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April 2020

Connectivity in a rapidly changing world

COVID-19 is having a profound impact on every aspect of society. In these extraordinary times it is in the national interest for every company and individual to play a part in helping Australia, and Australians, to come through as strongly as possible. With that in mind, we have announced a range of initiatives to support our customers and the broader economy.

We are recruiting an additional 1,000 temporary roles in Australia to help manage call centre volumes and better serve our customers during this time. We are also bringing forward $500 million of capital expenditure planned for the second half of FY21 into calendar year 2020. This investment will increase capacity in our network and accelerate our roll out of 5G. Both of these initiatives will inject much-needed investment into our economy at this time.

On top of assistance packages we have made available to our consumer and small business customers, we will also be pausing all late payment fees and disconnections for these customers until at least the end of April 2020 (at which point we will review further). This ensures those having difficulties paying their bill due to the impacts of COVID-19 will remain connected.

We will also be supporting our partners by extending any sponsorships set to expire this year for another 12 months, providing certainty to these organisations and the many causes we support.

How we do business is also changing, and we're relying on our world-class technology like never before. Telstra currently has more than 25,000 people successfully working from home and we are supporting many of our customers as they grapple with shifting to working and studying from home arrangements. In these uncertain times we're also supporting our people by focusing first on health and wellbeing. As part of this commitment we're providing flexible working arrangements and extra paid leave for Telstra employees and casuals.

01
Responsible business

Supporting Australians through the summer bushfires

It has been nearly five months since intense bushfires started burning across Australia, but barely a few weeks have passed since the majority were brought under control. At the height of the bushfires many mobile and network infrastructure sites were effected, but we're now well underway to restoring service to all impacted areas. We also provided significant financial support to firefighters and communities throughout the bushfires: we estimate that our contribution through assistance packages and donations

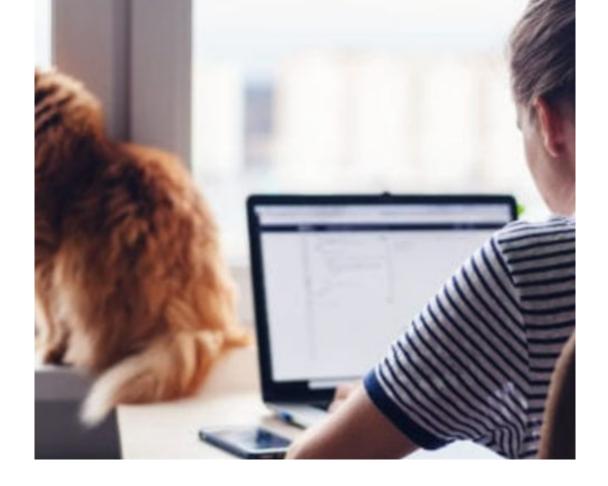will be in the order of $10 million, and the total impact on our business to be around $50 million.

Read more

Helping you to connect to the world from home

With the increase in people working and studying from home, we've put together [some tips on how to tweak your home setup](#) to ensure you're getting the best Wi-Fi speed and coverage possible, so you can make the most out of your internet connection.

Read more

03
Environmental solutions

We are acting on climate change

Events including Australia's Black Summer of bushfires have raised urgent questions in the community about what climate change means and, more importantly, what must be done. The science is clear. Everyone needs to play a role in addressing climate change, and we're stepping up to the challenge. In February, we were listed in CDP's Global Climate Change Index as one of six Australian companies to receive an A rating for our actions to improve our environmental performance. In March, we announced a significant acceleration in our response to reducing our impact on climate

[change](#): we'll be carbon neutral from this year, enabling 100 per cent renewable energy by 2025, and reducing absolute emissions 50 per cent by 2030.

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