

LITTLE CHANGES, BIG IMPACT.

This is the story of a little telco with a big heart.

amaysim

Ten years ago...

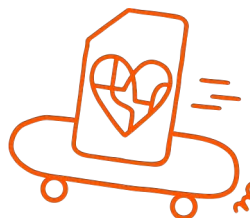




No lock-in contracts



Simple plans

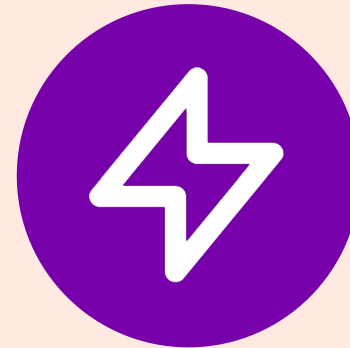


Free SIM delivery



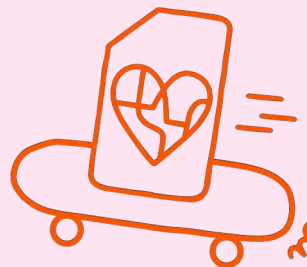
Customer love

I joined amaysim 6 years ago.





EMPATHY



AGILITY



SIMPLICITY



RELIABILITY

THE 4 C'S OF BUILDING CONNECTION

Communication

Clarity

Curiosity

Care

1. COMMUNICATION

amaysim





MyEmail.com.au



Richard Dean

Thursday, 12 March 2020 at 4:59 pm

To: Technology Team



[Download All](#) • [Preview All](#)

! This message is high priority.

SYDNEY WORK FROM HOME TOMORROW FRIDAY 13 MARCH – DO NOT ATTEND OFFICE
TEAM: Sydney technology team

Hi everyone,

With the ongoing rise of COVID-19 cases in Australia we have decided to enact our remote working operation simulation from tomorrow. Please do not attend the office, if you do you will be sent back home. In order to make this as close to real as possible, **there are no exceptions to this, unless you have been contacted by TLT in advance.**

Please re-read the procedure attached and be ready to join your team's rollcall from tomorrow at 9:30 am.

You will also receive an SMS and Slack in technology-all. Please let your manager know that you have received this notification.

Please keep a log of any issues, whatever they may be. IT support is included in this simulation. Please log a ticket if you require assistance to ensure issues are triaged appropriately.

I am sure that our years of WFH professionalism has set us up to cruise through this test – however it is critical we follow the process to ensure we are calm, organised, and well prepared for a period of extended remote working.

If you have any questions please let myself or the rest of TLT know. Thanks all, see you online!



Zoom



amaysim

is inviting you to a meeting...

Join

Decline



amaysim
TECHNOLOGY TEAM

MAY 2020
TECH EXPO

THE
REMOTE
WORK
EDITION

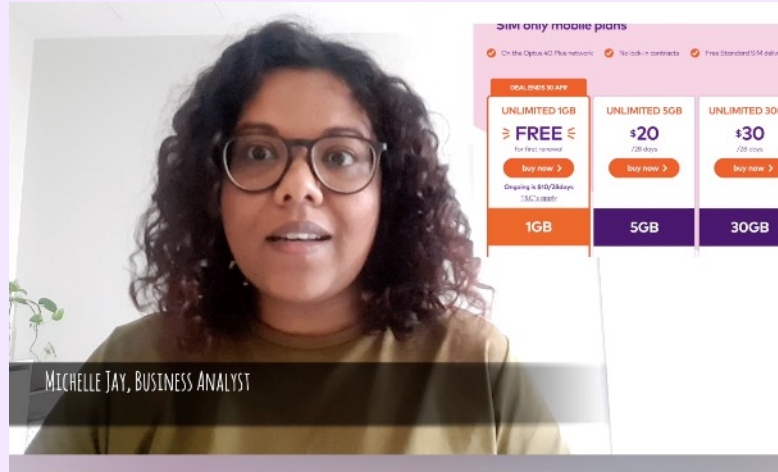
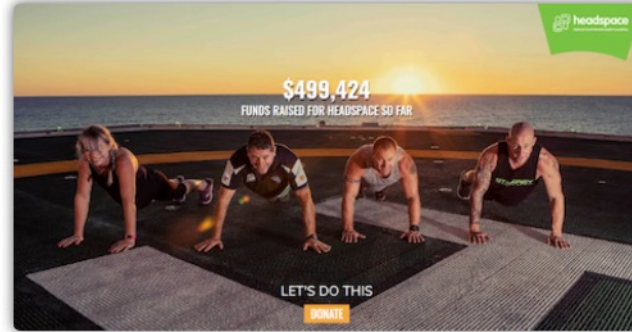
Tech Expo
May 2020
amaysim



