



Telstra Annual General Meeting - 12 October 2021

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 with the exception of one question* that was received after the meeting closed and was responded to separately.

Item 2. Financial Statements/Reports and General Business

1	Can you please change the time of meetings if they are held virtually in the future. 9:30 am on the east coast is 6:30 am on the west coast. No one seems to even contemplate Western Australia when setting up these meetings.
2	How much has been spent on upgrading etc the business systems we have including consultant's fees and which consultants were involved?
3	The digitisation of Telstra is in your own judgement arguably the most complete of any large Telco. We shareholders however find it hard to compare with others. Have you some independent benchmarking data you could share?
4	With the restructure of Telstra into separate entities, which presumably sees staff, systems moving into separate entities, how does the process of agile at scale work and how will you measure it?
5	Can you give some background to the rise this year in complaints to the TIO? Telstra's rose by 11% while their competitors dropped by up to 50%. Given the simplification of plans, Covid financial support and increased focus on customers, how did this come about?
6	The chairman mentioned that the T22 vision was to basically get rid of the legacy system which was slowing the company down, does he know that it was the legacy customers who kept Telstra going and they should not be treated like crap by not being contacted to change their plans etc? I have been a legacy customer for over 20 years and have been treated like crap.
7	The Cloud has been a significant driver of new business for Macquarie Telecom their profits and dividends are growing, has Telstra thought of establishing Data Centres to drive new business.
8	Are there any payments to employees or directors being made in the form of shares in the current year? If so, will these be paid in cash instead of shares, given your comments regarding the DRP suspension?
9	I guess the answer to the last question about the time of the annual general meeting, assumes that European directors are more important than West Australian shareholders? If you held it at 5 pm in the afternoon Eastern standard Time, that would actually work for everybody, including West Australian shareholders and European shareholders given time differences.
10	When was the share holder vote with Telstra moving to the 4 new entities?
11	What is Telstra doing about mobile access in areas where there is no signal, such as Royal National Park in Sutherland Shire?
12	I would like my previous question answered in relation to the fact that Royal National Park is not in Regional Australia, it is in southern Sydney.
13*	Holding a virtual AGM has provided greater opportunity for involvement for many shareholders who would not be able to attend in person, regardless of COVID. Please maintain this access for the future.

Items 3A & 3B. Director Re-election

14	How do new directors get selected? Never been asked by the board if any shareholder wants to be on the board or nominate anyone?
15	The ASA supports the election of the two nominated Directors to the board but would be interested to hear from Ms Loudon after her first year on the board of one of the country's most complex businesses. She, as a young entrepreneurial woman has after all broken the mould, as well as the glass door to the boardroom.

Items 4A, 4B & 5. CEO Equity Allocation and Remuneration Report

16	How many shares and performance rights have been approved for Mr Penn since he became CEO?
17	Since we have voted on similar resolutions at past general meetings, and are likely to do so in the future, could the Annual Report please report on how many shares and performance rights have been awarded in past years?
18	It's lovely to hear what is paid to directors, but what do you pay the taskforce scattered in third world countries and young people who work in Telstra shops who represent the "face" of Telstra to the public?