

Investor Presentation

Full year results to 30 June 2022

29 August 2022



Agenda

Full year results to 30 June 2022

1.

Business update



Rene Sugo
Co-founder &
Group CEO

2.

Financial results



Kate Denton
Acting CFO

3.

Division results



Jon Cleaver
TaaS CEO



Iain Falshaw
UCaaS CEO



Giorgio Mihaila
CPaaS CEO

4.

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Outlook & Guidance

1. Business update



Presented by

Rene Sugo Co-founder & Group CEO



About Symbio

Changing the way the world communicates



World-class software company

Symbio is changing the way the world communicates.

Our technology replaces old-fashioned telecom networks with software, making it faster and easier to deliver modern communication services.



Expanding across Asia Pacific

Targeting **100M numbers** on our network by 2030.

Currently operating in Australia, New Zealand and Singapore, executing expansion into five new APAC countries by 2025.



Operating three business divisions

- Telecommunications as a Service (**TaaS**)
- Unified Communications as a Service (**UCaaS**)
- Communications Platform as a Service (**CPaaS**)



Delivering stable returns + growth

Profitable, no net debt and ample cash on hand to fund future growth plans.

Robust business with long-term customers, operating in high growth markets.

Business update

Achieved FY22 EBITDA guidance in year of strategic investment.

FY22 highlights

Simplified business

- Announced Vision 2030 & APAC expansion plan
- Disposed non-core businesses & rebranded from MNF
- Realigned business into three divisions & appointed CEOs

Delivered growth

- Top 10 customer Net Retention Rate of 117%¹
- Entered Singapore and signed initial customers
- Maintained strong balance sheet

Strategic investment

- Improvements to technology platform & major product launches across all divisions
- Developed employee value proposition & talent pools

FY23 strategic priorities

Asian expansion

- Develop and build Malaysia network and launch with strategic customers
- Achieve profitability in Singapore, and expand to become South East Asia cloud hub
- Plan, develop and commence build for East Asia cloud hub servicing Japan, Taiwan and South Korea

Software leadership

- Launch new products and partnerships (all divisions)
- Improve customer experience and automation in existing markets to aid rapid scalability and cost efficiency

Scale

- Accelerate growth in Australia and NZ (all divisions)
- Build scale through acquisitions for business units across our operating geographies

1. NRR (Net Retention Rate) is FY22 revenue compared to FY21 revenue of Symbio's top 10 customers (excluding those that are minutes trading only). These customers combined represent approximately 22% of FY22 revenue. No single customer is more than 5.5% of revenue. Calculation excludes Aussie Broadband revenues which will be migrated to Over The Wire in year.

FY22 performance overview

FY22 Continuing EBITDA sets new baseline for simplified business

Continuing business

- Continuing EBITDA⁽¹⁾ \$35.4m, new baseline for simplified business investing for growth
- Result includes \$7.6m of opex investments made in year to support Asia-Pacific expansion strategy
- Recurring gross margin includes \$4.6m impact from once-off TaaS realignment. TaaS returning to growth in FY23 with simplified platforms and clean customer base
- Continuing NPATA⁽²⁾ \$14.4m, down 9% after disposals of direct businesses and associated assets
- EPS of 17.29, providing 1.7c final dividend and a 3.0c special dividend. Total of 8.0c in fully franked dividends in FY22.
- Strong balance sheet with \$42.6m in cash, and \$60m of undrawn debt facilities

CONTINUING EBITDA⁽¹⁾

\$35.4m

New Baseline for
Simplified Business

CONTINUING NPATA⁽²⁾

\$14.4m

Down 9% vs FY21

CONTINUING RECURRING REVENUE⁽⁵⁾

\$112.3m

Up 12% vs FY21

CONTINUING RECURRING GROSS MARGIN⁽⁵⁾

\$63.2m

Up 8% vs FY21

NRR: TOP 10 CUSTOMERS⁽³⁾

117%

PHONE NUMBERS

6.6m

Up 9% vs FY21

- Continuing EBITDA excludes restructure and impairment costs, gain or loss on sales of businesses, net interest, share scheme and earn out expenses, acquisition costs, tax, depreciation and amortisation and results of discontinued operations.
- Continuing NPATA excludes amortisation of acquired customer contracts, acquired software and brands, tax affected restructure and impairment costs, and tax affected gain or loss on sale of businesses and results of discontinued operations.
- NRR (Net Retention Rate) is FY22 revenue compared to FY21 revenue of Symbio's top 10 customers (excluding those that are minutes trading only). These customers combined represent approximately 22% of FY22 revenue. No single customer is more than 5.5% of revenue. Calculation excludes Aussie Broadband revenues which will be migrated to Over The Wire in year.
- Underlying EBITDA excludes restructure and impairment costs, gain or loss on sale of businesses, net interest, share scheme and earn out expenses, acquisition costs, tax, depreciation and amortisation
- Continuing figures represent a like-for-like comparison with prior corresponding period restated to only include continuing businesses. See appendix for details.

2. Financial results



Presented by

Kate Denton Acting CFO



FY22 Financial summary

	Reported Result	FY22 Actual	FY21 Actual	Notes
Continuing	Revenue	\$202.6m	\$200.9m	1
	Gross Margin	\$95.5m	\$89.8m	1
	Gross Margin %	47%	45%	
	EBITDA	\$35.4m	\$37.3m	2
	NPAT	\$5.8m	\$12.1m	
	NPATA	\$14.4m	\$15.9m	3
	Earnings per share (cents)	6.81	14.31	4
Inc. Discontinued Operations	Revenue	\$205.0m	\$218.7m	
	Gross Margin	\$97.5m	\$102.2m	
	Gross Margin %	48%	47%	
	Underlying EBITDA	\$35.7m	\$43.1m	5
	NPAT	\$14.7m	\$15.6m	
	Earnings per share (cents)	17.29	18.43	
	Total dividends per share - fully franked (cents)	8.0	7.6	