Jimi Suen

Push-up Challenge

In the last couple weeks you would have seen information about the Push-UP challenge and the LIVE demo Pete show us in the weekly wrap up, how good was that. This important initiative is to raise awareness of mental health concerns and the needed funds to support Headspace - the National Youth Mental Health Foundation. How you can help, there is still time to register and join a team for the challenge starting on 11th May or simply donate to the cause. Together we can make a real difference. See you soon on the challenge.



Michelle Jay, BUSINESS ANALYST

Sim only mobile plans		
On the Optus 4G Plus network	No lock-in contracts	Free Standard SIM delivery
DEAL SHOTS IN A ROW		
UNLIMITED 1GB	UNLIMITED 5GB	UNLIMITED 30GB
FREE for 14 days	\$20 28 days	\$30 28 days
buy now >	buy now >	buy now >
<small>Original \$10/28days T&C's apply</small>		
1GB	5GB	30GB



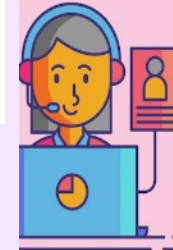
1

Suhasini and the UX Team talk about their Research Methodology and how it can be used to develop product strategy, address user need and support business objectives.



2

Chris and Raj conduct a demo on building out an end to end customer engagement process using the Segment platform.



3

Sean and the Customer Engagement team take us through the CSAT survey that they have been developing for CSC.



4

Vaani, Energy team and Core Services team walk through the July 2020 Energy Regulatory changes before officially transitioning to Mobile initiatives.



5

Rhydian and the Apps team introduce a new feature that leverages native app capabilities to create a frictionless promo redemption customer journey.



6

Lian, Dru, Daryl and the Mobile Acquisition team present their work on the Blackhawk integration, a new capability that allows us to process starter packs and expand our retail channels.




let's go back in time for Tech Wins

FLASHBACK FRIDAY

april 17 2020 | theme: fashion from the decade you were born in | fri 3pm onwards

You've been invited



Oct 22nd



FRI 19TH NOV 1PM

DRESS UP AS YOUR FAVE MARVEL CHARACTER



TECH WINS OR TECH SINGS?

please don't stop the music

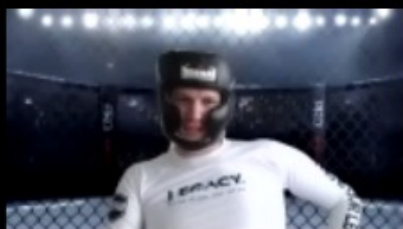
wear your fave artist/band shirt
dress up as your fave singer/musician
OR play/bring along an instrument

