



Business Update

Monday 30 November 2020

Yes

Agenda

12.00pm – 12.25pm

Kelly Bayer Rosmarin
Chief Executive Officer

12.25pm – 12.40pm

Matt Williams
Managing Director, Marketing and Revenue

12.40pm – 12.55pm

Chris Mitchell
Managing Director, Optus Enterprise

12.55pm – 1.10pm

Lambo Kanagaratnam
Managing Director, Networks

1.10pm – 1.40pm

Q+A

Building Sustainable Growth

Kelly Bayer Rosmarin

Chief Executive Officer, Optus



OPTUS

Our COVID-19 response: people first

yes

COVID-19: Keeping Australia connected

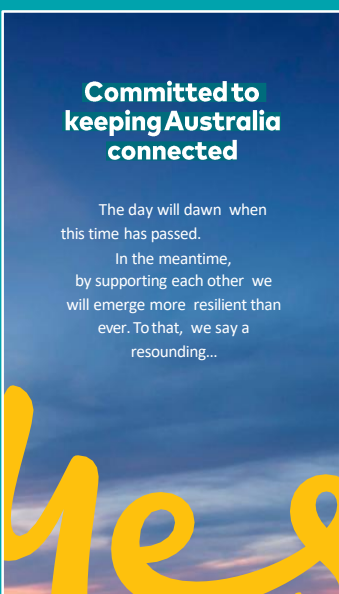
Keeping Australia connected

Postpaid customers get one-off add-on of **20GB**
Prepaid customers get **10GB** of additional data

Unlimited Home Broadband data for April & May



Delivering network performance



Serving our customers

Service recovery & continuity actions
We'll bring the store to you



Financial hardship assistance

Waiving Late Payment Fees
Temporary hold on bills
Review plan & consider cost-effective interim options



Thanking the community

Access fees waived for frontline healthcare workers
To Australia's healthcare heroes, we say thank you



Demonstrating leadership

A G'Day a Day keeps the negativity away



Staff support

Safety & PPE for all staff

Best practice cleaning and social distancing

Flexible working measures

Telecommunications is an essential service



**Shifting
consumer
expectations**



**Capital
investment**



**Structural
shifts**



**Sustainable
growth starts
with the customer
and an attitude
built on Yes**

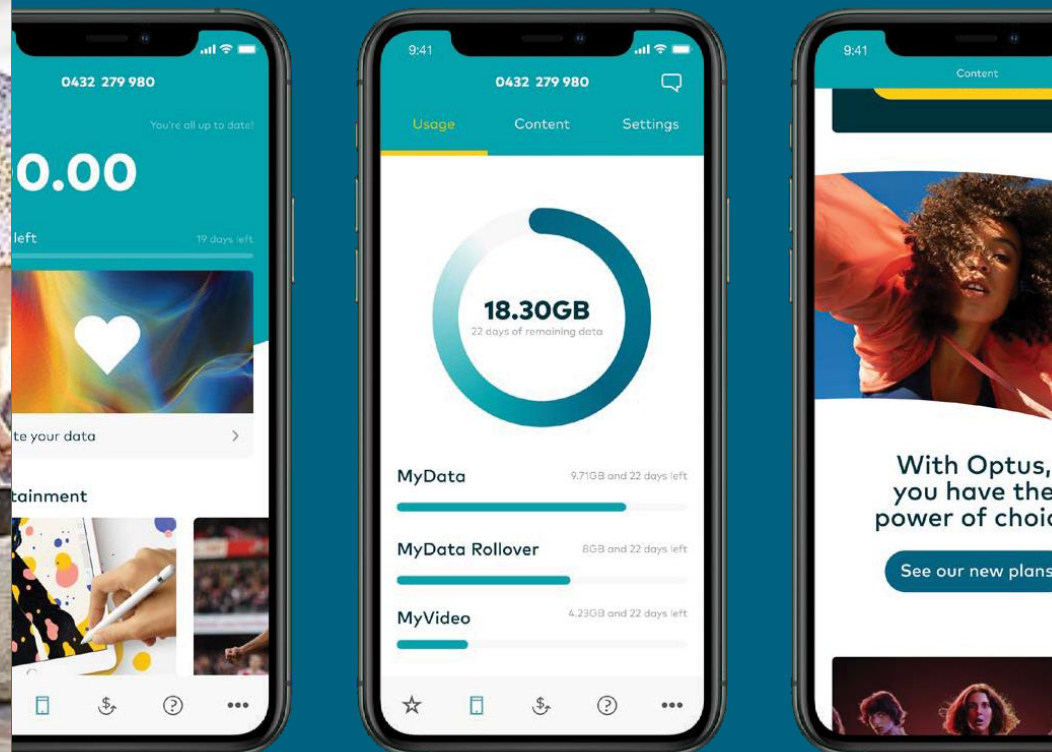
A warm, intimate scene of a family lying in bed. A man and a woman are visible, looking at a tablet held up by a child. The tablet screen displays a close-up photo of a smiling man and woman. The room is dimly lit, with soft light coming from the tablet and possibly a lamp out of frame, creating a cozy atmosphere. The background shows a wooden headboard and a patterned blanket.