Key highlights

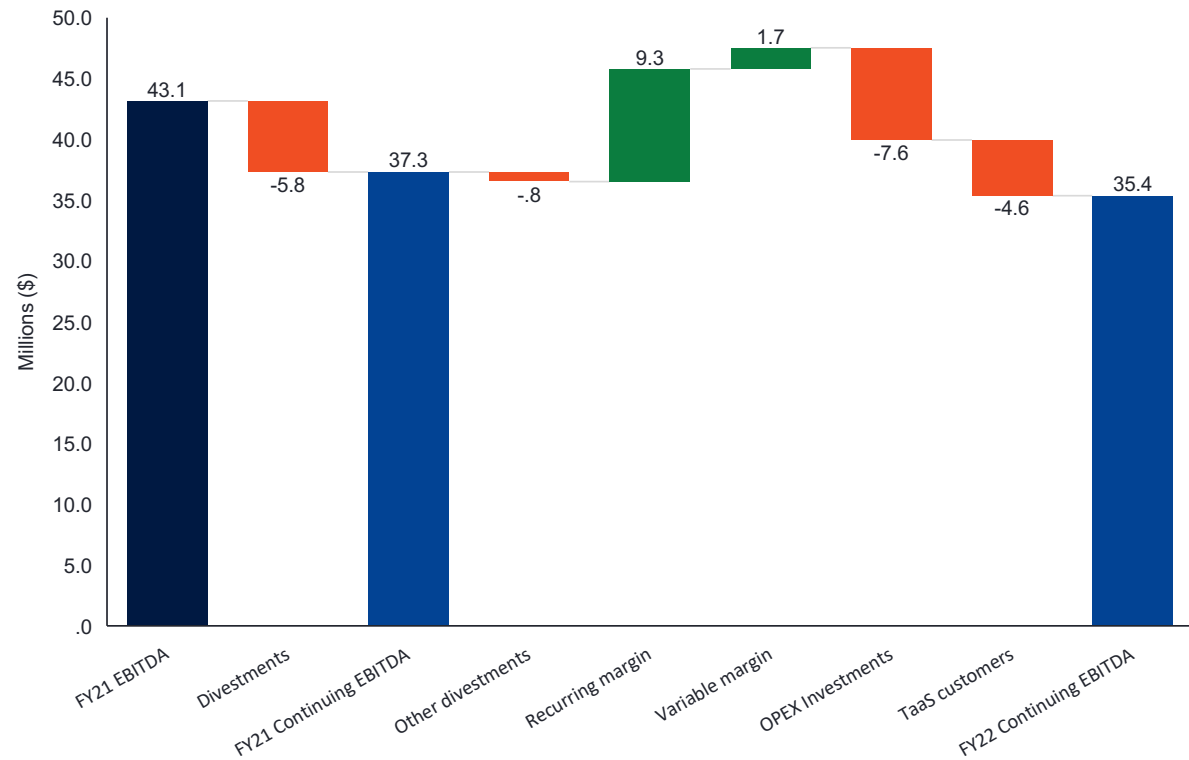
- Simplification year – Direct businesses disposal proceeds of \$31.5m and realignment to UCaaS, TaaS, CPaaS
- Continuing EBITDA is the new baseline
- Continuing NPAT impacted by one-off brand amortisation
- Group NPAT of \$14.7m dominated by one off factors: effects of sale transaction and tax impacts
- Final dividend of 1.7 cents for the continuing business, plus a special dividend of 3.0 cents with part proceeds from the disposal of the direct business – total of 8.0c of fully franked dividends in FY22

1. Continuing figures represent a like-for-like comparison with prior corresponding period restated to only include continuing businesses. See appendix for details.
2. Continuing EBITDA excludes restructure and impairment costs, gain or loss on sales of businesses, net interest, share scheme and earn out expenses, acquisition costs, tax, depreciation and amortisation and results of discontinued operations.
3. Continuing NPATA excludes amortisation of acquired customer contracts & acquired software, tax affected restructure and impairment costs, and tax affected gain or loss on sale of businesses and results of discontinued operations.
4. Continuing EPS is NPAT from continuing operations divided by the weighted average number of shares. Refer to note 10 of the FY 2022 Financial Report.
5. Underlying EBITDA excludes restructure and impairment costs, gain or loss on sales of businesses, net interest, share scheme and earn out expenses, acquisition costs, tax, depreciation and amortisation.

FY22 EBITDA bridge

Key highlights

- Recurring margin growth of \$9.3m underlying represents growth of 16% YoY
- EBITDA impact from divestments of \$5.8m in full year, now including disposal of EVM
- Investments are tracking slightly behind expectation due to delays in hiring technical resources
- TaaS margin impact of \$4.6m due to one SaaS customer loss, and once-off migration costs for NBN to SuperLoop



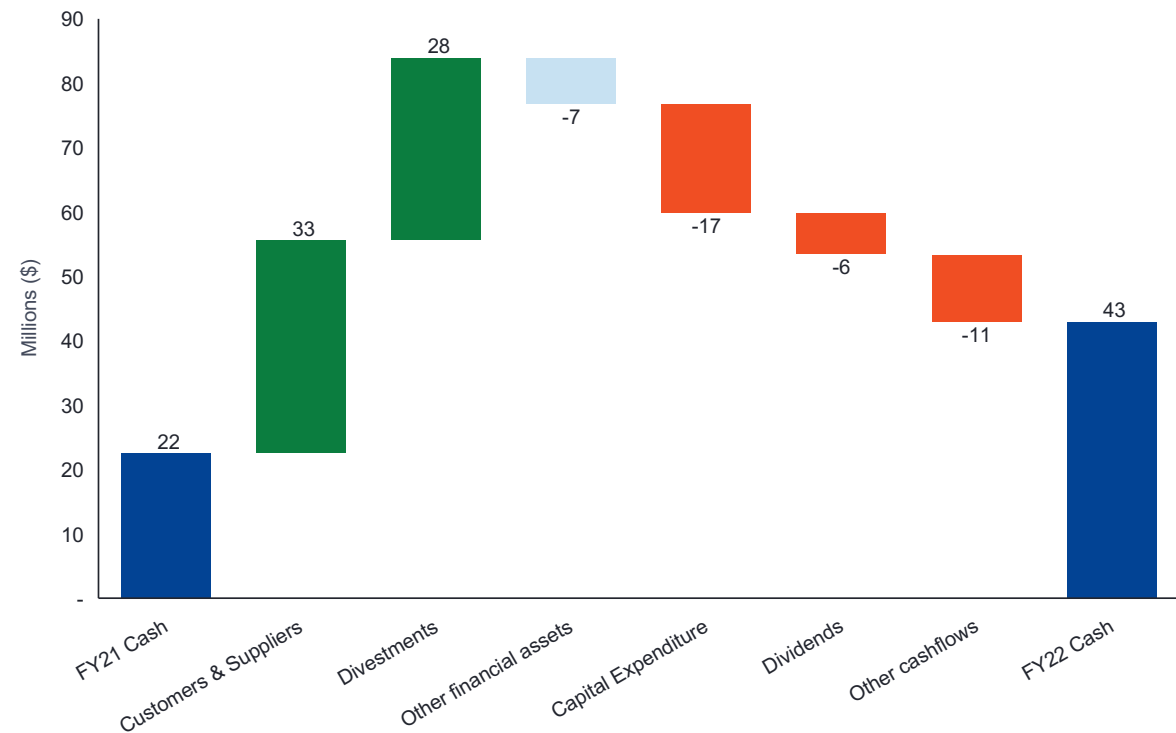
1. In the above graph 'EBITDA' refers to Continuing EBITDA. Continuing EBITDA excludes restructure and impairment costs, gain or loss on sales of businesses, net interest, share scheme and earn out expenses, acquisition costs, tax, depreciation and amortisation and results of discontinued operations. Refer pages 32 and 33 for detailed reconciliation.
2. 'Other divestments' consists of two small trading businesses disposed of in addition to those disclosed as discontinued operations in the financial statements.
3. 'OPEX investments' are all components of EBITDA other than those disclosed separately above.

