



Telstra 2020 Virtual AGM

Frequently Asked Questions

1. When is Telstra's virtual AGM?

Telstra's virtual AGM will be held on Tuesday 13 October 2020 and start at 9:30am (AEDT). We recommend you log in and register on the day from 8:30am (AEDT) at <https://agmlive.link/telstra2020>.

2. What is the website for Telstra's virtual AGM?

<https://agmlive.link/telstra2020>. You will be able to access the website from 8:30am (AEDT) on Tuesday 13 October 2020.

To be able to vote or ask a question through the website during the virtual AGM, you will need the following details:

- if you are a shareholder, your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) and postcode or country code;
- if you are a Telstra ESOP 99 participant, your SRN and postcode code or country code; or
- if you are a participant of another eligible Employee Share Plan, your Employee ID and postcode or country code.

See Questions 11 and 12 for further details.

If you wish to attend the AGM only, but not vote or ask a question, you may log in and register from 8:30am (AEDT) on Tuesday 13 October 2020 at <https://agmlive.link/telstra2020>.

3. Why is Telstra not holding a physical meeting for its AGM this year?

We have had to make some changes to our AGM this year in light of the current COVID-19 environment. To ensure the safety of our shareholders, our people and the community, and in line with current Government advice, our AGM will now be held virtually (online), rather than in person.

While the Board always look forward to engaging with shareholders, in person at the AGM, we need to be cautious this year and adhere to social distancing requirements.

4. How will I vote or ask a question if you are not sending me a Voting Form or a Question Form?

You will be able to vote on resolutions and ask questions in advance of the AGM online from Friday 28 August at vote.linkmarketservices.com/tls.

If you are currently an e-shareholder or if you sign up to receive our shareholder communications electronically before Friday 21 August 2020 (and become an e-shareholder), we will send you an email when the Notice of Meeting and 2020 Annual Report are released on 28 August 2020. This email will also include your personalised shareholder link to vote online and the latest details of our AGM, including instructions on how to participate.

We encourage you to become an e-shareholder if you are not one already. A form to become an e-shareholder was included with the letter sent to shareholders from our Chairman John Mullen about Telstra's virtual AGM. You can also provide your email address online at:

- Australian register shareholders: www.linkmarketservices.com.au/telstra
- New Zealand register shareholders: www.linkmarketservices.co.nz
- Employees: <https://investorcentre.linkmarketservices.com.au/Employee/TLS>



5. Can you send me a Voting Form so I can vote?

As a result of changes to the law made by the Commonwealth Treasurer to deal with the impacts of the COVID-19 pandemic, Telstra will not be mailing shareholders a hard copy Notice of Meeting or a Voting Form this year. We encourage shareholders to vote (and submit questions) online before the AGM from 28 August at vote.linkmarketservices.com/tls. To login you will need to enter your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) and your postcode or country code.

6. What is the pre-AGM deadline for lodging online votes and questions?

Investor	Right to vote	Website to lodge your vote before the virtual AGM	Deadline for lodging your vote before the virtual AGM*	Deadline for lodging your questions before the virtual AGM
Shareholders	Shareholders registered as at 9:30am (AEDT) on Sunday 11 October 2020.	vote.linkmarketservices.com/tls If you are an e-shareholder before 21 August 2020 we will send you an email on Friday 28 August 2020 that will include your voting link(s)	9:30am (AEDT) on Sunday 11 October 2020.	9:30am (AEDT) on Sunday 11 October 2020.
Telstra ESOP 99 participants	Telstra ESOP 99 Participants registered as at 5:00pm (AEDT) on Thursday 8 October 2020.		5:00pm (AEDT) on Thursday 8 October 2020.	5:00pm (AEDT) on Thursday 8 October 2020.
Participants of other eligible Employee Share Plans	Participants registered as at 5:00pm (AEDT) on Thursday 8 October 2020.		5:00pm (AEDT) on Thursday 8 October 2020.	5:00pm (AEDT) on Thursday 8 October 2020.

* To be effective, votes must be lodged no later than the time and date noted in the table.

7. I can't attend the virtual AGM, can I view it later?

A recording of the virtual AGM will be available to view at www.telstra.com/agm after the conclusion of the AGM.

8. I don't know my SRN/HIN – do I need this for attending the virtual AGM?

No. You do not need your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) to attend the virtual AGM. However, you will need your SRN/HIN (or CSN/HRN) if you wish to vote and ask a question at the virtual AGM.

Your SRN/HIN (or CSN/HRN) is located on:

- the letter dated 20 July 2020 from John Mullen, Chairman John Mullen about our virtual AGM,
- the Welcome Letter or other documentation you received when you first became a Telstra shareholder, and
- on your dividend statement if you receive hard copy shareholder communications.

