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OPTUS BUSINESS PARTNERS WITH FLIGHT CENTRE IN CUSTOMER-FOCUSED TRANSFORMATION

Five-year \$75 million deal with Australia's largest retail travel outlet

Optus Business today announced a \$75 million five-year agreement with Flight Centre Travel Group Limited (Flight Centre) that will see Optus deliver a range of new collaboration and communication services, as the international travel company embarks upon the next phase of its transformation strategy to 2021.

The five-year contract will support wider business objectives, including delivering global security, mobility, expansion of data connectivity, as well as unified communications and collaboration services to more than 1150 stores and 9000 staff throughout Australia.

John Paitaridis, Managing Director, Optus Business said: "As Australian organisations address the challenges of disruption, our ongoing strategic relationship between Optus and Flight Centre highlights the importance of partnership and collaboration in tackling evolving customer expectations in an ever-changing technology landscape.

"Optus Business is committed to our strategic partnership with Flight Centre and we are excited about supporting Flight Centre during this period of transformational change."

As part of this contract, within the next 12 months, Optus will migrate Flight Centre to the Optus CCaaS platform - a virtualised contact centre solution - that enables Flight Centre to increase its focus and resources to boost customer experience, improve staff management and other service offerings.

Melanie Waters-Ryan, Chief Operating Officer, Flight Centre said: "With the rapid pace of change both within our industry and in technology, Flight Centre has had to consistently change and keep raising the bar and value to our customers. Key to our successful transformation is the shared desire with Optus to deliver superior experiences for our customers.

"Building on our successful partnership with Optus, we are delighted to be investing in our critical

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technology platforms and capability to deliver a great service for our customers in Australia, in the retail stores, online and contact centres."

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