

Investor Day

CPaaS & UCaaS Division Updates

Rene Sugo

GROUP CEO

Iain Falshaw

CEO - UCaaS

Jon Cleaver

CEO - TaaS

22 June 2022



Agenda

10:30am – 10:45am

**1. Business
update & outlook**

Rene Sugo,
Group CEO
&
Jon Cleaver,
CEO – TaaS

10:45am – 11:30am

**2. UCaaS business
update**

**3. Q&A + Panel
discussion**

Iain Falshaw,
CEO – UCaaS

11:30am – 12:05pm

**4. CPaaS business
update**

**5. Q&A + Panel
discussion**

Rene Sugo,
Group CEO

Business update

FY22 EBITDA guidance reaffirmed. Strategic investment year.

Guidance

- On track to deliver stated FY22 EBITDA at the lower end of range \$35m to \$38m.

Updates

- CEOs now in place to lead three divisions. Organisation structured for growth.
- Singapore – accelerated UCaaS market entry due to strong customer demand. CPaaS customer onboarding progressing slower than expected but healthy pipeline in place.
- Malaysia – short listed acquisition did not meet strict valuation criteria. Proceeding with organic entry.
- Recent customer meetings reaffirm strong demand for our products in Asia.
- Symbio now a stronger faster business with ability to execute strategy in multiple Asian countries.
- Strong balance sheet with cash and renewal of undrawn debt facilities.

150+

CPaaS customer meetings at global conference

5

TaaS white label products launched in H2 FY22

3

UCaaS partnerships driving growth in Singapore

Executive team update

All three divisional CEO appointments are now complete



Giorgio Mihaila

CEO – CPaaS

Commencing July 1

Customers

Software companies & large telecoms

Products

Numbers, call termination



Jon Cleaver

CEO – TaaS

Customers

Australian telecoms & MSPs

Products

Cloud PBX, NBN, mobile



Iain Falshaw

CEO – UCaaS

Customers

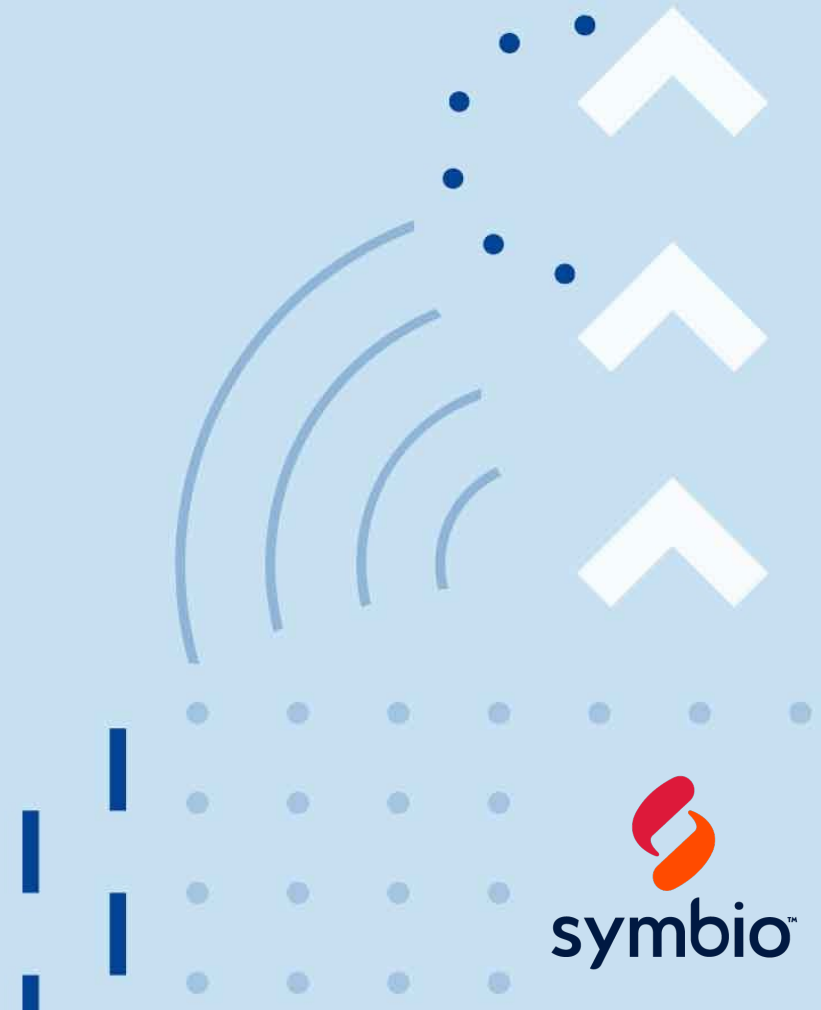
APAC enterprise & government

Products

Webex, Teams calling

Business Outlook

Jon Cleaver – CEO of TaaS



Division update

Key strategic projects driving growth across all divisions

CPaaS

Singapore expansion

- Strong pipeline, Q4 deal progress is slower than expected, delaying achievement of target
- Six high profile deals pending, expected scale and revenue will make Singapore cash flow positive early in FY23
- Long tail of customer interest in Asian region, reaffirmed last month at meetings in the US
- Onboarded 13 customers since launch

