



## ANNUAL REVIEW

<b>Key Highlights</b>	<b>i</b>	<b>Our Performance</b>	<b>x</b>	<b>Sustainability</b>	<b>xviii</b>
<b>Results</b>	<b>ii</b>	Improve Customer Satisfaction	x	Our Customers	xx
<b>Chairman and CEO Message</b>	<b>iv</b>	Retain and Grow Customer Numbers	xii	Our People	xxii
<b>Board of Directors</b>	<b>vi</b>	Simplify the Business	xiv	Our Communities	xxiv
<b>Our Business</b>	<b>viii</b>	Develop New Growth Businesses	xvi	Our Environment	xxvi

### Becoming an e-Shareholder

Telstra encourages shareholders to elect to receive their communications electronically. By providing your email address you will receive your dividend statements, Notice of the Annual General Meeting and Shareholder Updates (including summary financial information) by email notification. This is also important if we want to communicate with you at short notice in relation to current issues.

Please refer to the Managing my Telstra Shareholding online section for instructions on how to do this.

Please contact our share registry on 1300 88 66 77 or email [telstra@linkmarketservices.com.au](mailto:telstra@linkmarketservices.com.au) should you require any further information relating to your shareholding.

### Managing my Telstra Shareholding Online

1. Go to [www.linkmarketservices.com.au/telstra](http://www.linkmarketservices.com.au/telstra)
2. Enter your SRN/HIN (this can be found on your latest dividend statement), your post code, the security code displayed and read and accept the terms and conditions.

Use the following sections to help you locate information about your Telstra holding(s):

**Holdings** – here you can access your transaction history, holding balance, holding value and see the last closing share price.

**Payment & Tax** – here you can access your dividend payment history, payment instructions and your TFN. Shareholders can update bank details here.

**Communication** – use this section to become an e-Shareholder. You can update your postal address, email address and communication elections here.

### Annual Report

Telstra's 2012 Annual Report is available to all shareholders on our Investor Website at [www.telstra.com.au/annualreports](http://www.telstra.com.au/annualreports). To receive a hardcopy of the statutory Annual Report (free of charge) you can call our Share Registry on 1300 88 66 77 and request the report be sent to you. You may also update your communication election online to receive future copies of the Annual Report. Please refer to the Managing my Telstra Shareholding online section for instructions on how to do this.

### Communicating With Our Shareholders

Our online Investor Centre [www.telstra.com/investor](http://www.telstra.com/investor) is an important tool for our shareholders where you can access all the latest news, information and shareholder communications faster. If you are an e-shareholder, we will let you know when there is something important for you to view or download.

### Additional Sustainability Reporting

Selected graphs and data presented in this report are included in our Bigger Picture sustainability reporting series. This series provides detailed information and analysis for our stakeholders on Telstra's sustainability performance. We develop our reporting with reference to industry and sustainability standards including the United Nations Global Compact Communication on Progress, Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines and Telecommunications Sector Supplement (pilot). The GRI Index and Bigger Picture series can be found online at [www.telstra.com.au/sustainability](http://www.telstra.com.au/sustainability).