Participants of eligible Employee Share Plans (other than Telstra ESOP 99) will require their Employee ID (instead of their SRN/HIN) to vote and ask a question at the virtual AGM.



9. What do I need to do to attend the virtual AGM online?

You can access the virtual AGM using a desktop computer or a mobile device. To attend, vote and ask questions at the virtual AGM you must have your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) and postcode or country code.

Before you access the virtual AGM, please ensure your browser is compatible. You can easily check what your current browser is by visiting www.whatismybrowser.com. Compatible 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 later releases (please note Internet Explorer 8 is not supported)

Proxyholders:

If you are an appointed proxy, you will need your proxy number which will be provided by Link Market Services prior to the meeting.

10. How do I attend the virtual AGM?

1. On the day of the AGM, open your web browser and go to <https://agmlive.link/telstra2020>. Please make sure your web browser is compatible (see Question 9 for further information).
2. Login to the portal using your full name, email address, and company name (if applicable).
3. 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 virtual AGM.
- **On the right** – the presentation slides that will be used during the virtual AGM.

You will be required to enter your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) and postcode or country code to register to vote and get your online voting card (please see Question 11 for further information on how to do this). You will only be able to ask a question if you register with your SRN/HIN (or CSN/HRN) and postcode or country code (please see Question 12 for further information).

For further information, please refer to the Telstra Virtual AGM User guide available by 28 August at www.Telstra.com/agm.

11. How do I vote at the virtual AGM?

Once you have followed the steps outlined in Question 10 and have gained access to the virtual AGM portal, to register to vote, click on the **‘Get a voting card’** box at the top of the webpage or below the videos.

- If you are a shareholder, you will need to enter your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) and postcode or country code.
- If you are an appointed Proxy, you will need to enter the Proxy Number issued to you by Link Market Services in the **‘Proxy Details’** section.

After you have entered your appropriate details click the **‘Submit Details and Vote’** button.

Once you have submitted this information and registered, your voting card will appear with all of the resolutions to be voted on by shareholders at the virtual AGM (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 view all of the resolutions.

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.

For further information, please refer to the Telstra Virtual AGM User guide available by 28 August at www.Telstra.com/agm.



12. How do I ask a question at the virtual AGM?

If you would like to ask a question during the virtual AGM, click on the 'Ask a Question' box either at the top or bottom of the webpage. You will only be able to ask a question after you have registered with your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) and postcode or country code.

13. If I vote prior to the AGM can I still attend the AGM?

Yes, you can login to the virtual AGM from 8:30am (AEDT) on Tuesday 13 October 2020 at <https://agmlive.link/telstra2020>. You do not need to register for a voting card if you have previously voted. However, if you wish to ask a question you will need to register with your SRN/HIN (or CSN/HRN if you are on the New Zealand share register) to submit a question (please see Questions 11 and 12 for details).

14. If I am a few minutes late logging into the virtual AGM site, am I still allowed entry? What is the latest time I can login to vote at the virtual AGM if I miss registration?

You can login at any time during the course of the meeting at <https://agmlive.link/telstra2020> and register for a voting card by following the steps outlined in Questions 10 and 11. There will be a 5-minute warning prior to the close of voting for shareholders to submit their votes.

A recording of the virtual AGM will be available to view after the conclusion of the event at www.telstra.com/agm.

15. How do I watch the AGM as a non-voting shareholder or member of the public?

Members of the public can login to the virtual meeting and register from 8:30am (AEDT) on Tuesday 13 October 2020 at <https://agmlive.link/telstra2020>. However, only registered shareholders will be able to vote or ask a question.

16. Restrictions have eased, why are you not holding your AGM at a venue?

It is expected that social distancing requirements will be in place for at least the remainder of 2020. To ensure the safety of our shareholders, our people and the community, and in line with current Government advice, we have decided to proceed with a virtual AGM this year.

17. Will Telstra have a virtual AGM next year?

The Board is yet to determine the location and format of the 2021 AGM.

18. What is the date of the 2021 Telstra AGM?

The date of the 2021 AGM will be provided in the 2020 Telstra Annual Report to be released on 28 August 2020 and available on our Investor website www.telstra.com/annualreport.

19. Where do I get help if needed during the virtual AGM?

Please refer to the Telstra Virtual AGM User guide available by 28 August 2020 at www.Telstra.com/agm.

If you require further assistance during the virtual AGM, Link Market Services staff will be available to assist you by telephone on the help number displayed during the meeting at <https://agmlive.link/telstra2020>.