

Comms Group Presentation to NWR Conference

3 May 2022

COMMS GROUP LIMITED (ASX: CCG)
<https://commsgroup.limited>

This document has been approved by the CEO



Company Overview

Comms Group at-a-glance

A leading B2B provider of cloud communications (UCaaS¹) and managed IT & cloud services to businesses

**We service our customers via
three key divisions**

**Our goal is to
enhance business
agility through
innovative
cloud-based
communications
and IT solutions**

Voice Services

Data Services

**Unified
Communications
Solutions (UCaaS)**

**Managed IT & Cloud
Services**

next.[®]
telecom
a commsgroup business

Telco services
domestically to the
SME and corporate
mid-market
sectors
(<1,000 employees)

www.nexttelecom.com.au

commsgroup
Global Cloud Communications
Global

Global specialist
UCaaS¹ provider to
wholesale,
enterprise and
MNCs
(>1,000 employees)

<https://commsgroup.global>

onPlatinum

Leading ICT
managed services
provider with strong
reputation for
quality, expertise
and innovation

<https://onplatinum.com.au>

140 staff located across Sydney, Melbourne, Gold Coast, Singapore, Philippines

¹ Unified Communications as a Service (UCaaS): a communications delivery model based on the cloud, that allows companies to access key comms services including telephony (voice), video, messaging, chat, collaboration, document storage supporting teamwork, agility, mobility and work from anywhere.

Key timeline of events



Our products and services

A highly focused B2B telco with a full ICT product suite and leading position as a global unified communications provider

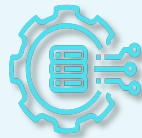


Voice services

- Replace legacy ISDN/PABX lines
- Move traditional “in-office” PABX to the cloud
- Advanced cloud business phone/hosted PBX (domestic)
- Global PBX for International offices
- Inbound 13/1300/1800 services
- 4G/5G Mobile & Mobile Broadband

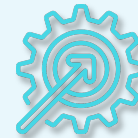
Wholesale/Global

- SIP Trunks
- SIP & MS Teams calling services wholesale
- Call Termination Services
- Global DID/Telephone numbers – 100+ countries



Data services

- High speed fibre-optic based data & internet services
- NBN services inc. NBN Enterprise Ethernet
- Own our own Layer 2 and Layer 3 (ISP) networks
- SD WAN
- Multi-carrier diversity services
- Access to Cloud Services
- Firewall services



Unified Comms Solutions (UCaaS)

- Industry leading Global Microsoft Teams calling (Direct Routing)
- Range of value-added applications
 - Contact Centre
 - Call Recording
 - Call Analytics
 - SMS messaging with integration to MS Teams



Managed IT services

- 24x7 IT Managed services
- Provision of ICT hardware
- Security services
- Cloud based services (Azure, VMWare)
- Own our own Cloud IaaS Virtual Server cluster (VMWare)
- Desktop as a service
- Backup as a service

Leading global Microsoft Teams calling provider

Comms Group provides a world leading international calling experience



Comms Group has added a number of key products to its key Unified Communications offering, including:

- 1 Contact Centre for Microsoft Teams**
Native contact centre for Microsoft Teams. Intuitive and powerful web administration.
- 2 Call Recording for Microsoft Teams**
Native cloud-based Call Recording for Microsoft Teams – PCI Compliant. Seeing good interest from financial services firms.
- 3 Call Analytics for Microsoft Teams**
Measure Call Sentiment through CommsChoice Insights, AI-driven Speech Analytics license, which measures conversation pace, volume, pitch, and tonality.

Comms Group global network



Comms Group is a leader in Microsoft Teams calling for global businesses.



Extensive international network with the most extensive Asia Pacific coverage.



Recently completed expansions into **China, Japan, Philippines, HK and Indonesia.**



