



15 August 2024

Market Announcements Office  
Australian Securities Exchange  
4<sup>th</sup> Floor, 20 Bridge Street  
SYDNEY NSW 2000

**Office of the Company Secretary**  
Level 41, 242 Exhibition Street  
MELBOURNE VIC 3000  
AUSTRALIA

#### **ELECTRONIC LODGEMENT**

- Telstra Group Limited (ACN 650 620 303) – ASX: TLS
- Telstra Corporation Limited (ACN 051 775 556) - ASX: TL1

#### **Telstra Group Limited – Financial Results for the full year ended 30 June 2024 – CEO/CFO Analyst Briefing Presentation and Materials**

In accordance with the Listing Rules, attached are the following materials for release to the market by Telstra Group Limited:

1. Full year 2024 results presentation;
2. Telstra's Full Year Results and Operations Review; and
3. financial and statistical tables.

The materials are also provided for the information of Telstra Corporation Limited noteholders.

Telstra will conduct an analyst and media briefing on its 2024 full year results from 9:15am AEST. The briefings will be webcast live at <https://www.telstra.com.au/aboutus/investors/financial-information/financial-results>.

A transcript of the analyst briefing will be lodged with the ASX when available.

Release of announcement authorised by:

Sue Laver  
Company Secretary



# Full year 2024 results

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### Forward-looking statements

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A number of these risks, uncertainties and other factors are described in the "Chair's message", "CEO's message", "Our material risks" and "Outlook" sections of Telstra's Operating and Financial Review (OFR). The OFR is set out in Telstra's financial results for the year ended 30 June 2024 which was lodged with the ASX on 15 August 2024, and is available on Telstra's Investor Centre website [www.telstra.com.au/aboutus/investors](http://www.telstra.com.au/aboutus/investors).

In addition, there are particular risks and uncertainties in connection with the implementation of Telstra's T25 strategy (T25). These risks include the response of customers to changes in products and the way Telstra interacts with customers as Telstra moves to a digital operating model, the risks of disruption from changes in Telstra's ways of working, and Telstra's ability to execute and manage the elements of T25 in a sequenced, controlled and effective manner and realise the planned benefits, cost savings and growth opportunities.

Due to the inherent uncertainty and limitations in measuring or quantifying greenhouse gas (GHG) emissions under the calculation methodologies used in the preparation of such data, all GHG emissions data or references to GHG emissions volumes (including ratios or percentages) in this presentation are estimates. The accuracy of Telstra's GHG emissions data and other metrics may be impacted by various factors, including inconsistent data availability, a lack of common definitions and standards for reporting climate-related information, quality of historical emissions data, reliance on assumptions and changes in market practice. These factors may impact Telstra's ability to meet commitments and targets or cause Telstra's results to differ materially from those expressed or implied in this presentation. There may also be differences in the manner that third parties calculate or report GHG emissions data compared to Telstra, which means that third party data may not be comparable to our data.

In FY23 Telstra finalised the acquisition of Digital Pacific. Telstra is working to determine the necessary actions to incorporate Digital Pacific in its existing climate scenario analysis, climate risk financial quantification, adaptation planning, emissions reduction plans and to gather the relevant activity data to calculate Digital Pacific's scope 1, 2 and 3 emissions profile in line with the GHG Protocol so that Digital Pacific can be integrated into emissions disclosures and targets. The disclosures in this presentation in relation to the matters noted above do not include Digital Pacific unless otherwise stated. We have begun a program to develop a deeper understanding of the physical climate characteristics which drive network exposure in the region and identify the vulnerabilities which are unique to our Digital Pacific operations.

Telstra does not provide financial guidance beyond the current financial year. Telstra's financial ambitions and growth ambitions across our portfolio are not guidance and there are greater risks and uncertainties in connection with these ambitions.

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Defined terms are set out on the slide "Glossary".

### Group performance results

Telstra uses underlying performance measures for internal management reporting to reflect the performance of the business on the basis on which guidance is provided to the market, and to better reflect what Telstra considers to be the underlying performance. Underlying performance measures exclude material one-offs, such as mergers and acquisitions, disposals, impairments, spectrum, restructuring costs and such other items as determined by the Board and management. Refer to OFR guidance vs reported results reconciliation which details the adjustments made to the current and comparative period to reflect performance on the basis on which we provide guidance to the market for FY24.

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### Unaudited information

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### Other information

All amounts are in Australian Dollars unless otherwise stated.

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# Full year 2024 results

Vicki Brady – Chief Executive Officer

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## Full year 2024 results



**FY24 EBITDA**  
**\$7.5b -4.2%**  
 FY24 Underlying EBITDA<sup>1,2</sup>  
**\$8.2b +3.7%**

**FY24 NPAT**  
**\$1.8b -12.8%**  
 FY24 Underlying NPAT<sup>1</sup>  
**\$2.3b +7.5%**

**FY24 ROIC**  
**6.8% -1.1pp**  
 FY24 Underlying ROIC<sup>1</sup>  
**8.3% +0.2pp**

**Episode NPS**  
**Improved 3 points  
 last 12 months**

**T25 strategy**  
**On track**

**FY24 Dividend<sup>3</sup>**  
**18cps +5.9%**

1. Refer to definition in the Glossary.  
 2. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).  
 3. Dividend includes fully franked interim dividend of 9 cents and final dividend of 9 cents.

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# Full year 2024 results



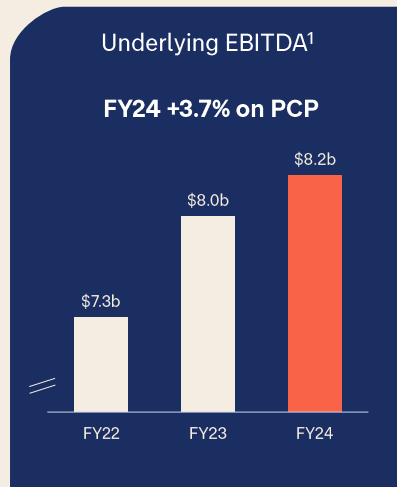
## FY24 Underlying EBITDA<sup>1</sup>

- **Mobile:** +\$424m or +9.2% growth
- **Infrastructure:** +\$147m growth:
  - **InfraCo Fixed:** +\$96m or +5.8% growth
  - **Amplitel:** +\$51m or +16% growth
- **Fixed-C&SB:** +\$119m or +88% growth
- **Fixed-Enterprise:** -\$275m or -67% decline



## Cost-out and T25 strategy

- **Cost reduction**
  - \$122m achieved over the last two years
  - \$350m ambition to the end of FY25
- **Overall, our T25 strategy is on track** including our growth ambitions in Underlying EBITDA, EPS and ROIC
  - Refer to Appendix T25 details



1. Refer to definition in the Glossary.

# Building a connected future so everyone can thrive



## Investing in connectivity

- **Australia's biggest investor in digital infrastructure**
  - \$5b capex/spectrum in FY24
  - \$42b capex/spectrum in last ten years
- **Australia's largest mobile network**
  - 99.7% population coverage or 2.88m km<sup>2</sup>
  - added 240,000 km<sup>2</sup> coverage since FY21
- **\$1.6b committed investment in intercity fibre network and Viasat projects**
  - >1,800km intercity fibre in the ground (as at Aug-2024)
- **APAC's largest subsea cable network**



## Supporting customers

- **Australia's largest telco**
  - >26m mobile services including IoT
  - >3m households with fixed services
  - >800k small and medium business customers
  - 87% of ASX100 are Telstra customers – ~2.5k enterprise customers
- **Helped >1.4m customers in vulnerable circumstances stay connected in FY24**
- **Cleaner Pipes** – blocking >10m scam calls, >14m SMS and >230m scam and unwanted emails on average per month



## Supporting Australians

- **Returned >\$2b to shareholders in dividends** benefiting >16m Australians
- **>26k Australian based employees (FTE)** – including across around 280 retail stores and onshore call centres
- **>\$1b tax paid in FY24**
- **Mobilised >3k people to respond to** cyclones, storms and flooding
- **Reduced our absolute scope 1+2 and scope 3 emissions by 37% (from FY19)**. Increased our absolute scope 1+2 emissions reduction target to at least 70% by 2030 (from FY19)
- **Supported renewable energy projects worth >\$1.4b to date**

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## Outlook



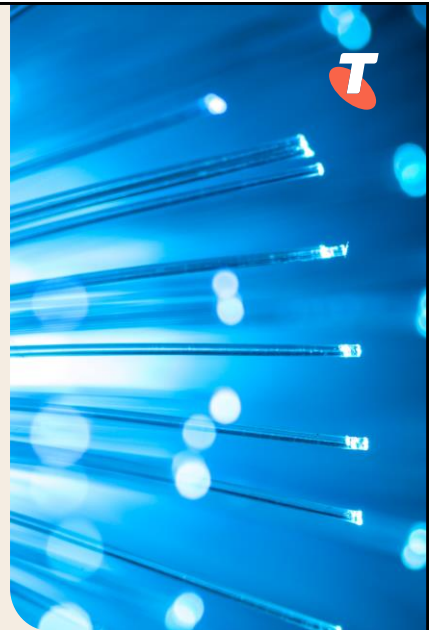
### Finishing T25 strongly

- Remain focused **on lifting customer experience**
- Continue delivering **financial growth and value** from our world-leading mobile network and high-quality infrastructure
- Continue the **reset of our Enterprise business**
- Keep delivering on our commitment to **simplify our operations** and **improve our productivity**



### Setting up for long-term success

- **Sustainable growth**
- Delivering for **customers now and in the long run**



## Full year 2024 results

Michael Ackland – Chief Financial Officer

## Reported vs underlying results

Reported results impacted by one-off restructuring and non-cash impairments



	Reported		Underlying	
	FY24	% Change vs PCP	FY24	\$ Change vs PCP
Total income <sup>1</sup>	\$23.5b	1.0%	\$23.4b	1.0%
<b>EBITDA<sup>1,2</sup></b>	<b>\$7.5b</b>	<b>-4.2%</b>	<b>\$8.2b</b>	<b>3.7%</b>
<b>NPAT</b>	<b>\$1.8b</b>	<b>-12.8%</b>	<b>\$2.3b</b>	<b>7.5%</b>
<b>Profit for TLS shareholders<sup>1</sup></b>	<b>\$1.6b</b>	<b>-15.9%</b>	<b>\$2.1b</b>	<b>5.8%</b>
EPS (cents)	14.1	-15.6%	18.5	5.7%
DPS (cents)	18.0	5.9%	18.0	5.9%
Capex <sup>1</sup>			\$3.7b	1.9%
Free cashflow after lease payments <sup>1</sup>			\$3.0b	7.3%

- Underlying EBITDA adjusted \$715m (\$518m post-tax) for:
  - Non-cash impairments following Telstra Enterprise reset
  - Restructuring costs
  - Retail energy and office buildings impairments
  - M&A adjustments

1. Refer to definition in the Glossary.

2. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

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## Underlying results

Continued growth in underlying earnings in line with T25 strategy



Underlying	FY23	FY24	Change
Total income <sup>1</sup>	\$23.2b	\$23.4b	1.0%
Operating expenses	\$15.2b	\$15.1b	-0.4%
<b>Underlying EBITDA<sup>1,2</sup></b>	<b>\$8.0b</b>	<b>\$8.2b</b>	<b>3.7%</b>
D&A	\$4.5b	\$4.5b	0.2%
<b>EBIT</b>	<b>\$3.5b</b>	<b>\$3.8b</b>	<b>8.2%</b>
Net finance costs	\$0.5b	\$0.6b	10.4%
Income tax expense	\$0.8b	\$0.9b	8.6%
<b>NPAT</b>	<b>\$2.1b</b>	<b>\$2.3b</b>	<b>7.5%</b>
<b>Profit for TLS shareholders<sup>1</sup></b>	<b>\$2.0b</b>	<b>\$2.1b</b>	<b>5.8%</b>
EPS (cents)	17.5	18.5	5.7%
DPS (cents)	17.0	18.0	5.9%
Dividend as % of underlying earnings <sup>1</sup>	97%	97%	-

- Underlying NPAT growth due to higher Underlying EBITDA, partly offset by higher finance costs and tax
- Underlying EBITDA growth across key products including cost discipline
- D&A broadly flat in FY24. Expected to grow in FY25
- Finance costs increased on higher interest rates and average net debt due to funding spectrum payments
- Tax effective rate of 27.5% (FY23 28.4%)
- Earnings per share (EPS) growth of 5.7%
- Dividends per share (DPS) of 18c up 5.9% representing payout ratio of 95% to free cash flow to equity<sup>3</sup>

1. Refer to definition in the Glossary.

2. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

3. Free cashflow to equity defined as Free cash flow after lease payments<sup>1</sup> less other finance costs paid, employee share purchases and dividends to non-controlling interests.

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## EBITDA by product

Mobile, Fixed-C&SB and Infrastructure growth, partly offset by Fixed-Enterprise and Other



	FY23	FY24	Change	Change \$m
Mobile	\$4,602m	\$5,026m	9.2%	424
Fixed-C&SB	\$135m	\$254m	88.1%	119
Fixed-Enterprise	\$411m	\$136m	-66.9%	-275
Fixed-Active Wholesale	\$117m	\$94m	-19.7%	-23
International	\$713m	\$774m	8.6%	61
InfraCo Fixed	\$1,663m	\$1,759m	5.8%	96
Amplitel	\$318m	\$369m	16.0%	51
Other <sup>1</sup>	-\$9m	-\$169m	n/m	-160
<b>Underlying</b>	<b>\$7,950m</b>	<b>\$8,243m</b>	<b>3.7%</b>	<b>293</b>
Guidance adjustments <sup>2</sup>	-\$88m	-\$715m	n/m	-627
<b>Reported</b>	<b>\$7,862m</b>	<b>\$7,528m</b>	<b>-4.2%</b>	<b>-334</b>

- Underlying EBITDA growth of \$293m or 3.7%
- Mobile growth from more users and higher ARPU
- Fixed-C&SB improved profitability through productivity and ARPU growth
- Fixed-Enterprise decline in DAC and NAS
- International growth in Wholesale & Enterprise. Digicel Pacific growth from adjustment in earn-out provision following challenging environment
- InfraCo Fixed growth from ongoing infrastructure demand
- Amplitel growth from new builds and customer wins
- Other losses largely reflect ongoing costs not allocated to products, including changes post-restructure

1. Other includes miscellaneous, Telstra Energy, Telstra Health and internal items.  
 2. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

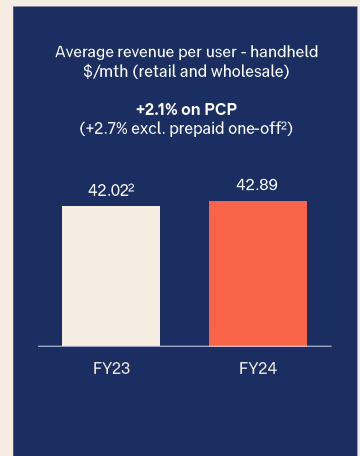
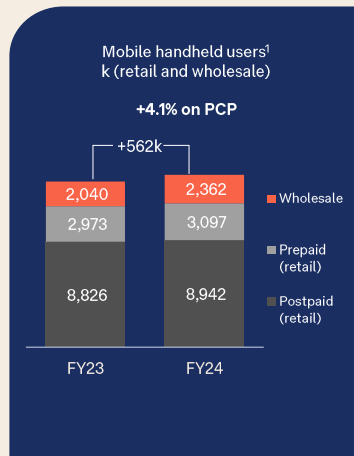
## Mobile

Earnings growth with continued recovery in service revenue



**\$10.7b** FY24 Income ▲5%  
**\$5.0b** FY24 EBITDA ▲9%

- Mobile service revenue 5.6% growth supported by handheld user growth and proposition changes across postpaid, prepaid and wholesale
- Mobile handheld users 4.1% growth with net adds across postpaid, prepaid and wholesale
- Average revenue per user - handheld +2.7% growth excl. prepaid one-off from product migration<sup>2</sup>
  - Postpaid handheld growth from Consumer and Business price rises
  - Prepaid handheld growth following plan refresh
  - Wholesale growth including from plan mix



1. Includes postpaid mobile handheld services in operation (SIOs) and prepaid mobile handheld unique users (UU).  
 2. 1H23 prepaid handheld revenue included \$42m one-off from customer migration to simplified plans.

## Fixed – C&SB

Delivering further earnings growth with continued execution of strategy



**\$4.4b**

FY24 Income ▼2%

**\$254m**

FY24 EBITDA ▲88%

- **EBITDA growth** as productivity, improved reseller margin and fixed wireless growth more than offset ongoing SIO and voice decline
- **Bundles & data ARPU growth** reflects partial benefit of price rise (from November 2023)
- **Bundles and data SIO decline** continued despite growth in fixed wireless net adds
- **nbn reseller EBITDA margin** continued improvement

Bundles & data retail ARPU  
\$/mth

+2.8% on PCP



FY	ARPU (\$/mth)
FY23	\$80.15
FY24	\$82.41

Bundles & data net adds  
SIOs k




FY	Net adds (SIOs k)
FY23	-97k
FY24	-112k

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## Fixed – Enterprise

Continued decline in connectivity and calling, while challenges remain for NAS products



**\$3.5b**

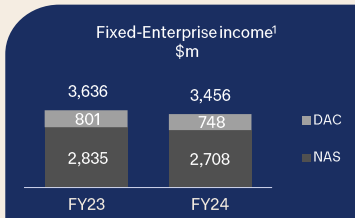
FY24 Income<sup>1</sup> ▼5%

**\$136m**

FY24 EBITDA ▼67%

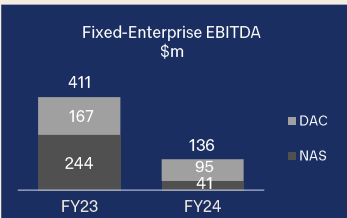
- **Fixed-Enterprise income** decline with DAC and NAS including calling
- **Data and Connectivity (DAC) income and EBITDA** decline with continued ARPU compression and technology change, as expected
- **Network Applications & Services (NAS) income** decline in calling and professional services, partly offset by growth in other
- **NAS EBITDA** decline includes high margin calling decline, professional services weakness and lower contribution from cloud resale and equipment sales

Fixed-Enterprise income<sup>1</sup>  
\$m



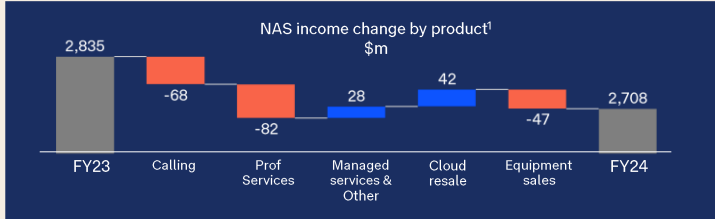
FY	Total	DAC	NAS
FY23	3,636	801	2,835
FY24	3,456	748	2,708

Fixed-Enterprise EBITDA  
\$m



FY	Total	DAC	NAS
FY23	411	167	244
FY24	136	95	41

NAS income change by product<sup>1</sup>  
\$m



Product	Change (\$m)
FY23	2,835
Calling	-68
Prof Services	-82
Managed services & Other	28
Cloud resale	42
Equipment sales	-47
FY24	2,708

1. FY24 excludes \$81m of revenue from Versent.  
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# International

Growth in Wholesale & Enterprise and Digicel Pacific



**A\$2.6b**  
FY24 Income<sup>1</sup> ▲ 6%

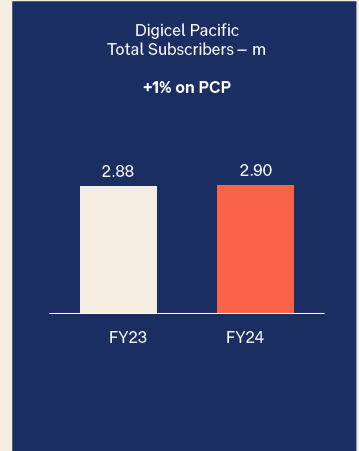
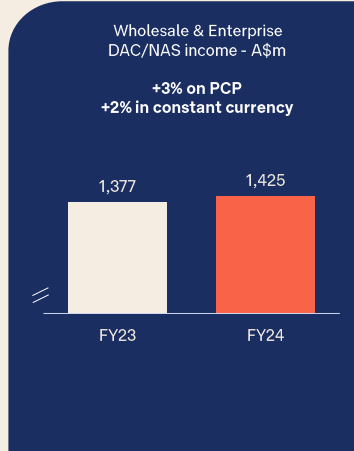
**A\$774m**  
FY24 EBITDA ▲ 9%

Wholesale & Enterprise results reflect continued demand growth and lower costs:

- External income up modestly with products and services demand offset by decline in legacy voice
- EBITDA growth of 11% with improved product mix, one-off timing benefits and productivity

Digicel Pacific:

- Trading results impacted by headwinds in PNG, hub markets solid
- 2.90m total subscribers
- Reported EBITDA up 6% reflecting earn-out adjustment following deterioration in operating performance; normalised EBITDA fell 13%<sup>2</sup>



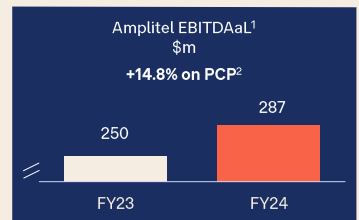
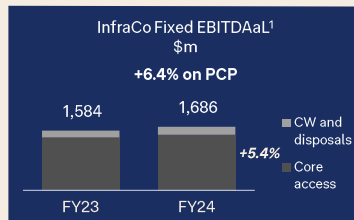
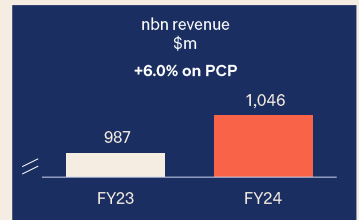
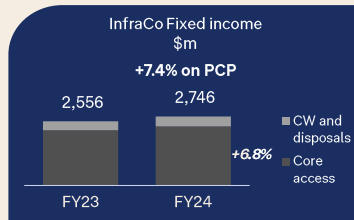
1. External income growth of 3% (excluding Digicel Pacific).  
2. Normalisation compared to FY23 proforma, in constant currency and excludes earn-out provision adjustment.

