

The below questions, relevant to the items of business before the meeting, were submitted by shareholders in the online portal during the AGM on Tuesday 14 October 2025. The Chair responded to the questions at the meeting.

Item 2. Financial Statements and Reports / General Business	
1.	Telstra charges fees for paper bills with minimal exemptions, which appears to be a profit-making exercise. Many organizations don't charge for paper bills. Has the Board reviewed these fees under consumer protection laws, given potential illegality? How does Telstra address digital exclusion, especially for vulnerable groups and others who prefer paper bills? With limited exemptions, these customers face discrimination and fraud risks. What measures protect and support them? Shouldn't these unfair fees be scrapped?
2.	Given Telstra's ongoing high volume of customer complaints, as highlighted by the Telecommunications Industry Ombudsman, ACMA, and online reviews, does the Board acknowledge that competent frontline staff are key to driving improvements? What concrete steps is Telstra taking to better support and train its staff to reduce complaints and enhance the customer experience? How is the company addressing root causes like billing disputes and service disruptions, and what measurable targets or timelines ensure real progress?
3.	Are you aware that your customer service team are suggesting to customers who have an issue with losing discounts, following the introduction of your new billing system, that instead of Telstra solving that problem, they should go to another provider or the ombudsman?
Item 3. Election and Re-Election of Directors	
No questions received	
Items 4 and 5. Allocation of Equity to the CEO/Remuneration Report	
No questions received	