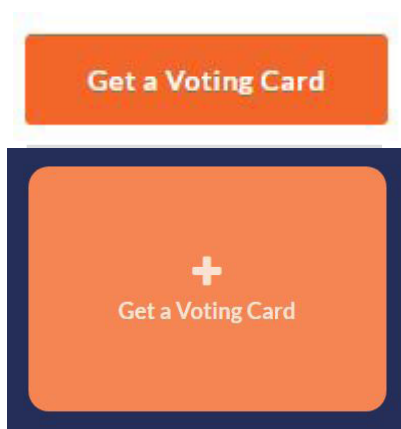
At the bottom of the webpage under the webcast and presentation there are three sections. Refer to each section below for operating instructions.

- 1 Get a voting card
- 2 Ask a Question
- 3 Downloads

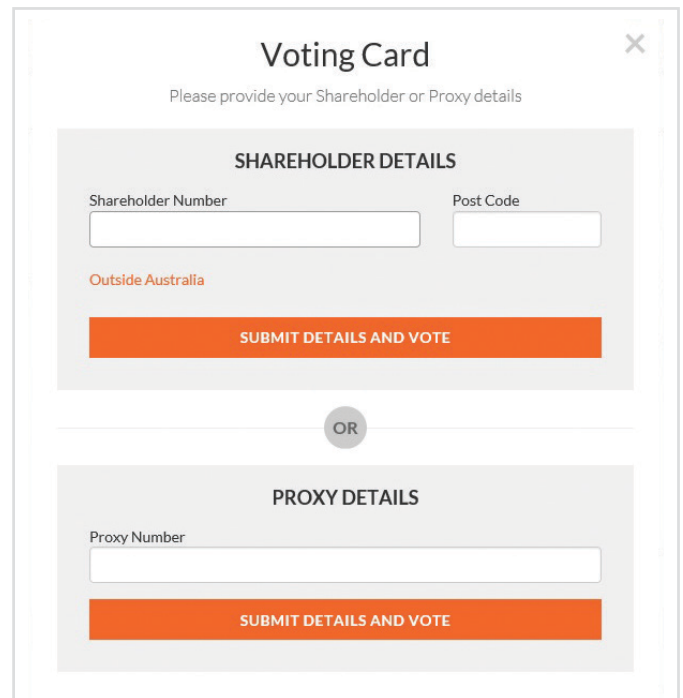


1. Get a voting card

To register to vote - click on the 'Get a voting card' box at the top of the webpage or below the videos.



This will bring up a box which looks like this.



If you are a Shareholder you will need to register and provide validation by entering your details in the top section:

- **Shareholders:** your SRN/HIN and postcode or country code
- **Eligible Employee Share Plan participants:** your Employee ID and postcode or country code.

If you are an appointed proxy, please enter the proxy number issued to you by Link Market Services in the **PROXY DETAILS** section. Once you have entered your appropriate details click the '**SUBMIT DETAILS AND VOTE**' button.

Once you have registered, your voting card will appear with all of the resolutions to be voted on by Shareholders at the meeting (as set out in the Notice of Meeting). You may need to use the scroll bar on the right hand side of the voting card to scroll up or down to view all resolutions.

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The screenshot shows a user interface for a virtual AGM. At the top, the user's name 'JOHN SMITH' and a partially masked ID 'I*****4339' are displayed. Below this is the 'Voting Card' title and a brief instruction: 'Please complete your vote by selecting the required voting instruction (For, Against or Abstain) for each resolution. Proxy holder votes will only be applied to discretionary (undirected) votes. Directed votes will be applied as per the the shareholder's voting instructions.' A 'Vote' button is positioned above a scrollable list of resolutions. Each resolution includes a title, a description, and three voting buttons: 'For' (with a checkmark icon), 'Against' (with an 'X' icon), and 'Abstain' (with a minus icon). The resolutions are: Resolution 2 (RE-ELECTION OF JOHN SMITH AS A DIRECTOR), Resolution 3 (ELECTION OF JANE JONES AS A DIRECTOR), Resolution 4 (ALLOCATION OF EQUITY TO THE CEO), and Resolution 5 (REMUNERATION REPORT). At the bottom of the card is a large orange 'SUBMIT VOTE' button.

Voting

Place your vote by clicking on the **'For'**, **'Against'**, or **'Abstain'** voting buttons.

Once you have finished voting on the resolutions scroll down to the bottom of the box and click the **'Submit Vote'** button.

Note: You are able to close your voting card during the meeting without submitting your vote at any time while voting remains open. Any votes you have already made will be saved for the next time you open up the voting card. The voting card will appear on the bottom left corner of the webpage. The message **'Not yet submitted'** will appear at the bottom of the page.

You can edit your voting card at any point while voting is open by clicking on **'Edit Card'**. This will reopen the voting card with any previous votes made.

If at any point you have submitted your voting card and wish to make a change while voting is still open you can do so by clicking the **'Edit Card'** button and making the required change. Once you have completed your card select the **'Submit Vote'** button.

The voting card remains editable until the voting is closed at the conclusion of the meeting. Once voting has been closed, cards submitted cannot change. Incomplete cards or unsubmitted cards will be discarded.

At the conclusion of the meeting a red bar with a countdown timer will appear at the top of the Webcast and Slide windows advising the remaining voting time available to shareholders. Please make any changes required to your voting cards at this point and submit your voting cards.

Note: Registration for the meeting and voting opens at 8.30am (AEDT) on 12 October 2021.