# Infrastructure

Growth from ongoing demand for digital infrastructure and contractual nbn indexation



- InfraCo Fixed 7.4% Income growth with higher core access and infrastructure services revenue, as well as legacy network disposals
- InfraCo Fixed 5.4% core access EBITDAa1 growth driven by ongoing infrastructure demand and higher contractual income from nbn
- Strategic investments for intercity fibre network and Viasat projects on track; \$1.6b investment FY23-FY27 and mid-teens IRR
- Strong demand for Amplitel new and existing towers including 5G expansion



1. Refer to definition in the Glossary.  
2. Includes \$15m relating to customer contributions and gains from customer contracts.

## Strong focus on reducing operating costs



Operating expenses	FY23	FY24	Change	Change \$m
nbn payments	\$2,048m	\$1,975m	-3.6%	-73
Non-nbn sales costs	\$5,914m	\$5,960m	0.8%	46
Fixed costs - core <sup>1</sup>	\$6,622m	\$6,541m	-1.2%	-81
Fixed costs - other <sup>2</sup>	\$612m	\$666m	8.8%	54
<b>Underlying</b>	<b>\$15,196m</b>	<b>\$15,142m</b>	<b>-0.4%</b>	<b>-54</b>
One-off nbn DA	\$35m	-	n/m	-35
Restructuring & guidance adj <sup>3</sup>	\$125m	\$796m	n/m	671
<b>Reported</b>	<b>\$15,356m</b>	<b>\$15,938m</b>	<b>3.8%</b>	<b>582</b>

- **Underlying operating expenses** declined with productivity offsetting cost inflation. Reported increased due to guidance adjustments
- **nbn payments** broadly in line with lower SIOs
- **Non-nbn sales costs** increased due to Enterprise cost of sales and Telstra TV migration
- **Fixed costs - core** declined as productivity and lower commissions more than offset inflation. Energy costs broadly flat with higher prices offset by lower consumption
- **Net cost-out** of \$122m achieved over last two years. Targeting further \$28m in FY25 to deliver \$350m reduction across T25
- **Fixed costs - other** increased primarily due to corporate adjustments, inclusion of prior year acquisitions and Telstra Health

1. Fixed costs - core includes \$493m of commissions in FY24 (FY23 \$559m).

2. Fixed costs - other includes Telstra Health, corporate adjustments and prior year acquisitions including Digicel Pacific.

3. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

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## Free cashflow growth despite continuing investment



Free cashflow <sup>4</sup>	FY23	FY24	Change	Change \$m
Underlying EBITDA	\$7,950m	\$8,243m	3.7%	293
Working capital and other <sup>1</sup>	\$283m	\$220m	-22.3%	-63
Tax paid	-\$933m	-\$946m	-1.4%	-13
Capex (excl. Spectrum & Strategic) <sup>2</sup>	-\$3,442m	-\$3,519m	-2.2%	-77
Lease payments	-\$774m	-\$751m	3.0%	23
<b>FCFaL<sup>3</sup> before strategic investment</b>	<b>\$3,084m</b>	<b>\$3,247m</b>	<b>5.3%</b>	<b>163</b>
Strategic investment	-\$300m	-\$261m	13.0%	39
<b>Free cashflow after lease payments<sup>3</sup></b>	<b>\$2,784m</b>	<b>\$2,986m</b>	<b>7.3%</b>	<b>202</b>
Spectrum	-\$112m	-\$1,284m	n/m	-1,172
M&A / asset sale	-\$2,595m	-\$394m	84.8%	2,201
Lease payments	\$774m	\$751m	-3.0%	-23
<b>Operating less investing cashflow</b>	<b>\$851m</b>	<b>\$2,059m</b>	<b>n/m</b>	<b>1,208</b>

- **Free cashflow after lease payments** increased largely due to higher Underlying EBITDA
- **Working capital and other** movement of \$220m includes increase in accrued labour expenses. Days sales outstanding, and aged debt remain at or near historical lows
- **Cash outflow related to FY24 restructuring costs** of around \$300m included in FY25 FCFaL guidance
- **Capex** increased on higher investment
- **Spectrum** investment supports growth, improved customer experience and efficient increase in mobile capacity
- **M&A** included -\$269m for Versent acquisition. FY23 includes -\$2.4b for Digicel Pacific acquisition

1. Includes working capital movement from operating activities, investing cash flow, proceeds on disposal, finance lease receivables, interest received, and other non-cash EBITDA items.

2. Represents cash outlay for capital expenditure during the year, excluding accrued strategic capex.

3. Refer to definition in the Glossary.

4. Non-controlling interests dividends paid in financing activities (not in table) of \$167m in FY24 (\$163m FY23) include to Amplitel and exchange trust minorities.

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## Strong capital position and liquidity



Capital position	FY23	1H24	FY24
Gross debt	\$15.3b	\$16.2b	\$16.8b
Cash and cash equivalents	\$0.9b	\$1.0b	\$1.0b
Net debt	\$14.4b	\$15.1b	\$15.8b
Average gross borrowing cost <sup>1</sup>	4.6%	5.0%	5.0%
Average debt maturity (years) <sup>1</sup>	3.9	3.6	3.8
Financial parameters <sup>2</sup>	Comfort zones		
Debt servicing	1.5 - 2.0x	1.8x	1.9x
Gearing	50% to 70%	45%	46%
Interest cover	>7x	12.8	11.0
Ratios			
Capex <sup>3</sup> to sales	16.1%	16.5%	16.3%
ROE <sup>3</sup>	12.5%	12.6%	10.7%
ROIC <sup>3</sup>	7.9%	7.8%	6.8%
Underlying ROIC <sup>3</sup>	8.1%	7.8%	8.3%

- **Net debt** increased ~\$1.3b in FY24 due to funding of spectrum
- **Average gross borrowing cost** increased due to higher interest rates including non-recourse Digicel Pacific debt
- **Fixed rate debt** as % of total debt is >50%, aligned to policy
- **Strong liquidity** with \$1.0b cash and \$2.5b of unused committed facilities
- **Balance sheet strength and flexibility.** Financial parameters within or better than comfort zones on underlying basis. **Debt servicing 1.9x Underlying EBITDA** (excluding restructuring and impairments)
- **Accrued capex<sup>3</sup>** of \$3,666m in FY24 (guidance basis) included \$261m of strategic investment and \$164m for Digicel Pacific. Capex to sales ~15% excluding strategic investment
- **Underlying ROIC** increase vs PCP with higher NOPAT more than offsetting increased invested capital

1. Excludes leases and calculated on average debt on issue over the reporting period.  
 2. Debt servicing calculated as net debt over EBITDA. Gearing calculated as net debt over total net debt and equity. Interest cover calculated as EBITDA over net interest expense (excluding capitalised interest, revaluation impacts on our borrowings and derivatives and other non-cash accounting impacts).  
 3. Refer to definition in the Glossary.

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## FY25 guidance



	FY24	FY25 guidance <sup>1</sup>
Underlying EBITDA <sup>2</sup>	\$8.2b	<b>\$8.5b to \$8.7b</b>
Business-as-usual capex <sup>3</sup>	\$3.4b	<b>\$3.2b to \$3.4b</b>
Strategic investment <sup>5</sup>	\$0.3b	<b>\$0.3b to \$0.5b</b>
Free cashflow after lease payments (FCFaL) <sup>4</sup> before strategic investment <sup>5</sup>	\$3.2b	<b>\$3.0b to \$3.4b</b>

Underlying EBITDA<sup>2</sup> guidance range tightened – previously \$8.4b to \$8.7b

1. This guidance excludes material one-offs, such as mergers and acquisitions, disposals, impairments, spectrum, restructuring costs and such other items as determined by the Board and management.  
 2. Underlying EBITDA excludes guidance adjustments.  
 3. BAU capex is measured on an accrued basis and excludes spectrum, guidance adjustments, strategic investment, externally funded capex and capitalised leases.  
 4. Free cashflow after lease payments defined as 'operating cash flows' less 'investing cash flows' less 'payments for lease liabilities' and excludes spectrum and guidance adjustments. FY25 FCFaL guidance includes around \$300m cash outflow related to FY24 restructuring costs.  
 5. Strategic investment capex is measured on an accrued basis and relates to the intercity fibre network and Viasat projects.

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Thank you

For more information refer to:  
[www.telstra.com.au/aboutus/investors](http://www.telstra.com.au/aboutus/investors)

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Appendix

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# Telstra at a glance



## Size and scale<sup>1</sup>



>1m shareholders

\$42b market capitalisation

Public ASX20 company

FY24 \$23b total income

A-/A2 investment grade rating from S&P and Moody's

## Network<sup>1</sup>



Australia's largest mobile network – around 1m square kilometres more coverage than nearest competitor

250,000km optical fibre network in Australia

Own or operate 400,000km of subsea cable and 2,000 POPs

## Customers and people<sup>1</sup>



24.2m retail mobile services  
2.4m wholesale mobile unique users

3.6m C&SB bundle and data, and voice only services

150k Enterprise data and connectivity services

Employee engagement score of 79

Around 280 retail stores in Australia

Presence in >30 countries and territories outside Australia

# Capital management framework



## Objectives



**Maximise returns for shareholders**



## Fiscal discipline

**Maintain financial strength**



**Retain financial flexibility**

## Principles

1. Committed to balance sheet settings consistent with an A band credit rating
2. Maximise fully-franked dividend and seek to grow over time<sup>1</sup>
3. Ongoing business-as-usual capex of ~\$3b p.a. excluding spectrum<sup>2</sup>
4. Invest for growth and return excess cash to shareholders

1. The dividend is subject to no unexpected material events and is subject to Board discretion having regard to financial and market conditions, business needs and maintenance of financial strength and flexibility consistent with Telstra's capital management framework.  
2. BAU capex is measured on an accrued basis and excludes spectrum, guidance adjustments, strategic investment, externally funded capex and capitalised leases.

# T25 strategy



Our purpose and behaviours

To build a connected future so everyone can thrive

Look Beyond

Work as One

Make a Difference

Our strategic pillars

An exceptional customer experience you can count on

Leading network & technology solutions that deliver your future

Sustained growth and value for our shareholders

The place you want to work

Excelling at new ways of working

Accelerating digital leadership

Doing business responsibly

Our businesses

Consumer

Business

Enterprise

New Markets

International

Infrastructure

# Sustainability



Creating a better digital world<sup>1</sup>



Our 5G footprint covers around 89% of the Australian population – 95% ambition by FY25

Expanded mobile coverage by 240,000km<sup>2</sup> since FY21 – more than double our T25 target

Helped >1.4m customers in vulnerable circumstances stay connected in FY24

Supported 423k Australians to grow their digital skills over last three years

Sustaining our planet<sup>1</sup>



Reduced absolute scope 1+2 emissions by 37% (towards a 70% target by 2030) and reduced absolute scope 3 emissions by 37% (towards a 50% target by 2030) – both from FY19 baseline

TIME Magazine World's Most Sustainable Companies 2024

Financial Times Asia-Pacific Climate Leaders 2024

CDP A rating on climate in 2024, top 1.6% of respondents globally

Increased network waste recycling rate to 95%

Reused or recycled 710k mobile phones, modems and other devices

Doing business responsibly<sup>1</sup>



\$42.5m spend across 33 First Nations businesses in FY24 (FY23: \$20.8m)

Conducted 57 independent third-party supply chain audits across 29 suppliers<sup>\*</sup>


Launched new Global Diversity, Equity and Inclusion strategy


Reduced TIO referral complaints by more than two-thirds since FY21

FY24 sustainability disclosures available from 28 August 2024 at [telstra.com.au/sustainability/report](https://telstra.com.au/sustainability/report)

## Customer experience


Driven by product simplification, onshore call centres, in-house stores and digitisation






### Increased digitisation

- **C&SB: 49% services and 92% sales on new digital stack** – on track for all by FY25
- **77% key service interactions** available digitally
- **8.1m active digital users**
- **5.7m Telstra Plus members** – 77% engagement



### Episode NPS at record highs and reduced complaints

- **Episode NPS**
  - improved 3 points last 12 months
  - improved 2 points last 6 months
- **C&SB TIO complaints**
  - 14% lower FY24 on FY23
  - more than two-thirds lower than FY21
- **97% Enterprise billing complaints resolved** in one billing cycle in Q4 FY24




### Cyber security important to us and our customers


- **Launched Scam Indicator** in partnership with CBA
- **SMS scam blocking in place for two years. Cleaner Pipes initiative** blocking on average per month:
  - >10m scam calls
  - >14m scam SMS
  - >230m scam and unwanted emails

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## Network and technology solutions


Driven by network expansion including 5G and digital infrastructure





### Investment in network leadership and resilience

- **Mobile coverage expanded to 99.7% population coverage or 2.88 million km<sup>2</sup>** – added 240,000 km<sup>2</sup> since FY21
- **Australia's largest 5G network** with 89% population coverage
- **54% mobile traffic on 5G** in June 2024
- **\$1.3 billion spectrum investment** in FY24
- **Transition off 3G network** October 2024
- **umlaut – “Best in Test”** (Oct 2023) for 6<sup>th</sup> consecutive year



### Satellite and digital infrastructure

- **Satellite Internet** – Enterprise and Consumer home products released (Consumer product including voice)
- First 4G call using **OneWeb** satellite
- Build progressed on **intercity fibre project**
  - five routes under construction connecting major capital cities
  - >1,400km fibre in the ground (as at end of FY24)
- We operate **APAC's largest subsea cable network**

### 5G population coverage

**FY24 +4pp on PCP**

Fiscal Year	5G Population Coverage (%)
FY22	80%
FY23	85%
FY24	89%

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## Growth and value

Driven by earnings growth across mobile, infrastructure and Fixed – C&SB



### Growth

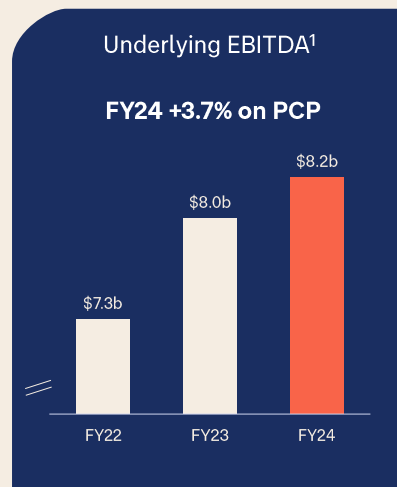
- **Underlying EBITDA<sup>1</sup> +3.7% growth on PCP** – on track for mid-single digit CAGR ambition to FY25
- **Underlying EPS<sup>1</sup> +5.7% growth on PCP**. 24% CAGR from FY21 to FY24 – on track for high-teens CAGR ambition to FY25
- **Underlying ROIC<sup>1</sup> 8.3%** – +0.2pp growth on PCP

1. Refer to definition in the Glossary.



### Cost discipline

- **FY24 core fixed costs reduced \$81m** with productivity partly offset by inflation
- **Cumulative \$122m core fixed cost reduction since FY22**



## The place you want to work

Driven by digital leadership and doing business responsibly



### New ways of working

- **Employee engagement score of 79** – in top quartile globally
- **63% Agile teams at Level 4 Maturity**
- **Direct software engineering workforce** delivered 2x strategic development work since FY21
- **Launched Big Three behaviours and habits** – Look Beyond, Work as One and Make a Difference



### Digital leadership / AI

- **Building reusable AI products** – Built 100% of FY24 target APIs for 1<sup>st</sup> API-first product release
- **67% key processes enhanced/improved using AI** – on track for 100% by FY25
- **First Australian company**, and 6<sup>th</sup> globally to join UNESCO's Business Council for AI
- Scaled up rollout of **AskTelstra** and **One Sentence Summary** to support frontline teams, and launched our **Data & AI Academy**





### Doing business responsibly

- **Increased our absolute scope 1+2 emissions reduction target** to at least 70% by 2030 (from FY19)
- **Supported renewable energy projects worth >\$1.4b to date**
- **Helped >1.4m customers in vulnerable circumstances** stay connected in FY24
- **Mobilised >3k people to respond** to cyclones, storms and flooding
- **Supported 423k Australians** to build digital skills over last three years

## Supporting customers


Helped more than 1.4 million customers in vulnerable circumstances stay connected in FY24 and 423k Australians to grow their digital skills over the last three years





### Affordability

- **Access for Everyone program:** 543k customers
- **Free calls to crisis lines from Telstra mobiles:** 222k
- **Payment Assistance:** 29k customers
- **Top-Up program** expanded to \$160 6-month recharge and 70GB: 16k customers



### Digital capability programs

- **Get ePrepared** with Justice Connect to build digital skills and disaster preparedness
- **Digital Sisters** with Microsoft and Good Things Foundation to build AI literacy for women
- **Tech Savvy Seniors** with NSW Government to build digital skills for seniors
- **Get Online Week** and a range of other customer education initiatives

### FY24 including

Free calls on public payphones  
**>24m**

Disaster relief support packages  
**437k**

Phones provided to domestic violence victim-survivors  
**>6k**

Customers with disability equipment or services  
**>8k**


One Stop One Story referrals  
**644**


FY24 sustainability disclosures available from 28 August 2024 at [telstra.com.au/sustainability/report](https://telstra.com.au/sustainability/report)

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## Environment

Committed to achieving net-zero emissions by 2050. Our progress has enabled an increase in our near-term absolute scope 1+2 emissions reduction target from 50% to 70% by 2030 (from FY19 baseline)





### Our achievements

- **37% reduction in both absolute scope 1+2 and scope 3 emissions** since FY19
- **95% network waste recycling rate**
- **Avoided >60,000 tCO<sub>2</sub>e** annualised through decommissioning legacy equipment and energy efficiency projects
- **Supported renewable energy projects worth >\$1.4b** to date
- **Early adopter** of the recommendations of the Taskforce on Nature-related Financial Disclosures (TNFD)
- **710k customer devices reused or recycled**, exceeding 650k target

### Our recognitions

CDP A rating on climate in 2024, top 1.6% of respondents globally

Finalist in National Banksia Sustainability Awards

Financial Times Asia-Pacific Climate Leaders 2024

TIME Magazine World's Most Sustainable Companies 2024

CommsDay Edison Award

Highly commended at Product Stewardship Awards

FY24 sustainability disclosures available from 28 August 2024 at [telstra.com.au/sustainability/report](https://telstra.com.au/sustainability/report)

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# T25 scorecard



Customer experience	Network & Technology	Growth and value	New ways of working	Digital leadership	Responsible business
<p>Market leading CX with eNPS&gt;40 by FY25</p> <p>● sNPS uplift of +25 by FY25</p> <p>Getting it right for customers</p> <p>● &gt;90% 'Once and Done' by FY25 (C&amp;SB)</p> <p>● 90% rating in support and engagement by FY25 (TE)</p> <p>Reduce our complaints</p> <p>● One-third by FY23, 50% by FY25 (C&amp;SB)</p> <p>● &gt;95% of billing disputes will be resolved in 1 cycle by FY25 (TE)</p> <p>Grow Telstra Plus members (#) and engagement (%)</p> <p>● 5.4m and 70% by FY23</p> <p>● 6m and 80% by FY25</p> <p>Grow digitally active users by 2m to 8.5m FY25 (C&amp;SB)</p> <p>Improve availability of infra. assets for customers, by FY25</p> <p>● 250 new towers</p> <p>● 20,000km of fibre deployed<sup>1</sup></p>	<p>Network leadership; by FY25:</p> <p>● -95% pop. coverage for 5G</p> <p>● &gt;80% of traffic on 5G</p> <p>● 3G closed in FY24</p> <p>Win majority of key surveys for best fixed/ mobile network including Coverage, and Overall customers speeds for mobile FY23-FY25</p> <p>● Double metro cell sites by FY25 to densify the network<sup>1</sup></p> <p>Expand regional coverage</p> <p>● 100,000km<sup>2</sup> new coverage by FY25</p>	<p>Underlying EBITDA</p> <p>● \$7.5-8.0b by FY23</p> <p>● Mid-single digit CAGR FY21 to FY25</p> <p>Underlying ROIC</p> <p>● -8% by FY23</p> <p>● Grow beyond to FY25</p> <p>Underlying EPS: High-teens CAGR FY21 to FY25</p> <p>● Maximise fully-franked dividend and seek to grow over time</p> <p>Maintain cost discipline</p> <p>● \$350m net fixed cost out from FY23 to FY25 while investing for growth*</p> <p>● Maintain leading operating cost metrics for full-service telco</p> <p>Maximise value from infra. Amplitel/EBITDAaL CAGR – low-to-mid single digit</p> <p>● InfraCo Fixed EBITDAaL CAGR – low-single digit</p>	<p>● Remain at 90th percentile employee engagement (equivalent to high-performance norm)</p> <p>● Improve agile maturity of teams, with 70% scoring above 4 by FY25</p> <p>● Halve our time to market for products and services from FY22 to FY25</p> <p>● 50% increase in representation of Data &amp; Analytics workforce by FY25</p> <p>● Direct software engineering workforce delivering +2x the percentage of strategic development work by FY25</p>	<p>● All key service transactions with customers are capable of being conducted digitally by FY25</p> <p>● 100% of key business processes enhanced/ improved using AI by FY25</p> <p>● Reach top 20% in Digital Capability Index by FY25</p> <p>● 100% API-first architecture for customer management, product development, and external monetisation</p> <p>● Move -90% of applications to the public cloud by FY25<sup>1</sup></p>	<p>● Enable renewable energy generation equivalent to 100% of our consumption by 2025</p> <p>● Reduce our absolute scope 1+2 emissions by 70% by 2030 (from FY19)</p> <p>● Reduce our absolute scope 3 emissions by 50% by 2030 (from FY19)</p> <p>● Increase digitally active customers by 2m, including building digital skills for 500k Australians, by FY25</p> <p>● Help keep 1m customers in vulnerable circumstances connected each year from FY22-25</p> <p>● 4-7pt uplift in RepTrak reputation score by FY25</p>

Note: Commitments are baselined to FY21, except where stated otherwise and see disclaimer slide in relation to financial ambitions.

1. Fibre deployed target removed in August 2023 due to our focus on the highest priority routes. Double metro cell sites target removed in August 2023 due to technology review. Public cloud target removed in August 2024 due to shift to a hybrid cloud strategy.