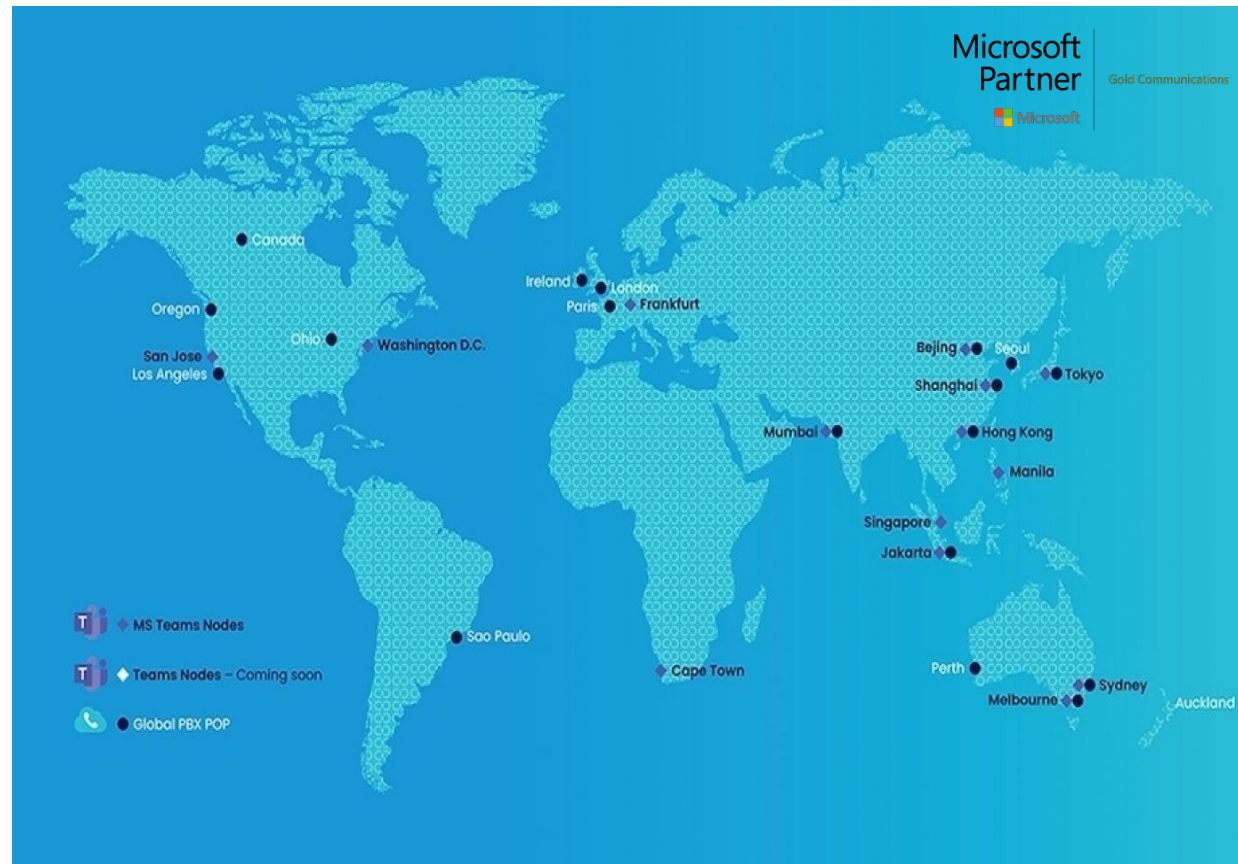
The first and only provider of Microsoft Teams calling in **China.**



Continuing to expand into under served markets – currently expanding into **India, South Africa and Vietnam** and other Asian countries shortly.



