

21 May 2026

Optus performance in FY26 driven by Mobile growth and transformation progress

- Operating revenue up 2.1% to \$8,345 million
- EBITDA up 6.0% to \$2,356 million
- EBIT up 23.1% to \$550 million

Optus today announced its financial results for the year ended 31 March 2026, reflecting continued momentum in Mobile growth and increased network monetisation as the business focuses on disciplined execution across the organisation.

18 September 2025 Outage

The outage that occurred on 18 September impacting Triple Zero services was an unacceptable failure and Optus accepts full accountability. The Optus Board commissioned an independent review led by Dr Kerry Schott AO, which was completed in December 2025 and made public.

In terms of the latest progress against the 21 recommendations made by Dr Schott, Optus can confirm:

- The expansion of automated call testing to help ensure our Triple Zero (000) is working 24/7
- The creation of a dedicated team monitoring our Triple Zero (000) service 24/7
- The launch of a direct escalation process between customer service staff and this dedicated team to identify issues faster

Business performance

For the full year, EBITDA and EBIT grew 6.0% and 23.1% respectively, led by growth in Mobile revenue and network sharing revenue, partly offset by lower project-based satellite revenues. Operating expenses were stable.

In the second half of FY26, Optus delivered continued earnings growth YOY, with EBITDA increasing 4.8% and EBIT increasing 19.1%, supported by Mobile revenue growth and

higher network sharing revenue, partly offset by increased operating costs. Operating costs were 1.6% higher, as we accelerated investment in resilience and compliance.

Mobile revenue grew 2.7% in the half, while Home revenue remained stable. Wholesale and Enterprise & Business Fixed revenue increased 4.1%.

In December, the findings of the independent review led by Dr Kerry Schott AO into the 18 September 2025 outage were released. The Optus Board accepted all 21 recommendations and established a dedicated program to support their implementation.

Key highlights for FY26:

- Mobile customer base increased by 16,000, supported by an additional 67,000 Prepaid customers (primarily amaysim), partly offset by customer base declines in Postpaid and connected devices.
- The transition to company-owned retail stores is simplifying processes, strengthening compliance and improving consistency of customer experience.
- Continued investment in capability, including the launch of enterprise AI assistant YesGPT and organisation-wide programs in process excellence, and responsible use of AI.
- Invested around \$1.5 billion in our networks and IT systems in FY26, including upgrades and maintenance, which is a small increase compared with FY25.
- Network performance recognised through the highest number of Opensignal awards, including across video and gaming experience, download speeds, and availability and reliability measures.

Optus Chief Executive Officer Stephen Rue said:

“Our results demonstrate clear and solid progress as Optus sharpens focus, strengthens foundations and long-term capability, with improved earnings performance across the year including growth in EBITDA and EBIT.

“For the full year, EBITDA grew 6% and EBIT grew 23%. These were led by growth in Mobile revenue and network sharing revenue. Operating revenue grew 2%.

“These results reflect a more disciplined business that’s putting the customer first in everything we do.

“As a provider of critical national infrastructure, we are continuing to invest heavily in the resilience of our network and IT systems, including in the expansion of our 5G network. We are strengthening security and data protections and expanding coverage and performance to support customers, businesses and the broader economy.

“Over the past year, we have taken deliberate steps to strengthen our organisational and operational fundamentals and raise our standards across the business.

“Following the network outage in September 2025, the Optus Board commissioned an independent review by Dr Kerry Schott. The Board accepted all 21 recommendations, and implementation is well underway, with changes focused on strengthening resilience, transparency and accountability across the network and operations, and better customer outcomes.

“We will continue to take action and drive change across the business to strengthen our network, enhance resilience, reliability and security and deliver better outcomes and experiences for our customers.”

-ENDS-

	Half Year			Full Year		
	FY2026 (A\$m)	FY2025 (A\$m)	YoY Change	FY2026 (A\$m)	FY2025 (A\$m)	YoY Change
Operating revenue	4,254	4,155	2.4%	8,345	8,177	2.1%
Operating expense	(3,155)	(3,106)	1.6%	(6,125)	(6,091)	0.6%
Other income	69	67	2.4%	136	137	(0.9%)
EBITDA	1,169	1,116	4.8%	2,356	2,223	6.0%
Depreciation & amortisation	(903)	(892)	1.2%	(1,806)	(1,777)	1.6%
EBIT	266	223	19.1%	550	446	23.1%

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