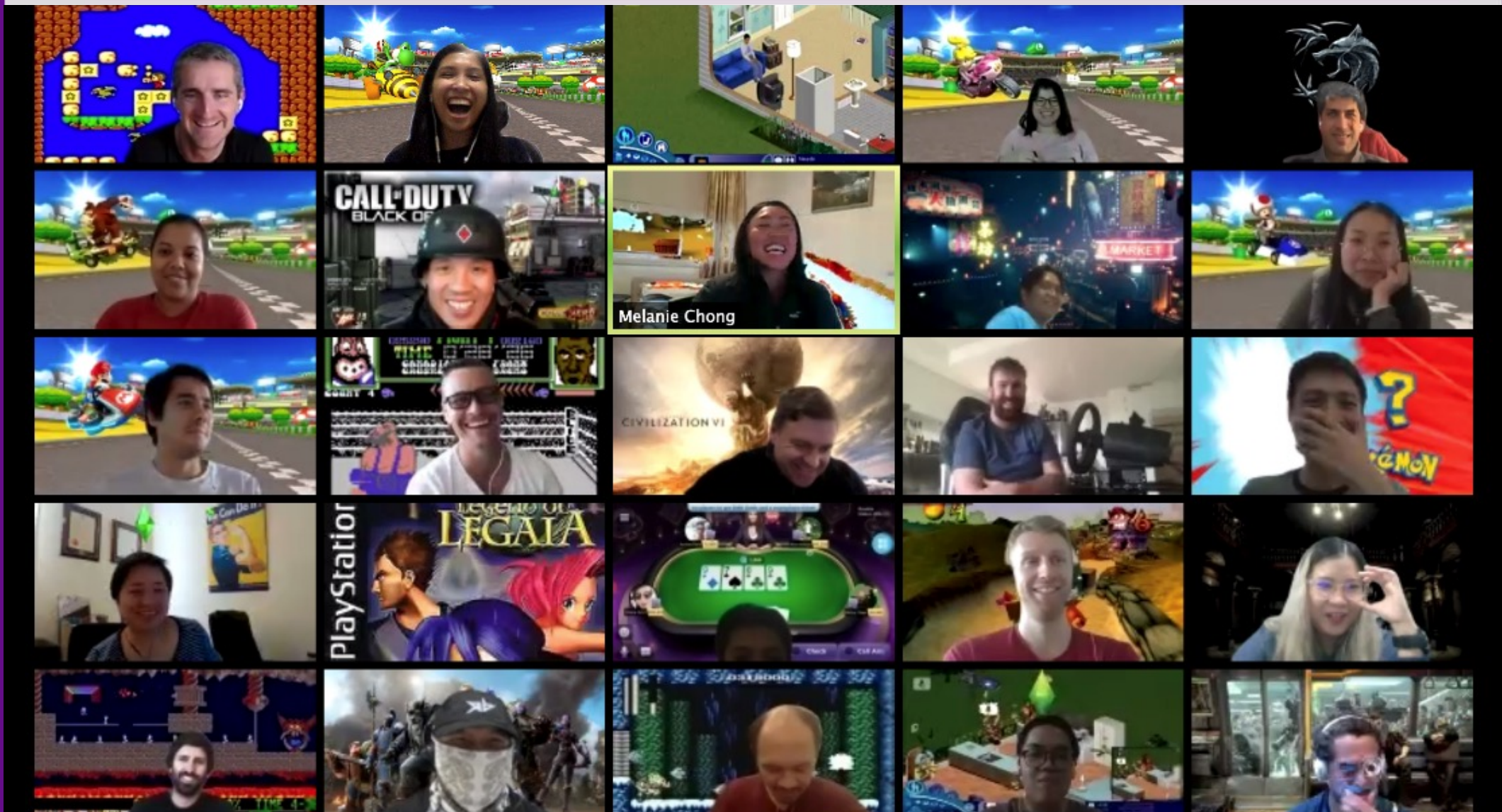
FRIDAY 24TH APRIL, 3PM AEST

Get ready to stay in and chill...

