

MARKET RELEASE 19 February 2020

Spark New Zealand Limited H1 FY20 Results

In accordance with the NZX Listing Rules, Spark New Zealand releases the following to the market in relation to Spark New Zealand Limited's H1 FY20 results:

- 1. Media Release
- 2. Interim Financial Statements
- 3. Results Announcement
- 4. Distribution Notice
- 5. Investor presentation
- 6. Detailed financial information.

Spark New Zealand's Chief Executive, Jolie Hodson, and Chief Financial Officer, Stefan Knight, will discuss the H1 FY20 Results at 10:00am New Zealand time today.

ASX Appendix 3A.1 will follow this release.

- ENDS -

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MARKET RELEASE 19 February 2020

Spark New Zealand delivers strongest revenue growth in three years

- Stand-out performance in mobile, securing 5.5% growth in high-margin mobile service revenue
- Continued growth in cloud, security and service management
- Tightened focus on core through divestment of Lightbox and CCL's network assets and merger of cloud and ICT businesses Revera and CCL
- Completed a substantial capacity upgrade across Spark's wireless network
- Customer and culture performance metrics continue to climb off the back of the Company's shift to Agile ways-of-working and long-term investment in IT and network infrastructure

Spark New Zealand today announced revenue growth of 4.0% to \$1,824 million for the half year to 31 December 2019. This was achieved through particularly strong performance in mobile, with high-margin mobile service revenue up 5.5%, translating to a market share increase of 1.2pp to $40.1\%^{1}$ – its highest level since 2012.

Revenues were also buoyed by cloud, security and service management growth (up 12.3%), the introduction of Spark Sport and a moderation in the rate of legacy voice declines (down 11.6%), as fixed-line voice becomes a smaller part of the business.

Operating expenses increased as the benefit of cost-out activities were reinvested to partially fund current and future revenue growth. This included the launch of cloud and business transformation consultancy Leaven, the growth of Spark Sport, the acquisition of Now Consulting as part of data analytics business Qrious and the launch of emerging technology business, Mattr.

Reported EBITDAI² grew 2.2% to \$500 million, driven by strong revenue growth momentum and a determined focus on execution and cost management.

Net profit after tax grew 9.2% to \$167 million, primarily driven by growth in EBITDAI and lower depreciation and amortisation expense.

Spark Chair Justine Smyth said the Company's shift to Agile ways-of-working and its long-term investment in IT and network infrastructure was delivering better experiences for its customers and people and supporting robust performance.

"We are heading into the final six months of a three-year strategy that has been transformative for Spark. Our move to Agile ways-of-working continues, with ongoing incremental gains in our speed to market, customer understanding and focus, and in building a high performance and inclusive culture.

"We have made significant investments in Spark's network infrastructure, which has improved our competitive advantage, and diversified our business beyond traditional telecommunications into growth segments like digital services and sports streaming.

¹ Market share estimates vs. prior year, sourced from IDC

² Earnings before interest, tax, depreciation, amortisation and investment income



"It is pleasing to see this hard work translating into improved customer experiences. Our customer satisfaction scores are already ahead of full-year targets and fewer customers are needing to contact us to troubleshoot, with total customer care interactions³ down 15% over the last 12 months," said Justine.

CEO Jolie Hodson said Spark had strong market momentum and was making good progress delivering a wireless future for New Zealand.

"We are heading into the second half with great momentum and some stand-out performances across our core segments.

"We outperformed our growth targets in mobile, with a shift to unlimited and high value plans. We made a deliberate decision to limit wireless broadband sales in the lead up to the Rugby World Cup, as a conservative measure to ensure customers had a great viewing experience while we introduced our new streaming service. Our capacity was more than sufficient, so we expect this to be a one-off and connection growth to return to trend in the second half.

"We were the first-to-market rolling out 5G services in heartland New Zealand, and our longer-term rollout plans will benefit from the early auction of spectrum, with the process due to start in March 2020. 5G will be a big part of how we will continue to create a wireless future for New Zealand, and we have some exciting projects in the pipeline for 2020, including our support of Emirates Team New Zealand.

"We have also tightened our focus on our core business by finalising the divestment of Lightbox and CCL's network assets and completing the merger of our cloud and ICT businesses Revera and CCL.

"This groundwork stands us in good stead as we work to close out the financial year and look ahead to the next three years," said Jolie.

Spark will release details of its next three-year strategy, encompassing the period out to and including FY23, at an Investor Day on 2 April 2020. The evolved strategy will build on the momentum and foundational capabilities the Company has established through the successful execution of its current strategy.

Spark announced an H1 FY20 total dividend per share of 12.5 cents, 75% imputed. Subject to no adverse change in operating outlook full-year FY20 EBITDAI, capital expenditure and dividend guidance remains unchanged; including FY20 dividend per share guidance of 25.0 cents, at least 75% imputed.

ENDS

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³ Total customer care interactions include voice, chat and virtual assistant interactions.



Interim Financial Statements

for the six months ended 31 December 2019



INTERIM FINANCIAL STATEMENTS

For the six months ended 31 December 2019

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|---|----|
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These interim financial statements do not include all the notes and information normally included in the annual financial statements. Accordingly, they should be read in conjunction with the annual financial statements for the year ended 30 June 2019.



Statement of profit or loss and other comprehensive income FOR THE SIX MONTHS ENDED 31 DECEMBER

| Operating revenues and other gains 1,824 1,75 Operating expenses (1,324) (1,26) Earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (EBITDAI) 500 48 Finance income 18 18 19 Finance expense (46) (46) Depreciation and amortisation (234) (24) Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) (6) Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income 13 8 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period 14 6 Total comprehensive income for the period 181 22 Earnings per share | | | 2019 | 2018 |
|--|---|----|-----------|-----------|
| Operating revenues and other gains Operating expenses (1,324) (1,26) Earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (EBITDAI) Finance income 18 18 19 Finance expense (46) (4 Depreciation and amortisation (234) (24 Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) (6 Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period 14 Other comprehensive income for the period 16 Total comprehensive income for the period 181 22 Earnings per share | | | UNAUDITED | UNAUDITED |
| Operating expenses (1,324) (1,26) Earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (EBITDAI) 500 48 Finance income 18 18 19 Finance expense (46) (4 Depreciation and amortisation (234) (24 Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) (6 Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income 13 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period 14 6 Total comprehensive income for the period 181 22 Earnings per share | NO | TE | \$M | \$M |
| Earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (EBITDAI) Finance income Finance expense (46) Depreciation and amortisation (234) Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) Net earnings for the period Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period Total comprehensive income for the period 181 22 Earnings per share | Operating revenues and other gains | | 1,824 | 1,754 |
| depreciation, amortisation and net investment income (EBITDAI) Finance income 18 Finance expense (46) Depreciation and amortisation (234) Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) Net earnings for the period Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period 14 Total comprehensive income for the period 181 22 Earnings per share | Operating expenses | | (1,324) | (1,265) |
| Finance expense (46) (2 Depreciation and amortisation (234) (24 Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) (6 Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income 13 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1 Other comprehensive income for the period 14 Total comprehensive income for the period 181 22 Earnings per share | | | 500 | 489 |
| Depreciation and amortisation (234) (24 Net investment income (1) Net earnings before income tax 3 237 22 Income tax expense (70) (6 Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income 13 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period 14 Total comprehensive income for the period 181 22 Earnings per share | Finance income | | 18 | 18 |
| Net investment income Net earnings before income tax 1 237 22 Income tax expense (70) (6 Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1 Other comprehensive income for the period 13 26 Items that may be reclassified to profit or loss: Cash comprehensive income for the period 14 26 Total comprehensive income for the period Earnings per share | Finance expense | | (46) | (40) |
| Net earnings before income tax Sample Sampl | Depreciation and amortisation | | (234) | (245) |
| Income tax expense (70) (6 Net earnings for the period 167 15 Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income 13 8 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1 Other comprehensive income for the period 14 6 Total comprehensive income for the period 181 22 Earnings per share | Net investment income | | (1) | - |
| Net earnings for the period Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income 13 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1) Other comprehensive income for the period 14 Total comprehensive income for the period Earnings per share | Net earnings before income tax | 3 | 237 | 222 |
| Other comprehensive income Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax Other comprehensive income for the period Total comprehensive income for the period Earnings per share | Income tax expense | | (70) | (69) |
| Items that will not be reclassified to profit or loss: Revaluation of long-term investments designated at fair value through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax Other comprehensive income for the period Total comprehensive income for the period Earnings per share | Net earnings for the period | | 167 | 153 |
| Revaluation of long-term investments designated at fair value through other comprehensive income 13 8 Items that may be reclassified to profit or loss: Cash flow hedges net of tax 1 (1 Other comprehensive income for the period 14 6 Total comprehensive income for the period 181 22 Earnings per share | Other comprehensive income | | | |
| through other comprehensive income Items that may be reclassified to profit or loss: Cash flow hedges net of tax Other comprehensive income for the period Total comprehensive income for the period Earnings per share | Items that will not be reclassified to profit or loss: | | | |
| Cash flow hedges net of tax Other comprehensive income for the period 14 Total comprehensive income for the period 181 Earnings per share | | | 13 | 87 |
| Other comprehensive income for the period 14 Comprehensive income for the period 181 22 Earnings per share | Items that may be reclassified to profit or loss: | | | |
| Total comprehensive income for the period 181 22 Earnings per share | Cash flow hedges net of tax | | 1 | (18) |
| Earnings per share | Other comprehensive income for the period | | 14 | 69 |
| | Total comprehensive income for the period | | 181 | 222 |
| | | | | |
| Basic and diluted earnings per share (cents) 9.1 | Earnings per share | | | |
| | Basic and diluted earnings per share (cents) | | 9.1 | 8.3 |
| Weighted average ordinary shares (millions) 1,837 1,837 | Weighted average ordinary shares (millions) | | 1,837 | 1,836 |
| Weighted average ordinary shares and options (millions) 1,838 1,838 | Weighted average ordinary shares and options (millions) | | 1,838 | 1,836 |

See accompanying notes to the interim financial statements.

Statement of financial position

| | | AS AT 31 DECEMBER | AS AT 30 JUNE |
|--|-------|----------------------|------------------|
| | | 2019 | 2019 |
| | | UNAUDITED | AUDITED |
| | NOTES | \$M | \$M |
| Current assets | | | |
| Cash | | 54 | 54 |
| Short-term receivables and prepayments | | 768 | 755 |
| Short-term derivative assets | | - | 2 |
| Inventories | | 127 | 100 |
| Assets classified as held for sale | 2 | 28 | - |
| Total current assets | | 977 | 911 |
| Non-current assets | | | |
| Long-term receivables and prepayments | | 297 | 291 |
| Long-term derivative assets | | 28 | 32 |
| Long-term investments | 5 | 225 | 182 |
| Right-of-use assets | | 625 | 625 |
| Leased customer equipment assets | | 72 | 55 |
| Property, plant and equipment | | 1,037 | 1,012 |
| Intangible assets | | 1,015 | 987 |
| Total non-current assets | | 3,299 | 3,184 |
| Total assets | | 4,276 | 4,095 |
| Current liabilities | | | |
| Short-term payables, accruals and provisions | | 440 | 447 |
| Taxation payable | | 9 | 19 |
| Short-term derivative liabilities | | 19 | 14 |
| Short-term lease liabilities | | 32 | 31 |
| Debt due within one year | 6 | 424 | 433 |
| Liabilities classified as held for sale | 2 | 3 | - |
| Total current liabilities | | 927 | 944 |
| Non-current liabilities | | | |
| Long-term payables, accruals and provisions | | 92 | 68 |
| Long-term derivative liabilities | | 118 | 111 |
| Long-term lease liabilities | | 468 | 459 |
| Long-term debt | 6 | 1,164 | 962 |
| Deferred tax liabilities | | 87 | 86 |
| Total non-current liabilities | | 1,929 | 1,686 |
| Total liabilities | | 2,856 | 2,630 |
| Equity | | | |
| Share capital | | 949 | 945 |
| Reserves | | (396) | (409) |
| Retained earnings | | 867 | 929 |
| Total equity | | 1,420 | 1,465 |
| Total liabilities and equity | | 4,276 | 4,095 |

See accompanying notes to the interim financial statements.

