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 Al-first telco

We have been scaling AI for years



Infrastructure















Responsible AI

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

Responsible AI Policy guides use and deployment.



Al 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













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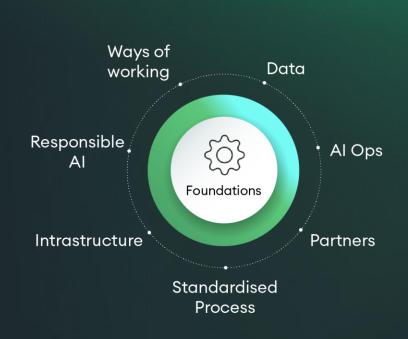


AI for all

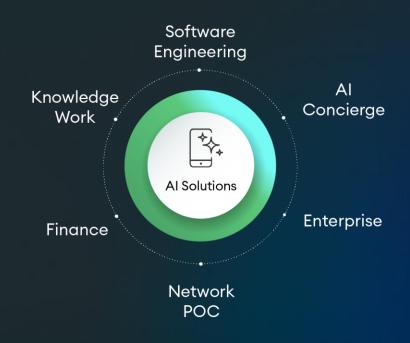
We will continue to scale Al use across the entire organisation and democratise access, prioritising training and skills development.



Strong Al momentum continues to grow







Al is starting to show up **EVERYWHERE**



Significant benefits will be realised



Marketing

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



Service

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



Network & IT

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



Enterprise

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

Al Enablement Tools

Progress in

FY25





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Agent force





Amazon Bedrock









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