PJ PARTY

Dressing down this week for TECH WINS
1st May 2020 3pm onwards



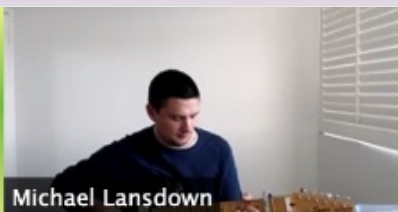




Michelle Jayaranjan



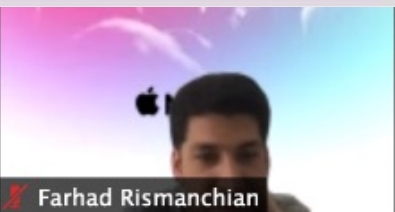
Denisse Dimatatac



Michael Lansdown



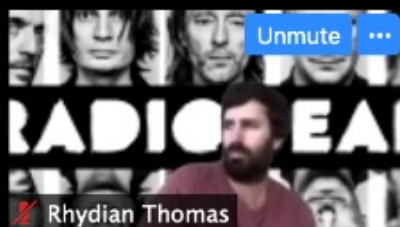
Sean Kerkhof



Farhad Rismanchian



Rami Stash



Rhydian Thomas



Vaani Manwani



Riley Barlow



Jimi Suen



Art Cuaresma



Toby Hede



Pooja Dhopeswar



Judy Opinion



Francis Dale Ambrocio



Dave Nelson



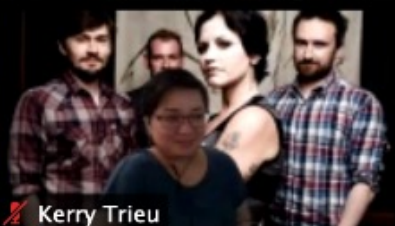
Daryl Enriquez



Raj Balan



Spela Adamic



Kerry Trieu



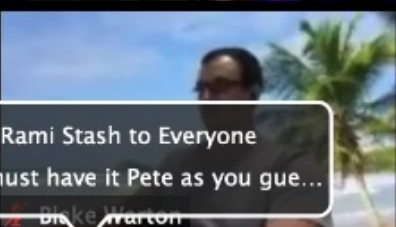
Sandra Kuras



Peter James



Gareth Manuel



Blake Warton



Nikko Noel Balde

From Rami Stash to Everyone
you must have it Pete as you gue...

KUDOS!

Des

for handling extra Zendesk requests like a superhero while I've been taking some school holiday leave!

JM

for smashing the MA bits of Mobile Renewal

Josephine

for guiding us yet again through tricky waters of my-amaysim.

Suhasini
for taking ownership of all her tasks and providing inputs to all teams before leave.

Lib

for mobile sessions, especially for teaching us the BSS magic numbers and db tables

&

for being a true superstar!



&

for getting up to speed super quick in Mobile land and helping to drive the Renewal Journey work.

Art

You deserve it for all that you did for re-platforming ☺

Byron & Rachel

For helping us, Pingus out

RoboRhydian

For your awesome, thorough feedback & for undying love for apps

Emiel and Daryl
for merging together and delivering last minute October promos in record time.

Micheal

For taking the time to improve the widget quality

Jia & JM

for driving the renewal heads up.

Niko and Jia
for solving the Mobile BSS Event bugs

Vaani

For juggling multiple initiatives

Niko

for helping out on Jia's ticket & for being tech star.

**Apps Team**

for successfully getting the app into beta phase of re-platform!



Geek of the Week

Presented to

Liberty Estrella

#1 A+ Billing Expert and Architect

**AFTER 28 GAMES & 18 ASPIRING GAMBITS,
WHO WILL BE OUR AMAYSIM GAMBIT 2021?**

AMAYSIM GAMBIT

FINALE



Mark



Hector

This wednesday - Aug 25 - 4pm

#amaysim-gambit

Tag with  if you want to receive an invite.



