



Networks & operations

Networks

Our network underpins Telstra's global operations, including our products, services and overall customer experience.

The digital world is transforming the way we live. We are empowered to learn in new ways, to communicate differently, and take greater control of our health, finances and learning. Our reliable network and technology capabilities keep millions of consumers and businesses connected every day.

Our mobile footprint stretches out to more than 2.5 million square kilometres, vastly more than any other mobile network in Australia, and coverage extends to 99.5 per cent of the Australian population.

We are committed to optimising the resources we use, reducing consumption and waste across our business, and investing in 'circular solutions' that are designed to be sustainable across their lifecycle. We have set a goal to increase our network waste recycling rate to 85 per cent by 2025.

Operations

A critical component to operating Telstra's network is the Global Operations Centre (GOC). The GOC is a state-of-the-art showcase of technological leadership and superior capabilities in managing large scale networks, which monitors and manages Telstra's network and supports our products and services 24 hours a day, seven days a week.

The GOC manages the network by monitoring national and world events that may create demands on the network. It can quickly identify and even anticipate service incidents before customers are even aware of them.

The GOC also takes the lead in emergencies to quickly respond with critical services to affected communities. This includes working in close collaboration with emergency services organisations.

Telstra has a world class Security Operations team whose purpose is to ensure Telstra works tirelessly to keep our customers' data safe and our networks secure. Our team has operational capabilities available 24 hours per day, 7 days a week, providing advice and assistance, incident management, threat intelligence, vulnerability management, security assessment, security analytics, discovery and research and development. These capabilities work cohesively to delivery an unwavering focus on the privacy and security of our customers and Telstra.

The phases through which we plan, build and operate our network include:

- **Network design and planning** – we identify new areas for connectivity, upgrade existing services and identify locations for our network infrastructure.
- **Procurement** – we procure IT and network equipment from suppliers to maintain our network. We also purchase spectrum, the radio transmission frequencies used to carry data on our mobile network.
- **Installation** – we install a range of equipment to operate our network, including mobile phone towers, nodes, exchanges and network cables.
- **Operation and maintenance** – we operate and maintain our network facilities and equipment including the operation of our exchange buildings as well as maintaining remote equipment and facilities.
- **Innovation** – we are constantly innovating to offer the latest network features and capabilities for our customers and have achieved a history of world firsts in doing so.

Key material issues		Key stakeholders
<ul style="list-style-type: none"> • Climate change • Environmental risk and compliance • Health, safety and wellbeing • Mobile phones, base stations and health • Network investment and innovation • Network resilience and reliability 	<ul style="list-style-type: none"> • Privacy and data security • Product and service innovation • Product and service responsibility • Regulatory change • Resource efficiency 	<ul style="list-style-type: none"> • Customers • Employees • Government • Investors • Local communities • Regulators

Priority SDGs	Targets
<p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> • End all forms of discrimination against all women and girls everywhere • Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women
<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> • Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors • By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value
<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<ul style="list-style-type: none"> • Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all • 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 • 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
<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none"> • By 2030, achieve the sustainable management and efficient use of natural resources • By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse • Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle • Promote public procurement practices that are sustainable, in accordance with national policies and priorities
<p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none"> • Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries • Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

For more information on Telstra's approach please refer to the following sections of the Bigger Picture 2021 Sustainability Report:

- Sustainability at Telstra
 - About Telstra
- Trusted operations
 - Demonstrating responsible digital citizenship
 - Protecting our customers' data and privacy
- Digital inclusion
 - Building connected communities
- Environmental action
 - Climate change and energy use
 - Resource efficiency