Balance sheet & cash flow

Enviably debt-free position and strong cash generating business

Key highlights

- \$33m of cash from customers net of payments to suppliers in FY22
- Cash conversion ratio of 93% during FY22
- \$43m in cash bolstered by \$28m proceeds from business divestments received in-year
- \$60m undrawn debt facility renewed for new 3 to 5-year term to support acquisition growth



1. In the graph above Other cashflows includes outflows of tax of \$7m, net interest of \$1.2m, and \$1.2m on purchase of treasury shares

High quality recurring revenue

Symbio has a robust, profitable business that can generate returns over long periods



High value customers

Our customers include large global software companies, multi-national enterprise and government.



High volume

Our customers operate at internet scale, supporting tens of thousands of international users and billions of calls every year.



Long term partnerships

Typically, contracts run over multiple years. Many of our largest accounts are built upon trusted relationships of 10+ years.



Mission-critical

Our revenue is connected to critical long-term use cases: enterprise collaboration, customer service, family connection *and more*

3. Division results



Presented by

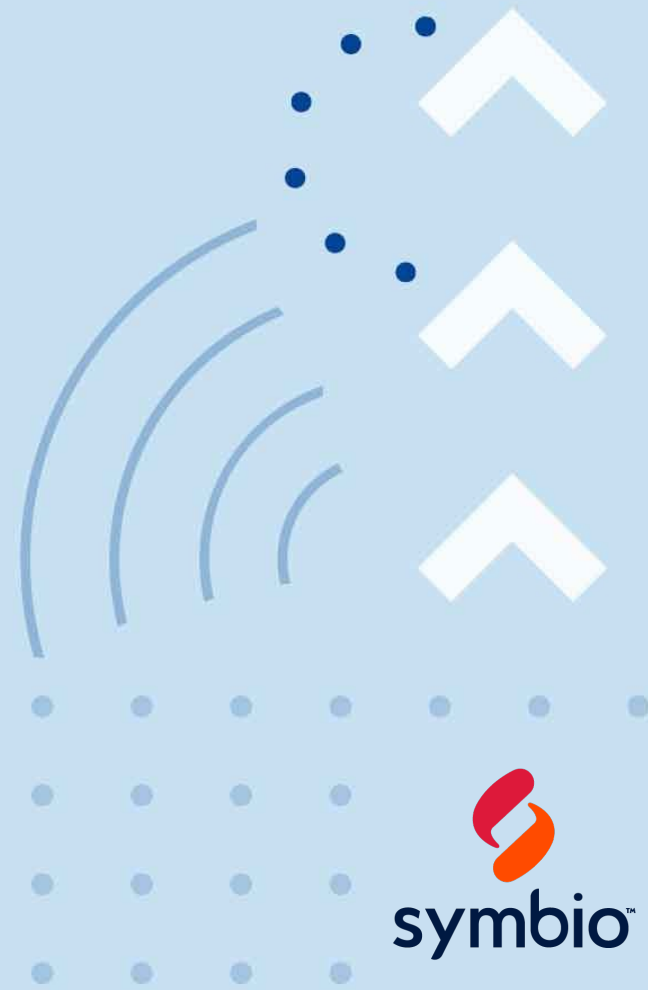
Jon Cleaver TaaS CEO



Iain Falshaw UCaaS CEO






Giorgio Mihaila CPaaS CEO



Business divisions

Each division serves a key target market with a distinct geography and product set

	Telco as a Service (TaaS)	Unified Communication as a Service (UCaaS)	Communication Platform as a Service (CPaaS)
Customers	Retail telcos & Managed Service Providers (MSPs)	Enterprise & Government	Software companies & large telcos
Markets	Australia, NZ & Asia Pacific	Australia, NZ & Asia Pacific	Worldwide
Products	<ul style="list-style-type: none"> • White label telecom • Billing software • Management software 	<ul style="list-style-type: none"> • Microsoft Teams • Cisco Webex • Contact Centre 	<ul style="list-style-type: none"> • Numbers & porting • Call termination • Messaging
Primary Brand	 Telco in a box.	 symbio™	 symbio™

TaaS division overview

Value proposition

Enables any Australian consumer brand, telco or ICT provider to sell their own, fully branded, telecom services

Customers include



Business model

Customers

Retail telcos & Managed Service Providers (MSPs)

Division KPI

Services in Operation (SIOs)

Revenue

Customers are billed per SIO per month, plus wholesale rates (for calls, data etc). Margins vary per service.

FY22 Achievements

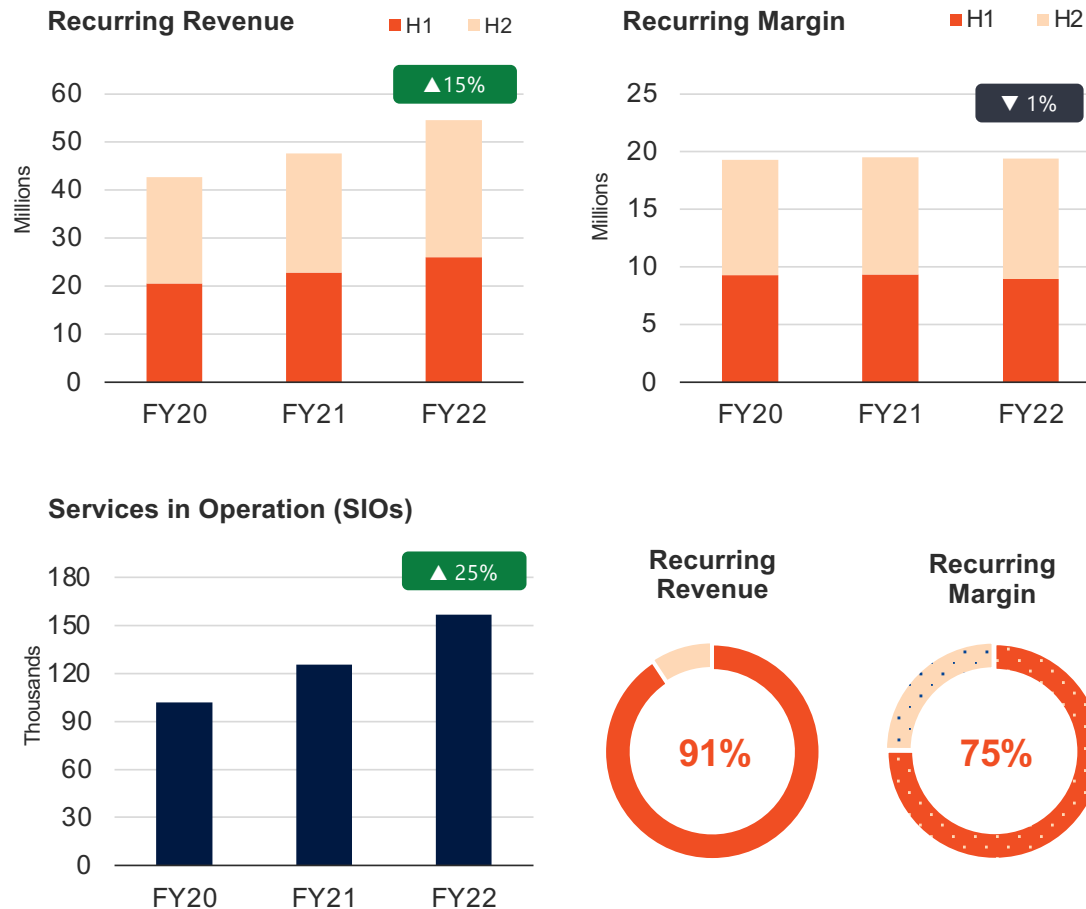
- Platform modernisation and product suite differentiation completed
- Launched calling for Microsoft Teams, opening a new greenfield market of non-traditional communication providers
- Launched Superloop nbn™ solution, enhancing scalability and reliability
- Significant uptake of new mobile data pooling product

