

17 September 2012

Office of the Company Secretary

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The Manager

Company Announcements Office Australian Securities Exchange 4th Floor, 20 Bridge Street SYDNEY NSW 2000

ELECTRONIC LODGEMENT

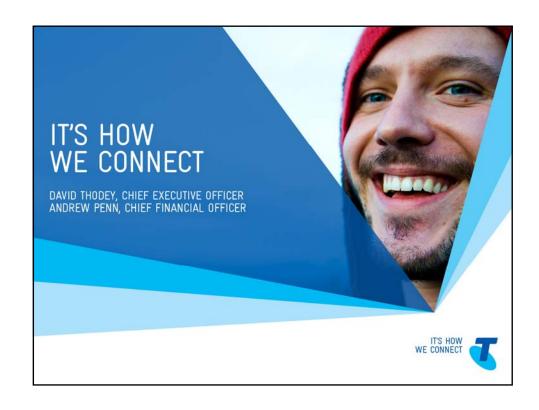
Dear Sir or Madam

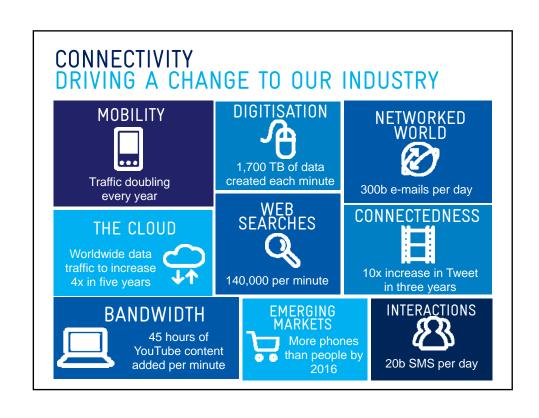
Telstra Retail Shareholder Information Meetings

In accordance with the Listing Rules, I attach the presentation to be made by the CEO and CFO at the Telstra Retail Shareholder Information meetings being held between 17 and 26 September, for release to the market.

Yours faithfully

Damien ColemanCompany Secretary











CUSTOMER SATISFACTION & SIMPLIFICATION

ACTIONS

- NEW SIMPLE BILL
- EASY ONLINE PAYMENTS
- MOBILE USAGE ALERTS
- 24/7 CUSTOMER SUPPORT
- 13 APPS FOR TABLETS & SMARTPHONES
- ONE STEP (ONE ORDER, ONE APPOINTMENT FOR ADSL & PSTN)
- WEBSITE REDESIGN

DELIVERABLES

- 21% REDUCTION IN CONSUMER CALL VOLUMES
- 1.6M CUSTOMERS RECEIVE DIGITAL BILL
- 26% REDUCTION
 IN TIO COMPLAINTS
- COMPANY-WIDE NET PROMOTER SYSTEM (NPS)



\$Billions	FY11	FY12	Growth
Total Revenue	25.1	25.4	1.1%
EBITDA	10.2	10.2	0.8%
Net Profit After Tax	3.2	3.4	5.4%
Earnings per share (cents)	26.1	27.5	5.4%
Dividends per share (cents)	28.0	28.0	-