LET THE GAMES BEGIN

**WASTE PAPER
BASKET
THROWING**

Photo 10 points
Video 15 points
5 in a row 20 points



**FILM YOURSELF
WATCHING AN
OLYMPIC
EVENT WHILST
PROVIDING
COMMENTARY**

Video 15 points

**TAKE A PHOTO OF YOUR
TEAM WEARING THE
OLYMPIC COLOURS**



4 points per colour
represented

**FILM A SPRINT DOWN
YOUR HALLWAY
(INCLUDING THE RIGHT
STARTING
POSITION)**



15 points

**ROWING WITH
YOUR OFFICE
CHAIR**



Photo 10 points
Video 20 points

**TAKE A PHOTO OF YOUR
TEAM WEARING MEDALS
(FILTERS ARE NOT ALLOWED)**



5 points per person wearing a medal

**WEIGHTLIFTING
FOOD CANS**



Photo 10 points
Video 15 points

**TAKE A PHOTO EATING A
JAPANESE MEAL & IF YOU
COOK IT YOURSELF, YOU
GET MORE POINTS**

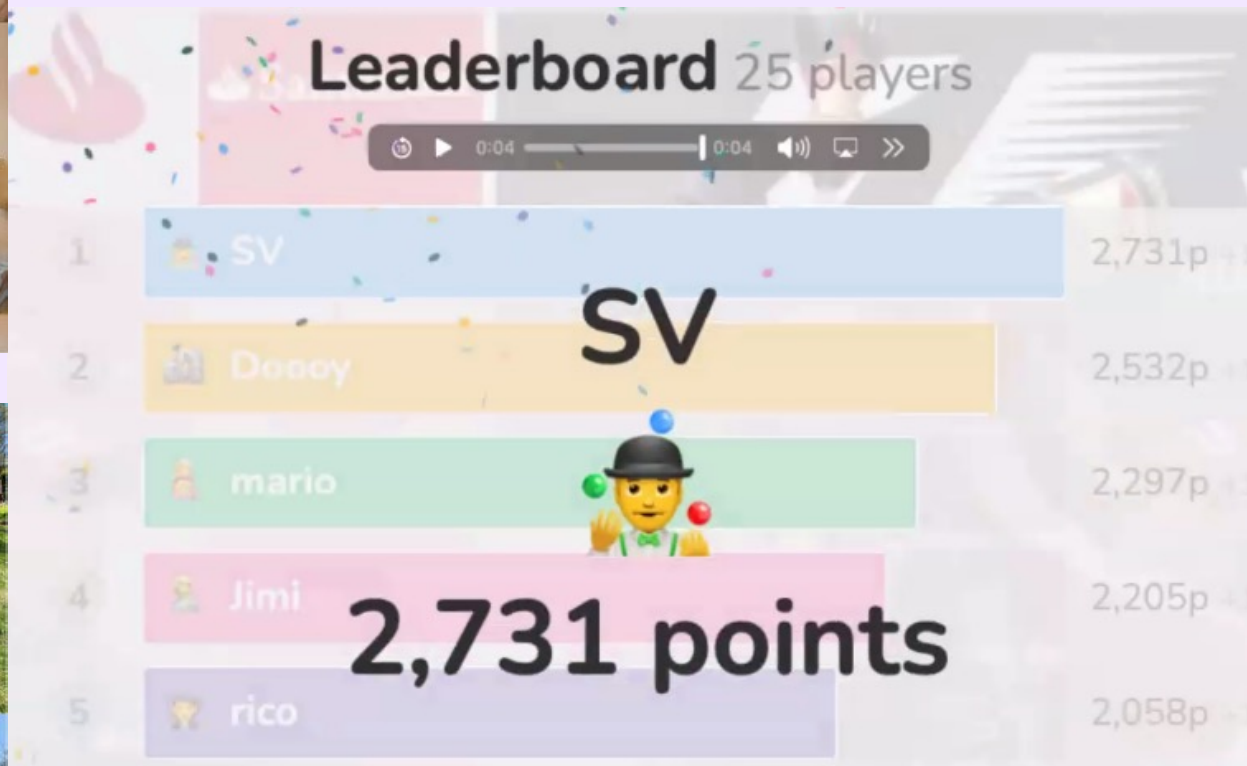
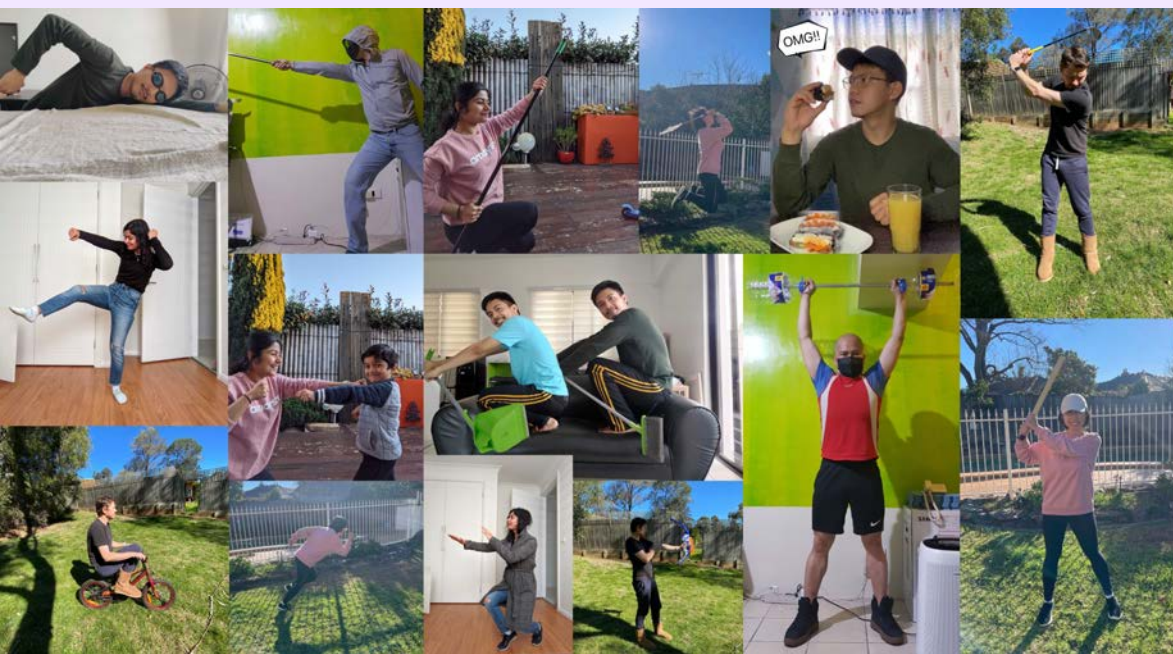