\* Net fixed cost target reduced from \$500m in May 2024.

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# T25 outcomes – progress



Strategic pillars	Commitments & metrics	Progress
An exceptional customer experience you can count on	Market leading CX with	● Episode NPS +46. Improved 2 points on 1H24 and 3 points on FY23
	● eNPS>40 by FY25	● Strategic NPS uplift of 3 points FY21 to FY24. Unchanged on 1H24 and improved 4 points on FY23
	● sNPS uplift of +25 by FY25	
	Getting it right for customers	● C&SB 'Once and Done' improved 12pp to 81% (FY23 69%, FY22 63%)
	● >90% 'Once and Done' by FY25 (C&SB)	● Enterprise support and engagement improved 6pp to 67% (FY23 61%, FY22 60%)
	● 90% rating in support and engagement by FY25 (TE)	
Reduce our complaints	● C&SB TIO referral complaints reduced by more than two-thirds on FY21. Average 3.1 TIO referral complaints per 10k SIOs FY24 (FY23 3.6, FY22 5.5, FY21 9.4)	
● One-third by FY23, 50% by FY25 (C&SB)	● 97% Enterprise billing disputes resolved in 1 cycle in Q4 FY24 (Q4 FY23 98%)	
● >95% of billing disputes will be resolved in 1 cycle by FY25 (TE)		
Grow Telstra Plus members (#) and engagement (%)	● 5.7m Telstra Plus members (FY23 5.1m, FY22 4.5m)	
● 5.4m and 70% by FY23	● 77% engagement Telstra Plus customers (FY23 69%, FY22 65%)	
● 6m and 80% by FY25		
Grow digitally active users by 2m to 8.5m FY25 (C&SB)	● 8.1m C&SB digitally active users (FY23 7.4m, FY22 7.1m)	
Improve availability of infra. assets for customers, by FY25	● 267 new towers built since FY21 (FY23 175, FY22 84)	
● 250 new towers	● Build progressed on intercity fibre network: >1,400km of fibre in the ground (as at end FY24)	
● 20,000km of fibre deployed <sup>1</sup>		

Note: Commitments are baselined to FY21, except where stated otherwise and see disclaimer slide in relation to financial ambitions.

1. Fibre deployed target removed in August 2023 due to our focus on the highest priority routes.

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## T25 outcomes – progress (cont.)



Strategic pillars	Commitments & metrics	Progress
Leading network & technology solutions that deliver your future	<b>Network leadership; by FY25:</b> <ul style="list-style-type: none"> <li>-95% pop. coverage for 5G</li> <li>&gt;80% of traffic on 5G</li> <li>3G closed in FY24</li> </ul>	<ul style="list-style-type: none"> <li>Australia's largest 5G network with 89.3% population coverage (FY23 85.3%)</li> <li>54% traffic on 5G (FY23 41%, FY22 22%)</li> <li>3G exit expected October 2024. As at end FY24, 0.8m 3G unique SIOs and 13 3G only sites</li> </ul>
	<b>Win majority of key surveys for best fixed/ mobile network including</b> <ul style="list-style-type: none"> <li>Coverage, and</li> <li>Overall customers speeds for mobile FY23-FY25</li> </ul>	<ul style="list-style-type: none"> <li>Mobile: 2023 umlaut Best in Test for 6th consecutive year. Also awarded Best for data, Best in voice, Best in reliability and Best in crowdsourced quality (Oct 2023)</li> <li>Fixed: Ranked #1 tier for Netflix ISP Speed Index (Jun 24)</li> <li>Fixed: We continue to meet or exceed our advertised typical busy-period speeds on all nbn plans on a 12-week rolling average basis</li> </ul>
	<b>Double metro cell sites by FY25 to densify the network<sup>1</sup></b>	<ul style="list-style-type: none"> <li>Metro mobile cell sites: 5,855 (FY23 5,716, FY22 5,319, FY21 5,133). Double metro cell site target removed in August 2023 due to technology review</li> </ul>
	<b>Expand regional coverage</b> <ul style="list-style-type: none"> <li>100,000km<sup>2</sup> new coverage by FY25</li> </ul>	<ul style="list-style-type: none"> <li>240,000km<sup>2</sup> coverage added since FY21 – total mobile coverage 2.88m km<sup>2</sup> (FY23 2.72m km<sup>2</sup>, FY22 2.66m km<sup>2</sup>, FY21 2.64m km<sup>2</sup>)</li> </ul>

Note: Commitments are baselined to FY21, except where stated otherwise and see disclaimer slide in relation to financial ambitions.  
 1. Double metro cell sites target removed in August 2023 due to technology review.

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## T25 outcomes – progress (cont.)



Strategic pillars	Commitments & metrics	Progress
Sustained growth and value for our shareholders	<b>Underlying EBITDA</b> <ul style="list-style-type: none"> <li>\$7.5-8.0b by FY23</li> <li>Mid-single digit CAGR FY21 to FY25</li> </ul>	<ul style="list-style-type: none"> <li>FY23 Underlying EBITDA \$7.95b</li> <li>FY24 Underlying EBITDA growth of 3.7% on PCP to \$8,243m</li> </ul>
	<b>Underlying ROIC</b> <ul style="list-style-type: none"> <li>-8% by FY23</li> <li>Grow beyond to FY25</li> </ul>	<ul style="list-style-type: none"> <li>FY23 Underlying ROIC 8.1%</li> <li>FY24 Underlying ROIC growth of 0.2pp to 8.3%</li> </ul>
	<b>Underlying EPS: High-teens CAGR FY21 to FY25</b>	<ul style="list-style-type: none"> <li>Underlying EPS 24% CAGR FY21 to FY24 (annualised)</li> <li>Underlying EPS: FY24 18.5 cents (FY23 17.5, FY22 14.4 cents, FY21 9.7 cents)</li> </ul>
	<b>Maximise fully-franked dividend and seek to grow over time</b>	<ul style="list-style-type: none"> <li>FY24 fully franked dividend 18 cps (FY23 17 cps, FY22 16.5 cps)</li> </ul>
	<b>Maintain cost discipline</b> <ul style="list-style-type: none"> <li>\$350m net fixed cost out from FY23 to FY25 while investing for growth*</li> <li>Maintain leading operating cost metrics for full-service telco</li> </ul>	<ul style="list-style-type: none"> <li>Core fixed costs decreased \$81m on PCP to \$6,541m (Core fixed costs: FY23 \$6,622m, FY22 \$6,663m)</li> <li>\$122m net fixed cost out achieved from FY23 to FY24</li> <li>Net fixed cost target reduced from \$500m in May 2024</li> <li>Third quartile in FY22 cost benchmarking</li> </ul>
	<b>Maximise value from infra.</b> <ul style="list-style-type: none"> <li>Amplitel EBITDAaL CAGR – low-to-mid single digit</li> <li>InfraCo Fixed EBITDAaL CAGR – low-single digit</li> </ul>	<ul style="list-style-type: none"> <li>FY24 Amplitel EBITDAaL 12% growth excluding \$7m gains from contracts (FY24 \$280m, FY23 \$250m)</li> <li>FY24 InfraCo Fixed EBITDAaL 5.4% growth excluding commercial &amp; recoverable works and legacy network disposals</li> </ul>

Note: Commitments are baselined to FY21, except where stated otherwise and see disclaimer slide in relation to financial ambitions.  
 \* Net fixed cost target reduced from \$500m in May 2024.

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## T25 outcomes – progress (cont.)



Strategic pillars	Commitments & metrics	Progress
<b>The place you want to work – Excelling at new ways of working</b>	Remain at 90th percentile employee engagement (equivalent to high-performance norm)	• Employee engagement score 79. Performance equivalent to top quartile of global companies but outside 90th percentile (equivalent to high-performing norm)
	Improve agile maturity of teams, with 70% scoring above 4 by FY25	• 63% teams at or above Level 4 Agile Maturity (FY23 67%, FY22 57%)
	Halve our time to market for products and services from FY22 to FY25	• Time to market for products and services reduced by 40% FY22 to FY24
	50% increase in representation of Data & Analytics workforce by FY25	• 36% increase in Data and Analytics workforce. Company-wide strategy implemented targeting learning credentials and extension of Data & Analytics workforce
<b>The place you want to work – Accelerating digital leadership</b>	Direct software engineering workforce delivering ~2x the percentage of strategic development work by FY25	• Direct software engineering workforce delivering 2x strategic development work (FY24 59%, FY21 29%)
	All key service transactions with customers are capable of being conducted digitally by FY25	• Key service transactions available digitally 77% (C&SB 94%, TE 66%) (FY23 68%, FY22 57%)
	100% of key business processes enhanced/ improved using AI by FY25	• 67% key business processes enhanced / improved using AI (FY23 33%)
	Reach top 20% in Digital Capability Index by FY25	• Achieved top 38% in Digital Capability Index for Telcos (Nov 2023)
	100% API-first architecture for customer management, product development, and external monetisation	• 100% target build of APIs for 1 <sup>st</sup> API-first product release
Move ~90% of applications to the public cloud by FY25 <sup>1</sup>	• Moved 59% of relevant applications to the public cloud. Public cloud target removed in August 2024 due to shift to a hybrid cloud strategy	

Note: Commitments are baselined to FY21, except where stated otherwise and see disclaimer slide in relation to financial ambitions.  
 1. Public cloud target removed in August 2024 due to shift to a hybrid cloud strategy.

## T25 outcomes – progress (cont.)



Strategic pillars	Commitments & metrics	Progress
<b>The place you want to work – Doing business responsibly</b>	Reduce our absolute scope 1+2 emissions by 70% by 2030 (from FY19)	• Absolute scope 1+2 emissions reduction target increased in June 2024 to 70% from 50% and split from absolute scope 3 emissions target in T25 scorecard • Reduced our absolute scope 1+2 emissions by 37% from FY19 baseline (FY23 30% reduction)
	Reduce our absolute scope 3 emissions by 50% by 2030 (from FY19)	• Reduced our absolute scope 3 emissions by 37% from FY19 baseline (FY23 29% reduction – restated from 28%)
	Enable renewable energy generation equivalent to 100% of our consumption by 2025	• Contracted renewable energy generation equivalent to >100% of our consumption through supporting renewable energy projects worth more than \$1.4b to date
	Increase digitally active customers by 2m, including building digital skills for 500k Australians, by FY25	• 423k Australians reached through digital ability programs (FY23 254k)
	Help keep 1m customers in vulnerable circumstances connected each year from FY22-25	• Helped >1.4m customers in vulnerable circumstances stay connected in FY24
	4-7pt uplift in RepTrak reputation score by FY25	• RepTrak reputation score uplift +2.4pt on FY21 (FY24 63.7, FY23 63.5, FY22 62.2, FY21 61.3)

Note: Commitments are baselined to FY21, except where stated otherwise and see disclaimer slide in relation to financial ambitions.



## Detailed financials

### Guidance adjustment detail



Item	Description	EBITDA adjustment	Cash impact
Telstra Enterprise reset	<ul style="list-style-type: none"> <li>\$177m impairment of DAC capitalised commissions</li> <li>\$52m goodwill impairment of NAS acquisitions (Alliance and Aqura)</li> <li>\$82m across aged work in progress, software and inventory related to products to be exited</li> </ul>	\$311m	Largely prior to FY24
Restructuring	<ul style="list-style-type: none"> <li>Redundancy costs for FTE reductions</li> </ul>	\$247m	Outflows included in FY25 FCFaL guidance
Retail energy	<ul style="list-style-type: none"> <li>Impairment of assets given no plans to launch Retail energy services</li> </ul>	\$45m	Largely prior to FY24
Office building leases	<ul style="list-style-type: none"> <li>Impairment of right of use asset partly sub-leased</li> </ul>	\$82m	New sub-lease income from FY25
M&A	<ul style="list-style-type: none"> <li>Costs for acquisition of Versent and insourcing of Telstra Business Technology Centres</li> </ul>	\$30m	Largely FY24
<b>Total</b>		<b>\$715m</b>	

## Underlying earnings<sup>1, 2</sup>



	Reported		M&A adjustments		Restructuring charges		TE reset and impairments		Net one-off nbn receipts <sup>3</sup>		Underlying		
	FY23	FY24	FY23	FY24	FY23	FY24	FY23	FY24	FY23	FY24	FY23	FY24	Chg
<b>Total income</b>	<b>\$23,245m</b>	<b>\$23,482m</b>	-	<b>-\$81m</b>	-	-	-	-	<b>-\$72m</b>	-	<b>\$23,173m</b>	<b>\$23,401m</b>	<b>1.0%</b>
Operating expenses	\$15,356m	\$15,938m	-\$34m	-\$111m	-\$91m	-\$247m	-	-\$438m	-\$35m	-	\$15,196m	\$15,142m	-0.4%
Equity accounted	-\$27m	-\$16m	-	-	-	-	-	-	-	-	-\$27m	-\$16m	n/m
<b>EBITDA</b>	<b>\$7,862m</b>	<b>\$7,528m</b>	<b>\$34m</b>	<b>\$30m</b>	<b>\$91m</b>	<b>\$247m</b>	-	<b>\$438m</b>	<b>-\$37m</b>	-	<b>\$7,950m</b>	<b>\$8,243m</b>	<b>3.7%</b>
D&A	\$4,470m	\$4,479m	-	-	-	-	-	-	-	-	\$4,470m	\$4,479m	0.2%
<b>EBIT</b>	<b>\$3,392m</b>	<b>\$3,049m</b>	<b>\$34m</b>	<b>\$30m</b>	<b>\$91m</b>	<b>\$247m</b>	-	<b>\$438m</b>	<b>-\$37m</b>	-	<b>\$3,480m</b>	<b>\$3,764m</b>	<b>8.2%</b>
Net finance costs	\$529m	\$584m	-	-	-	-	-	-	-	-	\$529m	\$584m	10.4%
Tax expense	\$812m	\$677m	-\$22m	\$7m	\$26m	\$74m	-	\$116m	-\$11m	-	\$805m	\$874m	8.6%
<b>NPAT</b>	<b>\$2,051m</b>	<b>\$1,788m</b>	<b>\$56m</b>	<b>\$23m</b>	<b>\$65m</b>	<b>\$173m</b>	-	<b>\$322m</b>	<b>-\$26m</b>	-	<b>\$2,146m</b>	<b>\$2,306m</b>	<b>7.5%</b>
Non-controlling interests	\$123m	\$166m	-	-	-	-	-	-	-	-	\$123m	\$166m	35.0%
Profit for TLS shareholders <sup>1</sup>	\$1,928m	\$1,622m	\$56m	\$23m	\$65m	\$173m	-	\$322m	-\$26m	-	\$2,023m	\$2,140m	5.8%
<b>EPS (cents)</b>	<b>16.7</b>	<b>14.1</b>	<b>0.5</b>	<b>0.2</b>	<b>0.6</b>	<b>1.5</b>	-	<b>2.8</b>	<b>-0.2</b>	-	<b>17.5</b>	<b>18.5</b>	<b>5.7%</b>

1. Refer to definition in the Glossary.

2. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

3. "Net one-off nbn receipts" is defined as net nbn one-off Definitive Agreement receipts (consisting of PSAA, Infrastructure Ownership and Retraining) less nbn net cost to connect less tax.

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Full year 2024 results

## Dividends



	2H23	FY23	1H24	2H24	FY24	Change vs PCP
<b>Earnings per share</b>						
Basic earnings per share (cents)	9.2	16.7	8.4	5.7	14.1	-15.6%
Underlying earnings <sup>1</sup> per share (cents)	9.6	17.5	8.4	10.1	18.5	5.7%
Free cashflow to equity <sup>2</sup> per share (cents)	11.8	17.9	4.7	14.2	18.9	5.6%
<b>Dividends (fully franked)</b>						
Ordinary dividend (cents)	8.5	17.0	9.0	9.0	18.0	5.9%
<b>Payout Ratios</b>						
Dividend as % of underlying earnings <sup>1</sup>	89%	97%	107%	89%	97%	-
Dividends as % of earnings per share	92%	102%	107%	158%	128%	+26pp
Dividends as % of free cashflow to equity <sup>2</sup>	72%	95%	191%	63%	95%	-

1. Refer to definition in the Glossary.

2. Free cashflow to equity defined as Free cash flow after lease payments<sup>1</sup> less other finance costs paid, employee share purchases and dividends to non-controlling interests.

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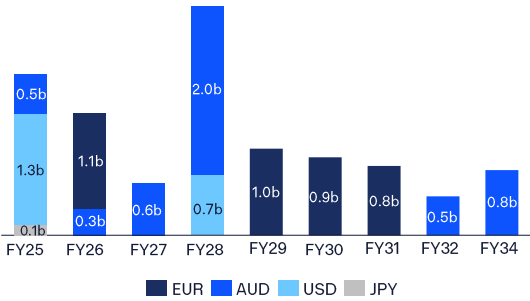
Full year 2024 results

# Capital management



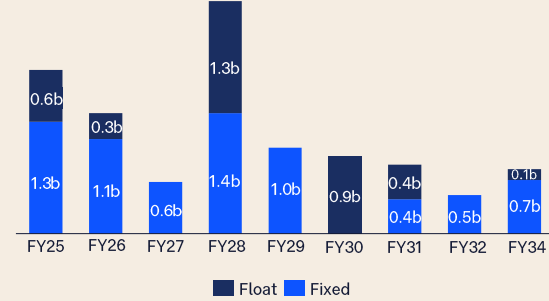
## Debt maturity profile<sup>1</sup>

Average maturity on total borrowings 3.8 years  
\$AUD



## Gross debt hedging profile<sup>1</sup>

>50% fixed rate, in line with policy  
\$AUD



1. As at 30 June 2024. Based on contractual principal values includes public bonds, bank loans, private placements and revolver drawn (excludes Digital Pacific).

# Key strategic investments – intercity fibre and Viasat



## Key financial metrics

- \$1.6b**  
 Total capex FY23 - FY27  
 \$560m FY23/FY24, \$300m - \$500m FY25  
 Remainder FY26/FY27
- Mid-teens +**  
 Expected IRR
- ~9 year**  
 Cash payback
- ~\$200m p.a.**  
 Incremental run rate income<sup>1</sup>  
 As routes become ready for service

1. IRUs assumed to be treated as operating leases with respect to timing of revenue recognition.



## Product framework | Income<sup>1</sup>



	2H23	FY23	1H24	2H24	FY24	\$ Change vs PCP	% Change vs PCP
Mobile	\$5,128m	\$10,258m	\$5,325m	\$5,397m	\$10,722m	\$464m	4.5%
Fixed-C&SB	\$2,193m	\$4,457m	\$2,211m	\$2,144m	\$4,355m	-\$102m	-2.3%
Fixed-Enterprise <sup>2</sup>	\$1,867m	\$3,636m	\$1,713m	\$1,743m	\$3,456m	-\$180m	-5.0%
Fixed-Active Wholesale	\$194m	\$403m	\$188m	\$178m	\$366m	-\$37m	-9.2%
International	\$1,281m	\$2,429m	\$1,320m	\$1,258m	\$2,578m	\$149m	6.1%
InfraCo Fixed	\$1,330m	\$2,556m	\$1,326m	\$1,420m	\$2,746m	\$190m	7.4%
Amplitel	\$204m	\$401m	\$229m	\$224m	\$453m	\$52m	13.0%
Other <sup>3</sup>	\$640m	\$1,076m	\$650m	\$612m	\$1,262m	\$186m	17.3%
Elimination	-\$1,201m	-\$2,043m	-\$1,257m	-\$1,280m	-\$2,537m	-\$494m	-24.2%
<b>Underlying</b>	<b>\$11,636m</b>	<b>\$23,173m</b>	<b>\$11,705m</b>	<b>\$11,696m</b>	<b>\$23,401m</b>	<b>\$228m</b>	<b>1.0%</b>
One-off nbn DA & connection <sup>4</sup>	\$26m	\$72m	-	-	-	-\$72m	n/m
Guidance adjustments <sup>5</sup>	-	-	\$15m	\$66m	\$81m	\$81m	n/m
<b>Reported</b>	<b>\$11,662m</b>	<b>\$23,245m</b>	<b>\$11,720m</b>	<b>\$11,762m</b>	<b>\$23,482m</b>	<b>\$237m</b>	<b>1.0%</b>

1. Refer to Full year results 2.1.2 Segment results Table A for schedule of product income.
2. FY24 excludes \$81m income from the acquisition of Versent, included in Guidance adjustments (1H24 \$15m, 2H24 \$66m).
3. Other includes miscellaneous, Telstra Energy, Telstra Health and internal. FY24 includes gain of \$41m from recently signed tower access agreements.
4. FY23 includes \$69m (FY22 \$329m) of nbn disconnection fees (Per Subscriber Address Amount (PSAA)) and \$3m (FY22 \$6m) of ISA ownership receipts for assets transferred under the nbn Definitive Agreements.
5. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

## Product framework | Operating expenses



	2H23	FY23	1H24	2H24	FY24	\$ Change vs PCP	% Change vs PCP
Mobile	\$2,743m	\$5,656m	\$2,815m	\$2,881m	\$5,696m	\$40m	0.7%
Fixed-C&SB	\$2,108m	\$4,322m	\$2,106m	\$1,995m	\$4,101m	-\$221m	-5.1%
Fixed-Enterprise	\$1,669m	\$3,225m	\$1,642m	\$1,678m	\$3,320m	\$95m	2.9%
Fixed-Active Wholesale	\$148m	\$286m	\$136m	\$136m	\$272m	-\$14m	-4.9%
International	\$939m	\$1,712m	\$973m	\$836m	\$1,809m	\$97m	5.7%
InfraCo Fixed	\$474m	\$893m	\$492m	\$495m	\$987m	\$94m	10.5%
Amplitel	\$46m	\$83m	\$42m	\$42m	\$84m	\$1m	1.2%
Other <sup>1</sup>	\$627m	\$1,062m	\$725m	\$685m	\$1,410m	\$348m	32.8%
Elimination	-\$1,201m	-\$2,043m	-\$1,257m	-\$1,280m	-\$2,537m	-\$494m	24.2%
<b>Underlying</b>	<b>\$7,553m</b>	<b>\$15,196m</b>	<b>\$7,674m</b>	<b>\$7,468m</b>	<b>\$15,142m</b>	<b>-\$54m</b>	<b>-0.4%</b>
One-off nbn DA and nbn C2C	\$15m	\$35m	-	-	-	-\$35m	n/m
Restructuring	\$47m	\$91m	-	\$247m	\$247m	\$156m	n/m
Other guidance adjustments	\$18m	\$34m	\$24m	\$525m	\$549m	\$515m	n/m
<b>Reported</b>	<b>\$7,633m</b>	<b>\$15,356m</b>	<b>\$7,698m</b>	<b>\$8,240m</b>	<b>\$15,938m</b>	<b>\$582m</b>	<b>3.8%</b>

1. Other includes miscellaneous, Telstra Energy, Telstra Health and internal.

## Product framework | EBITDA



	2H23	FY23	1H24	2H24	FY24	\$ Change vs PCP	% Change vs PCP
Mobile	\$2,385m	\$4,602m	\$2,510m	\$2,516m	\$5,026m	\$424m	9.2%
Fixed-C&SB	\$85m	\$135m	\$105m	\$149m	\$254m	\$119m	88.1%
Fixed-Enterprise	\$198m	\$411m	\$71m	\$65m	\$136m	-\$275m	-66.9%
Fixed-Active Wholesale	\$46m	\$117m	\$52m	\$42m	\$94m	-\$23m	-19.7%
International	\$338m	\$713m	\$344m	\$430m	\$774m	\$61m	8.6%
InfraCo Fixed	\$856m	\$1,663m	\$834m	\$925m	\$1,759m	\$96m	5.8%
Amplitel	\$158m	\$318m	\$187m	\$182m	\$369m	\$51m	16.0%
Other <sup>1</sup>	-\$11m	-\$9m	-\$87m	-\$82m	-\$169m	-\$160m	n/m
<b>Underlying</b>	<b>\$4,055m</b>	<b>\$7,950m</b>	<b>\$4,016m</b>	<b>\$4,227m</b>	<b>\$8,243m</b>	<b>\$293m</b>	<b>3.7%</b>
Net one-off nbn DA	\$11m	\$37m	-	-	-	-\$37m	n/m
Restructuring	-\$47m	-\$91m	-	-\$247m	-\$247m	-\$156m	n/m
Other guidance adjustments <sup>2</sup>	-\$18m	-\$34m	-\$9m	-\$459m	-\$468m	-\$434m	n/m
<b>Reported</b>	<b>\$4,001m</b>	<b>\$7,862m</b>	<b>\$4,007m</b>	<b>\$3,521m</b>	<b>\$7,528m</b>	<b>-\$334m</b>	<b>-4.2%</b>

1. Other includes miscellaneous, Telstra Energy, Telstra Health and internal.

2. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full year ended 30 June 2024" lodged with the ASX on 15 August 2024).

