

16 November 2023

## 2023 Annual General Meeting CEO/MD Presentation

Superloop Limited (ASX:SLC) (**Superloop**) provides the attached Managing Director / Chief Executive Officer presentation which will be delivered today at 02.00 p.m. AEDT at the Superloop 2023 Annual General Meeting.

ENDS

*Authorised for release by the Superloop Board of Directors.*

### About Superloop

Founded in 2014, and listed on the ASX since 2015, Superloop's purpose is to enable better internet for Australian homes and businesses. We enable challenger retail brands (including Superloop and Exetel brands) to take a larger share of the market, leveraging Superloop's Infrastructure-on-Demand platform. Superloop provides connectivity and services to customers in three segments of the market: consumer, business and wholesale. Our offerings leverage Superloop's investments in physical infrastructure assets that include fibre, subsea cables and fixed wireless, as well as Superloop's software platforms. Hundreds of thousands of homes and businesses rely on Superloop and Exetel every day for their connectivity needs.

Visit [www.superloop.com](http://www.superloop.com) to learn more.

### Contacts

Superloop is at:

Web: <https://www.superloop.com/>

Twitter: <https://twitter.com/superloopnet>

LinkedIn: <https://au.linkedin.com/company/superloop>

Facebook: <https://www.facebook.com/SuperloopHomeBroadband/>

Instagram: <https://www.instagram.com/superloop.homebroadband/>

### For more information:

Please contact:

- For Investor queries: Dean Tognella  
Acting Chief Financial Officer  
[investors@superloop.com](mailto:investors@superloop.com)
- For Company Secretarial queries: Tina Ooi  
Chief Legal & Corporate Officer / Company Secretary  
[company.secretary@superloop.com](mailto:company.secretary@superloop.com)

# CEO/MD Address.

Paul Tyler

# FY23 Financial Highlights.

Strong performance on all key financial metrics; exceeded guidance

## Total Revenue

**\$323.5m**

↑ 29.5% growth vs PCP

## Gross Margin

**\$116.9m**

↑ 43.3% growth vs PCP

## Underlying EBITDA<sup>1</sup>

**\$37.4m**

↑ 82.2% growth vs PCP

## NPATA<sup>2</sup>

**(\$3.7m)**

↑ 81.5% change vs PCP

## Operating Cash Flow

**\$43.2m**

↑ 476.5% change vs PCP

## Leverage Ratio

**0.5 times**

## Total Connections

**368k**

↑ 52.8% growth vs PCP

**Achieved  
positive NPATA  
and FCF in 2H**

## FTTP and WiFi Lots

**68.8k**

↑ 60.4% change vs PCP

(1) Underlying EBITDA is calculated as Statutory EBITDA adjusted for non-recurring transaction/rebranding costs as well as Share Based Payments and contingent consideration treated as remuneration

(2) NPATA is defined as Net Profit After tax adjusted for the non-cash amortisation of acquired intangibles assets (including the non-cash expense related to the VostroNet acquisition consideration) and impairment