FY23 Vision

- Rapid roll out of Microsoft Teams application
- 5G & E-SIM additions to mobile capabilities
- Increased self serve capabilities

TaaS division financial performance

Strong underlying performance and SIO growth



FY22 performance

- Strong organic growth in SIO of 25%
- Underlying recurring margin growth of 24% excluding one-off impacts
- Once-off TaaS re-alignment impacts consisting of:
 - SaaS customer impact (\$3.1m)
 - nbn™ migration costs (\$1.5m)
- Customer first approach to migration meant higher than expected costs, proven successful with 98% SIO retention
- nbn™ returning to growth on new, much improved SuperLoop implementation
- Accelerated growth in mobile SIO driven by new data pooling and data roll-over products
- Strong exit run-rate into FY23

UCaaS division overview

Value proposition

Enterprise-grade cloud calling services in Australia, New Zealand and Singapore

- Easily add enterprise calling to Teams and Webex
- Approved supplier to Government

Strategic partners include



Business model

Customers

APAC Enterprise & Government

Division KPI

Seats

Revenue

Customers are billed per seat per month. Typically multi-year contracts. Margins vary per service.

FY22 Achievements

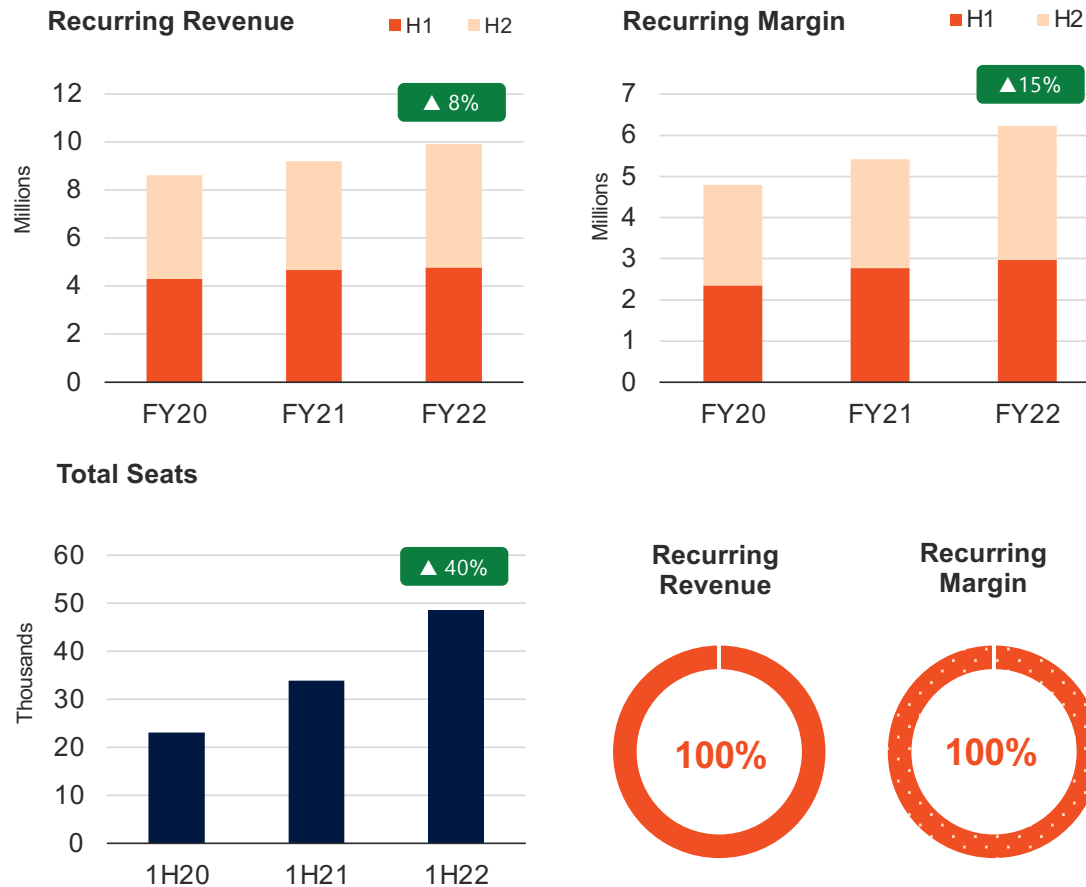
- Entered Singapore, enhancing our value proposition to multi-national enterprise
- Expanded partnership with Cisco Webex, providing carriage services for customers and partners in Singapore
- Launched self-service app for Microsoft Teams in Australia, a globally unique, market-leading capability for Teams Calling

FY23 Vision

- Launch Twilio Provider Connect for Twilio partners in early FY23
- Launch Microsoft Operator Connect across all regions in mid FY23

UCaaS division financial performance

Maintained strong organic seat growth



FY22 performance

- Strong organic seat growth in FY22
 - 120% growth Microsoft Teams Calling
- Launch of unique Microsoft Teams self-service app late in FY22/Q4 – likely to accelerate growth in FY23
- Underlying recurring margin growth of 27% (excluding legacy data depreciation)
- Revenue mix includes large government and enterprise customers on fixed recurring revenue models
- Strong performance from COVID hot-lines with services continuing into FY23
- Exit run rate for recurring margin strong into FY23

CPaaS division overview

Value proposition

Enables large telecoms and software companies to orchestrate cloud communication services in Asia Pacific

Customers include



Business model

Customers Global Tier 1 carriers & software companies

Division KPI Phone Numbers

Revenue Customers are billed per Number per month, plus wholesale rates (for calls, SMS etc). Margins vary per service.

