

Shareholder Communications Policy

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1. Introduction

The Board of Directors of TPG Telecom Limited ("TPG Telecom") is responsible for ensuring shareholder communications are adequate and appropriate and based on transparency and sound corporate governance principles, and to provide shareholders with facilities to allow them to exercise their rights as shareholders effectively. These principles form the core of TPG Telecom's Shareholder Communications Policy ("Policy").

TPG Telecom will communicate to shareholders as follows:

- Annual and Half-Year Reports;
- Disclosures made to the Australian Securities Exchange ("**ASX**");
- Notices and Explanatory Memorandums of General Meetings;
- Annual General Meetings, including where the external auditor is available to answer questions about the audit;
- Occasional letters from the Chairperson;
- Through the Senior Independent Director as a separate channel of communication if and as required;
- Information available on the corporate website: www.tpgtelecom.com.au; and
- Through the Investor Relations team including the Investor Relations mailbox investor.relations@tpgtelecom.com.au

TPG Telecom seeks to ensure that its communication with shareholders, other stakeholders and the investment community generally is timely, transparent, accurate and open.

2. General Meetings

The Annual General Meetings and other General Meetings of TPG Telecom are the primary forum for communication with shareholders and for shareholder participation. TPG Telecom encourages shareholders to participate in general meetings or to appoint proxies to participate at such meetings for and on their behalf if they are unable to attend.

Notices of general meetings and the accompanying papers are provided within a prescribed time prior to the meetings on the ASX (www.asx.com.au), on the TPG Telecom website (www.tpgtelecom.com.au), by email to shareholders or by post to those shareholders who have elected to receive a hard copy version of such communication.

3. Provision of Written Communications

TPG Telecom's Annual Report is the main communication provided to shareholders following the end of each financial year. In addition to meeting all formal requirements set by the Corporations Act and the ASX Listing Rules, the Annual Report shall be:

- Informative: The Annual Report will contain information that assists shareholders to understand how TPG Telecom's operational and financial results were achieved, the nature of the industry in which it operates, and TPG Telecom's outlook in relation to its strategy, product offering and market trends.
- Available: The Annual Report will be made easily available to shareholders and other stakeholders in a timely manner.
- Efficient: TPG Telecom will produce the Annual Report in a cost-effective manner and, while not compromising on quality of communications, will strive to minimise costs associated with production and distribution in the interest of both shareholders and the environment.

In accordance with the ASX Listing Rules, TPG Telecom adheres to the continuous disclosure requirements as specified in its **Market Disclosure Policy** and will promptly release to the ASX all communications of material information, including but not limited to financial results announcements, media releases, presentations, speeches and statements of importance.

4. Electronic Medium

TPG Telecom is conscious of the efficiencies and effectiveness of communicating to its shareholders electronically.

TPG Telecom's website provides information on TPG Telecom, including the Board, the executive team, key dates, share registry and investor relations information, corporate governance and shareholder communications. In addition to a dedicated Investor Relations section in which the Annual Reports, Half-Year Reports and announcements are posted following their release to the ASX, relevant press releases are also made available on TPG Telecom's website to facilitate communication between TPG Telecom, shareholders and the investment community.

Shareholders may, as a standing or an ad hoc instruction, elect to receive shareholder communications (such as notices of general meetings and accompanying papers, circulars, Annual Reports and Half-Year Reports) from TPG Telecom by post. In the absence of any such instructions, shareholders will receive email notification of these communications.

TPG Telecom's website will:

- Be updated to reflect any information released to the ASX as soon as practicable after the event;
- Provide the full text of notices of meetings and explanatory material;
- Be a repository for relevant documents including of at least three years' Annual and Half-Year reports and press release/announcements; and
- Provide contact details and a link to access TPG Telecom's share registry.

5. Shareholders' communication

Shareholders may at any time direct questions or requests for information through TPG Telecom's share registry, details of which are readily available on the TPG Telecom website, or by contacting the Company Secretary or TPG Telecom's Investor Relations team at investor.relations@tpgtelecom.com.au

At each Annual General Meeting, shareholders will, through the Chairperson of the meeting, be given reasonable opportunity to ask questions or make comments on the management of the company and each item of business.

Shareholders may ask questions at the Annual General Meeting or submit written questions to the Company Secretary or TPG Telecom's share registry no later than five business days prior to the date of the Annual General Meeting.

TPG Telecom's auditors will attend each Annual General Meeting and will be available to answer any shareholders questions relevant to the conduct of the audit, the preparation and content of the auditor's report, the accounting policies adopted in relation to the preparation of the financial statements and the independence of the auditor. Shareholders may also submit written questions to the auditor relevant to the conduct of the audit and the contents of the auditor's report no later than five business days prior to the date of the Annual General Meeting.

6. Investor Relations program

In keeping with this Policy, TPG Telecom's investor relations program is based upon responding to requests from shareholders and analysts for public information, and proactive information sharing (for example, via investor days) to enable market participants to gain an understanding of TPG Telecom's business, governance, financial performance and prospects.

Any matters of views on matters of concern or interest raised by investors or analysts will be communicated to the Board.

7. Review

The Company Secretary is responsible for reviewing compliance with this Policy and suggesting changes to this Policy.