# A transformation complete in FY23.

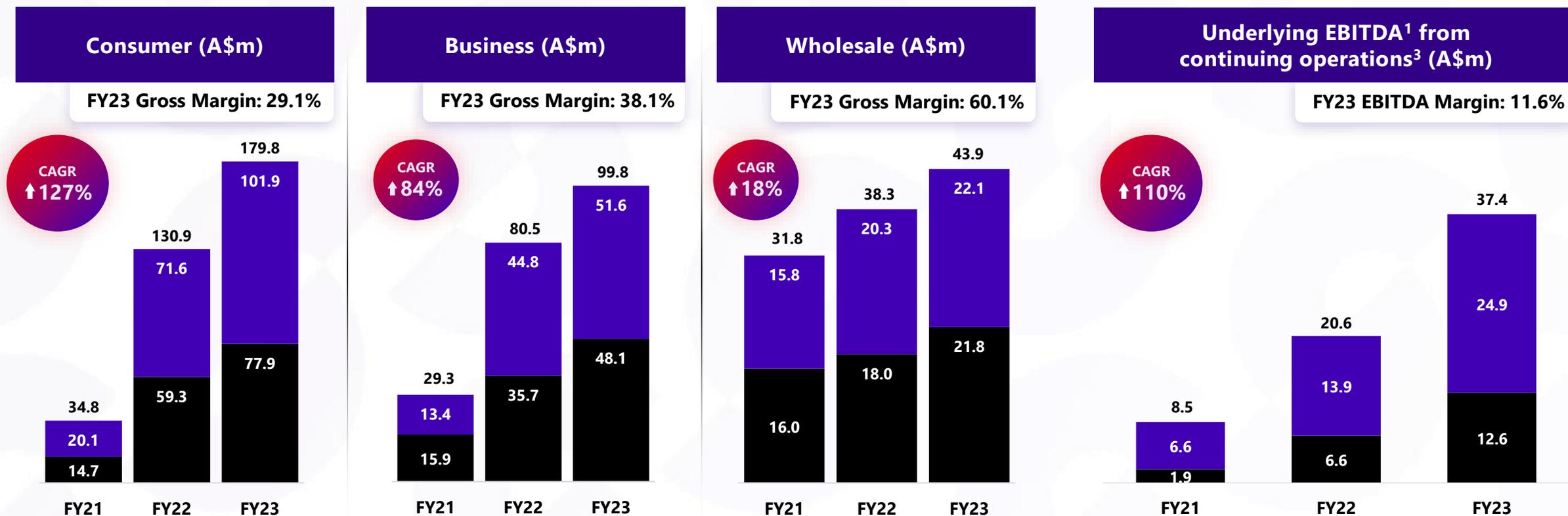
	FY2020 		FY2023 
<b>Growth</b>	<b>Customers</b>	30k	368k  > 10x
	<b>Revenue</b>	\$107.6m	\$323.5m  3.0x
<b>Strength</b>	<b>Op cashflow</b>	\$12.9m	\$43.2m  3.4x
	<b>Net Debt<sup>1</sup></b>	\$33.5m	\$13.3m  4.0x
<b>Profitability</b>	<b>Underlying EBITDA</b>	\$13.5m	\$37.4m  2.8x
	<b>NPATA</b>	\$(31.5)m	\$(3.7)m  8.6x

**3 in 3  
Strategy**

(1) Net Debt equates to the total of the drawn debt facility before transaction costs plus bank guarantees drawn less cash and cash equivalents

# Profitable growth across all three segments, delivering overall 82.2% Underlying EBITDA<sup>1</sup> growth in FY23.

Double digit revenue growth across all three segments<sup>2</sup>



(1) Underlying EBITDA is calculated as Statutory EBITDA adjusted for non-recurring transaction/rebranding costs as well as Share Based Payments and contingent consideration treated as remuneration

(2) Revenue is based on continuing operations and all prior periods exclude the contribution from discontinued operations.

(3) Continuing Operation excludes the contribution in FY22 that came from the Singapore and Hong Kong assets that were divested in April 2022.

■ H1 ■ H2

# Refreshing the internet.

The brand refresh delivered award wins, awareness bumps, and a big boost in likeability and consideration



## The results

Brand awareness, campaign awareness, and purchase consideration have all increased significantly. Superloop is performing strongly in quarterly brand tracking for likeability, value, and competitive rates.