FY22 Achievements

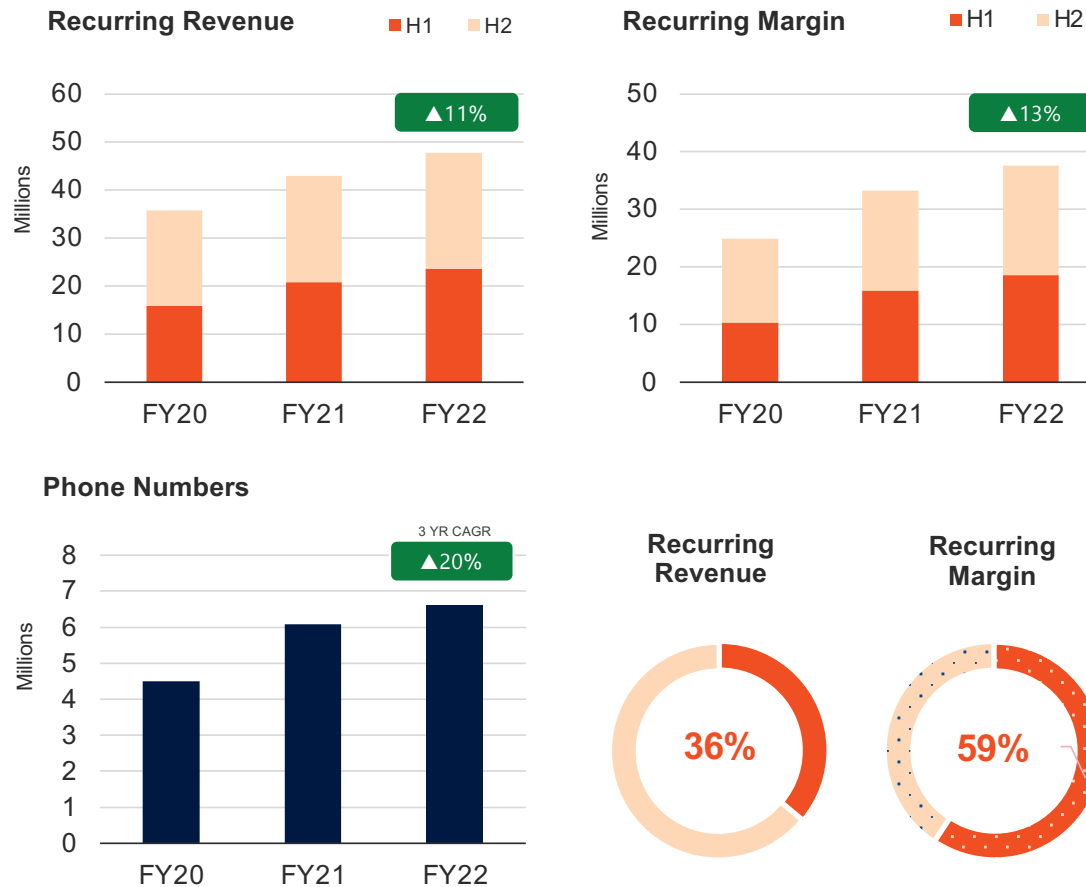
- Launched Singapore market, onboarded customers, migrating numbers away from incumbents.
- Growth in domestic markets with key customer wins in Australia and New Zealand
- Operational Efficiencies - Investment in automation, scalability and performance

FY23 Vision

- Land & Expand
 - Target large enterprises & SaaS use cases to accelerate phone number adoption in Singapore.
 - Launch Malaysia for new & existing customers
- Digital Transformation
 - Grow Channels & API's

CPaaS division financial performance

Continued strong growth in recurring revenues and margins



FY22 performance

- Organic growth with Recurring Revenue up 11% on FY21 to \$47.7m
- Recurring Margin continues to grow faster than recurring revenues, up 13% on FY21 to \$37.6m
- Phone Numbers 3-year CAGR of 20% with strong long term growth trend. Major customers consuming existing inventory in H2
- Major customer wins at end of Q4 – onboarding in progress in H1/FY23. On track to add circa 1m numbers in FY23
- International roaming traffic yet to return at full year. Expecting gradual return as global travel conditions improve

4. Strategy update



Presented by

Giorgio Mihaila CPaaS CEO



Global megatrends driving long-term demand

Adoption of cloud communication is accelerating across a multitude of use cases



Future of
Work



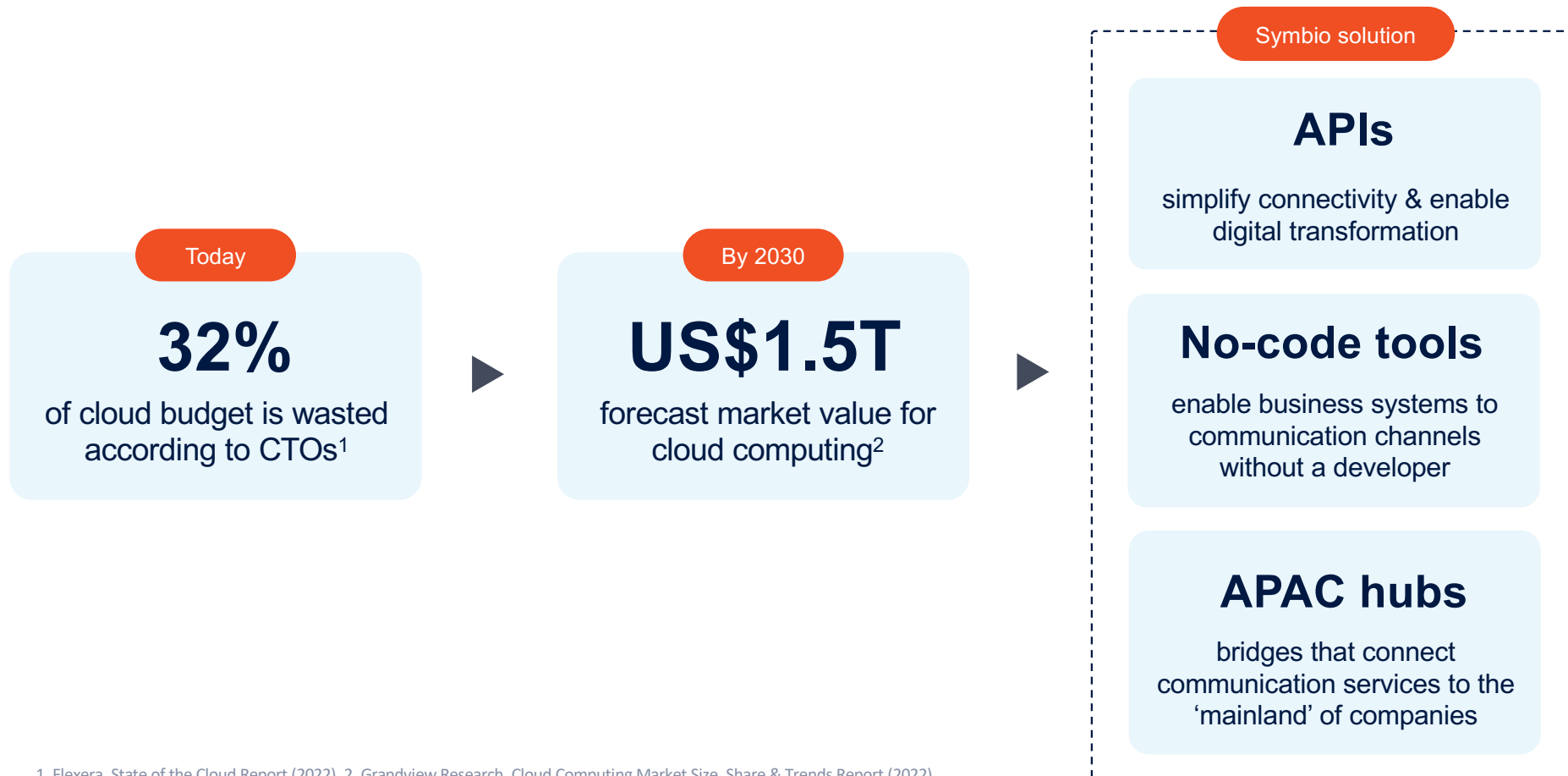
Enterprise
Cloud



Emerging
Asia

Solving key challenges in a growing market

Symbio is building a unique value proposition for cloud communications in Asia-Pacific



1. Flexera, State of the Cloud Report (2022). 2. Grandview Research, Cloud Computing Market Size, Share & Trends Report (2022).