On behalf of the Board

Justine Smyth, Chair Authorised for issue on 19 February 2020 Jolie Hodson, Chief Executive

Statement of changes in equity

| SIX MONTHS ENDED 31 DECEMBER 2019 | SHARE CAPITAL | RETAINED EARNINGS | HEDGE RESERVE | SHARE- BASED COMPEN- SATION RESERVE | RE- VALUATION RESERVE | FOREIGN CURRENCY TRANS- LATION RESERVE | TOTAL |
|---|------------------|----------------------|------------------|---|-----------------------------|--|-------|
| UNAUDITED | \$M | \$M | \$M | \$M | \$M | \$M | \$M |
| Balance at 1 July 2019 | 945 | 929 | (85) | 2 | (303) | (23) | 1,465 |
| Net earnings for the period | - | 167 | - | - | - | - | 167 |
| Other comprehensive income | - | - | 1 | - | 13 | - | 14 |
| Total comprehensive income for the period | - | 167 | 1 | - | 13 | _ | 181 |
| Contributions by, and distributions to, owners: | | | | | | | |
| Dividends | - | (229) | - | - | - | _ | (229) |
| Supplementary dividends | - | (19) | - | - | - | - | (19) |
| Tax credit on supplementary dividends | _ | 19 | _ | - | - | - | 19 |
| Issuance of shares under share schemes | 4 | - | - | (1) | - | _ | 3 |
| Total transactions with owners | 4 | (229) | _ | (1) | _ | _ | (226) |
| Balance at 31 December 2019 | 949 | 867 | (84) | 1 | (290) | (23) | 1,420 |
| | | | | SHADE | | EOPEIGN | |

| SIX MONTHS ENDED 31 DECEMBER 2018 | SHARE CAPITAL | RETAINED EARNINGS | HEDGE RESERVE | SHARE- BASED COMPEN- SATION RESERVE | RE- VALUATION RESERVE | FOREIGN CURRENCY TRANS- LATION RESERVE | TOTAL |
|--|------------------|----------------------|------------------|---|-----------------------------|--|-------|
| UNAUDITED | \$M | \$M | \$M | \$M | \$M | \$M | \$M |
| Balance at 1 July 2018 | 941 | 979 | (26) | 2 | (390) | (23) | 1,483 |
| Net earnings for the period | - | 153 | - | - | - | - | 153 |
| Other comprehensive income/(loss) | - | - | (18) | - | 87 | - | 69 |
| Total comprehensive income/(loss) for the period | _ | 153 | (18) | - | 87 | - | 222 |
| Contributions by, and distributions to, owners: | | | | | | | |
| Dividends | - | (229) | - | - | - | - | (229) |
| Supplementary dividends | - | (21) | - | - | - | - | (21) |
| Tax credit on supplementary dividends | _ | 21 | - | - | - | - | 21 |
| Issuance of shares under share schemes | 1 | - | - | (1) | - | - | _ |
| Total transactions with owners | 1 | (229) | - | (1) | - | - | (229) |
| Balance at 31 December 2018 | 942 | 903 | (44) | 1 | (303) | (23) | 1,476 |

Statement of cash flows

FOR THE SIX MONTHS ENDED 31 DECEMBER

| | 2019 | 2018 |
|--|-----------|-----------|
| | UNAUDITED | UNAUDITED |
| NOTE | \$M | \$M |
| Cash flows from operating activities | | |
| Receipts from customers | 1,861 | 1,770 |
| Receipts from interest | 17 | 18 |
| Payments to suppliers and employees | (1,396) | (1,314) |
| Payments for income tax | (82) | (44) |
| Payments for interest on debt | (26) | (22) |
| Payments for interest on leases | (14) | (13) |
| Payments for interest on leased customer equipment assets | (3) | (2) |
| Net cash flows from operating activities 7 | 357 | 393 |
| Cash flows from investing activities | | |
| Proceeds from sale of property, plant and equipment | 13 | - |
| Payments for purchase of business | (11) | - |
| Payments for, and advances to, long-term investments | (30) | (6) |
| Payments for purchase of property, plant and equipment, intangibles and capacity | (273) | (258) |
| Payments for capitalised interest | (4) | (3) |
| Net cash flows from investing activities | (305) | (267) |
| Cash flows from financing activities | | |
| Net proceeds from debt | 207 | 182 |
| Receipts from finance leases | 2 | 3 |
| Payments for dividends | (229) | (229) |
| Payments for leases | (19) | (19) |
| Payments for leased customer equipment assets | (13) | (8) |
| Net cash flows from financing activities | (52) | (71) |
| Net cash flow | - | 55 |
| Opening cash position | 54 | 55 |
| Closing cash position | 54 | 110 |

See accompanying notes to the interim financial statements.

NOTE 1 About this report

Reporting entity

These unaudited interim financial statements are for Spark New Zealand Limited (the 'Company') and its subsidiaries (together 'Spark' or 'the Group') for the six months ended 31 December 2019.

The Company is incorporated and domiciled in New Zealand, registered under the Companies Act 1993 and is an FMC reporting entity under the Financial Markets Conduct Act 2013. The Company is listed on the New Zealand Main Board equity security market and the Australian Securities Exchange.

Basis of preparation

The interim financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ('NZ GAAP') and comply with the New Zealand equivalent to International Accounting Standard 34: Interim Financial Reporting and International Accounting Standard 34: Interim Financial Reporting.

The accounting policies adopted are consistent with those followed in the preparation of Spark's annual financial statements for the year ended 30 June 2019. The preparation of the interim financial statements requires management to

make estimates and assumptions. Spark has been consistent in applying the estimates and assumptions adopted in the annual financial statements for the year ended 30 June 2019 and critical accounting policies are the same as those set out in the annual financial statements for the year ended 30 June 2019.

Financial instruments are either carried at amortised cost, less any provision for impairment, or fair value. The only significant variances between instruments held at amortised cost and their fair value relate to long-term debt. There were no changes in valuation techniques during the period. Spark's derivatives are held at fair value, calculated using discounted cash flow models and observable market rates of interest and foreign exchange and electricity prices. This represents a level two measurement under the fair value measurement hierarchy, being inputs other than quoted prices included within level one that are observable for the asset or liability.

At 31 December 2019, capital expenditure amounting to \$249 million (31 December 2018: \$161 million) had been committed under contractual arrangements.

NOTE 2 Significant transactions and events for the current period

The following significant transactions and events affected the financial performance and financial position of Spark for the six month period to 31 December 2019:

Debt programme

- On 18 September 2019 Spark issued A\$125 million of unsecured fixed rate bonds with a coupon rate of 2.60%, maturing on 18 March 2030.
- On 25 October 2019 \$250 million of unsecured fixed rate bonds with a coupon rate of 5.25% matured.

Capital expenditure

 Spark's additions to property, plant and equipment and intangible assets were \$247 million, details of which are available in a separate detailed financials file on the investor section of our website at: investors. sparknz.co.nz/investor-centre.

Dividends

 Dividends paid during the six month period ended 31 December 2019 in relation to the H2 FY19 second-half dividend (ordinary dividend of 11 cents per share and special dividend of 1.5 cents per share) totalled \$229 million or 12.5 cents per share.

Acquisitions

 On 5 September 2019 Spark's subsidiary Qrious Limited completed the acquisition of NOW Consulting, the New Zealand-based data consulting division of WhereScape Software, which gives Qrious a unique data and analytics offering in the New Zealand market.

Southern Cross NEXT cable

 On 1 October 2019 Spark announced that agreements had been signed for the build of the Southern Cross NEXT undersea data cable (SX NEXT). SX NEXT has been developed as an extension of the existing Southern Cross Cable Network (Southern Cross) and when completed is expected to be the lowest latency path from Australia and New Zealand to the

- United States. The transaction completed on 3 October 2019 and the build of SX NEXT has commenced.
- The transaction has resulted in Telstra becoming a 25% shareholder of the Southern Cross and an anchor customer of SX NEXT. As a consequence of Telstra becoming a shareholder, Spark's shareholding in Southern Cross will be diluted from 50% to approximately 40%.
- Spark expects to contribute a total of between \$70 million and \$90 million of equity across FY20, FY21 and FY22, depending on the level of SX NEXT pre-sales that are secured.
- No dividends were received from Southern Cross during the period. Dividend receipts from Southern Cross are expected to resume from FY22.

Assets held for sale

- On 19 December 2019 Spark announced it had entered into a conditional agreement to sell its entertainment streaming business Lightbox New Zealand Limited (Lightbox) to Sky Network Television Limited. The assets and liabilities of Lightbox have been reclassified as held for sale in the statement of financial position as at 31 December 2019. The transaction completed on 31 January 2020.
- On 5 December 2019 Computer Concepts Limited (CCL), Spark's wholly owned provider of cloud and ICT services, signed a conditional agreement to divest the operational parts of its network services division (which are duplicated elsewhere in the group) in a buy-out by a member of the CCL management team. The assets and liabilities of CCL's network services division have been reclassified as held for sale in the statement of financial position as at 31 December 2019. The transaction completed on 31 January 2020.

NOTE 3 Segment information

The segment results disclosed are based on those reported to the Chief Executive and are how Spark reviews its performance. Spark's segment results are measured based on product margin which includes product operating revenues and direct product costs. The segment result excludes labour, operating expenses, depreciation and amortisation, net investment income, finance income and expense and income tax expense as these are assessed at an overall Spark Group level by the Chief Executive.

Comparative segment results

Spark has reclassified the comparative segment results to reflect minor changes in the management of videoconferencing and other collaboration services from voice to other managed services.

| FOR THE SIX MONTHS ENDED | | 2019 | | | 2018 | |
|--|--------------------|------------------|-------------------|--------------------|------------------|-------------------|
| 31 DECEMBER | OPERATING REVENUES | PRODUCT COSTS | PRODUCT MARGIN | OPERATING REVENUES | PRODUCT COSTS | PRODUCT MARGIN |
| UNAUDITED | \$M | \$M | \$M | \$M | \$M | \$M |
| Mobile | 653 | (248) | 405 | 622 | (246) | 376 |
| Voice | 199 | (75) | 124 | 225 | (82) | 143 |
| Broadband | 345 | (170) | 175 | 344 | (176) | 168 |
| Cloud, security and service management | 219 | (43) | 176 | 195 | (32) | 163 |
| Procurement and partners | 208 | (187) | 21 | 191 | (173) | 18 |
| Other managed services | 121 | (56) | 65 | 121 | (55) | 66 |
| Other | 75 | (60) | 15 | 56 | (31) | 25 |
| Segment result | 1,820 | (839) | 981 | 1,754 | (795) | 959 |

NOTE 3 Segment information (continued)

Reconciliation from segment result to consolidated net earnings before income tax

| Net earnings before income tax | 237 | 222 |
|--|-------|-------|
| Share of associates' and joint ventures' net losses | (1) | - |
| Net investment income | | |
| Amortisation of intangibles | (72) | (83) |
| Depreciation - leased customer equipment assets | (15) | (9) |
| Depreciation - right-of-use assets | (28) | (25) |
| Depreciation - property, plant and equipment | (119) | (128) |
| Depreciation and amortisation expense | | |
| Leased customer equipment interest expense | (3) | (2) |
| Lease interest expense | (15) | (15) |
| Other interest and finance expenses | (1) | - |
| Capitalised interest | 4 | 4 |
| Finance expense on long-term debt | (31) | (27) |
| Finance expense | | |
| Other interest income | 11 | 11 |
| Finance lease interest income | 7 | 7 |
| Finance income | | |
| Earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (EBITDAI) | 500 | 489 |
| Other | (47) | (42) |
| Impairment expense | - | (5) |
| Bad debts | (7) | (6) |
| Advertising, promotions and communication | (47) | (47) |
| Accommodation costs | (33) | (37) |
| Computer costs | (49) | (46) |
| Network support costs | (35) | (37) |
| Other operating expenses | | |
| Labour | (267) | (250) |
| Other gains | 4 | - |
| Segment product margin | 981 | 959 |
| UNAUDITED | \$M | \$M |
| SIX MONTHS ENDED 31 DECEMBER | 2019 | 2018 |

NOTE 4 Non-GAAP measures

In addition to New Zealand Equivalents to International Financial Reporting Standards ('NZ IFRS') Spark uses non-GAAP financial measures. Spark believes that these non-GAAP financial measures provide useful information to readers to assist in the understanding of the financial performance, financial position or returns of Spark. These measures are also used internally to evaluate performance of products, to analyse trends in cash-based expenses, to establish operational goals and allocate resources. However, they should not be viewed in isolation, nor considered as a substitute for measures reported in accordance with NZ IFRS, as they are not uniformly defined or utilised by all companies in New Zealand or the telecommunications industry.

Spark's policy is to present 'adjusted EBITDAI' and 'adjusted net earnings' when a financial year includes significant items (such as one-off gains,

expenses and impairments) greater than \$25 million. There are no adjusting items for the six months ended 31 December 2019 or 31 December 2018.