# Good progress under ESG framework.



## Environmental Responsibility

Greenhouse Gas Emission baselining commenced

-

E-Waste and hazardous waste reduction program

-

Increased on-site power generation



## Social Impact

Staff focused initiatives to promote wellbeing, growth, equity, diversity and inclusion

-

Staff giving and volunteering initiatives

-

Community/Charitable support program



## Governance Excellence

Significant investment in policy development, compliance and risk management

-

Introduction of ethical and sustainable procurement (incl. Modern Slavery)

-

Board rejuvenation, independence and remuneration governance review

# FY24 Business Update.



# Trading Update.

## CONSUMER

### LARGEST ORGANIC GROWTH QUARTER EVER

- Strong growth in Q1 with 15,700 new customers, our largest organic growth quarter ever.
- Great nbn results:
  - Overall market share increase from 3.1% to 3.4% today.
  - Share of new orders at 7.5% supporting continued expansion of market share.
  - Success in strategic high-speed ( $\geq 100$  Mbps) segment with 12.5% of new orders and 5% market share.
  - Capturing 14% share of new orders in the nbn Fibre Connect market.

## BUSINESS

### KEY WINS IN LARGE CORPORATE

- Wins including PACT Group, Bapcare and CSC global. Many SASE wins now in transition.
- Strong start to the year for on-net Fibre-to-the-Premise (FTTP), securing deals with two prominent national developers to deliver several thousand FTTP lots over the next three years. Significant pipeline of opportunities.

#### Connectivity



#### FTTP



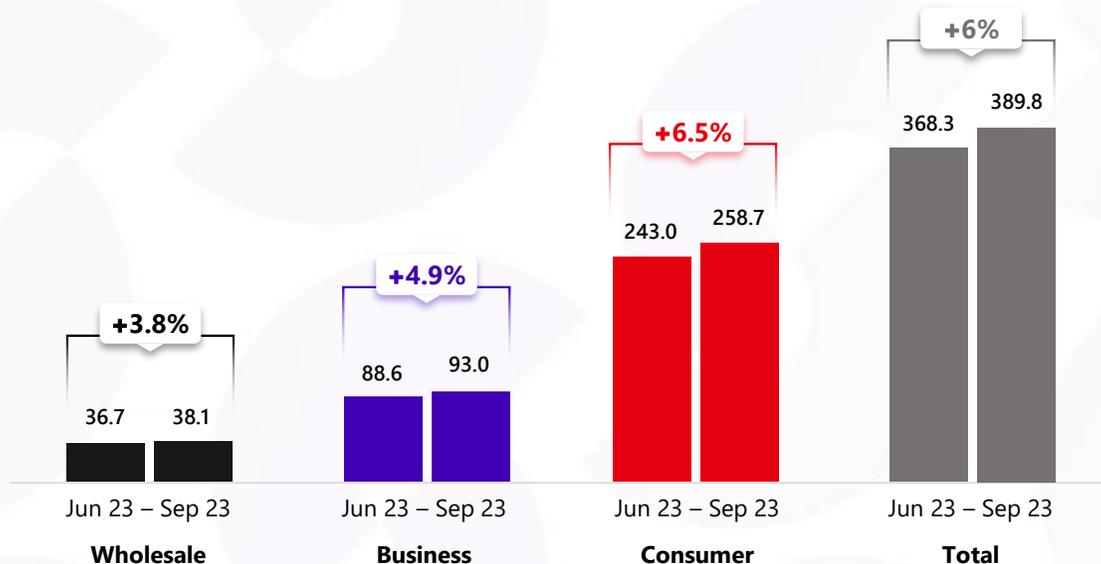
## WHOLESALE

### STRONG QUARTER SETTING FOUNDATION FOR FY24 SUCCESS

- nbn SAU changes have increased interest in Superloop infra-on-demand platform.
- Positive start to the year with several contract wins in backhaul and IP transit.
- Our new "Hosted Backhaul" product is generating significant interest in the market; advanced discussions with a significant RSP to move to Superloop as launch customer.

