Products & solutions

Telstra is Australia's leading telecommunications and technology company

We have a diverse range of customers including consumers, small business, large enterprises and government organisations.

We bring innovative and intuitive products and services to market, and offer a broad suite of media, content and connectivity options in Australia, as well as connectivity and enterprise services globally.

To provide world-class products and solutions, we complete the following work phases:

- **Design and planning** – we seek to develop new and innovative products and solutions for our customers as well as work to ensure all our products are available to all customers.
- **Procurement** – we purchase finished products, including Telstra branded products.

- **Delivery to market** – we work with third party and in-house logistics ventures to get products from our suppliers to retail stores or directly to customers.
- **Customer sales and support** – we sell our products to customers through our network of retail outlets, customer business centres and online store. We provide ongoing customer support through our retail outlets and customer support centres which are contactable online or over the phone.

Key material issues

- Customer experience
- Industry disruption and competition
- New growth and business expansion
- Social and environmental innovation

Key stakeholders

- Customer
- Employees
- Government
- Investors

Priority SDGs

Targets

- Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.

- Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.
- By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2020 Sustainability Report:

- Sustainability at Telstra
  - About Telstra
  - Our Customers

- Digital Futures
  - Customers in vulnerable circumstances
  - Nurturing social and environmental innovation

Please also refer to our 2020 Annual Report for more information on our products and the markets in which we operate.