Singapore sales office established in 2021



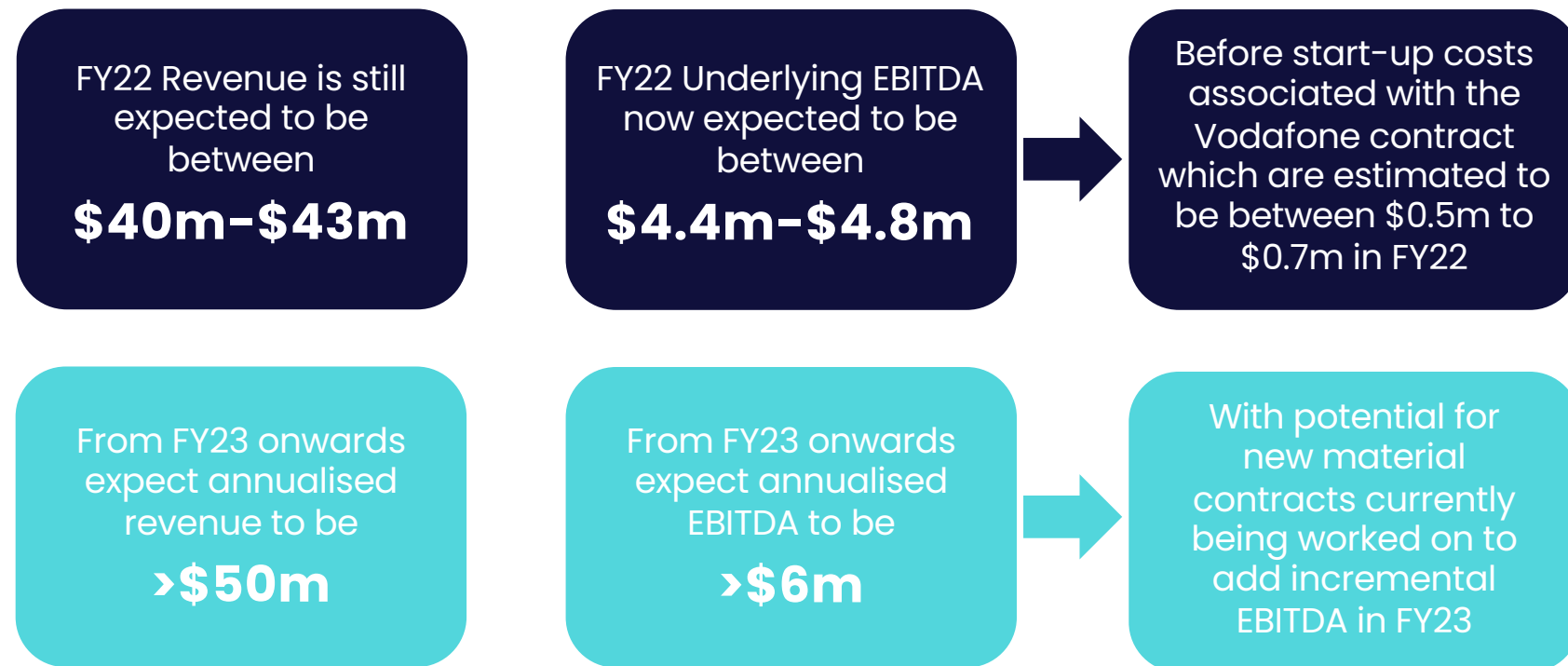


Business Update and Outlook

Recent business update

Vodafone agreement	<ul style="list-style-type: none"> • A significant global agreement to provide key unified communications and related telecommunications services to leading international telco provider Vodafone Business • Expected launch in June or July 2022, ~6 months later than originally expected
Sales pipeline	<ul style="list-style-type: none"> • Total of \$138,000 monthly recurring revenue of new sales contracts in Q3 including \$38,000 from onPlatinum • Total of \$235,000 monthly recurring revenue of new sales contracts closed in 1H22 • Strong pipeline of sales prospects across the Group
Global business	<ul style="list-style-type: none"> • Significant Global opportunities in offshore UCaaS and CPaaS building • Face-to-face meetings with prospects in UK/Europe and Asia held in April and upcoming meetings in the USA in May • Expectation to close some key prospects shortly
Additional resources	<ul style="list-style-type: none"> • Added additional resources into the Global business including new CEO Mr Zac Crofts in Singapore • Added additional sales resources into domestic SME business (Next Telecom)
Change in spend from a key client	<ul style="list-style-type: none"> • Saw reduced spend on domestic telephony services by a key Global wholesale client in the consumer services area • We do not expect recovery to previous levels for this client for the remainder of FY22 • However, we do expect to make up this lost revenue and margin quickly
Synergies from acquisitions	<ul style="list-style-type: none"> • Good progress with synergy extraction for Next & Binary acquisitions. • Estimate of ~\$0.5m per annum in synergies released so far and expect similar levels to be released in FY23 • Work underway with onPlatinum synergies with ~\$0.3m expected initially

FY22 outlook and beyond



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Glossary

Term	Definition
Cloud Communications	The provision of key communications services from cloud servers based in data centres and over high-speed internet connections.
Cloud PBX, Cloud Phone, Hosted PABX	A cloud PBX functions the same as an in office PABX but is hosted in a cloud server accessed via the internet. This is becoming the preferred option for providers and customers today. Comms Group operates a global Cloud Phone network.
Corporate mid-market	For Comms Group, this is larger organisations with typically 500+ employees and monthly spend (MRR) of typically > \$5,000.
CPaaS	CPaaS stands for Communications Platform as a Service. A CPaaS is a cloud-based platform that enables developers to add real-time communications features to their own applications without needing to build backend infrastructure and interfaces.
CTS	Call Termination Services – provision of a service by wholesale service providers to terminate voice calls in different markets or countries and on to different networks such as mobile and fixed voice networks.
Data Service	A broadband service that delivers voice, video and data over a private network or the Internet. NBN and fibre optic services are the most common forms of data services in the SME and corporate mid-market. Comms Group operates a domestic Layer 2 (data) and Layer 3 (internet) network with key Points of Presence (PoPs) in Sydney, Melbourne & Brisbane and aggregates a range of layer 2 wholesale access services.
Enterprise	For Comms Group, this is organisations with typically > 1,000 employees and operating multi-nationally as an MNC.
Fibre (optic)	Use of fibre optic networks to carry digital signals (data) via light transmission at very high speeds, transforming the telco and cloud services market globally.
ICT	Information Communication Technology is an umbrella term that covers the wide range of IT services and Communications services provided to businesses.
MNC	Multi-national corporate whereby the corporation has offices, facilities and assets in multiple countries.
MRR	Monthly recurring revenue is the monthly recurring annuity style revenue received from customers.
NBN	Australia's national broadband network, which is a wholesale open access data network, replacing older copper and cable broadband with optic fibre networks, high speed switches and other technologies.
PABX	A typically in-house telephone switching system that interconnects telephone extensions to each other as well as the outside telephone network known as the public switched telephone network (PSTN).
SD-WAN	A software-defined wide-area network (SD-WAN) uses software-defined network technology, such as communicating over the Internet with encryption between an organisation's locations. Allow companies to build higher-performance WANs using lower-cost and commercially available Internet access. SD-WAN is replacing traditional data networks such as MPLS.
SIP	Session Initiation Protocol – being the standard IP telephony signalling protocol used to manage voice calls over the internet.
SME	For Comms Group, this is small to medium enterprise typically up to 500 employees.
Unified Communications (UCaaS)	A communications delivery model based on the cloud, providing key communications services including telephony (voice), video, messaging, chat, collaboration, document storage supporting teamwork, agility, mobility and work from anywhere. Comms Group is a leading provider of MS Teams calling with a global network and offering.