# Customer base growth of 21,500 in Q1 (+6% on prior quarter).

## Total Customers<sup>1</sup> ('000): Quarter-on-quarter growth



# ('000)	Dec 23	Mar 23	Jun 23	Sep 23
Consumer	187.2	240.8	243.0	258.7
Business	73.4	88.5	88.6	93.0
Wholesale	35.0	37.3	36.7	38.1
<b>Customers</b>	<b>295.6</b>	<b>366.6</b>	<b>368.3</b>	<b>389.8</b>

### Consumer

- Best organic growth quarter ever, with over 15,700 new customers in Q1 (+6.5% QoQ).
- Superloop share of new nbn orders of 7.5%, helping drive overall market share up from 3.1% at June 2023 to 3.4% today.
- Cost per new nbn acquisition remains stable.

### Business

- Business customers increased in Q1 by 4,400 to 93,000 (+4.9% QoQ).
- Continued growth in nbn business customers with 1,400 new connections.
- Strong increase in active services from Smart Communities.

### Wholesale

- Strong Q1 result with over 1,400 new customers (+3.8% QoQ).

(1) Includes some re-allocation between segments by NBN Co and harmonising customer number calculation methodologies between Consumer and Business segments. Refer Appendix for Customer number definitions

# NBN SAU Update.

- Implementation of new nbn Special Access Undertaking (SAU) from 1 December 2023.
- Superloop strategically positioned to disproportionately benefit due to the focus on high-speed plans.
- New SAU provides growth opportunities across the business:
  - Consumer: leveraging the SAU price changes and nbn Fibre Connect Initiative to gain market share. High-speed plans (100 Mbps or greater) now comprise 42% of our base vs 20% in broader market.
  - Wholesale: changes in CVC mechanics are a catalyst to revisit RSP operating models, generating new opportunities to leverage our infrastructure footprint.

A collection of pixelated 3D characters, including a large purple and blue character with a white face, a smaller red and white character, and a red character with a white face, all rendered in a blocky, voxel style. They are set against a background of a purple-to-red gradient with a grid pattern.

# Summary & Outlook

# FY24 focus – Year 1 of Double Down.

- Strong Q1 order volumes across all three segments.
- Stable key operational cost metrics including cost to acquire. Focus on cost control to drive financial leverage
- Organic growth in all 3 segments
- Continuing focus on operating and free-cash flow metrics
- Disciplined M&A

## Our 'Double Down' Ambition has begun in FY24

1

### Maintain Cost Leadership

- Consumer customer growth of 15,700 in first quarter with stable cost to acquire
- Invest in and further leverage off-shore
- Further digitisation of on-boarding experience
- Continuing Opex control (opex as a % of revenue declines over mid-term)

2

### Organic growth from market penetration and product expansion

- New products, 'Superbiz' and 'Probiz' Launch in July 2023 targeted at large corporate market
- Refreshed small business products launch in Q1
- Capturing opportunities from new SAU in IP Transit and backhaul
- Consumer growth from marketing optimisation and product cross-sell