**Our vision is to be
Australia's **most loved
everyday brand** with
lasting customer
relationships**

OPTUS



Unique
customer
connections



Digital
everywhere

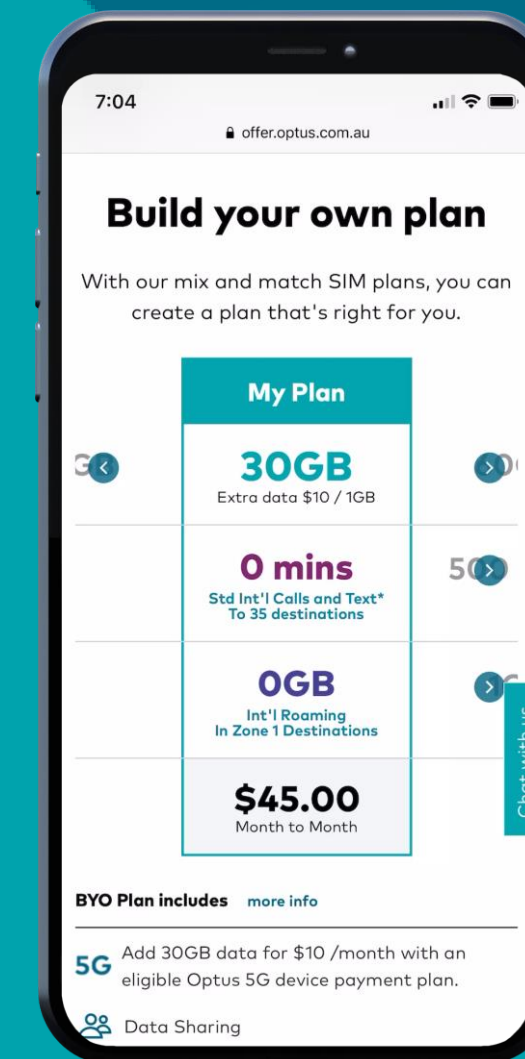


Amazing
people

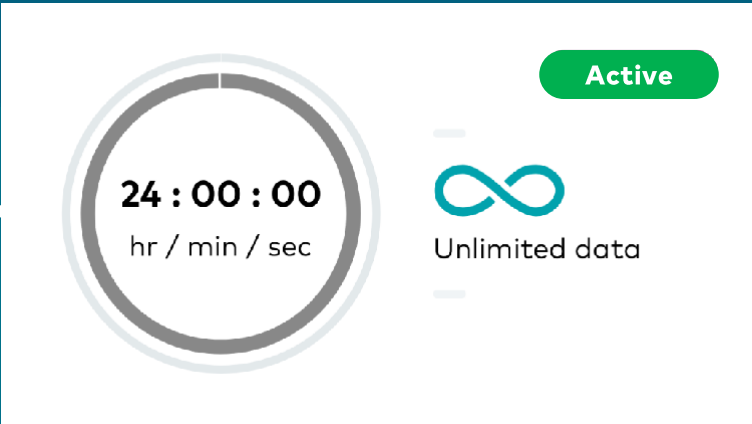


World-class
network

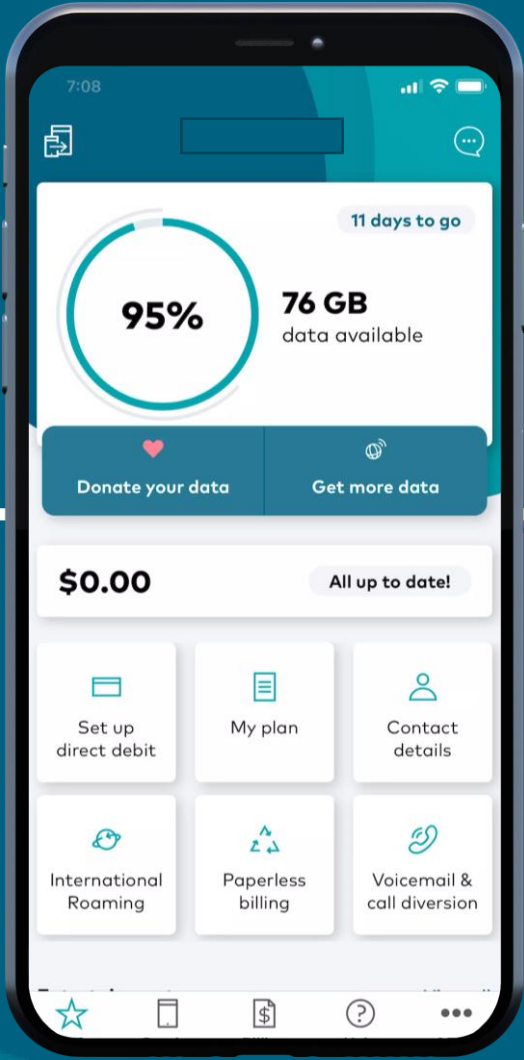
Unique customer connections



Build your own plans,
Add-ons and options



Unlimited Data Days



Donate Your Data



5G Home



Family Plan



SMB Business Connect Plan



5G Price Match Guarantee



868k
users

Optus Sport



OS Fitness



gomo