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## Product performance | Mobile



	2H23	FY23	1H24	2H24	FY24	CHANGE vs PCP
<b>Mobile Income</b>	<b>\$5,128m</b>	<b>\$10,258m</b>	<b>\$5,325m</b>	<b>\$5,397m</b>	<b>\$10,722m</b>	<b>4.5%</b>
<b>Mobile services<sup>1</sup></b>	<b>\$3,918m</b>	<b>\$7,785m</b>	<b>\$4,098m</b>	<b>\$4,126m</b>	<b>\$8,224m</b>	<b>5.6%</b>
- Postpaid handheld	\$2,734m	\$5,391m	\$2,826m	\$2,808m	\$5,634m	4.5%
- Prepaid handheld	\$520m	\$1,076m	\$581m	\$612m	\$1,193m	10.9%
- Mobile broadband	\$327m	\$664m	\$330m	\$318m	\$648m	-2.4%
- Internet of Things (IoT)	\$144m	\$283m	\$142m	\$147m	\$289m	2.1%
- Wholesale	\$184m	\$353m	\$209m	\$231m	\$440m	24.6%
<b>Hardware, intercon. &amp; Other<sup>2</sup></b>	<b>\$1,210m</b>	<b>\$2,473m</b>	<b>\$1,227m</b>	<b>\$1,271m</b>	<b>\$2,498m</b>	<b>1.0%</b>
<b>EBITDA<sup>3</sup></b>	<b>\$2,385m</b>	<b>\$4,602m</b>	<b>\$2,510m</b>	<b>\$2,516m</b>	<b>\$5,026m</b>	<b>9.2%</b>
<b>Margin</b>	<b>46.5%</b>	<b>44.9%</b>	<b>47.1%</b>	<b>46.6%</b>	<b>46.9%</b>	<b>+2.0pp</b>
Total retail mobile SIOs	22.5m	22.5m	23.4m	24.2m	24.2m	7.5%
Postpaid handheld mobile SIOs	8,826k	8,826k	8,889k	8,942k	8,942k	1.3%
Internet of things (IoT) SIOs	7,124k	7,124k	7,907k	8,613k	8,613k	20.9%
Postpaid handheld ARPU/mth	\$51.69	\$51.15	\$53.18	\$52.49	\$52.85	3.3%
Postpaid handheld churn	12.3%	11.6%	11.4%	12.1%	11.4%	-0.2pp

- **Mobile services income** growth driven by handheld price and volume, despite prepaid one-off in 1H23
- **Postpaid handheld retail** net adds of +116k. ARPU growth following Consumer & Business price rises announced in FY23
- **Prepaid handheld** revenue growth from plan refresh and unique user growth. +15% revenue growth excluding +\$42m one-off in 1H23
- **Mobile broadband** revenue decline due to lower SIOs
- **IoT** volume growth partly offset by lower ARPU
- **Wholesale** growth includes net adds of +322k and wholesale ARPU growth
- **Hardware** revenue grew marginally, with lower handset sales offset by growth in the mix on higher value devices and accessories & wearables growth
- **EBITDA and EBITDA margin** growth from higher service revenue

1. Mobile services income also includes other income of \$20m in FY24 (1H23 \$9m, 2H23 \$9m, 1H24 \$10m, 2H24 \$10m). Roaming income \$261m in FY24 (1H23 \$115m, 2H23 \$142m, 1H24 \$136m, 2H24 \$125m).

2. Other includes media and Telstra Plus loyalty.

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## Product performance | Fixed – C&SB



	2H23	FY23	1H24	2H24	FY24	CHANGE vs PCP
<b>Fixed – C&amp;SB Income<sup>1</sup></b>	<b>\$2,193m</b>	<b>\$4,457m</b>	<b>\$2,211m</b>	<b>\$2,144m</b>	<b>\$4,355m</b>	<b>-2.3%</b>
Core connectivity	\$1,836m	\$3,708m	\$1,846m	\$1,817m	\$3,663m	-1.2%
Consumer content & services	\$282m	\$591m	\$284m	\$255m	\$539m	-8.8%
Business apps & services	\$75m	\$158m	\$81m	\$72m	\$153m	-3.2%
<b>EBITDA<sup>2</sup> Margin</b>	<b>\$85m</b> 3.9%	<b>\$135m</b> 3.0%	<b>\$105m</b> 4.7%	<b>\$149m</b> 6.9%	<b>\$254m</b> 5.8%	<b>88.1%</b> <b>+2.8pp</b>
C&SB Bundles & Data SIOs	3,407k	3,407k	3,349k	3,295k	3,295k	-3.3%
C&SB Bundles & Data ARPU	\$80.77	\$80.15	\$81.67	\$83.21	\$82.41	2.8%
C&SB Standalone Voice SIOs	316k	316k	291k	271k	271k	-14.2%
C&SB Standalone Voice ARPU	\$35.97	\$37.17	\$35.19	\$35.27	\$35.10	-5.6%

- **Core connectivity income** reflects decline in SIOs including off-net and legacy despite growth in 5G fixed wireless, partly offset by ARPU growth
- **Bundles & data net adds** of -112k including -23k Belong and +41k in 5G fixed wireless. 15.2% nbn SIOs on 100mbps+ (11.5% FY23)
- **Bundles & data ARPU** grew \$2.26 driven by the part year impact of price rises (effective November 2023); further July 2024 price rise aligned with nbn wholesale price increase timing
- **Standalone voice SIO decline** continued broadly in line with prior periods
- **Consumer content & services income** decline due to Foxtel from Telstra
- **EBITDA growth** from productivity initiatives and cost reduction, growth in fixed wireless and Bundles & Data ARPU partly offset by lower voice profitability

1. Includes FY24 \$200m (2H23 \$88m, FY23 \$194m, 1H24 \$104m, 2H24 \$96m) Telstra Universal Service Obligation Performance Agreement (TUSOPA) Income. TUSOPA is run by Department of Infrastructure, Transport, Regional Development and Communications and the income is net of the levy paid.

2. Includes internal infrastructure costs.

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## Product performance | Fixed – Enterprise



	2H23	FY23	1H24	2H24	FY24	Change vs PCP
<b>DAC Income</b>	<b>\$378m</b>	<b>\$801m</b>	<b>\$380m</b>	<b>\$368m</b>	<b>\$748m</b>	<b>-6.6%</b>
<b>DAC EBITDA Margin</b>	<b>\$64m</b> 16.9%	<b>\$167m</b> 20.8%	<b>\$54m</b> 14.2%	<b>\$41m</b> 11.1%	<b>\$95m</b> 12.7%	<b>-43.1%</b> <b>-8.1pp</b>
Data & connectivity SIOs <sup>1</sup>	156k	156k	153k	150k	150k	-3.8%
<b>NAS Income<sup>2</sup></b>	<b>\$1,489m</b>	<b>\$2,835m</b>	<b>\$1,333m</b>	<b>\$1,375m</b>	<b>\$2,708m</b>	<b>-4.5%</b>
Calling applications	\$225m	\$480m	\$210m	\$202m	\$412m	-14.2%
Managed services	\$394m	\$772m	\$380m	\$388m	\$768m	-0.5%
Professional services	\$276m	\$542m	\$226m	\$234m	\$460m	-15.1%
Cloud applications	\$155m	\$311m	\$177m	\$176m	\$353m	13.5%
Equipment sales	\$265m	\$412m	\$165m	\$200m	\$365m	-11.4%
Other <sup>3</sup>	\$174m	\$318m	\$175m	\$175m	\$350m	10.1%
<b>NAS EBITDA Margin</b>	<b>\$134m</b> 9.0%	<b>\$244m</b> 8.6%	<b>\$17m</b> 1.3%	<b>\$24m</b> 1.7%	<b>\$41m</b> 1.5%	<b>-83.2%</b> <b>-7.1pp</b>
<b>Fixed – Enterprise Income<sup>1</sup></b>	<b>\$1,867m</b>	<b>\$3,636m</b>	<b>\$1,713m</b>	<b>\$1,743m</b>	<b>\$3,456m</b>	<b>-5.0%</b>
<b>Fixed – Enterprise EBITDA Margin</b>	<b>\$198m</b> 10.6%	<b>\$411m</b> 11.3%	<b>\$71m</b> 4.1%	<b>\$65m</b> 3.7%	<b>\$136m</b> 3.9%	<b>-66.9%</b> <b>-7.4pp</b>

- **Data & connectivity (DAC) Income** decline continued with ARPU compression, renewals at lower rates and technology change
- **DAC SIO** decline largely due to legacy/copper. Telstra fibre declined while nbn Enterprise Ethernet (EE) grew
- **DAC EBITDA** decline due to reduced revenue and higher operating costs including infrastructure asset charges
- **NAS Income** decline in calling, professional services and equipment sales partly offset by growth in cloud and other
- **Calling applications** decline continued with fixed product exits and shift from traditional voice to integrated video and digital solutions
- **Managed services** stable with large contract exits offset by growth in security (14%) and IT service management
- **Professional services** decline largely due to market conditions and lumpiness of large deals
- **Cloud** annuity growth from resell of partners
- **Other** growth from Managed Radio and Telstra Broadcast Services
- **NAS EBITDA** decline includes high margin calling decline, professional services weakness and lower contribution from cloud resale and equipment sales

1. Restated to exclude non-revenue generating SIOs.  
2. FY24 excludes \$81m of revenue from Versent.  
3. FY24 includes internal revenue of \$19m.

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Full year 2024 results

## Product performance | International



AUD	2H23	FY23	1H24	2H24	FY24	Change vs PCP	Change vs PCP Constant currency Normalised <sup>2</sup>
<b>Wholesale &amp; Enterprise income</b>	<b>\$918m</b>	<b>\$1,710m</b>	<b>\$949m</b>	<b>\$914m</b>	<b>\$1,863m</b>		
Internal income <sup>1</sup>	\$113m	\$113m	\$114m	\$109m	\$223m		
<b>External income</b>	<b>\$805m</b>	<b>\$1,597m</b>	<b>\$835m</b>	<b>\$805m</b>	<b>\$1,640m</b>	<b>2.7%</b>	<b>1%</b>
- DAC/NAS	\$693m	\$1,377m	\$721m	\$704m	\$1,425m	3.5%	2%
- Legacy voice	\$112m	\$220m	\$114m	\$101m	\$215m	-2.3%	-8%
<b>Wholesale &amp; Enterprise EBITDA Margin</b>	<b>17.9%</b>	<b>22.0%</b>	<b>18.8%</b>	<b>26.0%</b>	<b>22.3%</b>	<b>+0.3pp</b>	<b>17%</b>
<b>Digicel Pacific income</b>	<b>\$363m</b>	<b>\$719m</b>	<b>\$371m</b>	<b>\$344m</b>	<b>\$715m</b>	<b>-0.6%</b>	<b>-6%</b>
<b>Digicel Pacific EBITDA Margin</b>	<b>47.9%</b>	<b>46.9%</b>	<b>44.7%</b>	<b>55.8%</b>	<b>50.1%</b>	<b>+3.2pp</b>	<b>-13%</b>
<b>International income – Total</b>	<b>\$1,281m</b>	<b>\$2,429m</b>	<b>\$1,320m</b>	<b>\$1,258m</b>	<b>\$2,578m</b>	<b>6.1%</b>	<b>-2%</b>
<b>International EBITDA – Total Margin</b>	<b>26.4%</b>	<b>29.4%</b>	<b>26.1%</b>	<b>34.2%</b>	<b>30.0%</b>	<b>+0.6pp</b>	<b>2%</b>

- Wholesale & Enterprise external income growth in Ethernet Private Line, Internet and Professional Services offset by decline in Legacy Voice
- Wholesale & Enterprise EBITDA growth driven by improved product mix, one-off timing benefits and productivity
- Digicel Pacific income declined. Overall SIOs grew 1%. Papua New Guinea (PNG) ARPU fell in local currency and AUD. Solid hub markets performance
- Digicel Pacific EBITDA declined with challenging operating environment and higher subscriber acquisition costs in PNG. On a reported basis, EBITDA growth reflected adjustment in the provision for earn-out made at acquisition
- Digicel Pacific capex A\$165m; on track with new sites roll out, fibre backbone and PNG data centre
- International reported results impacted by:
  - Digicel Pacific acquisition completed 13 July 2022
  - Telstra's corporate restructure. Establishment of International as a legal entity group, and new inter-company agreements impact accounting (internal income and costs are fully recognised from 2H23)
  - Foreign exchange rates fluctuations

1. Excludes inter-segment income prior to restructure; 1H23 \$105m. Transactions arising from the intercompany agreements are measured based on a 'management view', i.e. some charges earned/incurred are recognised as either income or expenses. Such recognition may differ from the requirements of the Australian Accounting Standards.

2. Excludes restructure impact to Wholesale & Enterprise; Digicel Pacific performance compared to FY23 proforma, in constant currency and excludes earn-out provision adjustment.

## Product performance | InfraCo Fixed



	2H23	FY23	1H24	2H24	FY24	Change vs PCP
<b>InfraCo Fixed income</b>	<b>\$1,330m</b>	<b>\$2,556m</b>	<b>\$1,326m</b>	<b>\$1,420m</b>	<b>\$2,746m</b>	<b>7.4%</b>
Commercial & recoverable works	\$116m	\$236m	\$116m	\$123m	\$239m	1.3%
External – nbn (excl. CW)	\$506m	\$987m	\$515m	\$531m	\$1,046m	6.0%
External – Other <sup>1</sup>	\$141m	\$266m	\$135m	\$169m	\$304m	14.3%
Internal – Telstra <sup>2</sup>	\$567m	\$1,067m	\$560m	\$597m	\$1,157m	8.4%
<b>EBITDA</b>	<b>\$856m</b>	<b>\$1,663m</b>	<b>\$834m</b>	<b>\$925m</b>	<b>\$1,759m</b>	<b>5.8%</b>
Leases	\$41m	\$79m	\$36m	\$37m	\$73m	-7.6%
<b>EBITDAaL<sup>3</sup> Margin</b>	<b>61.3%</b>	<b>62.0%</b>	<b>60.2%</b>	<b>62.5%</b>	<b>61.4%</b>	<b>-0.6pp</b>

- Income and EBITDAaL excl. CW and disposals +6.8% income and +5.4% EBITDAaL respectively. Growth in nbn and internal revenue partly offset by higher internal and operation & maintenance costs
- Commercial & recoverable works (CW) up modestly
- nbn income from nbn Co for use of pits, ducts, fibre and fixed networks. This is government backed, recurring and indexed to CPI for the remaining average contracted period of 23 years; 5.4% CPI applied from 1 Jan 2024
- Other external growth due to higher legacy network disposals of copper assets and property divestments
- Internal income from Telstra group entities for use of fibre, fixed network sites, data centres and recovery of associated power usage along with infrastructure services revenue for the construction of other Telstra owned assets and ancillary charges
- Capex of \$714m in FY24 including ~\$250m strategic investment in intercity fibre network and Viasat projects (capex to revenue 17% ex-strategic investment)

1. Includes legacy network disposals income of \$159m in FY24 (\$122m in FY23) including copper sales of \$110m in FY24 (\$101m in FY23) as part of ongoing recovery program.

2. Transactions arising from the intercompany agreements are measured based on a 'management view', i.e. all charges earned/incurred are recognised as either income or expenses. Such recognition may differ from the requirements of the Australian Accounting Standards.

3. Refer to definition in the Glossary.

## Product performance | Fixed – Active Wholesale



	2H23	FY23	1H24	2H24	FY24	Change vs PCP
<b>Fixed-Active Wholesale income</b>	<b>\$194m</b>	<b>\$403m</b>	<b>\$188m</b>	<b>\$178m</b>	<b>\$366m</b>	<b>-9.2%</b>
Data & connectivity	\$134m	\$276m	\$130m	\$129m	\$259m	-6.2%
Legacy calling & fixed	\$60m	\$127m	\$58m	\$49m	\$107m	-15.7%
<b>EBITDA Margin</b>	<b>\$46m</b> <b>23.7%</b>	<b>\$117m</b> <b>29.0%</b>	<b>\$52m</b> <b>27.7%</b>	<b>\$42m</b> <b>23.6%</b>	<b>\$94m</b> <b>25.7%</b>	<b>-19.7%</b> <b>-3.3pp</b>
Fixed legacy SIOs	44k	44k	35k	26k	26k	-40.9%
Data & connectivity SIOs	26k	26k	23k	23k	23k	-11.5%

- **Fixed-Active Wholesale** income decline largely due to legacy products
- **Data & connectivity** income decline due to wholesale ARPU & SIO decline in ethernet access products and SIO loss on legacy copper-based products, partly offset by wavelength growth
- **Legacy calling & fixed** includes legacy copper access, nbn reseller wholesale, interconnect and other fixed products. Income decline from continued legacy fixed SIO decline
- **EBITDA** decline due to revenue decline partly offset by lower costs

## Product performance | Amplitel



	2H23	FY23	1H24	2H24	FY24	Change vs PCP
<b>Amplitel income</b>	<b>\$204m</b>	<b>\$401m</b>	<b>\$229m</b>	<b>\$224m</b>	<b>\$453m</b>	<b>13.0%</b>
External	\$35m	\$66m	\$51m	\$45m	\$96m	45.5%
Internal <sup>1</sup>	\$169m	\$335m	\$178m	\$179m	\$357m	6.6%
<b>EBITDA</b>	<b>\$158m</b>	<b>\$318m</b>	<b>\$187m</b>	<b>\$182m</b>	<b>\$369m</b>	<b>16.0%</b>
Lease expense	\$38m	\$68m	\$36m	\$46m	\$82m	20.6%
<b>EBITDAaL<sup>2</sup> Margin</b>	<b>\$120m</b> <b>58.8%</b>	<b>\$250m</b> <b>62.3%</b>	<b>\$151m</b> <b>65.9%</b>	<b>\$136m</b> <b>60.7%</b>	<b>\$287m</b> <b>63.4%</b>	<b>14.8%</b> <b>+1.1pp</b>
Towers (Mobile)	5,848	5,848	5,884	5,943	5,943	1.6%
Tenancies (Mobile)	8,149	8,149	8,208	8,320	8,320	2.1%
Tenancy ratio	1.39	1.39	1.39	1.40	1.40	0.7%

- **Amplitel income** growth from additional site licences, contractual escalations, new tower builds, 5G upgrades requiring additional area on towers and increased services. External income includes \$15m for one-off items relating to customer contributions and gains from customer contracts. Excluding one-offs items, external income grew 23%
- **EBITDA** growth driven by increased revenue partly offset by increased services and employment costs
- **Lease expense** increase driven by new site growth requiring new leases and lease reassessment, partially offset by savings on lease re-negotiation. Underlying growth rate is 10%
- **Towers (Mobile)** increase driven by new builds. Total new builds and tower acquisitions at 267 cumulative since Amplitel inception
- **Capex** of \$78m in FY24 (17% of sales) on new sites, maintenance and life cycle replacements

1. Transactions arising from the intercompany agreements are measured based on a 'management view', i.e. some charges earned/incurred are recognised as either income or expenses. Such recognition may differ from the requirements of the Australian Accounting Standards.  
2. Refer to definition in the Glossary.