Singapore update

Successfully executing global expansion strategy

FY22 highlights

- Region launch complete, CPaaS and UCaaS divisions actively writing business. Number porting from incumbents underway.
- Customer uptake increasing with 17 CPaaS customers on boarded and 13 in contract negotiations.
- Strong response from UCaaS launch with 5 Cisco partners onboarded. First enterprise customer with 300 seats onboarded.

FY23 priorities

- Committed to achieving Singapore profitability
- Multiple prospects in queue to launch services with the South East Asia Hub for access to Singapore & Malaysia markets
- Launch additional UCaaS products for enterprise calling and contact center in Q1



Malaysia update

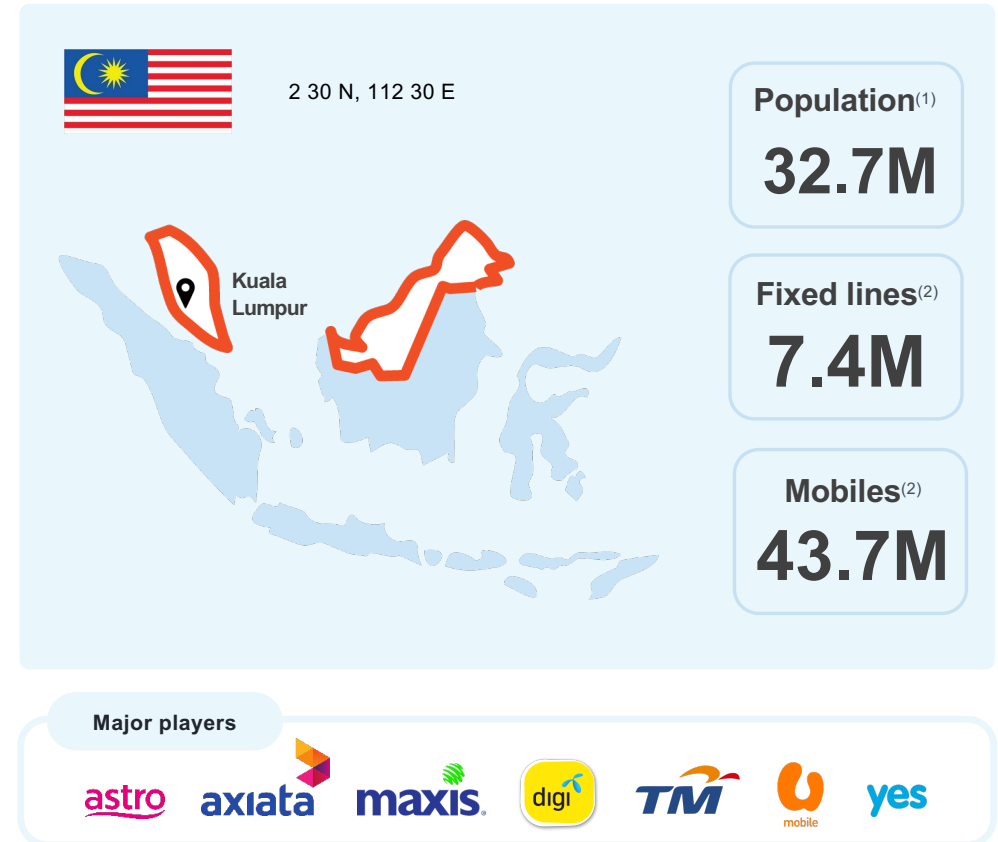
Progressing entry into this strategically important market

Strategy & progress

- Commencing organic market entry
- Submitted application to Malaysian telecom regulator to operate a voice network, host and port numbers
- Malaysia and Singapore capabilities to be delivered as a whole – a 'South East Asia Hub' for CPaaS customers

Business case

- Strong customer interest: Malaysia is an IT hub in the Asian region, a priority market for Symbio customers
- Large addressable market: Population of 32.7M with high levels of technology and telecom penetration
- Incumbent voice network has 83% market share of fixed numbers ⁽³⁾ – ripe for disruption by cloud providers



1. Malaysia Population Estimates, DOSM (2022) 2. World Factbook, CIA (2020) 3. FNP Public Consultation Report – Table 2, MCMC (2021).

Asia strategy update

Vision: 100m phone numbers on network by 2030

Regional Expansion

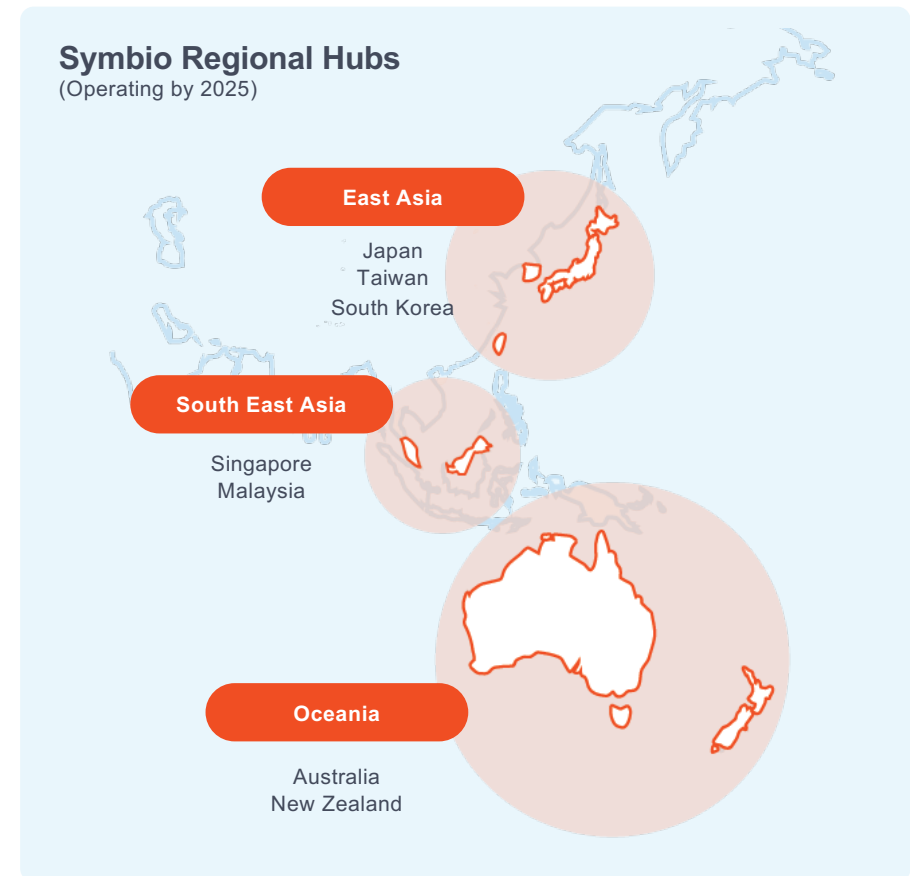
Regional Hubs - make it faster and easier for our CPaaS customers to enter Asia Pacific

