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Telecommunications Industry Ombudsman

MINUTES
OF THE 2025 ANNUAL GENERAL MEETING OF
TELECOMMUNICATIONS INDUSTRY OMBUDSMAN LIMITED

ACN 057 634 787

Date Held:	Tuesday 18 November 2025 at 3:30 p.m.	
Held:	By virtual platform hosted by Vero Voting.	
Present:	Michael Lavarch AO	Chair
	Cynthia Gebert	Ombudsman
	Freyja McCarthy	Company Secretary
	Mathew Stewart	Chief Financial Officer
	Sue Walker	Minute Taker

Authorised Representatives in Attendance:

Jonathan Prosser	Aussie Broadband Ltd
George Abdallah	Australian Private Networks Pty Ltd
Shelley Davis	Medion Australia Pty Ltd
James Endres	Optus Internet Pty Ltd
James Endres	Optus Mobile Migrations Pty Ltd
James Endres	Optus Mobile Pty Ltd
James Endres	Optus Networks Pty Ltd
James Endres	Optus Satellite Network Pty Ltd
James Endres	Optus Satellite Pty Ltd
James Endres	Optus Vision Pty Ltd
James Endres	Optus Wholesale Pty Ltd
James Endres	Optus ADSL Pty Ltd
James Endres	Optus Fixed Infrastructure Pty Ltd
Simon Donaldson	Telstra Corporation Ltd
John Curnow	The Trustee For The Jopajoem Family Trust
Jamie Phillips	TPG Telecom Ltd

Directors in Attendance:

Julie Hamblin	Independent Director (Not-For-Profit Governance Experience)
Mira Bashi	Director with Industry Experience
Thu-Trang Tran	Director with Consumer Experience
Maha Krishnapillai	Director with Industry Experience
Peter Gartlan	Director with Consumer Experience
Glen Noonan	Independent Director (Commercial Governance Experience)

Auditors in Attendance:

Isabelle LeFevre	Deloitte Touche Tohmatsu

Apologies: There were no apologies.

Observers in Attendance:

Shaun Kingma	Member and Community Engagement Manager

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The meeting commenced at 3:30 p.m.

WELCOME AND APOLOGIES

Welcome

The Chair welcomed everyone to TIO's 2025 Annual General Meeting.

He acknowledged the Traditional Owners of the various lands from which participants were located and paid respects to elders past and present, and to the young leaders of today.

Quorum

The Chair confirmed that the required quorum of at least five members was in attendance.

Apologies

There were no apologies.

Notice of Meeting

The Chair advised that the Notice of the Meeting had been circulated to all TIO members on 21 October 2025. This timing met the requirements of both TIO's Constitution and the Corporations Act.

Agenda

The Chair noted the following two items of business for Members' consideration at the meeting:

- Minutes of the 2024 Annual General Meeting held on 19 November 2024, and
- the Financial Report for the year ended 30 June 2025, together with the Directors' Report and Auditor's Report.

Chair's Report

The Chair provided the following commentary on the 2025 financial year.

The Telecommunications Industry Ombudsman was at a pivotal stage defined by change, reflection, and readiness. External changes included industry restructures, regulatory shifts, technological advancements, and rising consumer expectations. Internally the organisation was focused on fairness, accessibility, productivity, and readiness for a complex communications landscape.

The TIO's key initiatives during FY2025 focused on fairness and accessibility, and digital transformation projects including Project ECHO and the Consumer Channels Project. Project ECHO modernised the TIO's IT infrastructure and the Consumer Channels Project moved systems to cloud-based platforms to provide seamless omni-channel engagement.

The Chair also highlighted that TIO was developing an AI strategy aimed at boosting productivity, improving outcomes for stakeholders, and ensuring it was better positioned to operate in the current environment and ready for future changes.

Complaint volumes declined in FY25 however complaints were increasingly complex resulting in increased handling time. And TIO identified that consumers were experiencing complaint fatigue and becoming disengaged despite having unresolved issues. This remained a challenge for the TIO and its Members.

Systemic improvements remained core to TIO's function, with 98% of formal investigations resulting in Members making improvements.

The Chair highlighted TIO's increasing policy and regulatory contributions to consultations on the adequacy of the consumer protection framework in telecommunications, including the review of the Telecommunications Consumer Protection Code and the dispute resolution environment for scams.

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The Chair also acknowledged that the TIO must continue to focus on resolving complaints faster whilst maintaining service levels and adapting to demand.

The Chair acknowledged outgoing Director Geoff Nicholson for his nine years of service and leadership in finance and risk. He also welcomed new directors Peter Gartlan and Glen Noonan who bring extensive experience in their respective fields and strengthen TIO's ability to deliver its strategic ambitions.

2. MINUTES

The members received the Minutes of the 2024 Annual General Meeting held on 19 November 2024.

3. FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2025 INCLUDING THE DIRETORS' REPORT, FINANCIAL STATEMENTS AND AUDITOR'S REPORT

The Chair introduced the Financial Report of TIO Limited for the year ended 30 June 2025, together with the Directors' Report and Auditor's Report in respect to those financial statements. It was noted that the reports had been circulated to members with the Notice of Meeting on 21 October 2025.

The Chair highlighted the attendance at the meeting of TIO's External Auditor, who was available to respond to any Member questions.

The result for the 2025 financial year was a surplus of $2.4 million. Total income for the year increased by 10.6% to $31.4 million and expenditure declined by 4.1% to $31.7 million.

The net operating result reflected higher volumes of advanced and complex cases, increased membership fee funding, and reduced project costs following completion of the Dynamics complaint management system (Project ECHO).

The independent external auditors, Deloitte Touche Tohmatsu, have provided a written opinion that the Financial Report gives a true and fair view of the Company's financial position and complies with International Accounting Standards.

The Chair invited questions on the financial reports, Directors' Report and Auditor's Report.

There were no questions.

The Chair proposed that the annual financial statements of TIO Limited for the year ended 30 June 2025 together with the reports of the Directors and Auditors be received and considered.

Management of Company

The Chair invited the members present to ask questions of the Directors or to comment on the management of the company.

There were no questions or comments.

There being no other business, the Chair thanked all for their attendance and the meeting closed at 3:52 p.m.

Confirmed: DocuSigned by: Michael Lavarch 2437398CC17F4AA... 28-11-2025 | 10:21 AM AEST

Michael Lavarch AO, Chair of the Board of Directors