



July 2020

How we went Carbon Neutral

We are proud to announce that we have been [certified carbon neutral in our operations](#), receiving [Climate Active's](#) largest certification in Australia. We've also become the second telecommunications business in Australia to do so behind our Belong brand, which gained certification in December last year.

We're continuing to work to reduce our overall emissions by 50 per cent over the next 10 years to 2030 and while we do that, we're purchasing carbon neutral credits to counteract our environmental impact.

As one of the largest consumers of power in the country, our certification has been achieved by purchasing 2.3 million carbon offset credits from projects that avoid, reduce or remove greenhouse gas emissions from being released into the atmosphere. We have also saved >13,000 MWh of energy through

energy efficiency initiatives and a further >18,000MWh by decommissioning old equipment.

We have chosen carbon offset credits consistent with the Australian Government's Climate Active program guidelines and further applied our own criteria to assess the social and environmental integrity of projects we invest in. The credits purchased to meet our 2020 carbon neutral commitment have been from two project owners in Australia and three in India.



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Responsible business

Protecting our customers from cyber security threats

Cyber threats continue to shift, evolve and increase and so must our response. [In FY20 we announced our Cleaner Pipes initiative](#) to further reduce instances of customer data being compromised through malware, ransomware and phishing. Cleaner Pipes involves significantly upscaling our Domain Name System (DNS) filtering, where millions of malware communications are being proactively and automatically blocked every week as they try to cross our infrastructure.

We are also now working to implement new technical controls across our voice and SMS platforms to further reduce the potential for customer harm. This aligns with work across the telecommunications sector including the drafting of an industry code to reduce scam calls.



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Telstra's COVID-19 response

COVID-19 is having a profound impact on every aspect of society, the world around. We have been providing support to our customers, the broader community and the nation through a range of initiatives. These include:

- Recruiting additional [temporary roles in Australia](#) to help manage call centre volumes and better serve our customers during this time.
- [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.
- Extending any sponsorships set to expire this year for another 12 months, providing certainty to these organisations and the many causes we support.
- Supporting more than 25,000 Telstra people to work from home and providing flexible working arrangements and [extra paid leave for Telstra employees and casuals](#).
- With the help of NBN, offering a new affordable [\\$40 per month home broadband connection](#) for low-income families with school-aged kids, for the first 12 months.
- Providing a range of [assistance packages](#) that included things such as additional data, pausing late payment fees and disconnections, discounts to eligible customers receiving the JobSeeker payment, and unlimited home phone calls for eligible pensioners. The majority of this assistance was offered nationwide up until 30 June 2020. Following increased restrictions in Victoria, [some of these initiatives were extended](#) for those in impacted postcodes to 31 August 2020.
- Bridging the gap to online learning by providing up to 30,000 free sim-cards across the Departments of Education and Catholic Education Network to provide students and teachers across the country with [free internet access](#).



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Growing Australia's digital economy out of COVID-19

When COVID-19 made many of us shut our doors, something happened. Digital doors opened in their place. We embraced technology like never before to keep businesses running, people working, kids learning and ourselves entertained.

We now have an opportunity to grow the economy in the long term, support those businesses and families doing it tough, and create positive change by focussing on reform in [five key areas](#): Digital transition, Infrastructure, Regulation, Cyber Security, and Skills.

Telstra CEO Andy Penn also chairs the Business Council of Australia's (BCA) Digital Economy and Telecommunications

working group, which aims to map out tangible ways to put Australia at the forefront of a digital future.



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The rise of the smart farmer with Internet of Things technology

Agbyte Director and agronomist Leighton Wilksch has a long history of being involved in innovative agricultural practices, but he sees [Internet of Things \(IoT\) connectivity](#) as being a potential game-changer for Australian farmers and regional producers

moving into the 21st century. IoT can be deployed to track livestock or collect data on things like soil moisture, rainfall, air quality, and wind speed and direction. It can also be used to assist with making decisions relating to crop nutrition, crop protection and product application.

Underpinning the emergence of IoT is the capability of networks to connect devices and send data on a national scale. We have been investing in delivering this capability and supporting farmers like Leighton, by enabling two new IoT technologies in our mobile network – LTE-M and Narrowband IoT (NB-IoT). As part of a world-first innovation, we have improved coverage of our NB-IoT network towers from 100 to 120 kilometres per site, which means our NB IoT coverage now reaches almost four million square kilometres. These network capabilities are crucial for IoT and its successful use in Australia.



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