Earnings before finance expense and income, net investment income, income tax, depreciation and amortisation (EBITDAI)

Spark calculates EBITDAI by adding back depreciation and amortisation, finance expense and income tax expense and subtracting finance income and net investment income (which includes dividend income and Spark's share of net profits or losses from associates and joint ventures) to net earnings. A reconciliation of Spark's EBITDAI is provided below and based on amounts taken from, and consistent with, those presented in these interim financial statements.

| SIX MONTHS ENDED 31 DECEMBER | 2019 | 2018 |
|--|------|------|
| UNAUDITED | \$M | \$M |
| Net earnings for the period reported under NZ IFRS | 167 | 153 |
| Less: finance income | (18) | (18) |
| Add back: finance expense | 46 | 40 |
| Add back: depreciation and amortisation | 234 | 245 |
| Add back: net investment income | 1 | - |
| Add back: income tax expense | 70 | 69 |
| EBITDAI | 500 | 489 |

NOTE 5 Long-term investments

| | AS AT 31 DECEMBER | AS AT 30 JUNE |
|---|----------------------|------------------|
| | 2019 | 2019 |
| | UNAUDITED | AUDITED |
| | \$M | \$M |
| Shares in Hutchison | 169 | 156 |
| Investment in associates and joint ventures | 48 | 21 |
| Other long-term investments | 8 | 5 |
| | 225 | 182 |

Spark holds a 10% interest in Hutchison Telecommunications Australia Limited (Hutchison) which is quoted on the Australian Securities Exchange (ASX) and measures its fair value using its observable market share price as quoted on the ASX, classified as being within level 1 of the fair value hierarchy. As at 31 December 2019 the quoted price of Hutchison's shares on the ASX was A\$0.120 (30 June 2019: A\$0.110). The change in fair value is recognised in other comprehensive income.

Subsequent to balance date, on 13 February 2020, the Federal Court of Australia ruled to allow the proposed merger between Vodafone Hutchison Australia Pty Limited and TPG Telecom Limited. The quoted price of Spark's investment in Hutchison (a shareholder of Vodafone Hutchison Australia Pty Limited) increased materially following this announcement and on 17 February 2020 was A\$0.152. The fair value of Spark's investment in Hutchison based on this price would be \$215 million, an increase of \$46 million from 31 December 2019.

Investment in associates and joint ventures

Spark's investment in associates and joint ventures at 31 December 2019 consists of the following:

| NAME | TYPE | COUNTRY | OWNERSHIP | PRINCIPAL ACTIVITY |
|---|---------------|---------------|-----------|--------------------------------|
| Connect 8 Limited | Joint Venture | New Zealand | 50% | Fibre network construction |
| Lightbox Sport General Partner Limited | Joint Venture | New Zealand | 50% | A holding company |
| NOW New Zealand Limited | Associate | New Zealand | 37% | Internet service provider |
| Pacific Carriage Holdings Limited | Associate | Bermuda | 38% | A holding company |
| Pacific Carriage Holdings Limited Inc | Associate | United States | 35% | A holding company |
| PropertyNZ Limited (homes.co.nz) | Associate | New Zealand | 23% | Property data website |
| Rural Connectivity Group Limited | Joint Venture | New Zealand | 33% | Rural broadband |
| Southern Cross Cables Holdings Limited | Associate | Bermuda | 35% | A holding company |
| TNAS Limited | Joint Venture | New Zealand | 50% | Telecommunications development |

NOTE 6 Debt

| FACE VALUE | FACILITY | COUPON RATE | MATURITY | AS AT 31 DECEMBER 2019 UNAUDITED \$M | AS AT 30 JUNE 2019 AUDITED \$M |
|--|-------------------|----------------|------------|--|--------------------------------|
| Short-term debt | TACILITI | KATE | WATOKITI | \$IVI | DIVI |
| Short-term borrowings | | Variable | < 1 month | 41 | _ |
| Commercial paper | | Variable | < 4 months | 199 | 150 |
| | | | | 240 | 150 |
| Bank funding | | | | | |
| Westpac New Zealand Limited | 200 million NZD | Variable | 30/11/2020 | 150 | _ |
| The Hongkong and Shanghai Banking Corporation Limited | 100 million NZD | Variable | 30/11/2021 | 100 | 40 |
| MUFG Bank, Ltd | 125 million NZD | Variable | 30/11/2022 | 125 | 100 |
| | | | | 375 | 140 |
| Domestic notes | | | | | |
| 250 million NZD | | 5.25% | 25/10/2019 | - | 250 |
| 100 million NZD | | 4.50% | 25/03/2022 | 102 | 103 |
| 100 million NZD | | 4.51% | 10/03/2023 | 106 | 107 |
| 125 million NZD | | 3.37% | 07/03/2024 | 130 | 130 |
| 125 million NZD | | 3.94% | 07/09/2026 | 131 | 131 |
| | | | | 469 | 721 |
| Foreign currency Medium Term | Notes | | | | |
| Euro Medium Term Notes - 18 r | nillion GBP | 5.75% | 06/04/2020 | 34 | 33 |
| Australian Medium Term Notes | - 150 million AUD | 4.00% | 20/10/2027 | 172 | 173 |
| Norwegian Medium Term Notes | s - 1 billion NOK | 3.07% | 19/03/2029 | 169 | 178 |
| Australian Medium Term Notes | - 125 million AUD | 2.60% | 18/03/2030 | 129 | - |
| | | | | 504 | 384 |
| | | | | 1,588 | 1,395 |
| Debt due within one year | | | | 424 | 433 |
| Long-term debt | | | | 1,164 | 962 |

On 18 September 2019 Spark issued A\$125 million of unsecured fixed rate bonds with a coupon rate of 2.60%, maturing on 18 March 2030.

There have been no other changes in Spark's short-term financing programmes or stand-by facilities since 30 June 2019. Changes in long-term financing are disclosed in Note 2 page 8 of these interim financial statements.

NOTE 6 Debt (continued)

Net debt

Net debt at hedged rates, the primary net debt measure Spark monitors, includes long-term debt at the value of hedged cash flows due to arise on maturity, plus short-term debt, less any cash. Net debt at carrying value includes the non-cash impact of fair value hedge adjustments and any unamortised discount.

Net debt at hedged rates is a non-GAAP measure and is not defined in accordance with NZ IFRS but is a measure used by management. A reconciliation of net debt at hedged rates and net debt at carrying value is provided below:

| | AS AT 31 DECEMBER | AS AT 30 JUNE |
|---|----------------------|------------------|
| | 2019 | 2019 |
| | UNAUDITED | AUDITED |
| | \$M | \$M |
| Cash | (54) | (54) |
| Short-term debt at face value | 240 | 150 |
| Long-term debt at face value | 1,315 | 1,205 |
| Net debt at face value | 1,501 | 1,301 |
| To retranslate debt balances at swap rates where hedged by currency swaps | 25 | 15 |
| Net debt at hedged rates ¹ | 1,526 | 1,316 |
| Non-cash adjustments | | |
| Impact of fair value hedge adjustments ² | 31 | 31 |
| Unamortised discount | (1) | - |
| Net debt at carrying value | 1,556 | 1,347 |

¹ Net debt at the value of hedged cash flows due to arise on maturity and includes adjustment to state principal of foreign currency medium term notes at the hedged currency rate.

² Fair value hedge adjustments arise on domestic notes in fair value hedges and foreign currency medium term notes in dual fair value and cash flow hedges. These have no impact on the cash flows to arise on maturity.

NOTE 7 Reconciliation of net earnings to net cash flows from operating activities

| SIX MONTHS ENDED 31 DECEMBER | 2019 | 2018 |
|---|------|------|
| UNAUDITED | \$M | \$M |
| Net earnings for the period | 167 | 153 |
| Adjustments to reconcile net earnings to net cash flows from operating activities | | |
| Depreciation and amortisation | 234 | 245 |
| Bad and doubtful accounts | 9 | 9 |
| Deferred income tax | (3) | (6) |
| Share of associates' and joint ventures' net losses | 1 | - |
| Impairments | - | 5 |
| Other gains | (4) | - |
| Other | 5 | (1) |
| Changes in assets and liabilities net of effects of non-cash and investing and financing activities | | |
| Movement in receivables and related items | 19 | (42) |
| Movement in inventories | (41) | (32) |
| Movement in current taxation | (9) | 30 |
| Movement in payables and related items | (21) | 32 |
| Net cash flows from operating activities | 357 | 393 |

NOTE 8 Dividends

On 19 February 2020 the Board approved the payment of a first half ordinary dividend of 12.5 cents per share or approximately \$230 million. The dividend will be 75% imputed in line with the corporate income tax rate. In addition, supplementary dividends totalling approximately \$19 million will be payable to shareholders who are not resident in New Zealand. In accordance with the Income Tax Act 2007, Spark will receive a tax credit from Inland Revenue equivalent to the amount of supplementary dividends paid.

| | H1 FY20 |
|---|--------------------|
| | ORDINARY DIVIDENDS |
| Dividends declared | |
| Ordinary shares | 12.5 cents |
| American Depositary Shares ¹ | 40.27 US cents |
| Imputation | |
| Percentage imputed | 75% |
| Imputation credits per share | 3.6458 cents |
| Supplementary dividend per share ² | 1.6544 cents |
| 'Ex' dividend dates | |
| New Zealand Stock Exchange | 12/03/20 |
| Australian Securities Exchange | 12/03/20 |
| American Depositary Shares | 12/03/20 |
| Record dates | |
| New Zealand Stock Exchange | 13/03/20 |
| Australian Securities Exchange | 13/03/20 |
| American Depositary Shares | 13/03/20 |
| Payment dates | |
| New Zealand and Australia | 3/04/20 |
| American Depositary Shares | 17/04/20 |
| | |

¹ For H1 FY20, these are based on the exchange rate at 17 February 2020 of NZ\$1 to US\$0.6443 and a ratio of five ordinary shares per one American Depositary Share. The actual exchange rate used for conversion is determined in the week prior to payment when the Bank of New York performs the physical currency conversion.

² Supplementary dividends are paid to non-resident shareholders.



Independent Review Report

To the shareholders of Spark New Zealand Limited

Report on the interim consolidated financial statements

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the interim consolidated financial statements on pages 3 to 16 do not:

- Present fairly in all material respects the group's financial position as at 31 December 2019 and its financial performance and cash flows for the six month period ended on that date; and
- ii. comply with NZ IAS 34 Interim Financial Reporting.

We have completed a review of the accompanying interim consolidated financial statements which comprise:

- the consolidated statement of financial position as at 31 December 2019:
- the consolidated statements of profit or loss and other comprehensive income, changes in equity and cash flows for the six month period then ended; and
- notes, including a summary of significant accounting policies and other explanatory information.



Basis for conclusion

A review of interim consolidated financial statements in accordance with NZ SRE 2410 Review of Financial Statements Performed by the Independent Auditor of the Entity ("NZ SRE 2410") is a limited assurance engagement. The auditor performs procedures, consisting of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures.

As the auditor of Spark New Zealand Limited, NZ SRE 2410 requires that we comply with the ethical requirements relevant to the audit of the annual financial statements.

Our firm has also provided other services to the group in relation to regulatory audit, other assurance related services (such as trustee reporting) and compliance services. Subject to certain restrictions, partners and employees of our firm may also deal with the group on normal terms within the ordinary course of trading activities of the business of the group. These matters have not impaired our independence as reviewer of the group. The firm has no other relationship with, or interest in, the group.



Use of this Independent Review Report

This report is made solely to the shareholders as a body. Our review work has been undertaken so that we might state to the shareholders those matters we are required to state to them in the Independent Review Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the shareholders as a body for our review work, this report, or any of the opinions we have formed.





Responsibilities of the Directors for the interim consolidated financial

The Directors, on behalf of the group, are responsible for:

- the preparation and fair presentation of the interim consolidated financial statements in accordance with NZ IAS 34 Interim Financial Reporting;
- implementing necessary internal controls to enable the preparation of interim consolidated financial statements that are free from material misstatement, whether due to fraud or error; and
- assessing the ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations, or have no realistic alternative but to do so.

×L Auditor's Responsibilities for the review of the interim consolidated financial statements

Our responsibility is to express a conclusion on the interim consolidated financial statements based on our review. We conducted our review in accordance with NZ SRE 2410, NZ SRE 2410 requires us to conclude whether anything has come to our attention that causes us to believe that the interim consolidated financial statements are not prepared, in all material respects, in accordance with NZ IAS 34 Interim Financial Reporting.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand). Accordingly we do not express an audit opinion on these interim consolidated financial statements.

This description forms part of our Independent Review Report.

KPMG Wellington

19 February 2020

SPARK043 02/20

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Registered office

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Company secretary

Silvana Roest

New Zealand registry

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For more information

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investors.sparknz.co.nz





Results announcement

(for Equity Security issuer/Equity and Debt Security issuer)

| Results for announcement to | o the market | | |
|---|---|--------------------------------------|--|
| Name of issuer | Spark New Zealand Limited | | |
| Reporting Period | 6 months to 31 December 2019 | | |
| Previous Reporting Period | 6 months to 31 December 2018 | | |
| Currency | NZD - New Zealand Dollar | | |
| | Amount (000s) Percentage change | | |
| Revenue from continuing operations | NZD\$1,824,000 | 4.0% | |
| Total Revenue | NZD\$1,824,000 | 4.0% | |
| Net profit/(loss) from continuing operations | NZD\$167,000 | 9.2% | |
| Total net profit/(loss) | NZD\$167,000 | 9.2% | |
| Interim/Final Dividend | | | |
| Amount per Quoted Equity Security | NZD\$0.12500000 (comprised only of an ordinary dividend) | | |
| Imputed amount per Quoted Equity Security | NZD\$0.03645833 (comprised only of an ordinary dividend) | | |
| Record Date | 13 March 2020 | | |
| Dividend Payment Date | 3 April 2020 | | |
| | Current period Prior comparable period | | |
| Net tangible assets per Quoted Equity Security | As at 31 December 2019: NZD\$0.22 | As at 31 December 2018: NZD\$0.26 | |
| A brief explanation of any of the figures above necessary to enable the figures to be understood | Changes in Spark's earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (EBITDAI) are provided in the addendum. | | |
| Authority for this announcement | | | |
| Name of person authorised to make this announcement | Stefan Knight, Finance Director (CFO) | | |
| Contact person for this announcement | Dean Werder, Finance Lead Partner - Product and Performance | | |
| Contact phone number | +64 272597176 | | |
| Contact email address | investor-info@spark.co.nz | | |
| Date of release through MAP | 19 February 2020 | | |

Unaudited financial statements accompany this announcement.