## Segment income



		Underlying income		
		FY23	FY24	Change vs PCP
Telstra Consumer	Mobile	\$6,795m	\$7,089m	4.3%
	Fixed – C&SB	\$3,678m	\$3,615m	-1.7%
	Other	\$7m	\$18m	n/m
	<b>Total</b>	<b>\$10,480m</b>	<b>\$10,722m</b>	<b>2.3%</b>
Telstra Business	Mobile	\$1,720m	\$1,795m	4.4%
	Fixed – C&SB	\$779m	\$740m	-5.0%
	Fixed – Enterprise	\$341m	\$333m	-2.3%
	Other	\$4m	-\$10m	n/m
	<b>Total</b>	<b>\$2,844m</b>	<b>\$2,858m</b>	<b>0.5%</b>
Telstra Enterprise Australia	Mobile	\$1,362m	\$1,354m	-0.6%
	Fixed – Enterprise <sup>1</sup>	\$3,295m	\$3,123m	-5.2%
	Other	\$34m	\$28m	-17.6%
	<b>Total</b>	<b>\$4,691m</b>	<b>\$4,505m</b>	<b>-4.0%</b>
Telstra International	<b>Total</b> <sup>2</sup>	<b>\$2,429m</b>	<b>\$2,578m</b>	<b>6.1%</b>
Telstra InfraCo (Active and Passive)	Mobile	\$381m	\$484m	27.0%
	Fixed – Active Wholesale	\$403m	\$366m	-9.2%
	InfraCo Fixed	\$2,556m	\$2,746m	7.4%
	Amplitel	\$401m	\$453m	13.0%
	Other	\$34m	\$83m	n/m
	<b>Total</b>	<b>\$3,775m</b>	<b>\$4,132m</b>	<b>9.5%</b>
	Other	\$997m	\$1,143m	14.6%
	Eliminations	-\$2,043m	-\$2,537m	24.2%
	<b>Underlying</b> <sup>3</sup>	<b>\$23,173m</b>	<b>\$23,401m</b>	<b>1.0%</b>

1. Fixed-Enterprise excludes revenue associated with M&A of \$81m in FY24 (M&A income excluded from underlying income).  
 2. International income excludes inter-segment revenue of \$105m in FY23. Inter-segment revenue included in International post corporate restructure.  
 3. Underlying income excludes one-off nbn DA and connection in FY23 of \$72m.

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Full year 2024 results

## Glossary



Term	Definition (unless separately defined in the slide footnotes)
<b>Capex, Accrued Capex</b>	Capex is measured on an accrued basis and excludes spectrum and guidance adjustments, externally funded capex, and capitalised leases
<b>EBITDAaL</b>	Earnings Before Interest, Taxes, Depreciation, Amortisation and after Leases
<b>Free cash flow after lease payments (FCFaL)</b>	'Operating cash flows' less 'investing cash flows' less 'payments for lease liabilities', and excludes spectrum and guidance adjustments
<b>FTE</b>	Full Time Equivalent
<b>Guidance adjustments</b>	Guidance adjustments include material one-offs, such as mergers and acquisitions, disposals, impairments, spectrum, restructuring costs and such other items as determined by the Board and management. Refer to Full year results and operations review - guidance vs reported results reconciliation which details the adjustments made for the current and comparative period to reflect performance on the basis on which we provided guidance to the market for FY24 (set out in our ASX announcement titled "Financial results for the full-year ended 30 June 2024" lodged with the ASX on 15 August 2024)
<b>Net one-off nbn DA less net C2C or one-off nbn DA</b>	Adjustments for net one-off nbn receipts which is defined as net nbn one-off Definitive Agreement receipts (consisting of PSAA, Infrastructure Ownership and Retraining) less nbn net cost to connect (C2C)
<b>n/m</b>	Not meaningful
<b>PCP</b>	Prior Corresponding Period; full year ended 30 June 2023
<b>Profit for TLS shareholders</b>	Profit for the year attributable to equity holders of Telstra Entity
<b>ROE</b>	Calculated as Profit for TLS shareholders as a percentage of equity
<b>ROIC</b>	Calculated as Net Operating Profit After Tax (NOPAT) as a percentage of total capital
<b>Total income</b>	Total income excluding finance income
<b>Underlying earnings/NPAT</b>	Net Profit After Tax (NPAT) excludes guidance adjustments, and in FY23 and prior years also excludes net one-off nbn DA receipts less nbn net C2C
<b>Underlying EBITDA</b>	Underlying EBITDA excludes guidance adjustments, and in FY23 and prior years also excludes net one-off nbn DA receipts less nbn net C2C
<b>Underlying EPS</b>	Profit for TLS shareholders attributable to each share, excluding net one-off nbn receipts and guidance adjustments (as defined above)
<b>Underlying income</b>	Underlying income excludes guidance adjustments and in FY23 and prior years also excludes net one-off nbn DA receipts less nbn net C2C
<b>Underlying ROIC</b>	NOPAT as a percentage of total capital, excluding net one-off nbn receipts and guidance adjustments (as defined above) less tax

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Full year 2024 results

# Full year results and operations review

## Financial results

	FY24 \$m	FY23 \$m	Change %
<b>Summary reported results</b>			
Revenue (excluding finance income)	22,928	22,702	1.0
<b>Total income (excluding finance income)</b>	<b>23,482</b>	<b>23,245</b>	<b>1.0</b>
Operating expenses	15,938	15,356	3.8
Share of net loss from equity accounted entities	(16)	(27)	40.7
<b>EBITDA</b>	<b>7,528</b>	<b>7,862</b>	<b>(4.2)</b>
Depreciation and amortisation	4,479	4,470	0.2
<b>EBIT</b>	<b>3,049</b>	<b>3,392</b>	<b>(10.1)</b>
Net finance costs	584	529	10.4
Income tax expense	677	812	(16.6)
<b>Profit for the period</b>	<b>1,788</b>	<b>2,051</b>	<b>(12.8)</b>
<b>Profit attributable to equity holders of Telstra Entity</b>	<b>1,622</b>	<b>1,928</b>	<b>(15.9)</b>
Earnings per share (cents)	14.1	16.7	(15.6)
<b>Free cashflow</b>	<b>2,059</b>	<b>851</b>	<b>n/m</b>

	FY24 Reported results \$m	FY24 Guidance adjustments \$m	FY24 Underlying results \$m	FY23 Underlying results \$m
<b>Underlying versus reported results<sup>1</sup></b>				
Total income	23,482	(81)	23,401	23,245
EBITDA <sup>2</sup>	7,528	715	8,243	7,950
Free cashflow <sup>3</sup>	2,059	927	2,986	2,784

- This table details adjustments made to the reported results for the current period to reflect the underlying performance of the business on the basis on which we provided guidance to the market. Guidance adjustments include material one-offs, such as mergers and acquisitions, disposals, impairments, spectrum, restructuring costs and such other items as determined by the Board and management. A detailed reconciliation of our reported results to underlying results can be found in the "Guidance versus reported results" schedule. This schedule has been reviewed by our auditors.
- Underlying EBITDA, profit and EPS exclude guidance adjustments, and in FY23 and prior years also exclude net one-off nbn DA receipts less nbn net C2C.
- Underlying free cashflow after lease payments (FCFaL) is defined as 'operating cash flows' less 'investing cash flows' less 'payments for lease liabilities', and excludes spectrum and guidance adjustments.

## A consistent and disciplined execution of our strategy has delivered our third consecutive year of underlying growth, and positive momentum across many of our key indicators.

Financial performance in FY24 included:

- Total income (excluding finance income) up 1.0 per cent to \$23.5 billion
- EBITDA down 4.2 per cent to \$7.5 billion and underlying EBITDA<sup>4</sup> up 3.7 per cent to \$8.2 billion
- Profit for the period down 12.8 per cent to \$1.8 billion and underlying profit<sup>4</sup> up 7.5 per cent to \$2.3 billion
- ROIC<sup>5</sup> down 1.1 percentage points to 6.8 per cent and Underlying ROIC<sup>6</sup> up 0.2 percentage points to 8.3 per cent
- Earnings Per Share (EPS) down 15.6 per cent to 14.1 cents and underlying EPS<sup>4</sup> up 5.7 per cent to 18.5 cents

The following EBITDA items totalling \$715 million were excluded from underlying EBITDA in FY24 to reflect the performance of the business on the basis which guidance was provided:

- non-cash asset impairments of \$311 million related to our previously announced Telstra Enterprise reset and our decision to exit certain Enterprise products
- restructuring costs of \$247 million related to the organisational changes and action on cost announced in May 2024
- other non-cash impairments relating to retail energy (\$45 million) and office building leases (\$82 million)
- additional guidance adjustments of \$30 million related to material mergers and acquisitions

On the back of underlying earnings growth, the Board resolved to pay a fully franked final dividend of 9 cents per share, representing a 5.9 per cent increase compared to last year. This was consistent with our capital management framework to maximise the fully franked dividend and seek to grow it over time.

Underlying results versus guidance <sup>7</sup>	FY24 \$b	FY24 Guidance \$b
Total income	23.4	22.8 to 24.8
Underlying EBITDA <sup>4</sup>	8.2	8.2 to 8.3
Capex <sup>8</sup>	3.7	3.6 to 3.7
Free cashflow after lease payments (FCFaL) <sup>9</sup>	3.0	2.8 to 3.2

We grew underlying EBITDA across our mobiles, infrastructure, Fixed C&SB and international businesses. Our mobiles business has continued to perform very strongly, with EBITDA growth of \$424 million. This growth was driven by more people choosing our network with more than 560,000 net new mobile handheld customers. Mobile services revenue grew by 5.6 per cent, and our mobiles business underpinned our overall underlying earnings growth.

Our infrastructure business also grew reflecting ongoing demand for our assets. InfraCo Fixed and Amplitel EBITDA grew by \$147 million in aggregate. Our Fixed C&SB business continued to grow, with EBITDA growth of \$119 million, reflecting ongoing cost discipline and ARPU growth. While most parts of our business performed strongly, Fixed Enterprise is clearly a long way from where we need it to be. We have faced into underperformance, particularly within NAS, and made decisions to begin the reset of that business.

On costs, we reduced underlying operating expenses through productivity gains and lower commissions, partly offset by cost inflation (labour and non-labour).

Overall, our T25 strategy is on track, including our growth ambitions in underlying EBITDA, EPS and ROIC. Significant progress on T25 in the year included:

- Our Episode NPS surpassed our FY24 target and complaints reduced with a more than two-thirds reduction in TIO escalations over the last three years
- Our Cleaner Pipes initiative blocked more than 10 million scam calls, 14 million scam SMS's and 230 million scam and unwanted emails per month on average in FY24

- We achieved 89% of 5G population coverage, with 54% of our mobile traffic on 5G in June 2024
- We continued extending our intercity fibre network across Australia, with five fibre routes between Australia's major capital cities under construction
- We increased our absolute scope 1+2 carbon emission reduction target from 50% to 70% by 2030 (from FY19 baseline)

### Dividend

On 15 August 2024, the Directors of Telstra Group Limited resolved to pay a fully franked final dividend of 9 cents per share in line with the interim dividend for the first half of the financial year.

The total dividend for FY24 is 18 cents per share representing a 5.9 per cent increase on the prior corresponding period. The total dividend represents a 128 per cent payout ratio on EPS and 97 per cent payout ratio on underlying EPS<sup>10</sup>.

Shares will trade excluding entitlement to the final dividend from 28 August 2024 with payment to be made on 26 September 2024.

### Other information

The following commentary is provided for statutory and management financial results. Comments are versus prior year unless otherwise stated. Consistent with information presented for internal management reporting purposes, the result of each segment is measured based on its EBITDA contribution, and the result of each product is measured based on its underlying EBITDA contribution.

4. Underlying EBITDA, profit and EPS – refer to footnote 2.

5. Return On Invested Capital (ROIC) calculated as Net Operating Profit After Tax (NOPAT) as a percentage of total capital.

6. Underlying ROIC calculated as NOPAT as a percentage of total capital, excluding net one-off nbn receipts and guidance adjustments (as defined above) less tax.

7. Underlying results – refer to footnote 1.

8. Capex is measured on an accrued basis and excludes spectrum and guidance adjustments, externally funded capex, and capitalised leases.

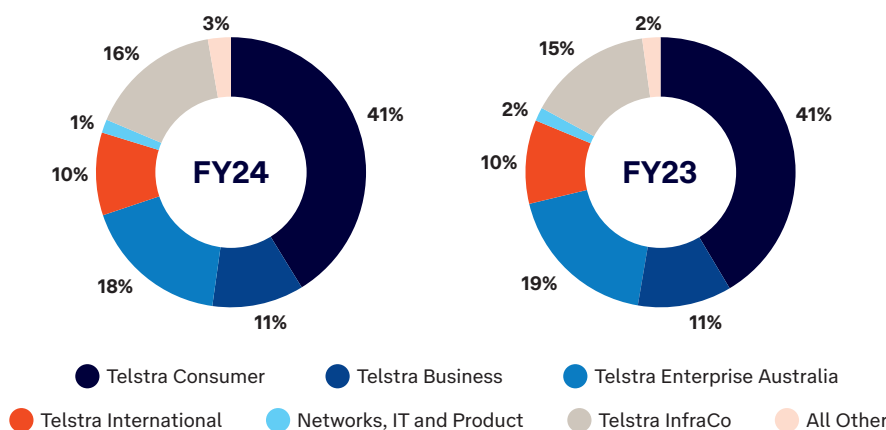
9. Free cashflow after lease payments – refer to footnote 3.

10. Underlying EPS – refer to footnote 2.

## Segment performance

We report segment information on the same basis as our internal management reporting structure as at the reporting date. Segment comparatives reflect any organisational changes that have occurred since the end of the prior financial year to present a like-for-like view. Refer to Note 2.1.1 in the Financial Report for further detail.

### Segment total income breakdown (including internal income)



Total income (excluding finance income) increased by 1.0 per cent to \$23,482 million including growth across mobile, International, InfraCo Fixed and Amplitel. Income growth was partly offset by declines across Fixed – C&SB, Fixed – Enterprise and Fixed – Active Wholesale.

Total management reported income includes internal income between segments eliminated from Total income. Internal income increased by 24.2 per cent to \$2,537 million (FY23 \$2,043 million) including new intercompany agreements post our corporate restructure related to internal charges for infrastructure, power, international capacity and other services. Internal income comprised \$4 million in Telstra Consumer (FY23 \$1 million), \$22 million in Telstra Enterprise Australia (FY23 \$12 million), \$223 million in Telstra International (FY23 \$113 million), \$354 million in Networks, IT and Product (FY23 \$321 million), \$1,552 million in Telstra InfraCo (FY23 \$1,426 million) and \$382 million in 'All Other' (FY23 \$170 million).

#### Telstra Consumer

Telstra Consumer provides telecommunications and technology products and services to Consumer customers in Australia using mobile and fixed network technologies. It also operates contact centres, retail stores, a dealership network, digital channels, distribution systems and the Telstra Plus customer loyalty program in Australia.

Income increased by 2.3 per cent to \$10,722 million including 4.3 per cent growth in mobile income partly offset by 1.7 per cent decline in Fixed – C&SB income. Refer to product performance section for more details.

#### Telstra Business

Telstra Business provides telecommunications and technology products and services to small and medium businesses in Australia. It also operates Telstra Business Technology Centres and digital channel partner network servicing small and medium business customers.

Income increased by 0.5 per cent to \$2,858 million including 4.4 per cent growth in mobile income, partly offset by 5.0 per cent decline in Fixed – C&SB income from small business customers and 2.3 per cent decline in Fixed – Enterprise income from medium business customers across DAC and NAS. Refer to product performance section for more details.

	FY24 \$m	FY23 <sup>11</sup> \$m	Change %
<b>Total income</b>			
Telstra Consumer <sup>12</sup>	10,722	10,480	2.3
Telstra Business	2,858	2,844	0.5
Telstra Enterprise Australia <sup>12</sup>	4,586	4,691	(2.2)
Telstra International <sup>12</sup>	2,578	2,534	1.7
Networks, IT and Product <sup>12</sup>	417	413	1.0
Telstra InfraCo <sup>12</sup>	4,132	3,775	9.5
All Other <sup>12</sup>	726	551	31.8
<b>Total management reported income</b>	<b>26,019</b>	<b>25,288</b>	<b>2.9</b>
Transactions between segments	(2,537)	(2,043)	(24.2)
<b>Total income (excluding finance income)</b>	<b>23,482</b>	<b>23,245</b>	<b>1.0</b>

11. Refer to Note 2.1.1 in the Financial Report for further detail.

12. Includes internal income.

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**Telstra Enterprise Australia**

Telstra Enterprise Australia provides telecommunication services, advanced technology solutions and network capacity and management to government and large enterprise and business customers in Australia. It provides advanced technology solutions through Data and Connectivity (DAC) and Network Applications and Services (NAS) products such as unified communications, cloud, security, industry solutions, and integrated and monitoring services.

Income decreased by 2.2 per cent to \$4,586 million including 0.6 per cent decline in mobile income and 2.8 per cent decline in Fixed – Enterprise income across DAC and NAS. Refer to product performance section for more details.

**Telstra International**

Telstra International provides telecommunication services, advanced technology solutions and network capacity and management to government and large enterprise and business customers outside of Australia. It provides wholesale services outside of Australia, including voice and data, and manages Telstra’s networks outside of Australia, including international subsea cables, in conjunction with Networks, IT and Product and Telstra InfraCo segments. It provides telecommunication, media and technology products and services to consumer, business and government customers in the South Pacific through our Digicel Pacific business.

International income increased by 1.7 per cent to \$2,578 million in Australian dollars (AUD) including internal revenue growth of \$110 million to \$223 million post corporate restructure (internal revenue eliminated from management reported income in first half of FY23) and 2.7 per cent growth in international Wholesale and Enterprise income to \$1,640 million, partly offset by 0.6 per cent decline in Digicel Pacific income to \$715 million. Refer to product performance section for more details.

**Networks, IT and Product**

Networks, IT and Product consists of two operating segments: Global Networks and Technology (GN&T), and Product and Technology (P&T). G&NT supports the other segments and their respective revenue generating activities by maintaining high level of reliability and security of our global network platforms and cloud infrastructure, maintains our networks, and is accountable for our network intelligence and automation. P&T works with other functions to create and deliver products and solutions for customers across all segments. It has accountability for product strategy, life cycle, as well as technology and innovation where products are incubated and brought to scale. It is also accountable for Telstra’s IT and Data & AI functions and out digital platforms underpinning our customer digital experience.

Income increased by 1.0 per cent to \$417 million including internal income of \$354 million.

**Telstra InfraCo**

Telstra InfraCo operates in Australia and provides telecommunication products and services delivered over Telstra networks to other carriers, carriage service providers and internet service providers, and provides other Telstra functions and wholesale customers with access to network infrastructure within Telstra InfraCo’s asset accountabilities. It operates the fixed passive network infrastructure including data centres, exchanges, poles, ducts, pits and pipes, and fibre network. It designs and constructs fibre, exchanges and other infrastructure. It provides nbn co with long-term access to certain components of our infrastructure under the Infrastructure Services Agreement, and operates the passive and physical mobile tower assets owned or operated by the Amplitel business.

Income increased by 9.5 per cent to \$4,132 million due to growth in recurring nbn Definitive Agreements (nbn DAs) receipts in line with CPI, increased Telstra InfraCo and Amplitel internal and external access charges, one-off gains related to tower access agreements and upgrades, and growth in wholesale mobility. Revenue from Fixed – Active Wholesale legacy products declined. Refer to product performance section for more details.

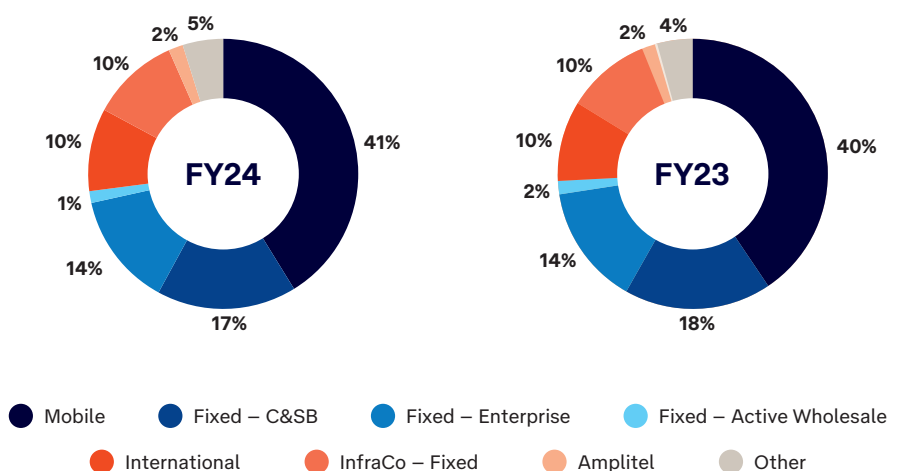
**All Other**

Certain items of income and expense relating to multiple functions are recorded by our corporate areas and included in the ‘All Other’ category. This category also includes Global Business Services (GBS) and Telstra Health.

Income increased by 31.8 per cent or \$175 million to \$726 million. ‘All Other’ income increased by \$105 million in International product and \$142 million in Other product largely due to changes associated with our corporate restructure. Telstra Health income increased by \$15 million to \$320 million driven by organic growth. One-off nbn DA and connection income decreased by \$72 million with this category no longer reported due to a significant reduction in one-off nbn migrations.

**Product performance**

**Product income breakdown (including internal income)**



	FY24	FY23	Change
Product income	\$m	\$m	%
Mobile	10,722	10,258	4.5
Fixed – C&SB	4,355	4,457	(2.3)
Fixed – Enterprise	3,537	3,636	(2.7)
Fixed – Active Wholesale	366	403	(9.2)
International	2,578	2,429	6.1
InfraCo Fixed	2,746	2,556	7.4
Amplitel	453	401	13.0
One-off nbn DA & connection	-	72	(100.0)
Other	1,262	1,076	17.3
<b>Total management reported income</b>	<b>26,019</b>	<b>25,288</b>	<b>2.9</b>
Eliminations	(2,537)	(2,043)	(24.2)
<b>Total income (excluding finance income)</b>	<b>23,482</b>	<b>23,245</b>	<b>1.0</b>

Product underlying EBITDA	FY24	2H24	1H24	FY23
	\$m	\$m	\$m	\$m
Mobile	5,026	2,516	2,510	4,602
Fixed – C&SB	254	149	105	135
Fixed – Enterprise	136	65	71	411
Fixed – Active Wholesale	94	42	52	117
International	774	430	344	713
InfraCo – Fixed	1,759	925	834	1,663
Amplitel	369	182	187	318
Other	(169)	(82)	(87)	(9)
<b>Underlying EBITDA<sup>13</sup></b>	<b>8,243</b>	<b>4,227</b>	<b>4,016</b>	<b>7,950</b>
One-off nbn DA & Connection	-	-	-	37
Guidance adjustments	(715)	(706)	(9)	(125)
<b>Total EBITDA</b>	<b>7,528</b>	<b>3,521</b>	<b>4,007</b>	<b>7,862</b>

13. Underlying EBITDA – refer to footnote

### Mobile

Mobile income increased by 4.5 per cent to \$10,722 million including 5.6 per cent services revenue growth. Growth in services revenue was achieved across postpaid handheld, prepaid handheld, Internet of Things (IoT) and wholesale. Retail mobile SIOs increased by 1,687,000 in the year to 24.2 million, including 8.9 million postpaid handheld retail SIOs.