Digital everywhere

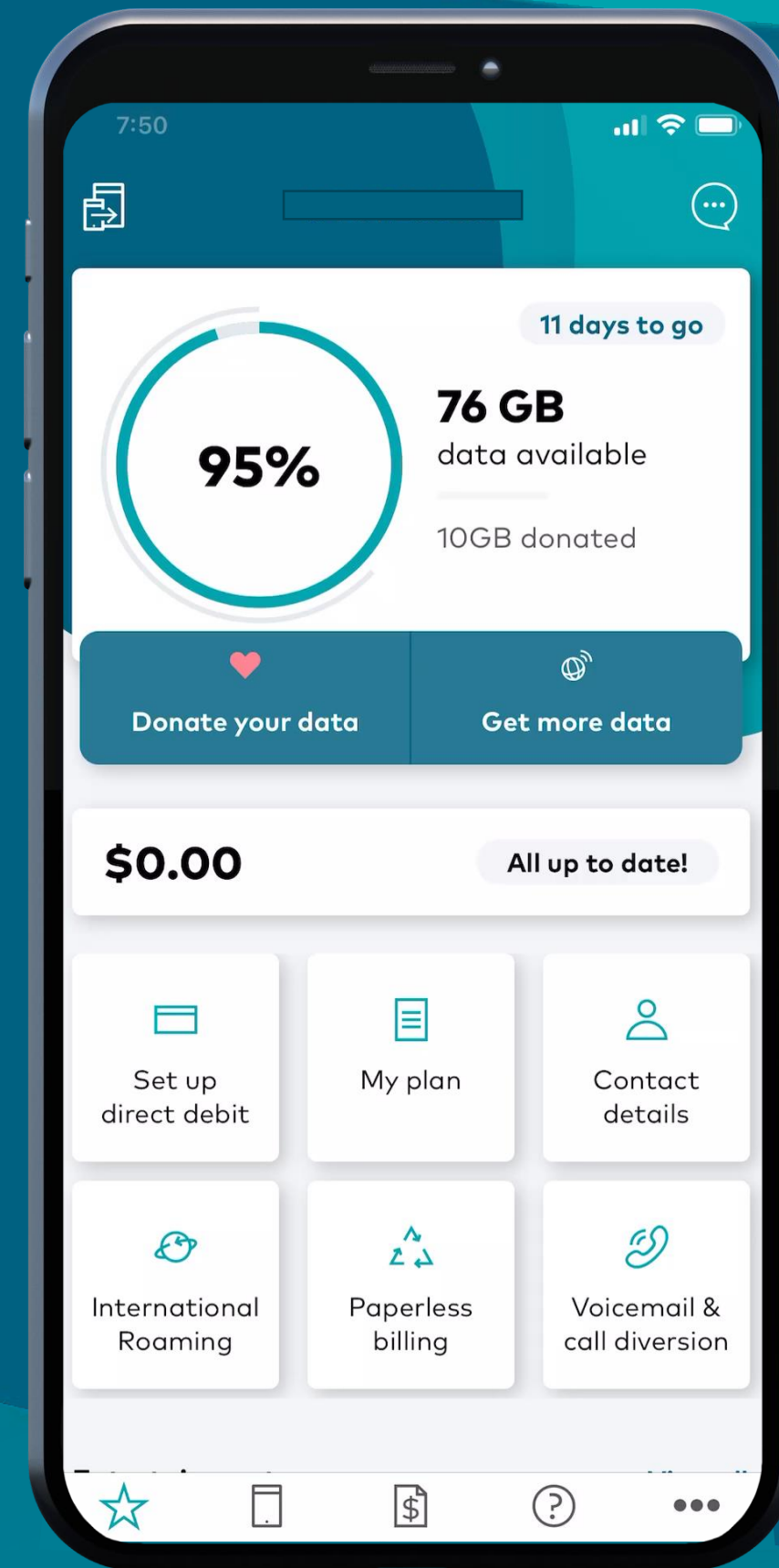
My Optus app

Automation

Chatbot & messaging

Simple processes

Complaints down



OPTUS

Amazing people

Purpose-led culture
Investment in people
and skills for the future



OPTUS

Delivering a **world-class network** experience with a focus on building Australia's fastest 5G

98.5% population coverage

nbn ACCC #1

5G Speed leadership Sydney and Melbourne

Virtualisation of the core



OPTUS 5G

Driving a sustainable future



ROIC is at historic lows

Industry structural changes

Policy settings needing to shift