Addendum:

| | Amount (000s) | Percentage change |
|--|---------------|-------------------|
| Reported earnings before finance income and expense, income tax, depreciation, amortisation and net investment income (Reported EBITDAI) | NZD\$500,000 | 2.2% |



Distribution Notice

| Section 1: Issuer information | | | | |
|--|--|-----|-----------|--|
| Name of issuer | Spark New Zealand Limited | | | |
| Financial product name/description | Ordinary shares | | | |
| NZX ticker code | SPK | | | |
| ISIN (If unknown, check on NZX website) | NZ TELE0001S4 | | | |
| Type of distribution | Full Year | | Quarterly | |
| (Please mark with an X in the | Half Year | Х | Special | |
| relevant box/es) | DRP applies | No | | |
| Record date | 13 March 2020 | | | |
| Ex-Date (one business day before the Record Date) | 12 March 2020 | | | |
| Payment date (and allotment date for DRP) | 3 April 2020 AUST & NZ; 17 April 2020 USA | | | |
| Total monies associated with the distribution | NZD\$229,630,618 (1,837,044,943 shares @ \$0.125 per share) | | | |
| Source of distribution (for example, retained earnings) | Retained earnings | | | |
| Currency | NZD - New Zealand Dollar | | | |
| Section 2: Distribution amounts per | financial prod | uct | | |
| Gross distribution | NZD\$0.16145833 | | | |
| Gross taxable amount | NZD\$0.16145833 | | | |
| Total cash distribution | NZD\$0.12500000 | | | |
| Excluded amount (applicable to listed PIEs) | N/A | | | |
| Supplementary distribution amount | NZD\$0.01654412 | | | |
| Section 3: Imputation credits and Resident Withholding Tax | | | | |
| Is the distribution imputed | Fully imputed | | | |
| | Partial imputation | | | |
| | No imputation | | | |
| If fully or partially imputed, please state imputation rate as % applied | 23% | | | |
| Imputation tax credits per financial product | NZD\$0.03645833 | | | |

| Resident Withholding Tax per financial product | NZD\$0.01682292 | | |
|---|---|--|--|
| Section 4: Distribution re-investmen | nt plan (if applicable) | | |
| DRP % discount (if any) | N/A | | |
| Start date and end date for determining market price for DRP | N/A N/A | | |
| Date strike price to be announced (if not available at this time) | N/A | | |
| Specify source of financial products to be issued under DRP programme (new issue or to be bought on market) | N/A | | |
| DRP strike price per financial product | N/A | | |
| Last date to submit a participation notice for this distribution in accordance with DRP participation terms | N/A | | |
| Section 5: Authority for this announ | cement | | |
| Name of person authorised to make this announcement | Stefan Knight, Finance Director (CFO) | | |
| Contact person for this announcement | Dean Werder, Finance Lead Partner - Product and Performance | | |
| Contact phone number | +64 272597176 | | |
| Contact email address | investor-info@spark.co.nz | | |
| Date of release through MAP | 19 February 2020 | | |



Result Highlights

Relentless focus on delivery and execution driving strong financial performance and market momentum. Resulting in highest revenue growth in three years, up \$70m or 4.0% on prior year, driven by:

- Stand-out performance in mobile, securing 5.5% growth in high-margin mobile service revenue. Market share of mobile service revenue now at 40.1%, up 1.2pp on prior year⁽¹⁾ its highest level since 2012;
- Continued growth in cloud, security and service management revenue, up \$24m or 12.3% on prior year;
- · Entry into sports media via Spark Sport; and
- Moderation in the rate of legacy voice declines as this becomes a smaller part of the Spark business.

Operating expenses increased as the benefits of cost-out activities were reinvested to partially fund current and future revenue growth, resulting in EBITDAI growth of \$11m or 2.2% on prior year.

Continue to invest in a wireless future for New Zealand. First-to-market 5G rollout progressing well in heartland New Zealand. Completion of early access 5G spectrum auction, which commences in March 2020, is a key enabler of a broader rollout.

Broadband market remains challenging. Moderation in wireless broadband growth the result of planned slow-down in sales activity before and during the Rugby World Cup (RWC), but expect to benefit from new broadband offerings during H2 FY20.

Continued focus on implementing Agile ways-of-working is delivering better experiences for our customers and our people. Customer satisfaction scores are already ahead of full-year targets and total customer care interactions⁽²⁾ are down 15% on prior year.

Tightened focus on core through divestment of Lightbox and CCL's network assets⁽³⁾ and merger of cloud and ICT businesses Revera and CCL. Also secured critical long-term access to international capacity, with build of Southern Cross Next cable now underway.

Next three-year strategy, encompassing the period out to and including FY23, will build-on the momentum and foundational capabilities we have established through the successful execution of our current strategy. Further context and detail will be communicated at our Investor Day on 2 April 2020.

Maintain FY20 EBITDAI, capital expenditure and dividend guidance, including FY20 dividend guidance of 25 cents per share at least 75% imputed⁽⁴⁾.

⁽¹⁾ Market share estimates sourced from IDC

⁽²⁾ Total customer care interactions include voice, chat and virtual assistant interactions

⁽³⁾ The Lightbox and CCL network asset transactions completed in January 2020. As such a) H1 FY20 includes six months of normal trading activity for both entities and b) any transaction impacts will be recognised in H2 FY20

⁽⁴⁾ Subject to no adverse change in operating outlook

Strategy Update

Creating a wireless future: 5G update

Investment in network innovation enabling efficient growth in data capacity and first-to-market launch of 5G wireless broadband services

First-to-market with 5G in November 2019

Early access 3.5GHz 5G spectrum imminent – critical enabler of full suite of 5G services Well positioned for progressive 5G network roll-out

Launched with service of most immediate value for New Zealanders - 5G wireless broadband.

Already testing 5G solution 'out on the water' with Emirates Team New Zealand; in support of their defence of the America's Cup.

5G lab continues to be a catalyst for the research and development of 5G services and applications. Now collaborating with 'pioneer' enterprise customers.

Early access 3.5GHz spectrum auction process to begin in March 2020. Will provide short-term access until full spectrum band is available late 2022.

Expect consultation on longterm spectrum auction process to continue through the second half of 2020.

Long-term spectrum rights now assumed to be auctioned in early 2021.

Have already completed substantial capacity upgrade across Spark's wireless network.

Capital investment will remain weighted towards mobile in support of 5G roll-out. Remain confident of ability to fund roll-out within existing capital envelope.

Network vendors selected in line with multi-vendor approach. Will provide flexibility to take advantage of 'best-of-breed' technologies.

Financial Performance

Financial Summary

Revenue momentum – created by successful delivery of our strategy – fuelling EBITDAI and earnings growth

EBITDAI of \$500m, up \$11m or 2.2% on prior year, benefiting from improved market momentum across all key product lines.

Revenue up \$70m or 4.0% on prior year. Substantial growth across total mobile revenues, up \$31m or 5.0%, and cloud, security and service management, up \$24m or 12.3%, more than offsetting moderated declines in voice and other managed services.

Operating expenses up \$59m or 4.7% on prior year, including \$29m of gross cost-out benefits reinvested in support of both current and future revenue growth opportunities.

NPAT growth of \$14m or 9.2%, primarily driven by:

- Increased EBITDAI of \$11m or 2.2%; and
- Reduction in depreciation and amortisation of \$11m or 4.5%; following end-of-life of several software assets in H1 FY19; partially offset by
- Increase in finance expenses of \$6m or 15.0% on higher average net debt.

Improvement in working capital performance with growth of \$31m, a \$50m improvement on normalised prior year⁽¹⁾, due to expected unwind of FY19 receivables growth. However H1 FY20 free cash flow impacted, as expected, by phasing of capital expenditure and timing of tax payments.

Net debt grew by \$210m during H1 FY20; but is expected to reduce during H2 FY20 on improved generation of free cash flow. Remain confident in ability to generate sufficient H2 FY20 free cash flow to deliver full-year free cash flow of ~ \$460m.

H1 FY20 dividend per share of 12.5c to be 75% imputed. Subject to no adverse change in operating outlook maintain full year FY20 dividend guidance for a total dividend per share of 25.0c at least 75% imputed.



Revenue movement vs. H1 FY19



EBITDAI movementvs. H1 FY19



NPAT movement vs. H1 FY19

⁽¹⁾ Six monthly payments were made to Chorus in H1 FY20 versus only five monthly payments in H1 FY19. If six monthly payments had been made to Chorus in H1 FY19 - consistent with H1 FY20 - then H1 FY19 working capital would have increased by \$81m rather than \$38m as reported.

Financial Performance

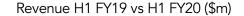
Financials

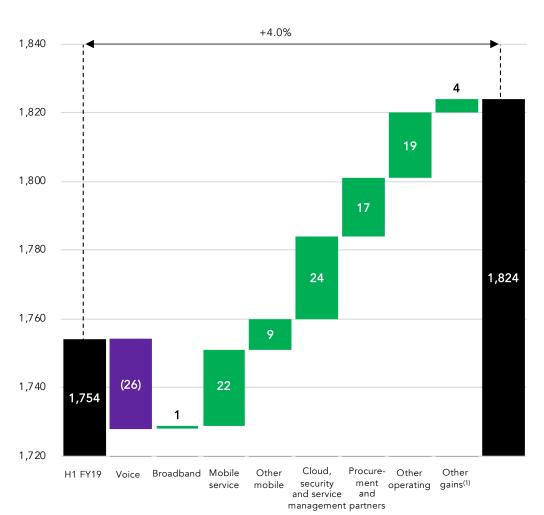
| | H1 FY19 \$m | H1 FY20 \$m | CHANGE |
|---|----------------|----------------|---------|
| Operating revenues | 1,754 | 1,824 | 4.0% |
| Operating expenses | (1,265) | (1,324) | (4.7%) |
| EBITDAI | 489 | 500 | 2.2% |
| Finance income | 18 | 18 | - |
| Finance expense | (40) | (46) | (15.0%) |
| Depreciation and amortisation | (245) | (234) | 4.5% |
| Net investment income | - | (1) | NM |
| Net earnings before tax expense | 222 | 237 | 6.8% |
| Tax expense | (69) | (70) | (1.4%) |
| Net earnings after tax expense | 153 | 167 | 9.2% |
| | | | |
| Capital expenditure | 264 | 247 | (6.4%) |
| Free cash flow ⁽¹⁾ | 108 | 50 | (53.7%) |
| | | | |
| EBITDAI margin | 27.9% | 27.4% | (0.5pp) |
| | | | |
| Effective tax rate | 31.1% | 29.5% | (1.6pp) |
| Capital expenditure to operating revenues | 15.1% | 13.5% | (1.6pp) |
| Earnings per Share | 8.3 | 9.1 | 9.6% |
| Total Dividend per Share | 12.5c | 12.5c | - |

⁽¹⁾ The calculation of free cash flow is defined within the 'cash flows' worksheet of the H1 FY20 detailed financials

Revenue

Positive revenue momentum now evident across all key products; benefiting from improved speed to market, customer experience and product performance





Growth in high-margin mobile service revenue due to successful monetisation of mobile data – via adoption of 'unlimited' plans.

Cloud, security and service management growth benefiting from further penetration of cloud services and onboarding of new contracts that were delayed during FY19.

Moderation in rate of voice declines – in line with expectation as voice becomes a smaller part of the business.

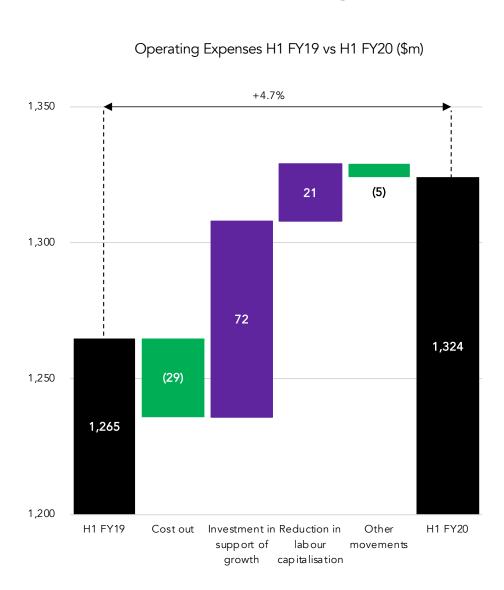
Broadband market remains challenging – albeit with revenue remaining stable despite modest connection decline.

