



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 competitive practice
- New growth and business expansion
- Social and environmental innovation

Key stakeholders

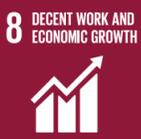
- Customer
- Employees
- Government
- Investors
- Suppliers

Priority SDGs



Targets

- 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



- 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



- 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
- 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, 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



- 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
 - Delivering the right customer experience
- Digital inclusion
 - Caring for customers in vulnerable circumstances
 - Social and environmental innovation

Please also refer to our 2021 Annual Report for more information on our products and the markets in which we operate.