Postpaid handheld services revenue increased by 4.5 per cent to \$5,634 million with a 116,000 increase in SIOs (including 53,000 in the second half) and 3.3 per cent ARPU increase from \$51.55 to \$52.85 driven by consumer and business price rises.

Prepaid handheld revenue increased by 10.9 per cent to \$1,193 million with a 124,000 increase in unique users (including 25,000 in the half) and 3.8 per cent ARPU increase driven by price rises. Prepaid handheld revenue in the prior period included \$42 million

of one-off revenue from product migration. Excluding one-off revenue in the prior period from product migration, prepaid handheld revenue increased by 15 per cent.

Mobile broadband revenue decreased by 2.4 per cent to \$648 million due to 3.8 per cent decline in SIOs partly offset by 1.4 per cent uplift in ARPU to \$18.76. IoT revenue increased by 2.1 per cent to \$289 million with SIOs increasing by 1.5 million (including 706,000 in the second half) to 8.6 million.

Wholesale revenue increased by 24.6 per cent to \$440 million driven by Wholesale ARPU growth and 322,000 increase in unique users (including 140,000 in the second half). Wholesale unique users include postpaid SIOs and prepaid unique users. Wholesale unique users increased to 2.4 million from the continued popularity of Mobile Virtual Network Operator's (MVNO) plans on the Telstra Wholesale mobile network.

Hardware, interconnect and other revenue increased by 1.0 per cent to \$2,498 million largely due to net reduction in deferred rewards under our Telstra Plus program. Hardware revenue increased by 0.2 per cent to \$2,359 million due to growth in sales of IoT hardware, accessories and wearables, and mix of higher value handsets; partly offset by lower handset sales volumes.

Mobile EBITDA increased by 9.2 per cent to \$5,026 million due to high margin services revenue growth and cost-out.

### Fixed – Consumer and Small Business (C&SB)

Fixed – C&SB income decreased by 2.3 per cent to \$4,355 million. Core connectivity revenue decreased by 1.2 per cent to \$3,663 million including revenue from services for which we are a reseller (including nbn) and revenue from services on the Telstra network. C&SB bundles and standalone data ARPU increased by 2.8 per cent to \$82.41 driven by price rises, and SIOs declined by 112,000 (including 54,000 in the second half) to 3.3 million. C&SB standalone voice SIOs declined by 45,000 (including 20,000 in the second half). Fixed wireless SIOs grew by 41,000 (including 16,000 in the second half).

Consumer content and services revenue decreased by 8.8 per cent to \$539 million including a 11.9 per cent decline in Foxtel from Telstra SIOs, partly offset by revenue growth from our acquisition of a majority stake in Fetch TV in August 2022.

Fixed – C&SB EBITDA increased by 88.1 per cent to \$254 million due to cost-out, growing contribution from fixed wireless, and C&SB bundles and standalone data ARPU growth; partly offset by C&SB bundles, standalone data and voice SIO decline.

**Fixed – Enterprise**

Fixed – Enterprise income declined by 2.7 per cent to \$3,537 million due mostly to DAC declines. DAC income declined by 6.6 per cent to \$748 million driven by ARPU compression from competition, renewals and technology change. DAC SIOs reduced by 3.8 per cent or 6,000 (including 3,000 in the second half) mostly in legacy. Our T-Fibre customer base reduced and nbn Enterprise Ethernet customer base grew.

NAS income decreased by 1.6 per cent to \$2,789 million due to declines across calling applications, professional services and equipment sales; partly offset by growth in cloud and managed services. NAS income includes \$81 million in the current period related to the acquisition of Versent Pty Ltd (Versent). NAS calling applications revenue decreased by 14.2 per cent to \$412 million due to fixed product exits, and market shift from traditional voice to integrated video and digital solutions. NAS professional services revenue decreased by 7.2 per cent to \$503 million and equipment sales revenue decreased by 11.4 per cent to \$365 million due to slower trading environment and large contracts in the prior period not repeating this period. NAS cloud applications revenue increased by 18.3 per cent to \$368 million from growth in demand for partner cloud products including Amazon Web Services (AWS) and Microsoft Azure. NAS managed services and maintenance revenue increased by 2.1 per cent to \$788 million.

Fixed – Enterprise EBITDA declined by 66.9 per cent to \$136 million due to DAC and NAS EBITDA declines. DAC EBITDA declined by 43.1 per cent to \$95 million due to revenue reduction and increased costs. NAS EBITDA declined by 83.2 per cent to \$41 million mostly due to decline in calling applications and professional services revenue, and increased costs.

**Fixed – Active Wholesale**

Fixed – Active Wholesale income declined by 9.2 per cent to \$366 million largely due to legacy product decline. Data and Connectivity revenue decreased by 6.2 per cent to \$259 million reflecting decline in wideband ethernet access product revenue partly offset by growth in wavelength services. Legacy calling and fixed revenue declined by 15.7 per cent to \$107 million from continued legacy fixed product decline.

Fixed – Active Wholesale EBITDA decreased by 19.7 per cent to \$94 million due to continued legacy and nbn revenue decline, offset partly by cost-out.

**International**

International income increased by 6.1 per cent to \$2,578 million including foreign

exchange impacts and inclusion of internal revenue post corporate restructure (eliminated from management reported income in first half of FY23). Digicel Pacific income decreased by 0.6 per cent to \$715 million including positive USD foreign exchange impacts. Digicel Pacific mobile SIOs increased by 1 per cent driven by Papua New Guinea (PNG) SIO growth. PNG ARPU decreased in Papua New Guinean Kina (PGK) and in AUD. In markets outside PNG, ARPU grew in USD and AUD.

Excluding Digicel Pacific, International income increased by 8.9 per cent to \$1,863 million including internal revenue growth of \$110 million to \$223 million post corporate restructure (internal revenue eliminated from management reported income in first half of FY23); and growth in Wholesale and Enterprise external revenue of 2.7 per cent to \$1,640 million including positive foreign exchange impacts and growth in Ethernet Private Line, internet and professional services; partly offset by legacy voice decline.

International EBITDA increased by 8.6 per cent to \$774 million including \$21 million growth from Digicel Pacific and \$40 million growth from Wholesale and Enterprise. Digicel Pacific EBITDA decreased by 13 per cent on a proforma basis in constant currency and excluding adjustment in earn-out provision. Wholesale and Enterprise EBITDA increased by 17 per cent in constant currency, excluding internal revenue and cost post restructure.

**InfraCo Fixed**

InfraCo Fixed income increased by 7.4 per cent to \$2,746 million. Recurring nbn DA income increased by 6.0 per cent to \$1,046 million reflecting CPI linked price increases. Recurring nbn DAs income includes infrastructure services across ducts, racks and fibre provided to nbn co. Other external infrastructure revenue increased by 14.3 per cent to \$304 million including \$159m from disposal of legacy network assets (FY23 \$122 million). Internal infrastructure access revenue increased by 8.4 per cent to \$1,157 million. Commercial and recoverable works revenue increased by 1.3 per cent to \$239 million.

InfraCo Fixed income grew 6.8 per cent excluding legacy network disposals, and commercial and recoverable works.

InfraCo Fixed EBITDA increased by 5.8 per cent to \$1,759 million reflecting growth in recurring nbn DA and internal income; partly offset by increased internal costs and increased investment in asset maintenance. Growth in internal revenue and costs includes changes post

corporate restructure. InfraCo Fixed EBITDA after leases (EBITDAaL) increased by 6.4 per cent to \$1,686 million.

**Amplitel**

Amplitel income grew by 13.0 per cent to \$453 million due to additional site licences, contracted growth, continued demand for new tower builds and 5G upgrades. Amplitel external revenue grew by 45.5 per cent to \$96 million including contracted growth, continued demand and one-off gains of \$15 million related to tower access agreements and upgrades. Amplitel internal revenue grew by 6.6 per cent to \$357 million.

Amplitel EBITDA increased by 16.0 per cent to \$369 million due to higher income, partly offset by increased service and employment costs. Amplitel EBITDAaL increased by 14.8 per cent to \$287 million.

**One-off nbn DA & connection**

One-off nbn DA & connection income in prior period included receipts from nbn co for disconnecting customers from our legacy network, and one-off income from customers to connect to the nbn network. Income decreased by \$72 million with this category no longer reported due to a significant reduction in one-off nbn migrations.

**Other**

Other income increased by 17.3 per cent to \$1,262 million including internal and external income. 'Other' internal income increased by \$253 million to \$781 million post our corporate restructure. 'Other' external income decreased by 12.2 per cent to \$481 million including \$43 million reduction in Telstra Energy income mostly due to lower energy generation and prices. Cable access revenue decreased by \$57 million related to end of Foxtel access agreement. Telstra Health income increased by \$15 million to \$320 million driven by organic growth. 'Other' external income included one-off gain of \$47 million related to tower access agreements.

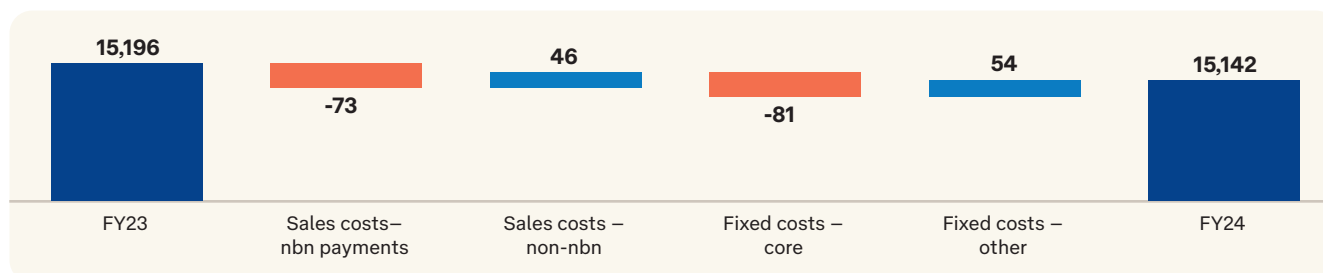
Other EBITDA reduced by \$160 million to \$169 million including reduction in EBITDA contribution from internal income, reduction in cable access revenue, impact of bond rate changes on employee liabilities and other corporate adjustments; partly offset by one-off gain related to tower access agreements and increased Telstra Health EBITDA contribution.

**Eliminations**

Eliminations for internal income increased to \$2,537 million comprising \$1,157 million in InfraCo Fixed, \$357 million in Amplitel, \$223 million in International, \$19 million in Fixed – Enterprise NAS and \$781 million in Other.

## Expense performance

Operating expenses	FY24	FY23	Change	
	\$m	\$m	\$m	%
nbn payments	1,975	2,048	(73)	(3.6)
Non-nbn	5,960	5,914	46	0.8
<b>Sales costs</b>	<b>7,935</b>	<b>7,962</b>	<b>(27)</b>	<b>(0.3)</b>
Core <sup>14</sup>	6,541	6,622	(81)	(1.2)
Other <sup>15</sup>	666	612	54	8.8
<b>Fixed costs</b>	<b>7,207</b>	<b>7,234</b>	<b>(27)</b>	<b>(0.4)</b>
<b>Underlying</b>	<b>15,142</b>	<b>15,196</b>	<b>(54)</b>	<b>(0.4)</b>
One-off nbn DA and nbn cost to connect	-	35	(35)	(100.0)
Guidance adjustments <sup>16</sup>	796	125	671	n/m
<b>Total</b>	<b>15,938</b>	<b>15,356</b>	<b>582</b>	<b>3.8</b>

Underlying operating expenses \$m<sup>14,15</sup>

Underlying operating expenses decreased by \$54 million or 0.4 per cent due to lower sales costs, including lower payments to nbn, and lower core fixed costs.

Total operating expenses increased by \$582 million to \$15,938 million. Guidance adjustments for operating expenses increased by \$671 million including \$438 million for impairments related to Telstra Enterprise strategic review, office building leases and Retail Energy business. Restructuring cost guidance adjustments increased by \$156 million to \$247 million. M&A guidance adjustments increased by \$77 million including due to Versent acquisition this period.

Sales costs, which are direct costs associated with revenue and customer growth, decreased by 0.3 per cent to \$7,935 million. Payments to nbn reduced by \$73 million due to decline in C&SB nbn SIOs. Non-nbn sales costs increased by \$46 million including increased sales costs associated with NAS cloud applications and managed security resale; and Telstra TV migration. Sales costs associated with mobile hardware were relatively stable.

Core fixed costs decreased by 1.2 per cent or \$81 million with productivity gains and lower commissions partly offset by cost inflation (labour and non-labour). Productivity gains included process simplification and improvement across back of house and support functions.

Other fixed costs increased by \$54 million due to impact of bond rate changes on employee liabilities and other corporate adjustments, inclusion of prior year acquisitions including Digicel Pacific, and increased Telstra Health costs.

One-off nbn DA and nbn cost to connect declined by \$35 million with these costs now included in underlying operating expenses due to a significant reduction in one-off nbn migrations.

**Operating expenses on a statutory reported basis**

Our progress on achieving our productivity target is reported through the above operating expenses table. The detail below provides commentary on operating expenses as disclosed in our statutory accounts.

Operating expenses on a statutory reported basis	FY24	FY23	Change
	\$m	\$m	%
Labour	4,291	3,967	8.2
Goods and services purchased	8,441	8,511	(0.8)
Net impairment losses on financial assets	92	90	2.2
Other expenses	3,114	2,788	11.7
<b>Total</b>	<b>15,938</b>	<b>15,356</b>	<b>3.8</b>

14. Fixed costs - core includes commissions.

15. Fixed costs - other includes Telstra Health, corporate adjustments and prior year acquisitions including Digicel Pacific.

16. Guidance adjustments - refer to footnote 1.

**Labour**

Total labour expenses increased by 8.2 per cent or \$324 million to \$4,291 million including \$244 million increase in redundancy expenses, and increased total direct full time equivalents (FTE) and wages as agreed in our Enterprise Agreement. Total direct FTE increased by 6.3 per cent or 2,000 to 33,761 including as a result of Versent acquisition and direct FTE growth across Telstra Consumer contact centres, Data & AI, and software engineering; and insourcing of Telstra Business Technology Centres.

**Goods and services purchased**

Total goods and services purchased decreased by 0.8 per cent or \$70 million to \$8,441 million. Commissions decreased by 11.8 per cent or \$66 million due to insourcing of Telstra branded retail stores. Cost of goods sold, which includes mobile handsets and accessories, tablets, mobile broadband hardware, IoT hardware, modems, and other fixed hardware, increased by 1.1 per cent or \$30 million mostly due to Telstra TV migration. Network payments and other goods and services purchased decreased by 0.7 per cent or \$34 million due to decline in nbn payments, partly offset by higher NAS cloud applications and managed security resale.

**Other expenses**

Total other expenses increased by 11.7 per cent or \$326 million to \$3,114 million. Impairment losses (excluding net losses on financial assets) increased by \$406 million including \$438 million for impairments related to Telstra Enterprise strategic review, office building leases and Retail Energy business. Excluding impairments, other expenses decreased by \$80 million due to cost reduction initiatives.

**Foreign currency impacts**

For the purposes of reporting our consolidated results, the translation of foreign operations denominated in foreign currency to AUD increased our sales revenue by \$52 million. This foreign exchange impact was partly offset by an increase in expenses by \$41 million across labour, goods and services purchased, and other expenses resulting in a favourable EBITDA contribution of \$11 million.

**Depreciation and amortisation**

Depreciation and amortisation increased by 0.2 per cent or \$9 million to \$4,479 million. This included a \$64 million decrease in depreciation of property plant and equipment and a \$33 million decrease in amortisation of intangible assets associated with assessment of useful lives. Depreciation of right-of-use assets increased by \$45 million due to continued property, fleet and other leasing activities. Depreciation of property plant and equipment increased by \$5 million to \$2,429 million. Amortisation of intangible assets decreased by \$41 million including surrender of 900MHz spectrum licence.

**Net finance costs**

Net finance costs increased by 10.4 per cent or \$55 million to \$584 million due to a \$86 million increase in interest on borrowings; offset by \$20 million net decrease in other financing items (as set out in note 4.4.3 in the Financial Report) and \$11 million increase in finance income. Interest on borrowings increased due to higher interest rates and higher average gross debt. Our average gross borrowing rate increased from 4.6 per cent to 5.0 per cent reflecting higher market interest rates. Our borrowing portfolio is more than 50 per cent fixed

**Cash flows**

	<b>FY24</b>	<b>FY23</b>	<b>Change</b>
	<b>\$m</b>	<b>\$m</b>	<b>%</b>
<b>Summary statement of cash flows</b>			
Net cash provided by operating activities	7,049	6,802	3.6
Net cash used in investing activities	(4,990)	(5,951)	16.1
– Capital expenditure (before investments)	(5,064)	(3,870)	(30.9)
– Other investing cash flows	74	(2,081)	n/m
<b>Free cashflow</b>	<b>2,059</b>	<b>851</b>	<b>n/m</b>
Net cash used in financing activities	(1,942)	(969)	n/m
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>117</b>	<b>(118)</b>	<b>n/m</b>
Cash and cash equivalents at the beginning of the period	932	1,040	(10.4)
Effects of exchange rate changes on cash and cash equivalents	(3)	10	n/m
<b>Cash and cash equivalents at the end of the period</b>	<b>1,046</b>	<b>932</b>	<b>12.2</b>

Free cashflow provided by operating and investing activities was \$2,059 million representing an increase of \$1,208 million due to increase in net cash provided by operating activities and decrease in net cash used in investing activities. The decrease in net investing activities was driven by a substantial reduction in M&A investment, offset by higher payments for spectrum licences.

Net cash provided by operating activities increased by \$247 million to \$7049 million mainly due to a \$254 million decrease in payments to suppliers and employees. The increase in net cash provided by operating activities included lower reported EBITDA offset by working capital benefit.

Net cash used in investing activities decreased by \$961 million to \$4,990 million. This included a \$2,099 million decrease in payments for shares in controlled entities mostly due to the acquisition of Digicel Pacific in the prior period, partly offset by the acquisition of Versent in this period. Capital expenditure (before investments) increased by \$1,194 million including due to higher payments for intangible assets mostly associated with increased spend on spectrum licences.

Accrued capital expenditure on a guidance basis was \$3,666 million or 16.3 per cent of sales revenue. This included \$261 million of strategic investment for the intercity fibre and Viasat infrastructure projects. Accrued capital expenditure on a guidance basis excluding strategic investment was 15.1 per cent of sales revenue.

Net cash used in financing activities increased by \$973 million to \$1,942 million. This included an increase in repayments of borrowings of \$762 million, increase in proceeds from borrowings of \$838 million, and decrease of \$895 million due to the issue of equity-like securities to Export Finance Australia as part funding for the Digicel Pacific acquisition. Finance costs paid increased by \$90 million including due to higher interest rates and higher average gross debt.

On a guidance basis, free cashflow after operating lease payments was \$2,986 million. Free cashflow after operating lease payments on a guidance basis excludes mergers and acquisitions (\$394 million including Versent) and spectrum payments (\$1,284 million); and includes lease payments (\$751 million).

## Debt position

	FY24 \$m
<b>Debt issuance</b>	
AUD bonds	1,198
Revolving bank facilities (net)	630
Commercial paper (net)	1,201
Non-recourse borrowing facilities	54
<b>Total</b>	<b>3,083</b>

	FY24 \$m
<b>Debt repayments</b>	
Euro bond	1,268
Euro/AUD private placements	148
Other loans	31
<b>Total</b>	<b>1,447</b>

Our gross debt position was \$16,798 million comprising borrowings of \$13,860 million, lease liabilities of \$3,108 million, partly offset by \$170 million in net derivative assets. Gross debt increased by 9.4 per cent or \$1,448 million reflecting debt issuance of \$3,083 million and non-cash decrease of \$455 million; partly offset by debt repayments (including other loans) of \$1,447 million and \$643 million in lease liability payments.

Net debt increased by 9.3 per cent or \$1,334 million to \$15,752 million reflecting the increase in gross debt, partly offset by \$114 million increase in cash holdings. The increase in net debt funded significant payments for spectrum licences in the period.

Financial settings	FY24	Comfort zone
Debt servicing <sup>17</sup>	2.1x	1.5x to 2.0x
Gearing <sup>18</sup>	48%	50% to 70%
Interest cover <sup>19</sup>	11.0x	>7x

On an underlying basis, debt servicing<sup>17</sup> was 1.9 times and interest cover<sup>19</sup> was 12.1 times. We remain within our comfort zones, or better, for our credit metrics on an underlying basis.



17. Debt servicing is calculated as net debt/EBITDA. Underlying debt servicing is calculated as net debt/underlying EBITDA

18. Gearing ratio is calculated as net debt/total net debt plus equity.

19. Interest cover is calculated as EBITDA/net interest on debt (excluding capitalised interest and non-cash accounting impacts within net finance costs). Underlying interest is calculated as underlying EBITDA/net interest on debt.