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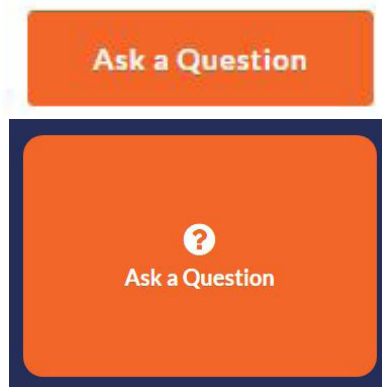
2. How to ask a question

Shareholders and Proxyholders only are eligible to ask questions during our Virtual AGM. Questions can be asked online or by telephone. Please read below for further details on each option.

2a. Asking a question online

If you have not yet obtained a voting card, you will be prompted to enter your shareholder number or proxy details before you can ask a question.

To ask a question, click on the 'Ask a Question' box either at the top or bottom of the webpage.



The 'Ask a Question' box will then pop up with two sections for completion.

Ask a Question

We welcome any questions that you may have and will endeavour to answer all questions during the Meeting. To submit a question, please select what the question pertains to and type your question in the provided area. If you have multiple questions please submit each individually.

Regarding

Question

Type your question here...

In the 'Regarding' section click on the drop down arrow and select the relevant category/resolution for your question.

After you have selected your question category, click in the 'Question' section and type your question.

When you are ready to submit your question – click the 'Submit Question' button. This will send the question to the Management/Board.

The Chairman of the meeting will endeavour to respond to all questions during the meeting. If this is not possible, we will seek to provide a response to the shareholder asking the question after the meeting. If a number of questions of a similar nature are received at a similar time during the meeting, the Chairman may respond to the question at one time recognising the shareholders who have submitted the question. If a customer related question is received during the meeting, staff will be available to respond to the question online and the question will be addressed outside of the meeting.

Once you have asked a question a 'View Questions' box will appear. At any point you can click on 'View Questions' and see all the questions you have submitted. Only you can see the questions you have asked.

Note: You can submit your questions by this method one hour before the meeting begins, if you have registered to vote. You can continue to submit questions up until the close of the meeting. If your question has been answered and you would like to exercise your right of reply, you can do so by submitting another question.

View Questions

Your submitted questions can be viewed below. We will endeavour to answer all questions during the AGM.

When will the next AGM be held?

Asked regarding General Business

Asked at: 7:18AM Updated:7:18AM

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2b. Asking a question by telephone

What you will need

- a) Land line or mobile phone
- b) The name of your holding/s
- c) To obtain your unique PIN, please contact Link Market Services on +61 1800 990 363 **by 9.30am (AEDT) on Monday 11 October 2021.**

Joining the Meeting via Phone

Step 1

From your land line or mobile device, call: **1800 941 125 or international +61 2 9189 8865.**

Step 2

You will be greeted with a welcome message and provided instructions on how to participate in the Meeting. Please listen to the instructions carefully.

At the end of the welcome message you will be greeted by a moderator and asked to provide your PIN. This will verify you as a shareholder and allow you to ask a question on the resolutions at the Meeting.

Step 3

Once the moderator has verified your details you will be placed into a waiting room and will hear music playing.

Note, If your holding cannot be verified by the moderator, you will attend the Meeting as a visitor and will not be able to ask a question.

Step 4

At the commencement of the Meeting, you will be admitted to the Meeting where you will be able to listen to proceedings.

Asking a Question

Step 1

When the Chairman calls for questions on each resolution, you will be asked to press *1 on your keypad should you wish to raise your hand to ask a question.

Step 2

When it is your time to ask your question, the moderator will introduce you to the meeting, your line will be unmuted and you can then start speaking.

Note, if at any time you no longer wish to ask your question, you can lower your hand by pressing *2 on your key pad.

If you also joined the Meeting online, we ask that you mute your laptop or desktop device while you ask your question.

Step 3

Your line will be muted once your question has been answered.

Please note, if you wish to lodge your vote during the meeting you must do this via the meeting portal <https://agmlive.link/telstra2021> (pages 3 and 4 of this guide provide details on how to vote).

Voting cannot be performed over the telephone.

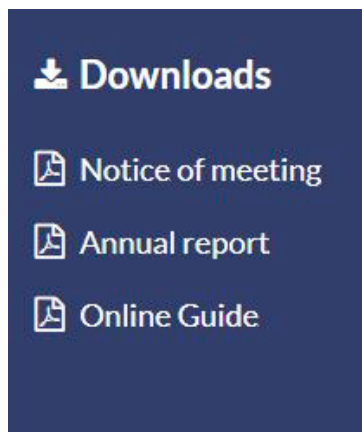
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3. Downloads

If you would like to download the Notice of Meeting or Annual Report, you can do so here.

When you click on these links the file will open in another tab in your browser.



Voting closing

Voting will close 10 minutes after the close of the meeting.

At the conclusion of the meeting a red bar with a countdown timer will appear at the top of the Webcast and Slide screens advising the remaining voting time. If you have not yet submitted your vote at this point, you will be required to do so now.

The voting card remains editable until the voting is closed at the conclusion of the meeting. Once voting has been closed, cards submitted cannot change. Incomplete cards or unsubmitted cards will be discarded.

Contact the Telstra Share Registry

General shareholder enquiries

T +61 1300 88 66 77

E telstra@linkmarketservices.com.au

Telstra AGM enquiries

T +61 1800 990 363 – call before 9.30am AEDT

Monday 11 October 2021 to obtain your personalised PIN number to ask a question at the AGM via the telephone.