Digital transformation - Programmable APIs to expand consumer-oriented communications, software, exchange and digital content

- **Channels** – Grow A2P messaging to accelerate phone number growth
- **APIs** – Accelerate porting migrations and simplify access to core communication services

Progress

- Launched large CPaaS customer with A2P-only services
- Improvement to porting APIs in H1 with automation, increase c-sat, accelerate revenue recognition
- South East Asia Hub in flight with Malaysia market entry
- Actively analyzing acquisition targets for Taiwan, South Korea and Japan entry



5. Outlook and guidance



Presented by

Rene Sugo Co-founder & Group CEO



Vision and strategic investment areas

We are investing to become a major global player in cloud communications



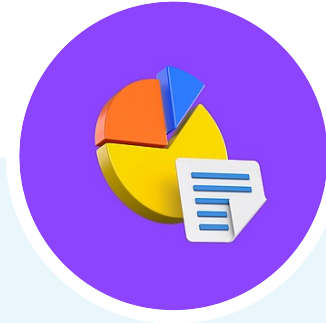
Asian expansion

- Develop and build Malaysia network and launch with strategic customers
- Achieve profitability in Singapore, and expand to become South East Asia cloud hub
- Plan, develop and commence build for East Asia cloud hub servicing Japan, Taiwan and South Korea



Software leadership

- Launch new products and partnerships across all divisions to maintain competitive advantage
- Improve customer experience and automation in existing markets to aid rapid scalability and cost efficiency



Business scale

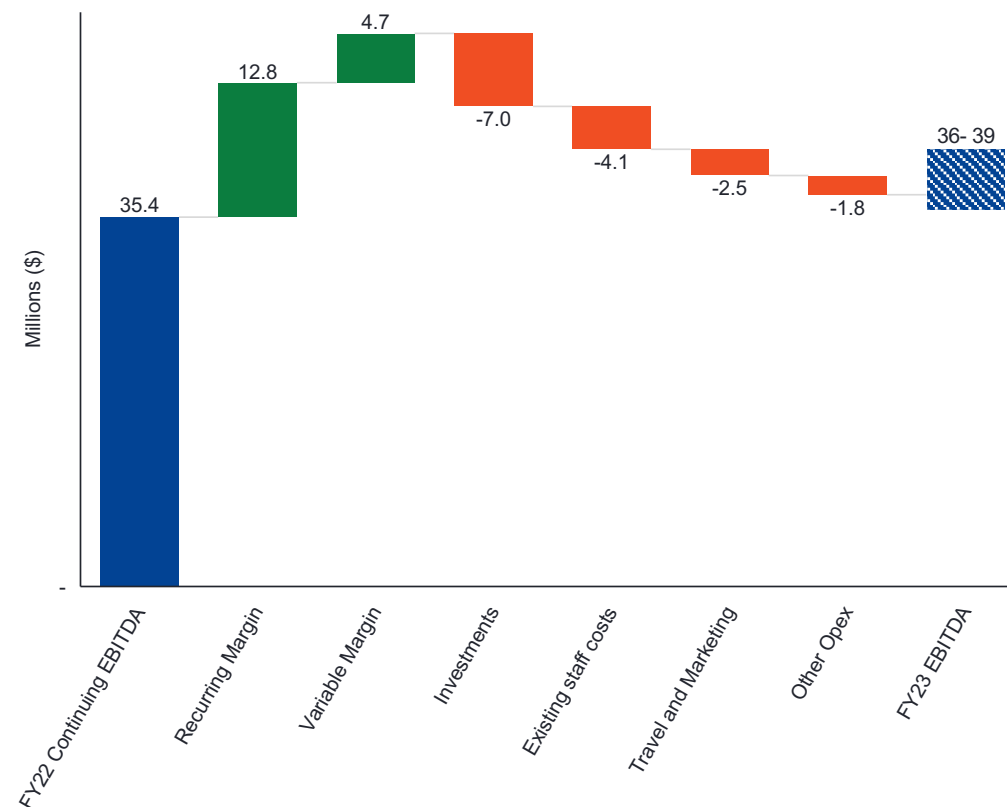
- Accelerate growth in Australia and New Zealand across all divisions
- Build scale through acquisitions for business units across our operating geographies

FY23 EBITDA guidance - \$36m to \$39m

Simplified business delivering accelerating revenue and margin growth

FY23 Guidance

- Focus on continuing strategic execution
- Accelerating recurring margin growth across all segments – up \$12.8m or 20% on prior year
- APAC expansion accelerating into Malaysia and beyond, with \$7.0m strategic OPEX investment
- Existing staff cost increases modest given inflation and tight talent market - \$4.1m or 8.6% on prior year
- Return of travel and marketing to re-establish key global relationships and brand presence, supporting APAC expansion - \$2.5m
- Other OPEX modest growth as we complete projects relating to winding down disposed businesses - \$1.8m



1. In the above graph 'EBITDA' excludes restructure costs, gain or loss on sale of Direct Segment businesses, net interest, share scheme costs and earn out expenses, acquisition costs, tax, depreciation and amortisation.

Compelling investment case



Business tailwinds

Positioned to benefit from global megatrends, including Hybrid Work, Enterprise Cloud Adoption and Emerging Asia



Strong balance sheet

\$43m in cash and un-drawn \$60m debt facilities available to assist strategic acquisitions



Clear vision

Executing global expansion with the goal of reaching 100 million numbers and presence in 5 new Asia Pacific regions



Investing for growth

Building a unique, highly defensible business through the creation of Regional Hubs enabling cloud communication



Strategic partnerships

International expansion accelerated by highly credible UCaaS and CPaaS vendor relationships



High quality customers

Robust business with long-term customers including enterprise, government, Tier 1 carriers and global software companies

Thank you

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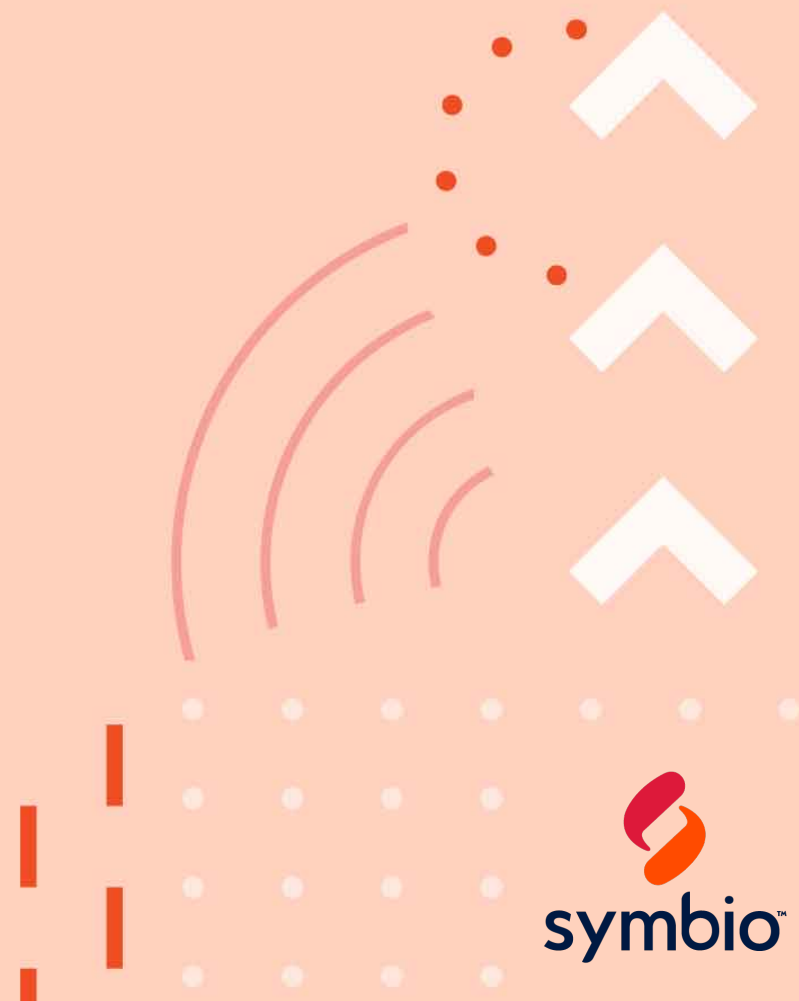
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Appendix