## Financial position

	FY24 \$m	FY23 \$m	Change %
<b>Summary statement of financial position</b>			
Current assets	6,107	6,733	(9.3)
Non-current assets	39,443	38,296	3.0
<b>Total assets</b>	<b>45,550</b>	<b>45,029</b>	<b>1.2</b>
Current liabilities	11,526	10,092	14.2
Non-current liabilities	16,772	17,121	(2.6)
<b>Total liabilities</b>	<b>28,198</b>	<b>27,213</b>	<b>3.6</b>
<b>Net assets</b>	<b>17,352</b>	<b>17,816</b>	<b>(2.6)</b>
<b>Total equity</b>	<b>17,352</b>	<b>17,816</b>	<b>(2.6)</b>
Return on invested capital (%)	6.8	7.9	-1.1pp
<b>Return on invested capital (%) – underlying<sup>20</sup></b>	<b>8.3</b>	<b>8.1</b>	<b>+0.2pp</b>
Return on average equity (%)	10.7	12.5	-1.8pp

Our balance sheet is in a strong position with net assets of \$17,352 million. Current assets decreased by 9.3 per cent to \$6,107 million. Trade and other receivables and contract assets decreased by \$388 million due to including \$278 million reduction in contract assets and \$137 million reduction in other receivables; partly offset by \$38 million increase in trade receivables from contracts with customers. Current derivative financial assets decreased by \$213 million due to maturities partly offset by instruments maturing in the next 12 months. Current tax receivables decreased by \$117 million due to lower PAYG instalments relative to taxable profit in the current period compared to the prior period. Cash and cash equivalents increased by \$114 million.

Non-current assets increased by 3.0 per cent to \$39,443 million. Intangible assets increased by \$1,432 million including \$1,224 million in additions for spectrum licences, including 850Mhz and 3.4-3.7GHz band acquired in the period, \$271 million related to acquisition of Versent, and other additions (including for software) exceeding amortisation expenses; partly offset by \$138 million in impairments. Refer to Note 6.1.1 in the Financial Report for further detail on Versent.

Non-current trade and other receivables and contract assets increased by \$325 million including \$156 million increase in contract assets, \$82 million increase in trade receivables from contracts with customers, \$56 million increase in finance lease receivables, and \$35 million increase in other receivables. Non-current inventories increased by \$126 million including for major project network inventory. Deferred contract costs decreased by \$294 million including \$177 million impairment related to Telstra Enterprise strategic review, and net decrease in other deferred commissions. Property, plant and equipment decreased by \$102 million due to depreciation expenses exceeding additions, impairments and other movements. Right of use assets decreased by \$159 million including \$82 million impairment related to Telstra Enterprise strategic review, and depreciation exceeding additions. Non-current derivative financial assets decreased by \$122 million due to instruments maturing in the next 12 months and valuation impacts.

Current liabilities increased by 14.2 per cent to \$11,526 million. Current borrowings increased by \$1,036 million due to maturity of Euro bond and private placements, partly offset by bonds

maturing in the next 12 months and commercial paper used to support working capital and short-term liquidity. Trade and other payables increased by \$261 million including \$396 million increase in accrued expenses and capital expenditure; partly offset by \$115 million reduction in trade payables and \$40 million reduction in contingent consideration.

Non-current liabilities decreased by 2.6 per cent to \$16,672 million. Deferred tax liabilities decreased by \$329 million primarily due to non-deductible impairments, and timing of restructuring cost tax deduction. Non-current lease liabilities decreased by \$165 million including movement of lease liabilities to current and higher discount rate. Other payables decreased by \$198 million including \$144 million reduction in contingent consideration related to payment obligations arising from our acquisitions of controlled entities, and \$54 million reduction in other payables. Non-current borrowings increased by \$149 million due to due to Australian bond issuance in the period, partly offset by bonds maturing in the next 12 months.

20. Underlying ROIC – refer to footnote 6.

# Reference tables

## Guidance versus reported results

This schedule details adjustments made to the reported results for the current and comparative periods to reflect the performance of the business on the basis on which we provided guidance to the market, which excludes material one-offs, such as mergers and acquisitions, disposals, impairments, spectrum, restructuring costs and such other items as determined by the Board and management. Underlying EBITDA excludes guidance adjustments, and in FY23 and prior years also excludes net one-off nbn DA receipts less nbn net C2C. For acquisitions, Underlying EBITDA includes earnout adjustments in the second and subsequent years following acquisition in accordance with our policy. Free cashflow after lease payments (FCFaL) defined as 'operating cash flows' less 'investing cash flows' less 'payments for lease liabilities', and excludes spectrum and guidance adjustments.

The following adjustments provide a detailed reconciliation from reported to guidance results for each guidance measure:

	Total Income		Reported EBITDA	Underlying EBITDA		Reported Free Cashflow	Free Cashflow	
	FY23 \$m	FY24 \$m		FY23 \$m	FY24 \$m		FY23 \$m	FY24 \$m
<b>Reported Total Income</b>	<b>23,245</b>	<b>23,482</b>		<b>7,862</b>	<b>7,528</b>		<b>851</b>	<b>2,059</b>
<b>Adjustments</b>								
M&A adjustment <sup>1</sup>	0	(81)	M&A adjustment <sup>1</sup>	34	30	M&A adjustment <sup>1</sup>	2,595	394
Telstra Enterprise reset & impairments <sup>2</sup>	n/a	n/a	Telstra Enterprise reset & impairments <sup>2</sup>	n/a	438	Telstra Enterprise reset & impairments <sup>2</sup>	n/a	n/a
Restructuring costs <sup>3</sup>	n/a	n/a	Restructuring costs <sup>3</sup>	91	247	Restructuring costs <sup>3</sup>	n/a	n/a
Net one-off NBN receipts <sup>4</sup>	n/a	n/a	Net one-off NBN receipts <sup>4</sup>	(37)	n/a	Net one-off NBN receipts <sup>4</sup>	n/a	n/a
Spectrum payments <sup>5</sup>	n/a	n/a	Spectrum payments <sup>5</sup>	0	n/a	Spectrum payments <sup>5</sup>	112	1,284
Lease <sup>6</sup>	n/a	n/a	Lease <sup>6</sup>	0	n/a	Lease <sup>6</sup>	(774)	(751)
<b>Guidance Total Income</b>	<b>23,245</b>	<b>23,401</b>	<b>Guidance Underlying EBITDA</b>	<b>7,950</b>	<b>8,243</b>	<b>Guidance Free Cashflow</b>	<b>2,784</b>	<b>2,986</b>

The adjustments set out in the above tables have been reviewed by our auditor for consistency with the guidance basis as set out on this page.

### Notes:

- M&A adjustments relating to acquisitions and disposals of controlled entities, joint ventures, associates and other investments and any associated net gains or losses, and contingent consideration.

FY24 also adjusted for Versent Pty Ltd and its subsidiaries (Versent) trading performance and additional operating costs related to multiple individually immaterial Telstra Business Technology Centres acquired.

During FY23 we paid stamp duty relating to Amplitel Pty Ltd (Amplitel) and acquired:

- Digicel Pacific Limited and its subsidiaries (Digicel Pacific);
- a 51.4% stake in Media Innovations Holdings Pty Ltd and its subsidiaries (Fetch TV).

During FY24 we:

- acquired Versent.
- paid for multiple individually immaterial Telstra Business Technology Centres and associated additional operating costs.
- contributed additional equity to Silicon Quantum Computing Pty Ltd.
- paid -\$111m for FY23 Digicel Pacific earn-out.

- FY24 Impairments including for Telstra Enterprise reset (\$311m), right-of-use assets following a review of utilisation of our office building leases (\$82m), and Retail Energy business (\$45m). Telstra Enterprise reset including \$177m for deferred contract costs and \$134m for goodwill, software and inventory.
- FY23 adjustments include costs for Telstra's legal restructure including legal and IT costs. FY24 adjustments, over and above normal business as usual redundancies, that relate to organisational changes to simplify operations and improve productivity.
- FY23 Adjustments for net one-off nbn receipts which is defined as net nbn one off Definitive Agreement receipts (consisting of PSAA and Infrastructure Ownership) less nbn net cost to connect.
- Adjustment relating to the impact on free cashflow associated with our spectrum purchases and renewals for FY24 including:
  - \$616m payment for spectrum licence in the 850 MHz band
  - \$546m payment for spectrum licence in the 3.4 GHz and 3.7 GHz bands
  - \$56m instalment payment for our national spectrum licence in the 26 GHz band
  - \$42m payment for the acquisition of Dense Air Networks Australia holding 2 x 10 MHz of 2600 MHz spectrum to supplement Telstra's existing spectrum holdings in that band
  - \$4m spectrum lease payment to TPG as a short-term supplement to our national spectrum licence in the 3.6 GHz band
  - \$20m payments for area-wide and apparatus licences in various spectrum bands.
- Adjustment to Free Cashflow for payment of lease liabilities (including principal and interest).

n/a Adjustment is not relevant to the respective guidance measure.

**Results of operations**

	Year ended 30 June			
	2024	2023	Change	Change
	\$M	\$M	\$M	%
Revenue (excluding finance income)	22,928	22,702	226	1.0
Other income (i)	554	543	11	2.0
<b>Total income (excluding finance income)</b>	<b>23,482</b>	<b>23,245</b>	<b>237</b>	<b>1.0</b>
Labour	4,291	3,967	324	8.2
Goods and services purchased	8,441	8,511	(70)	(0.8)
Net impairment losses on financial assets	92	90	2	2.2
Other expenses	3,114	2,788	326	11.7
Operating expenses	15,938	15,356	582	3.8
Share of net profit/(loss) from joint ventures and associated entities	(16)	(27)	11	40.7
	15,954	15,383	571	3.7
<b>Earnings before interest, income tax expense, depreciation and amortisation (EBITDA)</b>	<b>7,528</b>	<b>7,862</b>	<b>(334)</b>	<b>(4.2)</b>
Depreciation and amortisation	4,479	4,470	9	0.2
<b>Earnings before interest and income tax expense (EBIT)</b>	<b>3,049</b>	<b>3,392</b>	<b>(343)</b>	<b>(10.1)</b>
Finance income	112	101	11	10.9
Finance costs	696	630	66	10.5
Net finance costs	584	529	55	10.4
<b>Profit before income tax expense</b>	<b>2,465</b>	<b>2,863</b>	<b>(398)</b>	<b>(13.9)</b>
Income tax expense	677	812	(135)	(16.6)
<b>Profit for the period</b>	<b>1,788</b>	<b>2,051</b>	<b>(263)</b>	<b>(12.8)</b>
<b>Attributable to:</b>				
Equity holders of Telstra Entity	1,622	1,928	(306)	(15.9)
Non-controlling interests	166	123	43	35.0
	1,788	2,051	(263)	(12.8)
Effective tax rate on operations	27.5%	28.4%		(0.9) pp
EBITDA margin on revenue	32.8%	34.6%		(1.8) pp
EBIT margin on revenue	13.3%	14.9%		(1.6) pp
	cents	cents	Change	Change
			cents	%
<b>Earnings per share (cents per share)</b>				
Basic	14.1	16.7	(2.6)	(15.6)
Diluted	14.0	16.7	(2.7)	(16.2)

(i) Other income includes gains and losses on asset and investment sales (including assets transferred under the nbn Definitive Agreements), income from government grants under the Telstra Universal Service Obligation Performance Agreement, Mobile Blackspot Government program and other miscellaneous items.

n/m = not meaningful

**Total income**

	Year ended 30 June			
	2024	2023	Change	Change
	\$M	\$M	\$M	%
<b>Mobile</b>				
Postpaid handheld	5,634	5,391	243	4.5
Prepaid handheld	1,193	1,076	117	10.9
Mobile broadband	648	664	(16)	(2.4)
Internet of Things (IoT)	289	283	6	2.1
Mobile wholesale	440	353	87	24.6
Other	20	18	2	11.1
<b>Total mobile services</b>	<b>8,224</b>	<b>7,785</b>	<b>439</b>	<b>5.6</b>
Hardware	2,359	2,355	4	0.2
Mobile interconnect	215	223	(8)	(3.6)
Media, Telstra Plus & other	(76)	(105)	29	27.6
<b>Total Mobile</b>	<b>10,722</b>	<b>10,258</b>	<b>464</b>	<b>4.5</b>
<b>Fixed - C&amp;SB</b>				
Core connectivity (ii)	3,663	3,708	(45)	(1.2)
Consumer content & services	539	591	(52)	(8.8)
Business applications & services	153	158	(5)	(3.2)
<b>Total Fixed - C&amp;SB</b>	<b>4,355</b>	<b>4,457</b>	<b>(102)</b>	<b>(2.3)</b>
<b>Fixed - Enterprise</b>				
<b>Data &amp; connectivity</b>	<b>748</b>	<b>801</b>	<b>(53)</b>	<b>(6.6)</b>
Calling applications	412	480	(68)	(14.2)
Managed services & maintenance	788	772	16	2.1
Professional services	503	542	(39)	(7.2)
Cloud applications	368	311	57	18.3
Equipment sales	365	412	(47)	(11.4)
Other	334	318	16	5.0
Internal	19	0	19	n/m
<b>Total NAS</b>	<b>2,789</b>	<b>2,835</b>	<b>(46)</b>	<b>(1.6)</b>
<b>Total Fixed - Enterprise</b>	<b>3,537</b>	<b>3,636</b>	<b>(99)</b>	<b>(2.7)</b>
<b>Fixed - Active Wholesale</b>				
Data & connectivity	259	276	(17)	(6.2)
Legacy calling & fixed	107	127	(20)	(15.7)
<b>Total Fixed - Active Wholesale</b>	<b>366</b>	<b>403</b>	<b>(37)</b>	<b>(9.2)</b>
<b>International</b>				
Wholesale & Enterprise	1,640	1,597	43	2.7
Internal	223	113	110	97.3
Digicel Pacific	715	719	(4)	(0.6)
<b>Total International</b>	<b>2,578</b>	<b>2,429</b>	<b>149</b>	<b>6.1</b>
<b>InfraCo - Fixed</b>				
Commercial & recoverable works	239	236	3	1.3
NBN recurring	1,046	987	59	6.0
Other external & passive	304	266	38	14.3
Internal	1,157	1,067	90	8.4
<b>Total InfraCo - Fixed</b>	<b>2,746</b>	<b>2,556</b>	<b>190</b>	<b>7.4</b>
<b>InfraCo - Tower / Amplitel</b>				
External	96	66	30	45.5
Internal	357	335	22	6.6
<b>Total InfraCo - Tower / Amplitel</b>	<b>453</b>	<b>401</b>	<b>52</b>	<b>13.0</b>
<b>One-off nbn DA &amp; Connection</b>	<b>0</b>	<b>72</b>	<b>(72)</b>	<b>(100.0)</b>
<b>Other Product Income</b>				
External (iii)	481	548	(67)	(12.2)
Internal	781	528	253	47.9
<b>Total Other Product Income</b>	<b>1,262</b>	<b>1,076</b>	<b>186</b>	<b>17.3</b>
<b>Elimination</b>	<b>(2,537)</b>	<b>(2,043)</b>	<b>(494)</b>	<b>(24.2)</b>
<b>Total income</b>	<b>23,482</b>	<b>23,245</b>	<b>237</b>	<b>1.0</b>

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**Total expenses**

	Year ended 30 June			
	2024	2023	Change	Change
	\$M	\$M	\$M	%
Salary, associated costs, labour substitution & other	3,967	3,887	80	2.1
Employee redundancy	324	80	244	n/m
<b>Total labour</b>	<b>4,291</b>	<b>3,967</b>	<b>324</b>	<b>8.2</b>
Commissions	493	559	(66)	(11.8)
Cost of goods sold	2,883	2,853	30	1.1
Network payments and other	5,065	5,099	(34)	(0.7)
<b>Total goods and services purchased</b>	<b>8,441</b>	<b>8,511</b>	<b>(70)</b>	<b>(0.8)</b>
<b>Net impairment losses on financial assets</b>	<b>92</b>	<b>90</b>	<b>2</b>	<b>2.2</b>
Service contracts and other agreements	1,047	1,056	(9)	(0.9)
Impairment losses (excluding net losses on financial assets)	534	128	406	n/m
Other	1,533	1,604	(71)	(4.4)
<b>Total other expenses</b>	<b>3,114</b>	<b>2,788</b>	<b>326</b>	<b>11.7</b>
<b>Total operating expenses</b>	<b>15,938</b>	<b>15,356</b>	<b>582</b>	<b>3.8</b>
Property Plant & Equipment	2,429	2,424	5	0.2
Right of Use assets	619	574	45	7.8
<b>Depreciation</b>	<b>3,048</b>	<b>2,998</b>	<b>50</b>	<b>1.7</b>
Amortisation of intangible assets	1,431	1,472	(41)	(2.8)
<b>Total depreciation and amortisation</b>	<b>4,479</b>	<b>4,470</b>	<b>9</b>	<b>0.2</b>

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**Statement of Cash Flows**

	Year ended 30 June			
	2024	2023	Change	Change
	\$M	\$M	\$M	%
<b>Cash flows from operating activities</b>				
Receipts from customers (inclusive of goods and services tax (GST))	25,196	25,196	-	-
Payments to suppliers and employees (inclusive of GST)	(17,386)	(17,640)	254	1.4
Government grants received for operating activities	185	179	6	3.4
<b>Net cash generated from operations</b>	<b>7,995</b>	<b>7,735</b>	<b>260</b>	<b>3.4</b>
Income taxes paid	(946)	(933)	(13)	(1.4)
<b>Net cash provided by operating activities</b>	<b>7,049</b>	<b>6,802</b>	<b>247</b>	<b>3.6</b>
<b>Cash flows from investing activities</b>				
Payments for property, plant and equipment	(2,288)	(2,474)	186	7.5
Payments for intangible assets	(2,776)	(1,396)	(1,380)	(98.9)
<b>Capital expenditure (before investments)</b>	<b>(5,064)</b>	<b>(3,870)</b>	<b>(1,194)</b>	<b>(30.9)</b>
Payments for shares in controlled entities (net of cash acquired)	(389)	(2,488)	2,099	84.4
Payments for equity accounted investments	(47)	(103)	56	54.4
Payments for other investments	(32)	(4)	(28)	n/m
<b>Total capital expenditure (including investments)</b>	<b>(5,532)</b>	<b>(6,465)</b>	<b>933</b>	<b>14.4</b>
Proceeds from sale of property, plant and equipment	146	201	(55)	(27.4)
Proceeds from sale of equity accounted and other investments	-	51	(51)	n/m
Proceeds from sale and leaseback	98	8	90	n/m
Distributions received from equity accounted investments	64	40	24	60.0
Receipts of the principal portion of finance lease receivables	70	82	(12)	(14.6)
Government grants received for investing activities	62	58	4	6.9
Interest received	65	37	28	75.7
Repayment of loans by associated entity	35	25	10	40.0
Other	2	12	(10)	(83.3)
<b>Net cash used in investing activities</b>	<b>(4,990)</b>	<b>(5,951)</b>	<b>961</b>	<b>16.1</b>
<b>Operating cash flows less investing cash flows</b>	<b>2,059</b>	<b>851</b>	<b>1,208</b>	<b>n/m</b>
<b>Cash flows from financing activities</b>				
Proceeds from borrowings	9,465	8,627	838	9.7
Repayment of borrowings	(7,829)	(7,067)	(762)	(10.8)
Payments of principal portion of lease liabilities	(643)	(675)	32	4.7
Purchase of shares for employee share plans	(19)	(21)	2	9.5
Finance costs paid	(726)	(636)	(90)	(14.2)
Dividends/distributions paid to non-controlling interests	(167)	(163)	(4)	(2.5)
Dividends paid to equity holders of Telstra Entity	(2,022)	(1,964)	(58)	(3.0)
Proceeds from issuance of equity-like instrument	28	923	(895)	(97.0)
Purchase of shares from non-controlling interests	(32)	-	(32)	n/m
Other	3	7	(4)	(57.1)
<b>Net cash used in financing activities</b>	<b>(1,942)</b>	<b>(969)</b>	<b>(973)</b>	<b>n/m</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>117</b>	<b>(118)</b>	<b>235</b>	<b>n/m</b>
Cash and cash equivalents at the beginning of the year	932	1,040	(108)	(10.4)
Effects of exchange rate changes on cash and cash equivalents	(3)	10	(13)	n/m
<b>Cash and cash equivalents at the end of the year</b>	<b>1,046</b>	<b>932</b>	<b>114</b>	<b>12.2</b>

n/m = not meaningful

**Statement of Financial Position**

	As at			
	30 Jun 24	30 Jun 23	Change	Change
	\$M	\$M	\$M	%
<b>Current assets</b>				
Cash and cash equivalents	1,046	932	114	12.2
Trade and other receivables and contract assets	3,828	4,216	(388)	(9.2)
Deferred contract costs	140	114	26	22.8
Inventories	518	546	(28)	(5.1)
Derivative financial assets	232	445	(213)	(47.9)
Current tax receivables	35	152	(117)	(77.0)
Prepayments	308	328	(20)	(6.1)
<b>Total current assets</b>	<b>6,107</b>	<b>6,733</b>	<b>(626)</b>	<b>(9.3)</b>
<b>Non-current assets</b>				
Trade and other receivables and contract assets	1,342	1,017	325	32.0
Deferred contract costs	794	1,088	(294)	(27.0)
Inventories	162	36	126	n/m
Investments - accounted for using the equity method	636	686	(50)	(7.3)
Investments - other	33	22	11	50.0
Property, plant and equipment	20,867	20,969	(102)	(0.5)
Right-of-use assets	2,666	2,825	(159)	(5.6)
Intangible assets	12,421	10,989	1,432	13.0
Derivative financial assets	211	333	(122)	(36.6)
Deferred tax assets	74	46	28	60.9
Defined benefit asset	237	285	(48)	(16.8)
<b>Total non-current assets</b>	<b>39,443</b>	<b>38,296</b>	<b>1,147</b>	<b>3.0</b>
<b>Total assets</b>	<b>45,550</b>	<b>45,029</b>	<b>521</b>	<b>1.2</b>
<b>Current liabilities</b>				
Trade and other payables	4,626	4,365	261	6.0
Employee benefits	721	684	37	5.4
Other provisions	349	327	22	6.7
Lease liabilities	530	448	82	18.3
Borrowings	3,698	2,662	1,036	38.9
Derivative financial liabilities	97	73	24	32.9
Current tax payables	28	38	(10)	(26.3)
Contract liabilities and other revenue received in advance	1,477	1,495	(18)	(1.2)
<b>Total current liabilities</b>	<b>11,526</b>	<b>10,092</b>	<b>1,434</b>	<b>14.2</b>
<b>Non-current liabilities</b>				
Other payables	10	208	(198)	(95.2)
Employee benefits	130	125	5	4.0
Other provisions	196	186	10	5.4
Lease liabilities	2,578	2,743	(165)	(6.0)
Borrowings	10,162	10,013	149	1.5
Derivative financial liabilities	176	189	(13)	(6.9)
Deferred tax liabilities	1,783	2,112	(329)	(15.6)
Defined benefit liabilities	14	11	3	27.3
Contract liabilities and other revenue received in advance	1,623	1,534	89	5.8
<b>Total non-current liabilities</b>	<b>16,672</b>	<b>17,121</b>	<b>(449)</b>	<b>(2.6)</b>
<b>Total liabilities</b>	<b>28,198</b>	<b>27,213</b>	<b>985</b>	<b>3.6</b>
<b>Net assets</b>	<b>17,352</b>	<b>17,816</b>	<b>(464)</b>	<b>(2.6)</b>
<b>Equity</b>				
Share capital	3,095	3,095	-	-
Reserves	2,135	2,196	(61)	(2.8)
Retained profits	9,692	10,116	(424)	(4.2)
<b>Equity available to Telstra Entity shareholders</b>	<b>14,922</b>	<b>15,407</b>	<b>(485)</b>	<b>(3.1)</b>
Non-controlling interests	2,430	2,409	21	0.9
<b>Total equity</b>	<b>17,352</b>	<b>17,816</b>	<b>(464)</b>	<b>(2.6)</b>
Gross debt	16,798	15,350	1,448	9.4
Net debt	15,752	14,418	1,334	9.3
EBITDA interest cover (times) (i)	11.0	12.8	(1.8)	(14.1)
Net debt to EBITDA	2.1	1.8	0.3	16.7
ROA - Return on average assets	6.9%	8.0%		(1.1) pp
ROE - Return on average equity	10.7%	12.5%		(1.8) pp
ROI - Return on average investment	9.3%	11.0%		(1.7) pp
ROIC - Return on invested capital	6.8%	7.9%		(1.1) pp
Gearing ratio (net debt to capitalisation)	47.6%	44.7%		2.9 pp

(i) EBITDA interest cover equals EBITDA to net interest.

n/m = not meaningful

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### Average Revenue per Unit (ARPU) (\$)

	Half-year ended			Jun 24 vs Jun 23		Jun 24 vs Dec 23	
	Jun 2024	Dec 2023	Jun 2023	Change	Change	Change	Change
	\$	\$	\$	\$	%	\$	%
<b>Mobile</b>							
Postpaid handheld	52.49	53.18	51.69	0.80	1.5	(0.69)	(1.3)
Prepaid handheld	27.14	26.44	24.68	2.46	10.0	0.70	2.6
Mobile broadband	18.63	19.00	18.30	0.33	1.8	(0.37)	(1.9)
<b>Fixed - C&amp;SB</b>							
C&SB bundle and standalone data	83.21	81.67	80.77	2.44	3.0	1.54	1.9
C&SB standalone fixed voice	35.27	35.19	35.97	(0.70)	(1.9)	0.08	0.2
<b>Fixed - Enterprise</b>							
Data & connectivity	404.76	409.74	399.13	5.63	1.4	(4.98)	(1.2)

Note: Statistical data represents management's best estimates.

