

### **A message from Telstra - Telstra Regional Australia Update**

Over the past few months Telstra has been focussed on implementing a number of changes, this allows us to get closer to the customer and, importantly, rural and regional Australia.

As part of this transformation Telstra Country Wide will become known as Telstra Retail and Regional. We believe this clearly states our role within Telstra and reflects our commitment to our regional customers.

In order to enhance our focus on regional and rural customers, a dedicated Regional Australia function h Our regional presence is underpinned by the work done by our Area General Managers and their local teams. While their time was previously divided between engaging with regional stakeholders and managing the local retail business, these changes will importantly ensure their focus will now be solely on regional and rural issues and engagement in their state. In line with the organisational changes, their title will now be Regional Australia (their location) General Manager.

In NSW/QLD/NT these changes have resulted in a realignment of some areas our Regional Australia General Managers service. From October some of your branch members will have a new local Telstra representative for any questions, escalations and any other engagement. Their details are below:

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