Customers include



TaaS

Platform & product innovation

- Unified platform enables faster onboarding and powers next-generation products
- 80% of existing customers migrated to new platform – completion in early FY23
- Key products launched: Microsoft Teams, Superloop NBN and mobile data pooling
- Strong adoption of new mobile data pooling product: ~2500 services in first 2 months

Customers include



UCaaS

Singapore market entry

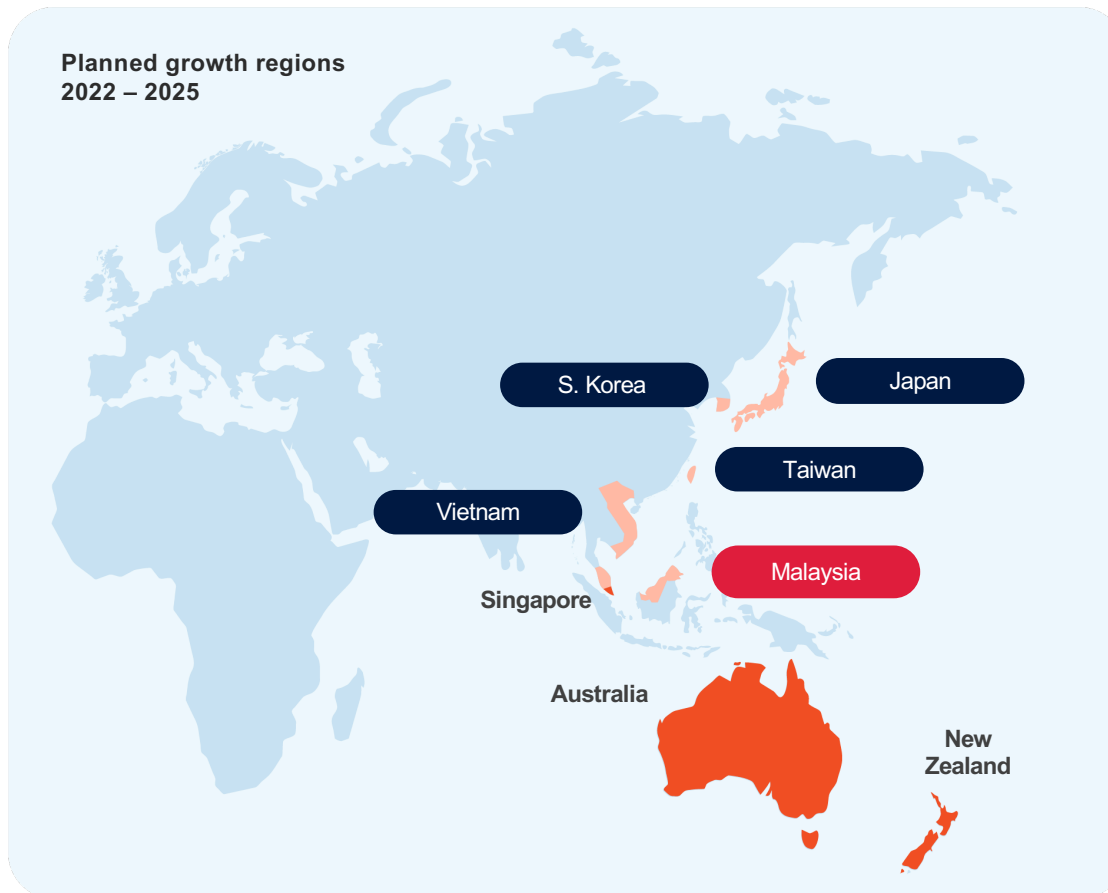
- Launching in-country services for Singapore with Cisco, Microsoft and Twilio
- Singapore marketing launch underway, targeting multi-national and enterprise
- Building deal pipeline via referral from UCaaS vendors and their channel partners
- Calendar of product launches scheduled through Q1 FY23

Partners include



Asia strategy update

Regional expansion will position Symbio as a major player in the global cloud communications industry



Malaysia progress

- Formal license application submitted. Pending approval.
- Previous short-listed acquisition did not meet valuation criteria. Proceeding at full speed with organic market entry which is well progressed.
- Strong demand for Singapore and Malaysia combined services.
- Launch of services targeting December 2022.

Malaysia business case (recap)

- Voice market is dominated by legacy telecom and ripe for technology disruption
- Strong customer interest in Malaysia due to the market size and cloud adoption

Asian region progress

- Continuing to scan for acquisition targets and plan market entries in Taiwan, South Korea and Japan.

UCaaS Panel Discussion

Iain Falshaw – CEO of UCaaS



Panel discussion

Q&A with UCaaS CEO and expert panel
40 mins

CPaaS Panel Discussion

Rene Sugo – Group CEO



Panel discussion

Q&A with Group CEO and expert panel
30 mins

Thank you

Investor contact:

Rene Sugo, Group CEO

investor@symbio.global

+61 (2) 9994 8590

Media contact:

Amy Piek

Cannings Strategic Communications

apiek@canningscomms.com.au

+61 447 617 676



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