Other revenue benefiting from entry into sports media via Spark Sport, IoT growth and expansion of Orious data and analytics business.

⁽¹⁾ Other gains from sale of surplus equipment and other sundry divestments

Operating Expenses

Benefits of cost management being successfully reinvested in support of current and future revenue growth



\$29m of cost-out delivered across product costs, labour and other expenses including:

- Mobile product costs held in-line with prior year despite significant revenue growth; and
- Wireless broadband benefits more than offsetting margin erosion from annual increases in input prices for both fibre and copper.

Cost out benefits reinvested in support of:

- Revenue growth across established cloud, security, service management and analytics offerings; and
- Entry into new markets including; sports media via Spark Sport, IT consultancy via Leaven and emerging technologies business Mattr.

Labour costs up \$17m on prior year due to:

- · Investment in support of revenue growth; and
- Increase in portion of labour costs that are expensed.
 Following completion of large IT programs more
 effort now spent on simplification and optimisation of
 existing products, rather than building new capital
 assets; partially offset by
- Reduction in labour costs associated with legacy offerings.

Productivity and efficiency disciplines embedded into core operations, in support of ongoing improvement in EBITDAI margin.

Cost Management

Focus on cost leadership continues to drive operational discipline and create capacity for targeted investments

Proven disciplines and delivery approaches are embedded into our 'way of operating'

Successful cost management hinges on a simple but effective framework:

- Establish efficiency targets across every part of the business;
- Take a programmatic approach operating on a weekly cadence – to implementing the actions required to deliver each opportunity; and
- Build momentum by ensuring performance against targets is visible.

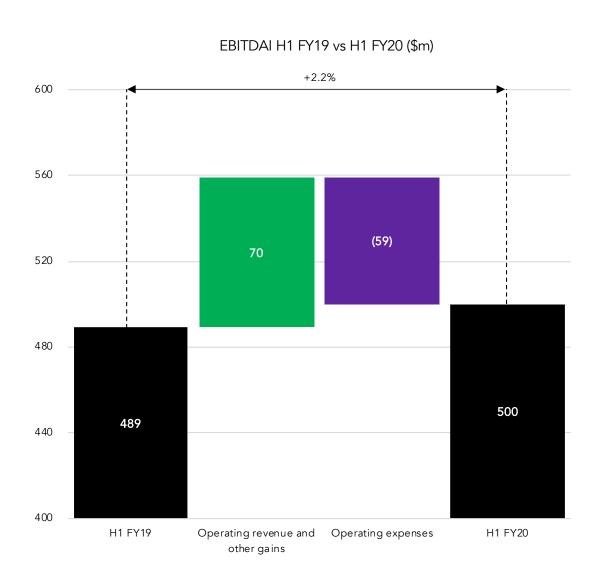
\$29m of gross savings delivered in H1 FY20, with further savings targeted for H2 FY20

Savings centred on a number of key areas:

- Further simplification of product offerings such as introduction of 'one number' capability for wearables and cessation of legacy data offers;
- Ongoing process automation including digitisation of common customer journeys to remove complexity and improve experience;
- Further adoption of wireless broadband;
- Productivity gains through utilisation of new network and IT system technologies; and
- Unlocking supply chain efficiencies via commercial models and partnerships.

EBITDAI

EBITDAI growth driven by strong revenue and margin performance across all key products



Gross margin growth of \$26m or 2.7% attributable to:

- Mobile connection and ARPU growth;
- Cloud revenue growth;
- Ongoing benefits of wireless broadband adoption; and
- Benefits of cost management activities.

Mobile, cloud, security and service management now deliver 59.0% of Spark's gross margin, up from 49.8% in H1 FY17.

H1 FY20 EBITDAI margin of 27.4% down 0.5pp on prior year due to increase in lower-margin procurement and mobile non-service revenues and investment in sport.

Remain on-track for full-year EBITDAI margin target of at least 31%. H2 FY20 EBITDAI margin expansion expected to be driven by:

- · Continuation of revenue growth; and
- Ongoing focus on cost management across the business.

Mobile

Market-leading revenue growth the result of excelling across all aspects of mobile proposition

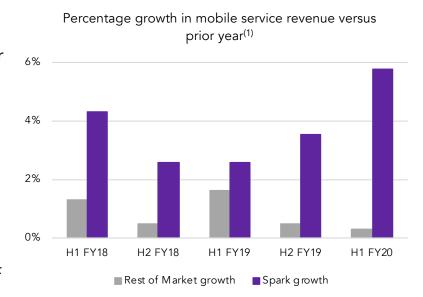
Secured ~90% of total market growth⁽¹⁾ in high-margin service revenue during H1 FY20 – up \$22m or 5.5% on prior year driven by:

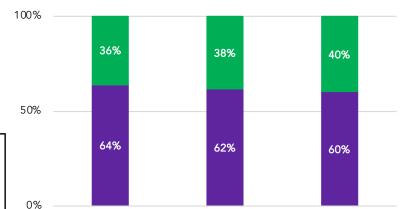
- Pay-monthly connection growth, up 62k;
- Further adoption of 'unlimited' plans with the number of 'unlimited' connections more than doubling YoY; and
- Implementation of new data propensity-to-buy models to improve the effectiveness of customer offers.

Gross margin up \$29m or 7.7% due to growth in service revenues, combined with further migration away from subsidised plans. Open-term plans now account for 99% of consumer pay-monthly base.

Pay-monthly ARPU stabilised, for the first time in at least three years, due to moderation in rate of business ARPU declines. Competitive pricing pressure remains, however headwinds created by migration off legacy business plans to 'shareable' offerings is abating.

As a result of H1 FY20 growth momentum we have increased our full-year mobile service revenue growth target from 2-3% to 4-5%.





Dec 18

Less than \$55 \$55 or greater

Dec 17

Consumer pay-monthly plan mix

Dec 19

⁽¹⁾ Market estimates sourced from IDC - exclude wholesale mobile revenues

Broadband

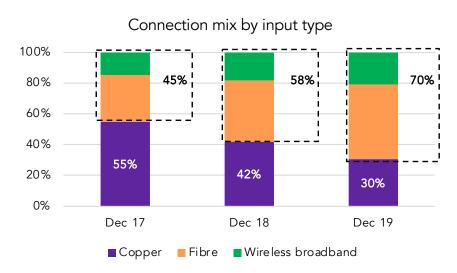
Continued gross margin improvement, despite connection share loss, in a highly competitive and saturated market⁽¹⁾

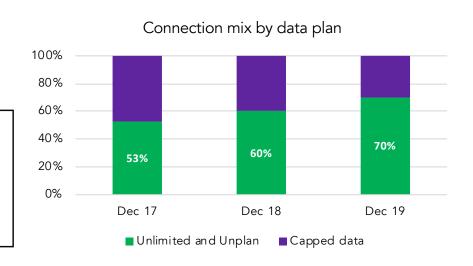
Mixed results in achieving dual focus of margin growth and holding market share:

- Gross margin growth, up \$7m or 4.2% on prior year, underpinned by ongoing benefits of wireless broadband adoption;
- Rate of wireless broadband growth moderated during H1 FY20, due to planned slow-down in sales activity before and during the RWC; and
- 3k decline in connections during H1 FY20 reflective of the challenges of competing in a highly commoditised market.

Customer demand for more data continues to drive ARPU growth, with unlimited and 'unplan' broadband plans now accounting for 70% of the broadband base – up 10pp on prior year.

Share of market connections and rate of wireless broadband growth expected to benefit from new higher data offerings during H2 FY20. However, we have revised full-year wireless broadband connection growth target down from +30k to +20k.





⁽¹⁾ Market size and growth estimates sourced from IDC

Cloud, security and service management

Ongoing penetration of cloud services continues to underpin revenue growth, with H1 FY20 also benefiting from completion of previously delayed customer transitions

Revenue growth of \$24m or 12.3% fuelled by:

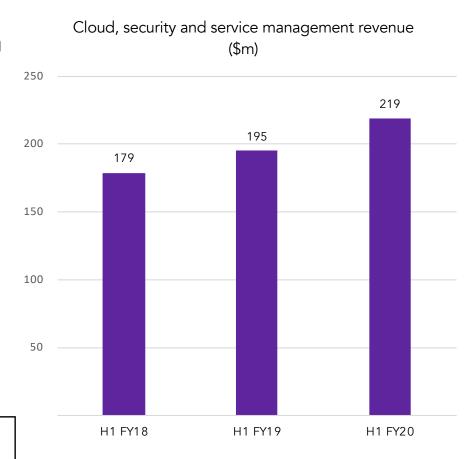
- Further penetration of core cloud services and ongoing shift of customers to more flexible and future-proofed cloud-based IT models; and
- Customer transitions that were delayed during FY19.

Increase in contribution margin⁽¹⁾ of \$3m, or 4.2%, albeit at a slower rate than revenue growth due to shift in customer demand towards more labour intensive and lower-margin service management offerings.

Fundamental drivers of revenue growth continue to be:

- Helping accelerate adoption of cloud and associated services for those businesses who have already made some movement towards cloud-based IT models; and
- Organic pipeline of sales opportunities for those two thirds of businesses who have yet to transition to cloud-based services.

Continue to expect full year revenue growth of 8-10%



⁽¹⁾ Contribution margin is defined as reported gross margin less labour and other costs that are directly attributable to the implementation and ongoing support of specific contract services

Voice and other managed services

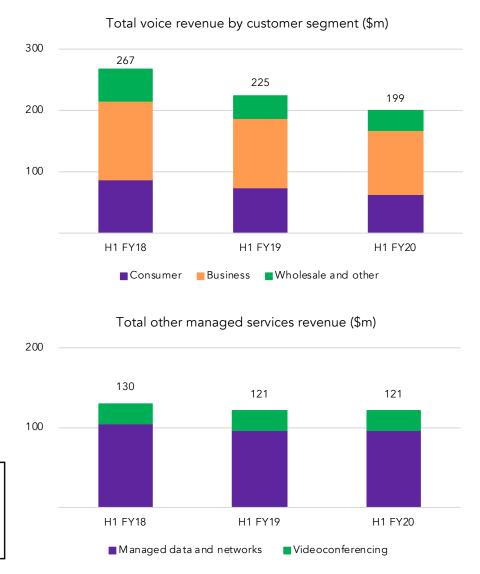
Significant moderation in the rate of voice and other managed service revenue decline

Absolute decline in voice and other managed services revenue of \$26m significantly improved on prior year decline of \$51m due to:

- Return of voice connection declines to more normalised levels after a period of wholesale customer migration;
- Decline in total calling minutes due to connection loss and substitution; and
- Return of managed data and networks revenue to modest growth – as substantial portion of base has now migrated onto new lower-margin fibrebased alternatives.

Impact of revenue declines on gross margin partially offset by migration of customers to better performing, higher-margin managed data services such as software defined wide-area-networks (SDWAN).

Now expect voice revenues to decline by ~12%, rather than between 12% and 15%, due to return of connection declines to more normalised levels



Overall Performance

Capital Expenditure

\$17m reduction in spend on prior year. Consistent with targeted reduction in full-year capital envelope of ~\$47m, from \$417m to ~\$370m⁽¹⁾

| Capital expenditure (\$m) | H1 FY19 | H1 FY20 |
|--|------------|------------|
| Mobile network ⁽²⁾ | 89 | 92 |
| IT systems | 70 | 73 |
| Core network infrastructure | 36 | 50 |
| Cloud | 26 | 16 |
| Converged Communications Network (CCN) | 20 | 11 |
| International cable construction and capacity ⁽³⁾ | 11 | - |
| Other ⁽⁴⁾ | 12 | 5 |
| Total capital expenditure | 264 | 247 |
| Total capital expenditure to operating revenue | 15.1% | 13.5% |

Mobile network investment in support of increased capacity and initial roll-out of 5G wireless services in heartland New Zealand.

Underlying reduction in IT systems investment - inline with expected reduction in the amount of labour spend incurred in relation to systems development offset during H1 FY20 by timing of software license purchases.

Increase in core network infrastructure includes establishment of content delivery networks in the lead up to the RWC and investment in optical transport capacity and resiliency.

Investment in multi-year Converged Communications Network (CCN) programme continues – albeit with peak-funding period having now passed.

Reduction in international cable construction and capacity investment due to timing of capacity demand.