Takeaway = 10 points
Home cooked = 15 points
Instant ramen = -5 points

**TAKE A PHOTO OF YOUR
TEAM DO A DIFFERENT
PICTOGRAM
IMPERSONATION**



Photo 20 points



2. CURIOSITY

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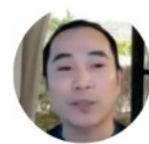




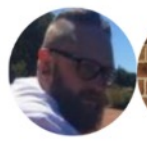
THANK YOU



AWS TAGS, DEPENDABOT



INCIDENT MANAGEMENT,
REPORTING



MOBILE GATEWAY



FLUTTER WEB

6 LIGHTNING TALKS

4 BROWNBAGS

2 COURSE RELAUNCH



OPTICAL ILLUSION



ARTILLERY



QA PRACTICES



IT TOOLING



PAYMENT RETRY

INNOVATION LABS. WE LEARN, WE GROWN, TOGETHER.

Re learn docker and our amaysim
journey with 3 musketeers -

Fred @ OPTUS IT
Brownbag

JOIN US TOMORROW...



See Optus IT email invite for
more details.

OPTUS IT Brownbag - Sept 14 - Tuesday - 1PM

2 MORE WEEKS TO GO!



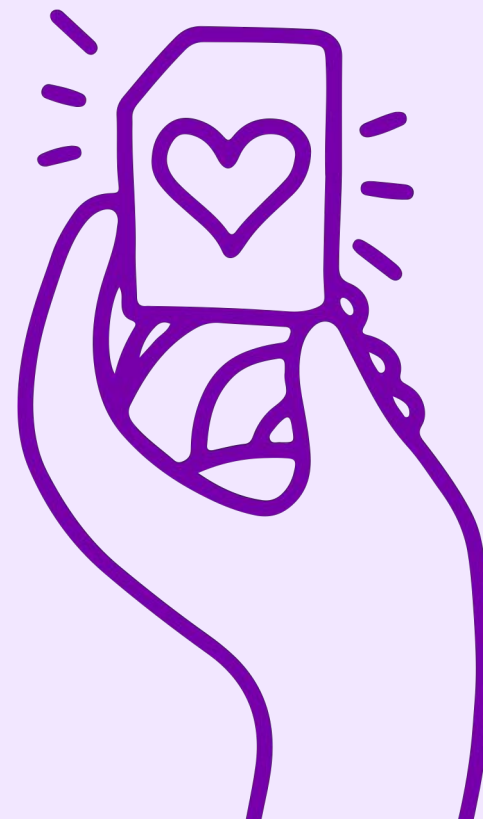
AI/ML HACKATHON

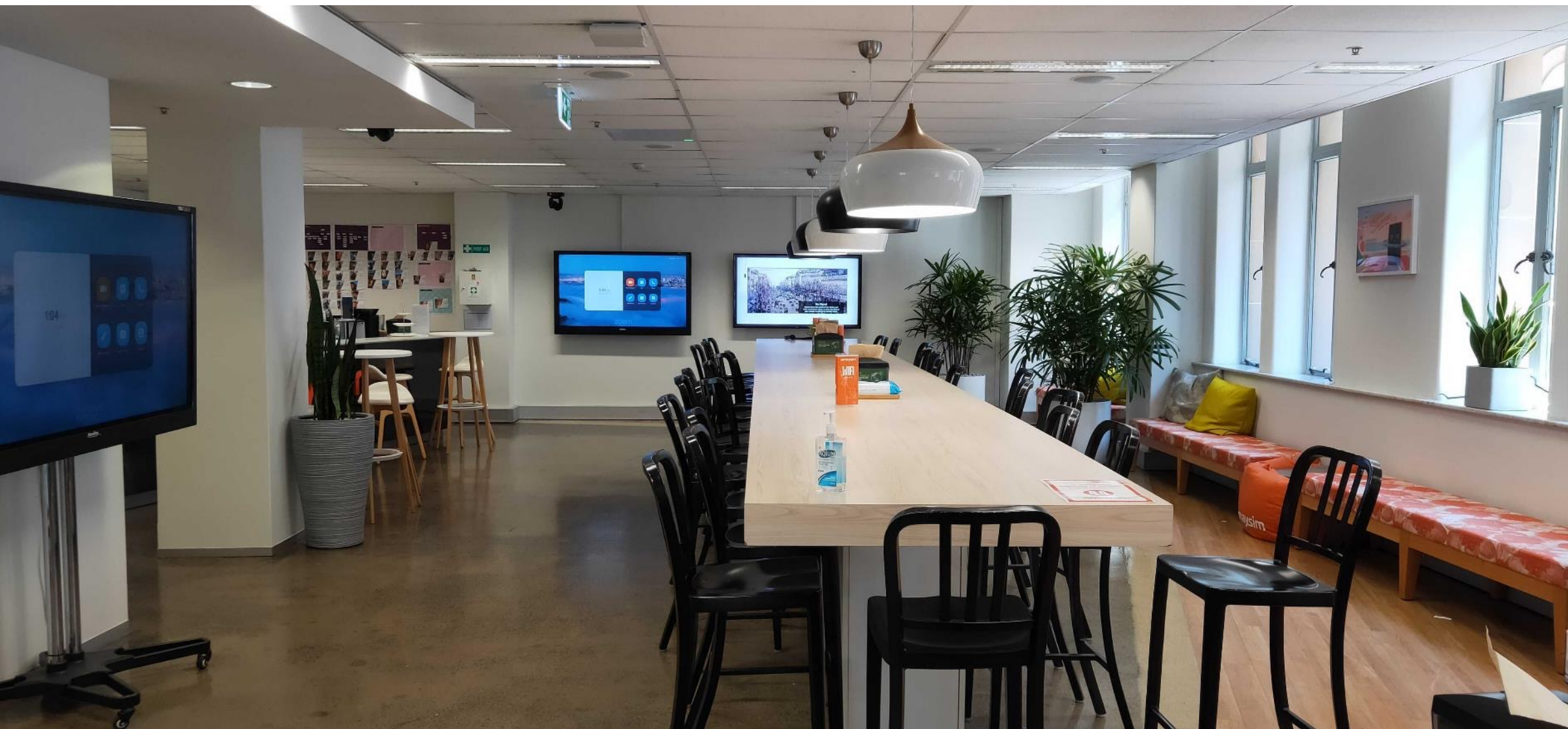
100% Online, Free Lunch, AWS T-Shirt
plus a chance to win Amazon Echo & Prezzy Voucher

Register now!