3

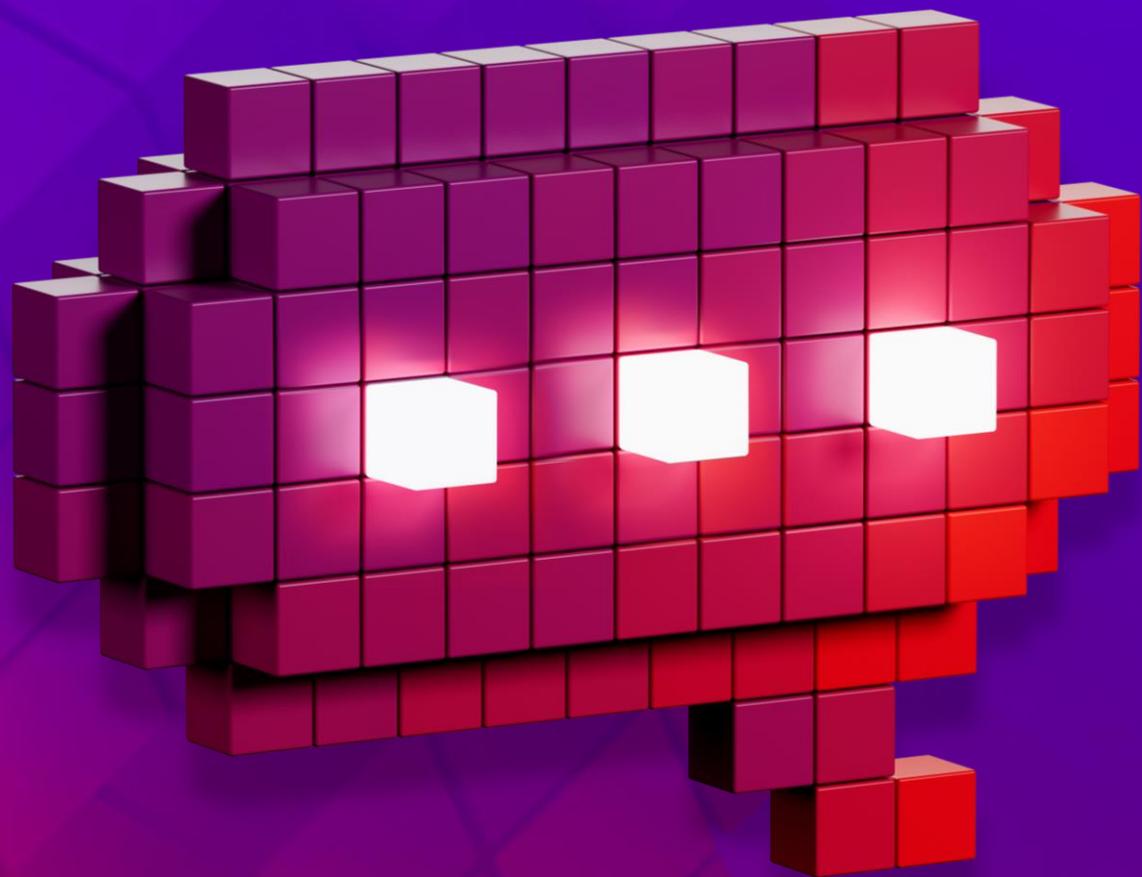
### Acceleration via M&A

- Post Symbio, maintain disciplined approach to M&A

# Positive Outlook: FY24 Guidance.

- Underlying EBITDA<sup>1</sup> of \$49m-\$53m, representing a 31-42% increase on FY23
- Capex range \$20m-\$22m, depending upon customer demand and timing of payments for key customer wins

(1) Underlying EBITDA is calculated as Statutory EBITDA adjusted for non-recurring transaction/rebranding costs as well as Share Based Payments and contingent consideration treated as remuneration



**Got a  
question?**



**Thank you.**



# Appendix: Customer number definition.

## Consumer

Unique customers on various access technologies such as nbn™, Superloop Fixed Wireless and mobile. A single customer with multiple services (such as broadband, VoIP and mobile) only counts as a single customer.

## Business

Unique end business locations on various access technologies such as Superloop Managed WiFi, Superloop Fibre, Superloop Fixed Wireless, nbn™ and mobile.

A single business location with multiple services (such as broadband, managed services, VoIP and mobile) counts as a single business location. A single business with 5 locations (branches) serviced by Superloop, however, counts as five business locations.

A managed WiFi customer to whom Superloop services 100 uniquely identifiable locations counts as 100 business locations. Covers all business sub-segments including SMB, mid market and enterprise. Business locations serviced via the nbn network as defined by the nbn™ September 2022 report.

## Wholesale

Number of customers purchasing telco offerings from Superloop plus unique end customers serviced via Superloop wholesale aggregation and white label products as defined in Consumer and Business above.

## Segment Financials

Total customer numbers above do not fully align with segment revenue and COGS. Specifically, businesses purchasing a residential rather than business plan are reported in the Consumer segment (revenue, margin and customer numbers) rather than the Business segment.