⁽¹⁾ Excluding expenditure on mobile spectrum

⁽²⁾ Mobile includes investment in standalone mobile assets including capacity in support of wireless broadband

⁽³⁾ International cable includes capacity purchases on Southern Cross cable and investment in Tasman Global Access cable

⁽⁴⁾ Reductions in other investments due to completion of IOT LoRA WAN network, Lightbox platform redevelopment; and retail store fit-out programme

Capital Management

Free cash flow

Remain confident in ability to generate sufficient H2 FY20 free cash flow to deliver full-year free cash flow of ~ \$460m; reliant on three key outcomes



FY20 EBITDAI growth is within guidance

2

FY20 capital expenditure is inline with guidance at ~\$370m 3

Working capital grows by no more than \$50m during FY20

Full year EBITDAI guidance is for growth of between \$10m and \$30m⁽¹⁾.

Achieved H1 FY20 EBITDAI growth of \$11m.

Spend historically weighted towards H1:

- To ensure capacity increases are provisioned ahead of seasonal peaks in customer demand; and
- Due to larger number of working days in H1 – with volume of capitalisable work subsequently higher in H1 than H2.

H2 FY20 payments for capital assets will be lower than in H1 FY20 due to completion of larger network and physical infrastructure investments

Expect full year working capital growth to be a maximum of ~\$50m – an improvement of at least \$87m on prior year.

H1 FY20 working capital growth of \$31m was a \$50m improvement on normalised prior year growth⁽²⁾, due to expected unwind of FY19 receivables growth.

⁽¹⁾ Subject to no adverse change in operating outlook

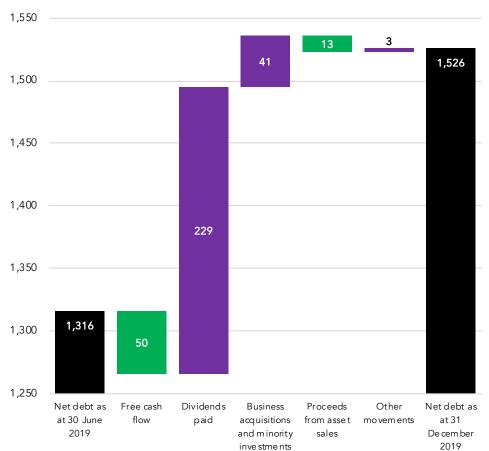
⁽²⁾ Six monthly payments were made to Chorus in H1 FY20 versus only five monthly payments in H1 FY19. If six monthly payments had been made to Chorus in H1 FY19 consistent with H1 FY20 - then H1 FY19 working capital would have increased by \$81m rather than \$38m as reported.

Capital Management

Net debt⁽¹⁾

Net debt grew by \$210m during H1 FY20 but is expected to reduce during H2 FY20, due to improvement in free cash flow generation as heavy H1 investment abates





Expenditure on business acquisitions and minority investments largely driven by:

- Acquisition of Now Consulting; and
- Equity contributions towards construction of the Southern Cross Next cable.

Proceeds from asset sales relates to receipt of funds from sale of surplus mobile network equipment that occurred in FY19.

Net debt expected to reduce during H2 FY20 due to:

- Seasonal improvement in EBITDAI;
- Planned reductions in capital investment; and
- Proceeds from recently completed asset sales.

⁽¹⁾ Net debt at hedged rates as reported in note 6 of Spark's FY20 Interim Financial Statements

FY20 Outlook

Guidance⁽¹⁾

FY20 guidance unchanged

| | FY19 Actual | FY20 Guidance ⁽¹⁾ | Change to previous FY20 Guidance |
|---------------------------------------|--|--|-------------------------------------|
| EBITDAI | \$1,090m | \$1,100m to \$1,120m | - |
| Capital expenditure ⁽²⁾ | \$417m | ~\$370m | - |
| Dividend per share | Ordinary 22.0c (75% imputed) Special 3.0c (75% imputed) | Ordinary 25.0c at least 75% imputed | - |

⁽¹⁾ Subject to no adverse change in operating outlook

⁽²⁾ Includes purchase of property, plant and equipment, intangible assets and capacity (including Southern Cross) but excludes spectrum purchases and leased customer equipment assets

FY20 Outlook

Indicators of Success

| | Measures | Target 30 June 2020 | Status | Revised Target 30 June 2020 |
|---|--|---|--|--------------------------------|
| Build customer | Consumer and small business iNPS | 8 point lift | Ahead | |
| intimacy | Growth in mobile and broadband change transactions completed online | 30% | Ahead | |
| | Go-live of 5G for America's Cup (subject to spectrum) | Ready for July 2020 launch | On Track | |
| Create a wireless future | Preparation for commercial launch of 5G (subject to spectrum) | 5G sites deployed to targeted geographical locations | Launched | |
| | Growth in wireless broadband connections | +30k | Target Revised | +20k |
| Create New Zealand's premier sports streaming experience | Rugby World Cup tournament | Successfully deliver the RWC tournament with platform availability of 99.9% | Delivered platform availability of 99.8% | |
| | Mobile service revenue growth ⁽¹⁾ | 2% to 3% | Target Revised | 4% to 5% |
| | Cloud, security and service management revenue growth | 8% to 10% | On Track | |
| Grow key markets | Growth in number of connected IOT devices | +30k Successfully deliver the RWC tournament with platform availability of 99.9% 2% to 3% | Ahead | |
| | Launch progressive roll-out of new concept Spark retail stores | By end of September 2019 | Completed | |
| Mature Agile leadership | Percentage of Agile squads at or above level 3 | 85% | Progressing | |
| Deliver best cost | EBITDAI margin | At least 31% | On Track | |
| | Transition to integrated reporting | For FY20 annual report | On Track | |
| Lead on sustainability | Number of school students participating in one of the Spark Foundation's programmes ⁽²⁾ | 10k | On Track | |

⁽¹⁾ Consumer and business segments only

⁽²⁾ Measured as school aged children 5-18 years who participate in one of the Spark Foundation's digital inclusion or skills and capability programmes including JUMP, Digital Native Academy, Code Club, The Electric Garden and Like a Boss

Disclaimer

This announcement may include forward-looking statements regarding future events and the future financial performance of Spark New Zealand. Such forward-looking statements are based on the beliefs of and assumptions made by management along with information currently available at the time such statements were made.

These forward-looking statements may be identified by words such as 'guidance', 'anticipate', 'believe', 'estimate', 'expect', 'intend', 'will', 'plan', 'may', 'could', 'ambition', 'aspiration' and similar expressions. Any statements in this announcement that are not historical facts are forward-looking statements. These forward-looking statements are not guarantees or predictions of future performance, and involve known and unknown risks, uncertainties and other factors, many of which are beyond Spark New Zealand's control, and which may cause actual results to differ materially from those projected in the forward-looking statements contained in this announcement.

Factors that could cause actual results or performance to differ materially from those expressed or implied in the forward-looking statements are discussed herein and also include Spark New Zealand's anticipated growth strategies, Spark New Zealand's future results of operations and financial condition, economic conditions and the regulatory environment in New Zealand, competition in the markets in which Spark New Zealand operates, risks related to the sharing arrangements with Chorus, other factors or trends affecting the telecommunications industry generally and Spark New Zealand's financial condition in particular and risks detailed in Spark New Zealand's filings with NZX and ASX. Except as required by law or the listing rules of the stock exchanges on which Spark New Zealand is listed, Spark New Zealand undertakes no obligation to update any forward-looking statements whether as a result of new information, future events or otherwise.

Group result - reported

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|---|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Operating revenues and other gains | 1,761 | 1,772 | 1,754 | 1,779 | 1,824 | 70 | 4.0% |
| Operating expenses | (1,305) | (1,247) | (1,265) | (1,178) | (1,324) | (59) | (4.7%) |
| EBITDAI | 456 | 525 | 489 | 601 | 500 | 11 | 2.2% |
| Finance income | 16 | 19 | 18 | 19 | 18 | - | -% |
| Finance expense | (37) | (40) | (40) | (45) | (46) | (6) | (15.0%) |
| Depreciation and amortisation expense | (237) | (244) | (245) | (232) | (234) | 11 | 4.5% |
| Net investment income | 27 | 20 | - | 14 | (1) | (1) | NM |
| Net earnings before income tax | 225 | 280 | 222 | 357 | 237 | 15 | 6.8% |
| Tax expense | (63) | (77) | (69) | (101) | (70) | (1) | (1.4%) |
| Net earnings for the period | 162 | 203 | 153 | 256 | 167 | 14 | 9.2% |
| | | | | | | | |
| Capital expenditure | 262 | 151 | 264 | 153 | 247 | (17) | (6.4%) |
| Free cash flows | 155 | 144 | 108 | 184 | 50 | (58) | (53.7%) |
| | | | | | | | |
| Reported EBITDAI margin | 25.9% | 29.6% | 27.9% | 33.8% | 27.4% | (0.5%) | (1.8%) |
| Reported effective tax rate | 28.0% | 27.5% | 31.1% | 28.3% | 29.5% | (1.6%) | (5.1%) |
| Capital expenditure to operating revenues | 14.9% | 8.5% | 15.1% | 8.6% | 13.5% | (1.6%) | (10.6%) |
| Reported basic and diluted earnings per share (cents) | 8.8 | 11.1 | 8.3 | 14.0 | 9.1 | 0.8 | 9.6% |
| | | | | | | | |

Group result - adjusted

Adjusted EBITDAI margin

Adjusted effective tax rate

Adjusted basic and diluted earnings per share (cents)

Spark presents adjusted EBITDAI and adjusted net earnings when the year includes significant items greater than \$25 million. There were no adjusting items in FY19 and H1 FY20. FY18 included \$49 million of costs of change and adjusted EBITDAI and adjusted net earnings are as follows:

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|-----------|------------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Operating revenues and other gains | 1,761 | 1,772 | 1,754 | 1,779 | 1,824 | 70 | 4.0% |
| Adjusted operating expenses | (1,292) | (1,211) | (1,265) | (1,178) | (1,324) | (59) | (4.7%) |
| Adjusted EBITDAI | 469 | 561 | 489 | 601 | 500 | 11 | 2.2% |
| Finance income | 16 | 19 | 18 | 19 | 18 | - | -% |
| Finance expense | (37) | (40) | (40) | (45) | (46) | (6) | (15.0%) |
| Depreciation and amortisation expense | (237) | (244) | (245) | (232) | (234) | 11 | 4.5% |
| Net investment income | 27 | 20 | - | 14 | (1) | (1) | NM |
| Adjusted net earnings before income tax | 238 | 316 | 222 | 357 | 237 | 15 | 6.8% |
| Adjusted tax expense | (67) | (87) | (69) | (101) | (70) | (1) | (1.4%) |
| Adjusted net earnings for the period | 171 | 229 | 153 | 256 | 167 | 14 | 9.2% |
| The tax effect on costs of change in H1 FY18 is \$4m and | in H2 FY1 | 8 is \$10m | • | | | | |

26.6%

28.2%

9.3

31.7%

27.5%

12.5

27.9%

31.1%

8.3

33.8%

28.3%

14.0

27.4%

29.5%

9.1

(0.5%)

(1.6%)

0.8

(1.8%)

(5.1%)

9.6%

Gross margin by product

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Mobile | 356 | 376 | 376 | 399 | 405 | 29 | 7.7% |
| Voice | 176 | 163 | 143 | 139 | 124 | (19) | (13.3%) |
| Broadband | 158 | 157 | 168 | 176 | 175 | 7 | 4.2% |
| Cloud, security and service management | 152 | 163 | 163 | 164 | 176 | 13 | 8.0% |
| Procurement and partners | 17 | 23 | 18 | 25 | 21 | 3 | 16.7% |
| Other managed services | 67 | 74 | 66 | 66 | 65 | (1) | (1.5%) |
| Other product | 25 | 24 | 25 | 26 | 15 | (10) | (40.0%) |
| Total product gross margin | 951 | 980 | 959 | 995 | 981 | 22 | 2.3% |
| Other gains | | 10 | - | 15 | 4 | 4 | NM |
| Total gross margin | 951 | 990 | 959 | 1,010 | 985 | 26 | 2.7% |

Connections

| | H1 FY18 000's | H2 FY18 000's | H1 FY19 000's | H2 FY19 000's | H1 FY20 000's | H1 FY19 v 000's | H1 FY20 % |
|--|------------------|------------------|------------------|------------------|------------------|--------------------|--------------|
| Mobile connections | 2,437 | 2,458 | | 2,515 | 2,500 | 36 | 1.5% |
| Voice connections by type ¹ | | | | | | | |
| POTS & ISDN | 491 | 400 | 356 | 329 | 288 | (68) | (19.1%) |
| VoIP | 47 | 52 | 57 | 62 | 66 | 9 | 15.8% |
| Voice over wireless | 14 | 14 | 18 | 26 | 26 | 8 | 44.4% |
| | 552 | 466 | 431 | 417 | 380 | (51) | (11.8%) |
| Broadband connections | | | | | | | |
| Copper | 384 | 346 | 296 | 249 | 211 | (85) | (28.7%) |
| Fibre | 206 | 238 | 273 | 306 | 340 | 67 | 24.5% |
| Wireless | 104 | 116 | 129 | 140 | 141 | 12 | 9.3% |
| | 694 | 700 | 698 | 695 | 692 | (6) | (0.9%) |

¹ Voice connections include all voice technology types, including POTS, ISDN, VoIP and wireless voice. Voice connections exclude connections where Spark also provide a bundled broadband service, but include all wholesale voice connections (including those where the underlying customer has a bundled broadband service).