3. CLARITY

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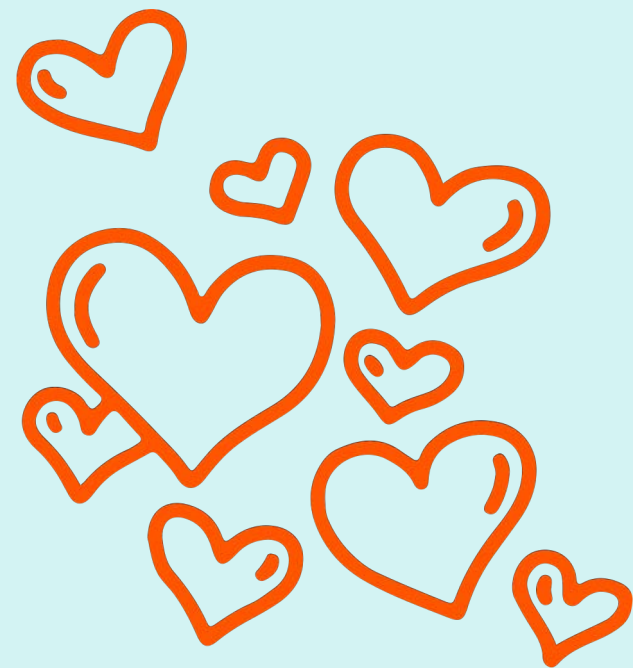






4. CARE

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technology-all ▾ Anonymously ask us anything [redacted]

Friday, September 17th ▾

Sean Kerkhof 7:33 AM
Hi all, I am taking my sunshine friday today ☀️

blake.warton 8:22 AM
Morning, I'll be offline from 9-10ish to after lunch today.
1 reply 2 months ago

kerry.trieu (she/her) 8:42 AM
Sunshine Fri for me today

avery.palay 8:45 AM
Ditto ^^ 😊

richard.dean (he/him) 8:55 AM
me too ☀️☀️☀️

lian.ma (she/her) 9:02 AM
Me too 😊, it is a sunshine Friday ☀️

vaani.manwani 9:03 AM
me too. 😊

ryan.stockdale (he/him) 9:04 AM
jumping on that sunshine bandwagon ☀️ 🚗 (edited)

michelle.jay 9:05 AM
choo choo, me too 😊

hector.goodchild 9:12 AM
Ditto ^^ 😊😊



Online group classes

8 weeks starting Tuesday 3rd August

Stay Fit. Stay Healthy



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PAW PURRADE

after weekly wrap



BINGO

with Michael
after weekly wrap

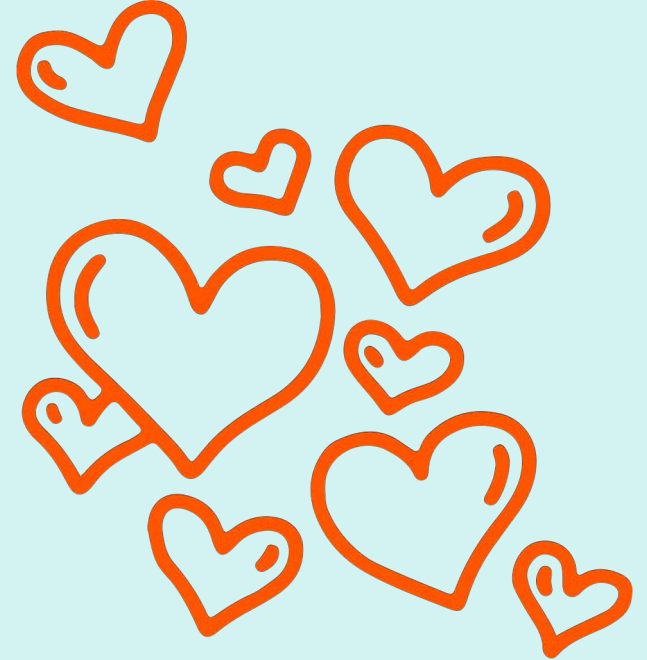
slack Kia for a bingo card

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TO RECAP

- Focus on making **communication** safe and fun.
- Stay **curious**. Lean into innovation and learning.
- If the business is in-flux, prioritise providing **clarity** and establishing certainty.
- Be human and show that you **care**.



THANKS!

amaysim