Revenue and margin

Continuing operations only

	FY21			FY22			Growth Trend	
Segment	Revenue (\$M)	Margin (\$M)	Margin %	Revenue (\$M)	Margin (\$M)	Margin %	Revenue Growth %	Margin Growth %
CPaaS								
Recurring	43.1	33.3	77%	47.7	37.6	79%	11%	13%
Variable	88.8	24.3	27%	84.8	25.9	31%	-5%	7%
Total	131.9	57.6	44%	132.5	63.5	48%	1%	10%
TaaS								
Recurring	47.7	19.5	41%	54.6	19.4	36%	15%	-1%
Variable	9.4	6.3	67%	5.6	6.4	114%	-40%	2%
Total	57.1	25.8	45%	60.2	25.8	43%	5%	0%
UCaaS								
Recurring ¹	9.2	5.4	59%	9.9	6.2	63%	8%	15%
Variable ¹								
Total	9.2	5.4	59%	9.9	6.2	63%	8%	15%
Group Total								
Recurring ¹	100	58.2	58%	112.2	63.2	56%	12%	9%
Variable ¹	98.2	30.6	31%	90.4	32.3	36%	-8%	6%
Total	198.2	88.8	45%	202.6	95.5	47%	2%	8%

1. Continuing figures represent a like-for-like comparison with prior corresponding period restated to only include continuing businesses. UCaaS prior period variable amount consisted of two small trading businesses disposed of in addition to those disclosed as discontinued operations in the financial statements.

Revenue and margin

Previous segments – including continued & discontinued operations

Segment	FY21			FY22			Growth Trend	
	Revenue (\$M)	Margin (\$M)	Margin %	Revenue (\$M)	Margin (\$M)	Margin %	Revenue Growth %	Margin Growth %
Direct							%	%
Recurring	22.8	15.8	69%	11.3	7.3	65%	-50%	-54%
Variable	6.8	3.0	44%	1.0	0.9	90%	-85%	-70%
Total	29.6	18.8	64%	12.3	8.2	67%	-58%	-56%
Global Wholesale								
Recurring	69.0	35.8	52%	76.8	35.9	35%	11%	0%
Variable	24.9	13.2	53%	22.0	12.8	104%	-12%	-3%
Total	94.0	49.0	52%	98.9	48.7	42%	5%	-1%
Domestic Wholesale								
Recurring	21.8	17.0	78%	25.6	21.1	62%	17%	24%
Variable	73.3	17.3		68.3	19.5	29%	-7%	-13%
Total	95.1	34.4	36%	93.9	40.6	43%	-1%	18%
Group Total								
Recurring	113.6	68.7	60%	113.7	64.3	56%	0%	-6%
Variable	105.1	33.5	32%	91.3	33.2	36%	-13%	-1%
Grand Total	218.7	102.2	47%	205.0	97.5	47%	-6%	-5%

Cash utilisation

Cash Utilisation	FY 21 (\$M)	FY22 (\$M)
Statutory operating cash flow	35	25
Expenditure on fixed assets & software development	(13.9)	(16.9)
Free cash flow	21.1	7.6
Dividend payments	(5.8)	(6.4)
Increase in equity	0.7	-
Proceeds on disposal	-	29.1
Business acquisitions	(5.9)	-
Business investment	-	(7.2)
Net debt movement	(30)	-
Other	(3.6)	(3.8)
Net movement in cash	(23.5)	19.9
Opening cash balance	46.2	22.7
Closing cash balance	22.7	42.6

Balance sheet

	June 22 (\$M)	June 21 (\$M)
Cash	42.6	22.7
Other current assets	45.7	53.0
Current liabilities	(38.9)	(37.2)
Net current assets	49.4	38.5
Working capital	54.6	35.1
Debt (current)	-	-
Debt (non-current)	-	-
Total Debt	-	-
Net (Cash)/Debt	(42.6)	(22.7)
Net Assets/Total Equity	162.0	150.1
Intangible assets	82.8	87.3
Net tangible assets	79.2	62.8

Continuing & Underlying EBITDA

	FY22 (\$M)	FY21 (\$M)
NPAT from continuing operations	5.8	12.1
NPAT from discontinued operations	8.9	3.4
Group Consolidated NPAT	14.7	15.5
<i>Add back:</i>	-	-
Depreciation and amortisation*	20.5	17.7
Income tax expense*	1.4	6.2
Net interest*	1.5	2.7
Costs related to acquisition	0.09	0.06
Gain on sale of businesses*	(14.1)	(0.4)
Restructuring costs	0.2	0.05
Impairment of assets*	4.9	-
Share scheme and earn out expenses	5.7	1.1
Underlying EBITDA¹	35.7	43.1
<i>Less Discontinued EBITDA²</i>	<i>(0.3)</i>	<i>(5.8)</i>
Continuing EBITDA	35.4	37.3

*Total from both continuing and discontinued operations

1. Underlying EBITDA: excludes restructure and impairment costs, gain or loss on sale of businesses, net interest, share scheme and earn out expenses, acquisition costs, tax, depreciation and amortisation.

2. Discontinued EBITDA: calculated using discontinued operations profit before tax and adding back discontinued operations depreciation and amortisation, finance costs, impairment of assets expenses. Refer to the Financial Report for further details.

Continuing & Underlying NPATA

	FY 22 (\$M)	FY 21 (\$M)
Group Consolidated NPAT	14.7	15.6
<i>Add back</i>		
Amortisation from acquired intangible asset	8.4	3.8
Acquisition & restructure costs	0.2	0.1
Tax applicable	-	-
Underlying NPATA	23.3	19.4
NPAT from discontinued operations	(8.9)	(3.5)
Continuing NPATA	14.4	15.9

FY 2021 underlying NPATA is amended to be consistent with the Underlying NPATA definition:

Underlying NPATA excludes amortisation of acquired customer contracts, acquired software and acquired brand, tax affected restructure and impairment costs, and tax affected acquisition costs

Disclaimer

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