Group FTE's

| | | | | | | H1 FY19 v | H1 FY20 |
|-----------------|---------|---------|---------|---------|---------|-----------|---------|
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | # | % |
| FTE permanent | 5,384 | 5,266 | 5,107 | 5,109 | 5,119 | 12 | 0.2% |
| FTE contractors | 230 | 241 | 212 | 167 | 200 | (12) | (5.7%) |
| Total FTE | 5,614 | 5,507 | 5,319 | 5,276 | 5,319 | - | -% |

Dividends

| | | | | | | H1 FY19 | v H1 FY20 |
|--------------------------------------|---------|---------|---------|---------|---------|---------|-----------|
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | \$ | % |
| Ordinary dividends (cents per share) | 11.00 | 11.00 | 11.00 | 11.00 | 12.50 | 1.50 | 13.6% |
| Special dividends (cents per share) | 1.50 | 1.50 | 1.50 | 1.50 | - | (1.50) | (100.0%) |
| | 12.50 | 12.50 | 12.50 | 12.50 | 12.50 | - | -% |

Group operating revenues and other gains

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Operating revenues | | | | | , | | |
| Mobile | | | | | | | |
| Service revenue | 395 | 400 | 403 | 413 | 425 | 22 | 5.5% |
| Non-service revenue | 218 | 224 | 219 | 236 | 228 | 9 | 4.1% |
| | 613 | 624 | 622 | 649 | 653 | 31 | 5.0% |
| Voice | | | | | | | |
| Access | 136 | 124 | 109 | 105 | 97 | (12) | (11.0%) |
| Calling | 98 | 95 | 87 | 83 | 79 | (8) | (9.2%) |
| Other voice revenue | 33 | 32 | 29 | 28 | 23 | (6) | (20.7%) |
| | 267 | 251 | 225 | 216 | 199 | (26) | (11.6%) |
| Broadband | 331 | 334 | 344 | 341 | 345 | 1 | 0.3% |
| Cloud, security and service management | 179 | 191 | 195 | 205 | 219 | 24 | 12.3% |
| Procurement and partners | 184 | 173 | 191 | 174 | 208 | 17 | 8.9% |
| Other managed services | 130 | 132 | 121 | 121 | 121 | - | -% |
| Other operating revenue | 57 | 57 | 56 | 58 | 75 | 19 | 33.9% |
| Total operating revenues | 1,761 | 1,762 | 1,754 | 1,764 | 1,820 | 66 | 3.8% |
| Other gains | - | 10 | - | 15 | 4 | 4 | NM |
| Total operating revenues and other gains | 1,761 | 1,772 | 1,754 | 1,779 | 1,824 | 70 | 4.0% |

Operating revenues includes revenues from Consumer, Business, Wholesale and other customer segments. Wireless broadband revenues and connections are included in broadband revenues and connections.

Operating revenues and other gains by customer segment

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|------------------------------------|---------|---------|---------|---------|---------|-----------|---------|
| Operating revenues and other gains | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Consumer | 786 | 787 | 790 | 815 | 825 | 35 | 4.4% |
| Business | 866 | 866 | 867 | 857 | 913 | 46 | 5.3% |
| Wholesale and other | 128 | 142 | 118 | 130 | 112 | (6) | (5.1%) |
| Eliminations | (19) | (23) | (21) | (23) | (26) | (5) | (23.8%) |
| | 1,761 | 1,772 | 1,754 | 1,779 | 1,824 | 70 | 4.0% |

Finance income

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|-------------------------------|---------|---------|---------|---------|---------|-----------|---------|
| Finance income | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Finance lease interest income | 7 | 7 | 7 | 7 | 7 | - | -% |
| Other interest income | 9 | 12 | 11 | 12 | 11 | - | -% |
| | 16 | 19 | 18 | 19 | 18 | - | -% |

Net investment income

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|---|---------|---------|---------|---------|---------|-----------|---------|
| Net investment income | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Dividend income | 28 | 22 | - | 15 | - | - | NM |
| Share of associates' and joint ventures' net losses | (1) | (2) | - | (1) | (1) | (1) | NM |
| | 27 | 20 | - | 14 | (1) | (1) | NM |

Revenue classification changes

As part of the ongoing revision of the Agile business model, the management of certain product lines have been reallocated from one part of the business to another. The details of the key changes and the associated impact on revenue reporting are as follows:

| Product name | Services provided | Previous category | New category | | | |
|-------------------|---|-------------------|------------------------|--|--|--|
| Videoconferencing | Provision of videoconferencing and | Voice | Other managed services | | | |
| | other collaboration services over an IT | | | | | |
| | based platform | | | | | |

Group operating expenses

Total operating expenses

Adjusted operating expenses

Less: costs of change

| | | | | H2 FY19 | | H1 FY19 v | H1 FY20 |
|---|-------|-------|-------|---------|-------|-----------|----------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Product costs | | | | | | _ | |
| Mobile | 257 | 248 | 246 | 250 | 248 | 2 | 0.8% |
| Voice | 91 | 88 | 82 | 77 | 75 | (7) | (8.5%) |
| Broadband | 173 | 177 | 176 | 165 | 170 | (6) | (3.4%) |
| Cloud, security and service management | 27 | 28 | 32 | 41 | 43 | 11 | 34.4% |
| Procurement and partners | 167 | 150 | 173 | 149 | 187 | 14 | 8.1% |
| Other managed services | 63 | 58 | 55 | 55 | 56 | 1 | 1.8% |
| Other product costs | 32 | 33 | 31 | 32 | 60 | 29 | 93.5% |
| | 810 | 782 | 795 | 769 | 839 | 44 | 5.5% |
| Labour | 276 | 237 | 250 | 225 | 267 | 17 | 6.8% |
| Other operating expenses | | | | | | | |
| Network support costs | 31 | 31 | 37 | 24 | 35 | (2) | (5.4%) |
| Computer costs | 41 | 43 | 46 | 47 | 49 | 3 | 6.5% |
| Accommodation costs | 32 | 29 | 37 | 30 | 33 | (4) | (10.8%) |
| Advertising, promotions and communication | 51 | 33 | 47 | 40 | 47 | - | -% |
| Bad debts | 7 | 9 | 6 | 6 | 7 | 1 | 16.7% |
| Impairment expense | 1 | 6 | 5 | (2) | - | (5) | (100.0%) |
| Costs of change | 13 | 36 | - | - | - | - | NM |
| Other | 43 | 41 | 42 | 39 | 47 | 5 | 11.9% |
| | 219 | 228 | 220 | 184 | 218 | (2) | (0.9%) |
| Total operating expenses | 1,305 | 1,247 | 1,265 | 1,178 | 1,324 | 59 | 4.7% |
| Finance expense | | | | | | | |
| Finance expense on debt | 25 | 28 | 27 | 32 | 31 | 4 | 14.8% |
| Other interest and finance expense | - | - | - | - | 1 | 1 | NM |
| Lease interest expense | 15 | 14 | 15 | 15 | 15 | - | -% |
| Leased customer equipment interest expense | 1 | 2 | 2 | 2 | 3 | 1 | 50.0% |
| | 41 | 44 | 44 | 49 | 50 | 6 | 13.6% |
| Capitalised interest | (4) | (4) | (4) | (4) | (4) | - | -% |
| | 37 | 40 | 40 | 45 | 46 | 6 | 15.0% |
| Depreciation and amortisation expense | | | | | | | |
| Depreciation - property, plant and equipment | 129 | 134 | 128 | 118 | 119 | (9) | (7.0%) |
| Depreciation - right-of-use assets | 24 | 26 | 25 | 31 | 28 | 3 | 12.0% |
| Depreciation - leased customer equipment assets | 8 | 8 | 9 | 9 | 15 | 6 | 66.7% |
| Amortisation of intangibles | 76 | 76 | 83 | 74 | 72 | (11) | (13.3%) |
| | 237 | 244 | 245 | 232 | 234 | (11) | (4.5%) |
| Adjusted operating expenses | | | | | | | |
| | | | | | | | |

\$m

1,247

(36)

1,211

\$m

1,305

(13)

1,292

\$m

1,265

1,265

\$m

1,178

1,178

\$m

1,324

1,324

\$m

59

4.7%

 NM

4.7%

Analysis & KPI's - Mobile

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|---------|---------|---------|---------|---------|-----------|---------|
| Mobile revenue by type (Consumer and Business) | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Mobile service revenue | 388 | 395 | 398 | 409 | 421 | 23 | 5.8% |
| Mobile non-service revenue ¹ | 208 | 210 | 206 | 224 | 216 | 10 | 4.9% |
| | 596 | 605 | 604 | 633 | 637 | 33 | 5.5% |
| Wholesale and other customer segment mobile | | | | | | | |
| revenue ² | 17 | 19 | 18 | 16 | 16 | (2) | (11.1%) |
| Total mobile revenue | 613 | 624 | 622 | 649 | 653 | 31 | 5.0% |
| Mobile product costs ³ | (257) | (248) | (246) | (250) | (248) | (2) | (0.8%) |
| Mobile gross margin | 356 | 376 | 376 | 399 | 405 | 29 | 7.7% |
| Mobile gross margin % | 58.1% | 60.3% | 60.5% | 61.5% | 62.0% | 1.5% | 2.5% |
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| Total mobile revenue by customer segment | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Consumer | 397 | 409 | 410 | 443 | 443 | 33 | 8.0% |
| Business | 199 | 196 | 194 | 190 | 194 | - | -% |
| Wholesale and other | 17 | 19 | 18 | 16 | 16 | (2) | (11.1%) |
| | 613 | 624 | 622 | 649 | 653 | 31 | 5.0% |
| Average revenue per user (ARPU) - 6 month active | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| Consumer and Business | \$ per | |
| | month | month | month | month | month | month | % |
| Total ARPU | 27.58 | 27.25 | 27.56 | 27.57 | 28.48 | 0.92 | 3.3% |
| Pay-monthly ARPU | 44.29 | 43.31 | 42.82 | 42.43 | 42.82 | (0.00) | (0.0%) |
| Prepaid ARPU | 12.20 | 12.13 | 12.29 | 12.66 | 13.28 | 0.99 | 8.1% |
| Number of mobile connections at period end - 6 | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| month active - Consumer and Business | 000's | 000's | 000's | 000's | 000's | 000's | % |
| Pay-monthly connections | 1,158 | 1,189 | 1,225 | 1,251 | 1,287 | 62 | 5.1% |
| Prepaid connections | 1,245 | 1,236 | 1,206 | 1,232 | 1,181 | (25) | (2.1%) |
| Internal connections | 4 | 4 | 4 | 4 | 4 | - | -% |
| Total mobile connections | 2,407 | 2,429 | 2,435 | 2,487 | 2,472 | 37 | 1.5% |

¹ Mobile non-service revenue includes handset sales and mobile interconnect.

² Includes MVNO revenue.

³ Includes handset, interconnect and cellphone tower access costs.

Analysis & KPI's - Voice

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|---------------------------------------|---------|---------|---------|---------|---------|-----------|---------|
| Revenue by type | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Access | 136 | 124 | 109 | 105 | 97 | (12) | (11.0%) |
| Calling | 98 | 95 | 87 | 83 | 79 | (8) | (9.2%) |
| Other voice revenue | 33 | 32 | 29 | 28 | 23 | (6) | (20.7%) |
| Total voice revenue | 267 | 251 | 225 | 216 | 199 | (26) | (11.6%) |
| Voice product costs ¹ | (91) | (88) | (82) | (77) | (75) | 7 | 8.5% |
| Voice gross margin | 176 | 163 | 143 | 139 | 124 | (19) | (13.3%) |
| Voice gross margin % | 65.9% | 64.9% | 63.6% | 64.4% | 62.3% | (1.3%) | (2.0%) |
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| Voice connections by type | 000's | 000's | 000's | 000's | 000's | 000's | % |
| POTS and ISDN | 491 | 400 | 356 | 329 | 288 | (68) | (19.1%) |
| VoIP | 47 | 52 | 57 | 62 | 66 | 9 | 15.8% |
| Voice over wireless | 14 | 14 | 18 | 26 | 26 | 8 | 44.4% |
| Total voice connections | 552 | 466 | 431 | 417 | 380 | (51) | (11.8%) |
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| Voice connections by customer segment | 000's | 000's | 000's | 000's | 000's | 000's | % |
| Consumer | 118 | 108 | 104 | 103 | 93 | (11) | (10.6%) |
| Business | 185 | 180 | 177 | 178 | 173 | (4) | (2.3%) |
| Wholesale and other | 249 | 178 | 150 | 136 | 114 | (36) | (24.0%) |
| Total voice connections | 552 | 466 | 431 | 417 | 380 | (51) | (11.8%) |

¹ Includes voice access (baseband), interconnect, and international calling costs.