### Services in operation (000s)

	Half-year ended			Jun 24 vs Jun 23		Jun 24 vs Dec 23	
	Jun 2024	Dec 2023	Jun 2023	Change	Change	Change	Change
	000s	000s	000s	000s	%	000s	%
<b>Mobile</b>							
Postpaid handheld retail	8,942	8,889	8,826	116	1.3	53	0.6
Prepaid handheld retail	3,774	3,739	3,582	192	5.4	35	0.9
Mobile broadband (data cards)	2,823	2,863	2,935	(112)	(3.8)	(40)	(1.4)
Internet of Things (IoT)	8,613	7,907	7,124	1,489	20.9	706	8.9
Satellite	34	34	32	2	6.3	-	-
Total retail mobile	24,186	23,432	22,499	1,687	7.5	754	3.2
Wholesale unique users	2,362	2,222	2,040	322	15.8	140	6.3
Prepaid handheld retail unique users	3,097	3,072	2,973	124	4.2	25	0.8
<b>Fixed - C&amp;SB</b>							
C&SB bundles and standalone data	3,295	3,349	3,407	(112)	(3.3)	(54)	(1.6)
C&SB standalone voice	271	291	316	(45)	(14.2)	(20)	(6.9)
Foxtel from Telstra	348	372	395	(47)	(11.9)	(24)	(6.5)
<b>Fixed - Enterprise</b>							
Data & connectivity	150	153	156	(6)	(3.8)	(3)	(2.0)
<b>Fixed - Wholesale</b>							
Fixed legacy	26	35	44	(18)	(40.9)	(9)	(25.7)
Data & connectivity	23	23	26	(3)	(11.5)	-	-

Note: Statistical data represents management's best estimates. Wholesale unique users excludes IoT and Market Extender.

### Workforce

	Half-year ended			Jun 24 vs Jun 23		Jun 24 vs Dec 23	
	Jun 2024	Dec 2023	Jun 2023	Change	Change	Change	Change
	000s	000s	000s	000s	%	000s	%
<b>Employee data</b>							
Full time staff equivalents incl. contractor/agency labour	33,761	32,579	31,761	2,000	6.3	1,182	3.6

Note: Statistical data represents management's best estimates.

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### Segment information from operations

	Total income			EBITDA contribution		
	Year ended 30 June			Year ended 30 June		
	2024	2023	Change	2024	2023	Change
	\$M	\$M	%	\$M	\$M	%
Telstra Consumer	10,722	10,480	2.3	4,527	4,149	9.1
Telstra Business	2,858	2,844	0.5	2,026	1,998	1.4
Telstra Enterprise Australia	4,586	4,691	(2.2)	1,701	2,023	(15.9)
Telstra International	2,578	2,534	1.7	774	712	8.7
Network, IT and Product	417	413	1.0	(2,508)	(2,512)	0.2
All Other	726	551	31.8	(1,887)	(1,136)	(66.1)
Telstra excluding Telstra InfraCo	21,887	21,513	1.7	4,633	5,234	(11.5)
Telstra InfraCo	4,132	3,775	9.5	2,895	2,628	10.2
Internal access charges	(2,537)	(2,043)	(24.2)	-	-	n/m
Total Telstra segments	23,482	23,245	1.0	7,528	7,862	(4.2)

### Income by segment and product

	Total income		
	Year ended 30 June		
	2024	2023	Change
	\$M	\$M	%
Mobile	7,089	6,795	4.3
Fixed - C&SB	3,615	3,678	(1.7)
Other	18	7	n/m
Telstra Consumer	10,722	10,480	2.3
Mobile	1,795	1,720	4.4
Fixed - C&SB	740	779	(5.0)
Fixed - Enterprise	333	341	(2.3)
Other	(10)	4	n/m
Telstra Business	2,858	2,844	0.5
Mobile	1,354	1,362	(0.6)
Fixed - Enterprise	3,123	3,295	(5.2)
Other	28	34	(17.6)
Telstra Enterprise Australia	4,505	4,691	(4.0)
Telstra International	2,578	2,534	1.7
Mobile	484	381	27.0
Fixed - Active Wholesale	366	403	(9.2)
InfraCo - Fixed	2,746	2,556	7.4
InfraCo - Tower / Amplitel	453	401	13.0
Other	83	34	n/m
InfraCo (Active and Passive)	4,132	3,775	9.5
Other	1,143	892	28.1
Elimination	(2,537)	(2,043)	(24.2)
Underlying	23,401	23,173	1.0
One-off nbn DA & Connection	-	72	n/m
Guidance adjustments	81	-	n/m
Reported	23,482	23,245	1.0

Fixed - Enterprise excludes revenue associated with M&A of \$81m in FY24 (M&A income excluding from underlying income).

Telstra International income excludes inter-segment revenue of \$105m in 1H23. Inter-segment revenue included in International post corporate restructure.

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**Product profitability - EBITDA (\$M)**

	Year ended 30 June		
	2024	2023	Change %
Mobile	5,026	4,602	9.2
Fixed - C&SB	254	135	88.1
- Data & connectivity	95	167	(43.1)
- NAS	41	244	(83.2)
Fixed - Enterprise	136	411	(66.9)
Fixed - Active Wholesale	94	117	(19.7)
International	774	713	8.6
InfraCo - Fixed	1,759	1,663	5.8
InfraCo - Tower / Amplitel	369	318	16.0
Other	(169)	(9)	n/m
Underlying	8,243	7,950	3.7
Net one-off nbn DA less nbn net C2C	-	37	n/m
Restructuring	(247)	(91)	n/m
Other guidance adjustments	(468)	(34)	n/m
Reported	7,528	7,862	(4.2)

**Product profitability - EBITDA margins %**

	Year ended 30 June		
	2024	2023	Change
Mobile	46.9%	44.9%	2.0 pp
Fixed - C&SB	5.8%	3.0%	2.8 pp
- Data & connectivity	12.7%	20.8%	(8.1) pp
- NAS	1.5%	8.6%	(7.1) pp
Fixed - Enterprise	3.9%	11.3%	(7.4) pp
Fixed - Active Wholesale	25.7%	29.0%	(3.3) pp
International	30.0%	29.4%	0.6 pp
InfraCo - Fixed	64.1%	65.1%	(1.0) pp
InfraCo - Tower / Amplitel	81.5%	79.3%	2.2 pp
Other	(13.4%)	(0.8%)	(12.6) pp
Underlying	35.2%	34.3%	0.9 pp
Net one-off nbn DA less nbn net C2C	-	51.4%	(51.4) pp
Restructuring	-	-	-
Other guidance adjustments	-	-	-
Reported	32.1%	33.8%	(1.7) pp

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Telstra Group Limited  
Half-year comparison  
Year ended 30 June 2024

Summary management reported half-yearly data

	Half 1 Dec-18	Half 2 Jun-19	Full year Jun-19	Half 1 Dec-19	PCP Growth	Half 2 Jun-20	PCP Growth	Full year Jun-20	PCP Growth	Half 1 Dec-20	PCP Growth	Half 2 Jun-21	PCP Growth	Full year Jun-21	PCP Growth	Half 1 Dec-21	PCP Growth	Half 2 Jun-22	PCP Growth	Full year Jun-22	PCP Growth	Half 1 Dec-22	PCP Growth	Half 2 Jun-23	PCP Growth	Full year Jun-23	PCP Growth	Half 1 Dec-23	PCP Growth	Half 2 Jun-24	PCP Growth	Full year Jun-24	PCP Growth
<b>Selected statistical data</b>																																	
<b>Mobile</b>																																	
Total retail mobile SIOs (thousands)	17,956	18,338	18,338	18,497	3.0%	18,775	2.4%	18,775	2.4%	19,029	2.9%	19,471	3.7%	19,471	3.7%	20,049	5.4%	20,814	6.9%	20,814	6.9%	21,662	8.0%	22,499	8.1%	22,499	8.1%	23,432	8.2%	24,188	7.5%	24,188	7.5%
Postpaid handfield mobile SIOs (thousands)	8,105	8,244	8,244	8,381	3.4%	8,484	2.9%	8,484	2.9%	8,564	2.2%	8,585	1.2%	8,585	1.2%	8,659	1.2%	8,740	1.8%	8,740	1.8%	8,826	1.0%	8,926	1.0%	8,926	1.0%	9,089	0.9%	9,242	1.3%	9,242	1.3%
Belong postpaid handfield mobile SIOs (thousands) (i)	182	248	248	339	86.3%	402	62.1%	402	62.1%	424	25.1%	436	8.5%	436	8.5%	458	8.0%	470	7.8%	470	7.8%	494	7.9%	514	9.4%	514	9.4%	543	9.9%	569	10.7%	569	10.7%
Mobile broadband (data cards) SIOs (thousands)	3,723	3,627	3,627	3,180	(14.6%)	3,158	(12.9%)	3,158	(12.9%)	3,061	(3.7%)	3,023	(4.3%)	3,023	(4.3%)	3,033	(0.7%)	3,035	0.4%	3,035	0.4%	3,011	(0.7%)	2,935	(3.3%)	2,935	(3.3%)	2,863	(4.9%)	2,823	(3.8%)	2,823	(3.8%)
Prepaid mobile handfield unique users (thousands) (ii)	2,234	2,245	2,245	2,380	6.5%	2,416	7.6%	2,416	7.6%	2,462	3.4%	2,511	3.9%	2,511	3.9%	2,578	4.7%	2,726	8.6%	2,726	8.6%	2,863	11.1%	2,973	9.1%	2,973	9.1%	3,072	7.3%	3,097	4.2%	3,097	4.2%
Internet of Things (IoT) SIOs (thousands)	2,832	3,152	3,152	3,482	23.0%	3,784	20.8%	3,784	20.8%	4,240	21.8%	4,676	23.6%	4,676	23.6%	5,128	20.9%	5,700	21.9%	5,700	21.9%	6,360	24.0%	7,124	25.0%	7,124	25.0%	7,907	24.3%	8,613	20.9%	8,613	20.9%
Wholesale unique users (thousands) (iii)	939	1,045	1,045	1,148	22.3%	1,289	23.3%	1,289	23.3%	1,449	26.2%	1,552	20.4%	1,552	20.4%	1,648	13.7%	1,742	12.2%	1,742	12.2%	1,887	14.5%	2,040	17.1%	2,040	17.1%	2,222	17.8%	2,362	15.8%	2,362	15.8%
Postpaid handfield churn	12.0%	11.9%	11.8%	12.3%		11.2%		11.5%		10.7%		11.9%		11.0%		10.8%		11.2%		10.8%		11.4%		12.3%		11.6%		11.4%		12.1%		11.4%	
Average postpaid handfield revenue per user per month (\$) (iv)	54.58	52.34	53.61	50.31	(7.8%)	47.53	(9.2%)	48.96	(8.7%)	45.99	(8.6%)	48.16	1.3%	47.16	(3.7%)	48.29	5.0%	48.74	1.2%	48.53	2.9%	50.47	4.5%	51.69	6.1%	51.15	5.4%	53.18	5.4%	52.49	1.5%	52.85	3.3%
Average prepaid handfield revenue per user per month (\$) (v)	22.54	19.38	20.76	19.20	(14.8%)	19.05	(1.7%)	19.46	(6.3%)	20.89	8.8%	21.46	12.7%	20.83	7.0%	22.70	8.7%	25.22	17.5%	23.81	14.3%	27.40	20.7%	24.68	(2.1%)	26.04	9.4%	26.44	(3.5%)	27.14	10.0%	27.02	3.8%
Average mobile broadband revenue per user per month (\$) (vi)	15.32	14.65	14.92	16.31	9.7%	16.58	13.2%	16.62	11.4%	16.93	0.7%	16.20	(2.3%)	16.49	(0.8%)	17.58	3.8%	18.46	14.0%	18.53	9.3%	18.60	5.8%	18.30	(0.9%)	18.53	2.8%	19.00	2.2%	18.63	1.8%	18.76	1.2%
Average mobile (retail handfield + wholesale) revenue per user per month (\$) (vii)				42.60	n/m	40.07	n/m	41.42	n/m	38.83	(8.8%)	39.96	(0.3%)	39.48	(4.7%)	40.12	3.3%	40.82	2.2%	40.38	2.3%	42.12	5.0%	41.83	2.5%	42.02	4.1%	43.01	2.1%	42.58	1.8%	42.89	2.1%
<b>Fixed - C&amp;SB</b>																																	
C&SB bundles and standalone data and voice SIOs (thousands)	4,803	4,647	4,647	4,513	(6.0%)	4,421	(4.9%)	4,421	(4.9%)	4,223	(6.4%)	4,069	(8.0%)	4,069	(8.0%)	3,976	(5.8%)	3,880	(4.6%)	3,880	(4.6%)	3,799	(4.5%)	3,723	(4.0%)	3,723	(4.0%)	3,640	(4.2%)	3,566	(4.2%)	3,566	(4.2%)
C&SB bundles and standalone data SIOs (thousands)	3,523	3,564	3,564	3,592	3.0%	3,666	3.2%	3,666	3.2%	3,694	0.3%	3,591	(2.0%)	3,591	(2.0%)	3,546	(1.6%)	3,504	(2.4%)	3,504	(2.4%)	3,454	(2.8%)	3,407	(2.8%)	3,407	(2.8%)	3,349	(3.0%)	3,295	(3.3%)	3,295	(3.3%)
Belong fixed data SIOs (thousands) (iv)	225	254	254	298	32.4%	333	31.1%	333	31.1%	344	15.4%	343	3.0%	343	3.0%	346	0.8%	347	1.2%	347	1.2%	333	(3.8%)	320	(7.8%)	320	(7.8%)	307	(7.8%)	297	(7.2%)	297	(7.2%)
C&SB standalone voice SIOs (thousands)	1,280	1,093	1,093	921	(28.0%)	755	(30.9%)	755	(30.9%)	619	(32.8%)	478	(36.7%)	478	(36.7%)	430	(30.5%)	376	(21.3%)	376	(21.3%)	345	(19.8%)	316	(16.0%)	316	(16.0%)	291	(15.7%)	271	(14.2%)	271	(14.2%)
C&SB NBN SIOs (thousands)	2,214	2,568	2,568	2,935	32.6%	3,208	24.9%	3,208	24.9%	3,421	16.6%	3,487	8.7%	3,487	8.7%	3,514	2.7%	3,506	0.5%	3,506	0.5%	3,437	(2.2%)	3,370	(3.9%)	3,370	(3.9%)	3,292	(4.2%)	3,230	(4.2%)	3,230	(4.2%)
NBN bundles and standalone data SIOs (thousands)	1,948	2,291	2,291	2,643	36.7%	2,959	29.2%	2,959	29.2%	3,167	19.8%	3,287	11.1%	3,287	11.1%	3,312	4.6%	3,313	0.8%	3,313	0.8%	3,271	(1.2%)	3,231	(2.5%)	3,231	(2.5%)	3,162	(3.3%)	3,106	(3.9%)	3,106	(3.9%)
NBN standalone voice SIOs (thousands)	266	277	277	292	9.8%	249	(10.1%)	249	(10.1%)	254	(13.0%)	200	(19.7%)	200	(19.7%)	202	(20.5%)	193	(3.5%)	193	(3.5%)	186	(17.8%)	139	(28.0%)	139	(28.0%)	130	(21.7%)	125	(10.1%)	125	(10.1%)
Profit from Telstra (thousands)	772	730	730	676	(12.2%)	632	(13.4%)	632	(13.4%)	579	(14.6%)	528	(16.5%)	528	(16.5%)	492	(15.0%)	457	(13.4%)	457	(13.4%)	421	(14.4%)	395	(13.6%)	395	(13.6%)	372	(11.6%)	348	(11.9%)	348	(11.9%)
Average C&SB bundle and standalone data revenue per user per month (\$) (viii)	80.92	78.16	79.71	78.18	(3.4%)	76.47	(2.2%)	77.12	(3.2%)	76.39	(2.3%)	75.18	(1.7%)	75.53	(2.1%)	76.76	0.5%	76.04	3.8%	77.37	2.4%	79.57	3.7%	80.77	3.5%	80.15	3.6%	81.67	2.6%	83.21	3.0%	82.41	2.8%
Average C&SB standalone fixed voice revenue per user per month (\$) (ix)	51.59	51.21	51.29	49.47	(4.1%)	45.64	(10.9%)	47.65	(7.1%)	41.53	(16.1%)	38.34	(16.0%)	40.20	(15.6%)	33.16	(20.2%)	36.33	(5.2%)	34.75	(13.6%)	38.46	16.0%	35.97	(1.0%)	37.17	7.0%	35.19	(8.5%)	35.27	(1.9%)	35.10	(5.6%)
<b>Fixed - Enterprise</b>																																	
Data & connectivity SIOs (thousands)				195	n/m	189	n/m	189	n/m	181	(7.2%)	174	(7.9%)	174	(7.9%)	170	(6.1%)	168	(4.8%)	168	(4.8%)	159	(6.5%)	156	(6.0%)	156	(6.0%)	153	(3.8%)	150	(3.8%)	150	(3.8%)
Average data & connectivity revenue per user per month (\$) (x)				515.79	n/m	508.55	n/m	514.84	n/m	506.56	(1.8%)	506.46	(0.4%)	505.67	(1.8%)	478.08	(5.6%)	457.68	(9.6%)	468.20	(7.4%)	433.48	(9.3%)	399.13	(12.8%)	414.14	(11.5%)	409.74	(5.5%)	404.76	1.4%	408.24	(1.4%)
<b>Fixed - Wholesale</b>																																	
Fixed legacy SIOs (thousands)	2,221	1,671	1,671	1,168	(47.4%)	719	(57.0%)	719	(57.0%)	393	(66.4%)	248	(65.5%)	248	(65.5%)	158	(59.8%)	93	(62.5%)	93	(62.5%)	59	(62.7%)	44	(52.7%)	44	(52.7%)	35	(40.7%)	26	(40.9%)	26	(40.9%)
Data & connectivity SIOs (thousands)	39	38	38	37	(5.1%)	35	(7.9%)	35	(7.9%)	33	(10.8%)	31	(11.4%)	31	(11.4%)	29	(12.1%)	28	(9.7%)	28	(9.7%)	27	(6.9%)	26	(7.1%)	26	(7.1%)	23	(14.8%)	23	(11.5%)	23	(11.5%)
Hour	31,419	29,769	29,769	28,270	(10.0%)	28,959	(2.7%)	28,959	(2.7%)	28,637	1.3%	27,015	(6.7%)	27,015	(6.7%)	26,728	(6.7%)	28,889	6.9%	28,889	6.9%	31,634	18.4%	31,761	9.9%	31,761	9.9%	32,579	3.0%	33,761	6.3%	33,761	6.3%

(i) Included in postpaid handfield mobile SIOs.  
(ii) Defined as the three month rolling average of monthly active prepaid users.  
(iii) Excludes IoT and Market Extender and includes postpaid services in operation and prepaid unique users.  
(iv) Included in C&SB bundles and standalone data SIOs.  
(v) n/m = not meaningful

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