

One NZ

Becoming the world's most AI enabled
telco on the planet

New Zealand – this change is full of incredible opportunity

Once in a lifetime change

Every industry and role will be reshaped

Opportunities will be abundant

NZ needs a productivity step change

Means to participate in the global digital economy

It's not a project, it's the new fabric

New Zealand's AI-first telco

We have been scaling AI for years



Infrastructure

 **Hewlett Packard Enterprise** 

 **CDT**
DATA CENTRES 

 



Responsible AI

We are using AI systems in a safe, trustworthy, and ethical way.

Responsible AI Policy guides use and deployment.



AI Activators

Cross functional teams working across the organisation delivering operational efficiencies via robotic process automation (RPA) machine learning (ML), generative & agentic AI.

and have global partnerships



Global Partnerships

 **Microsoft** 

 

 

ANTHROPIC



AI for all

We will continue to scale AI use across the entire organisation and democratise access, prioritising training and skills development.

Strong AI momentum continues to grow



AI is starting to show up **EVERYWHERE**

Significant benefits will be realised

Progress in
FY25



Marketing

- ✓ Campaign automation using Machine Learning.
- ✓ Generative AI speeding up campaign creation.
- ✓ Generative AI speeding up analytics.



Service

- ✓ AI Powered call routing.
- ✓ AI powered Call Summarisation.
- ✓ AI Concierge with 1 million customers.



Network & IT

- ✓ Gen AI for Software development.
- ✓ Voice & SMS Fraud detection.
- ✓ Customer Network Experience score.
- ✓ Network diagnostic Agent.
- ✓ Power Supervisor Agent.



Enterprise

- ✓ 10 AI Agents in beta with Enterprise customers & teams across service tasks.
- ✓ AI for process mining.



Workforce

- ✓ AI Elevate: Trained 1900+ employees on AI.
- ✓ Elevate hands-on labs.
- ✓ Copilot rolled out to all support staff.
- ✓ ChatGPT pilot.
- ✓ Responsible AI training.
- ✓ Back-office automation accelerated.

AI & Agentic
Platforms

WRITER



Amazon Bedrock

ANTHROPIC

Agentforce

 OpenAI

 UiPath™

AI Enablement Tools
across One NZ



ChatGPT



Copilot



Learnings

Experience

Autonomy levels

Risk

Partnering

Talent

Tech

Processes

What type of change leader
do you want to be?

Unlearn and learn and unlearn and learn and unlearn and learn

Lead the ethics and through the hard spots

Just do it