Analysis & KPI's - Broadband

| - man / ene en m r e = 2 : e a a a a a a a | | | | | | | |
|---|---------|---------|---------|---------|---------|-----------|---------|
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Total broadband revenue | 331 | 334 | 344 | 341 | 345 | 1 | 0.3% |
| Broadband product costs ² | (173) | (177) | (176) | (165) | (170) | 6 | 3.4% |
| Broadband gross margin | 158 | 157 | 168 | 176 | 175 | 7 | 4.2% |
| Broadband gross margin % | 47.7% | 47.0% | 48.8% | 51.6% | 50.7% | 1.9% | 3.9% |
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| Broadband connections by technology | 000's | 000's | 000's | 000's | 000's | 000's | % |
| Copper | 384 | 346 | 296 | 249 | 211 | (85) | (28.7%) |
| Fibre | 206 | 238 | 273 | 306 | 340 | 67 | 24.5% |
| Wireless | 104 | 116 | 129 | 140 | 141 | 12 | 9.3% |
| Total broadband connections | 694 | 700 | 698 | 695 | 692 | (6) | (0.9%) |
| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
| Broadband connections by segment | 000's | 000's | 000's | 000's | 000's | 000's | % |
| Consumer | 601 | 604 | 598 | 593 | 587 | (11) | (1.8%) |
| Business | 92 | 95 | 98 | 99 | 100 | 2 | 2.0% |
| Wholesale and other | 1 | 1 | 2 | 3 | 5 | 3 | NM |
| Total broadband connections | 694 | 700 | 698 | 695 | 692 | (6) | (0.9%) |

² Includes broadband access (UBA/UCLL/Fibre), modem and e-mail platform support costs.

Analysis & KPI's - Cloud, Security and Service management

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|---|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Cloud, Security and Service management revenue | 179 | 191 | 195 | 205 | 219 | 24 | 12.3% |
| Cloud, Security and Service management product costs | (27) | (28) | (32) | (41) | (43) | (11) | (34.4%) |
| Cloud, Security and Service management gross margin | 152 | 163 | 163 | 164 | 176 | 13 | 8.0% |
| Cloud, Security and Service management gross margin % | 84.9% | 85.3% | 83.6% | 80.0% | 80.4% | (3.2%) | (3.8%) |
| Contribution margin (approximated) % ¹ | 36.9% | 46.6% | 36.9% | 42.0% | 34.2% | (2.7%) | (7.3%) |

¹ Contribution margin is defined as reported gross margin less labour and other costs that are directly attributable to the implementation and ongoing support of specific contract services.

Analysis & KPI's - Procurement and Partners

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|-------------------|-----------------|-------------------|--------------------|-----------------|------------------|-------------------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Procurement and partners revenue | 184 | 173 | 191 | 174 | 208 | 17 | 8.9% |
| Procurement and partners product costs | (167) | (150) | (173) | (149) | (187) | (14) | (8.1%) |
| Procurement and partners gross margin Procurement and partners gross margin % | 17 9.2% | 23 13.3% | 18 9.4% | 25 14.4% | 21 10.1% | 3 0.7% | 16.7% 7.4% |

Analysis & KPI's - Other managed services

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|---|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Videoconferencing | 26 | 29 | 25 | 20 | 24 | (1) | (4.0%) |
| Managed data and networks | 104 | 103 | 96 | 101 | 97 | 1 | 1.0% |
| Other managed services revenue | 130 | 132 | 121 | 121 | 121 | - | -% |
| Other managed services product costs ² | (63) | (58) | (55) | (55) | (56) | (1) | (1.8%) |
| Other managed services gross margin | 67 | 74 | 66 | 66 | 65 | (1) | (1.5%) |
| Other managed services gross margin % | 51.5% | 56.1% | 54.5% | 54.5% | 53.7% | (0.8%) | (1.5%) |

² Includes wide area network access, international data, network backhaul and videoconferencing platform costs.

Statement of cash flows

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | / H1 FY20 |
|--|---------|---------|---------|---------|---------|-----------|-----------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Cash flows from operating activities | | | | | | | |
| Cash received from customers | 1,768 | 1,721 | 1,770 | 1,654 | 1,861 | 91 | 5.1% |
| Interest receipts | 16 | 18 | 18 | 17 | 17 | (1) | (5.6%) |
| Dividend receipts | 7 | 43 | - | 15 | - | - | NM |
| Payments to suppliers and employees | (1,266) | (1,252) | (1,314) | (1,169) | (1,396) | (82) | (6.2%) |
| Payments for income tax | (70) | (97) | (44) | (91) | (82) | (38) | (86.4%) |
| Payments for interest on debt | (14) | (23) | (22) | (23) | (26) | (4) | (18.2%) |
| Payments for interest on leases | (14) | (14) | (13) | (17) | (14) | (1) | (7.7%) |
| Payments for interest on leased customer equipment | (1) | (2) | (2) | (2) | (2) | (1) | (EO 00/) |
| assets | (1) | (2) | (2) | (2) | (3) | (1) | (50.0%) |
| Net cash flows from operating activities | 426 | 394 | 393 | 384 | 357 | (36) | (9.2%) |
| Cash flows from investing activities | | | | | | | |
| Proceeds from sale of property, plant and equipment | - | 1 | - | 1 | 13 | 13 | NM |
| Proceeds from sale of business | - | 8 | - | - | - | - | NM |
| Proceeds from long-term investments | - | - | - | 2 | - | - | NM |
| Payments for purchase of businesses | (46) | (5) | - | - | (11) | (11) | NM |
| Payments for, and advances to, long-term investments | (6) | (14) | (6) | - | (30) | (24) | NM |
| Payments for purchase of property, plant and | (236) | (178) | (258) | (157) | (273) | (15) | (5.8%) |
| equipment and intangibles | (230) | (170) | (236) | (137) | (2/3) | (13) | (3.6%) |
| Payments for capitalised interest | (4) | (4) | (3) | (5) | (4) | (1) | (33.3%) |
| Net cash flows from investing activities | (292) | (192) | (267) | (159) | (305) | (38) | (14.2%) |
| Cash flows from financing activities | | | | | | | |
| Net proceeds from debt | 184 | (10) | 182 | (28) | 207 | 25 | 13.7% |
| Receipts from finance leases | 2 | 3 | 3 | 3 | 2 | (1) | (33.3%) |
| Payments for dividends | (229) | (229) | (229) | (230) | (229) | - | -% |
| Payments for leases | (18) | (19) | (19) | (17) | (19) | - | -% |
| Payments for leased customer equipment assets | (8) | (9) | (8) | (9) | (13) | (5) | (62.5%) |
| Net cash flows from financing activities | (69) | (264) | (71) | (281) | (52) | 19 | 26.8% |
| Net cash flow | 65 | (62) | 55 | (56) | | (55) | (100.0%) |
| Opening cash position | 52 | 117 | 55 | 110 | 54 | (1) | (1.8%) |
| Closing cash position | 117 | 55 | 110 | 54 | 54 | (56) | (50.9%) |

Analysis & KPIs - Free cash flows

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Net cash flows from operating activities | 426 | 394 | 393 | 384 | 357 | (36) | (9.2%) |
| Payments for purchase of property, plant and equipment and intangibles | (236) | (178) | (258) | (157) | (273) | (15) | (5.8%) |
| Payments for capitalised interest | (4) | (4) | (3) | (5) | (4) | (1) | (33.3%) |
| Payments for leases | (18) | (19) | (19) | (17) | (19) | - | -% |
| Payments for leased customer equipment assets | (8) | (9) | (8) | (9) | (13) | (5) | (62.5%) |
| Receipts from finance leases | 2 | 3 | 3 | 3 | 2 | (1) | (33.3%) |
| excluding | | | | | | | |
| Dividend receipts | (7) | (43) | - | (15) | - | - | NM |
| Increase/(decrease) in working capital | (45) | 52 | 38 | 99 | 31 | (7) | (18.4%) |
| Underlying free cash flow | 110 | 196 | 146 | 283 | 81 | (65) | (44.5%) |
| including | | | | | | | |
| (Increase)/decrease in working capital | 45 | (52) | (38) | (99) | (31) | 7 | 18.4% |
| Free cashflow | 155 | 144 | 108 | 184 | 50 | (58) | (53.7%) |

Analysis & KPIs - Movement in working capital

| | H1 FY18 | H2 FY18 | H1 FY19 | H2 FY19 | H1 FY20 | H1 FY19 v | H1 FY20 |
|--|---------|---------|---------|---------|---------|-----------|---------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| EBITDAI | 456 | 525 | 489 | 601 | 500 | 11 | 2.2% |
| excluding | | | | | | | |
| Impairments | (1) | (6) | (5) | 2 | - | 5 | 100.0% |
| Other gains | - | 10 | - | 15 | 4 | 4 | NM |
| EBITDAI excluding impairments and other gains | 457 | 521 | 494 | 584 | 496 | 2 | 0.4% |
| Net cash flows from operating activities | 426 | 394 | 393 | 384 | 357 | (36) | (9.2%) |
| excluding | | | | | | , , | |
| Interest receipts | 16 | 18 | 18 | 17 | 17 | (1) | (5.6%) |
| Dividend receipts | 7 | 43 | - | 15 | - | - | NM |
| Payments for income tax | (70) | (97) | (44) | (91) | (82) | (38) | (86.4%) |
| Payments for interest on debt | (14) | (23) | (22) | (23) | (26) | (4) | (18.2%) |
| Payments for interest on leases | (14) | (14) | (13) | (17) | (14) | (1) | (7.7%) |
| Payments for interest on leased customer equipment assets | (1) | (2) | (2) | (2) | (3) | (1) | (50.0%) |
| Net cash flows from operating activities excluding | 502 | 460 | 456 | 405 | 465 | | 2.00/ |
| dividends, tax and net interest | 502 | 469 | 456 | 485 | 465 | 9 | 2.0% |
| EBITDAI excluding impairments and other gains less | 457 | 521 | 494 | 584 | 496 | 2 | 0.4% |
| Net cash flows from operating activities excluding dividends, tax and net interest | 502 | 469 | 456 | 485 | 465 | 9 | 2.0% |
| Increase/(decrease) in working capital | (45) | 52 | 38 | 99 | 31 | (7) | (18.4%) |
| Cash conversion | 110% | 90% | 92% | 83% | 94% | 1% | 1.6% |

Group capital expenditure

| | H1 FY18 H2 FY18 H1 FY19 H2 FY19 H1 FY20 | | | H1 FY19 v H1 FY20 | | | |
|---|---|-----|-----|-------------------|-----|------|----------|
| | \$m | \$m | \$m | \$m | \$m | \$m | % |
| Cloud | 19 | 20 | 26 | 10 | 16 | (10) | (38.5%) |
| Converged Communications Network (CCN) | 17 | 15 | 20 | 11 | 11 | (9) | (45.0%) |
| International cable construction and capacity purchases | 14 | - | 11 | 1 | - | (11) | (100.0%) |
| IT systems | 64 | 49 | 70 | 62 | 73 | 3 | 4.3% |
| Mobile network | 89 | 26 | 89 | 29 | 92 | 3 | 3.4% |
| Core network infrastructure | 38 | 24 | 36 | 27 | 50 | 14 | 38.9% |
| Other | 21 | 17 | 12 | 13 | 5 | (7) | (58.3%) |
| Total capital expenditure | 262 | 151 | 264 | 153 | 247 | (17) | (6.4%) |

Capital expenditure is presented on an accruals basis, and includes purchase of property, plant and equipment and intangible assets, capacity purchases (including Southern Cross) but excludes leased customer equipment assets.

Analysis & KPI's - Capital expenditure depreciation and amortisation

On adoption of NZ IFRS 16 *Leases*, assets associated with capacity arrangements which were previously recognised within intangible assets have been reclassified to right-of-use assets. Payments for capacity purchases remain within Spark's definition of capital expenditure. Total depreciation on property plant and equipment, depreciation on capacity right-of-use assets and amortisation of intangibles is reconciled

| | H1 FY18 | I1 FY18 H2 FY18 H1 FY19 H2 FY19 H1 FY20 | | | H1 FY20 | H1 FY19 v H1 FY20 | | |
|---|---------|---|-----|-----|---------|-------------------|---------|--|
| | \$m | \$m | \$m | \$m | \$m | \$m | % | |
| Depreciation - property, plant and equipment | 129 | 134 | 128 | 118 | 119 | (9) | (7.0%) | |
| Depreciation - right-of-use assets ¹ | 10 | 10 | 9 | 13 | 10 | 1 | 11.1% | |
| Amortisation of intangibles | 76 | 76 | 83 | 74 | 72 | (11) | (13.3%) | |
| Total capital expenditure depreciation and amortisation | 215 | 220 | 220 | 205 | 201 | (19) | (8.6%) | |

¹ Includes depreciation on capacity right-of-use assets only as these are included within Spark's definition of capital expenditure.