



Statement by Singtel Group CEO Yuen Kuan Moon:

We are deeply sorry to learn about the network incident at our Optus subsidiary that has impacted Triple Zero calls, and to hear that customers could not connect to emergency services when they most needed them. Our hearts go out to the families and friends of those who have passed away and we know that Optus will get to the bottom of this matter.

We are working with the Optus board and management to ensure a thorough investigation of this incident to prevent any future recurrence. Optus has been co-operating fully and transparently with all relevant government agencies and regulatory bodies while the matter is being investigated and will share the findings in due course.

Optus is in the midst of an ongoing transformation led by Stephen Rue who was appointed 11 months ago to lead the charge. We will continue to fully support the Optus board and management team as they work through this incident and accelerate the changes needed. We are committed to the continued transformation of Optus to improve the processes and resiliency of the company and improve the reliability of critical services.

The Singtel Group has supported Optus by investing over A\$9.3 billion in the past five years with a large proportion of that put to building network infrastructure across Australia, and will continue to invest as needed for Optus to provide reliable communication services to all Australians.