

Aussie Broadband Macquarie Conference

9 May 2024



**Aussie
Broadband**

THE ACTUAL AUSSIE WAY

We acknowledge

Aussie Broadband acknowledges Aboriginal and Torres Strait Islanders as the First Australians, and their role as the original communicators, connectors, and carers of the land and waters across Australia. We pay our respects to Elders past and present.

We commit to working respectfully to honour ongoing cultural and spiritual connections between the Traditional Owners and this country, and to building an inclusive Australia together.





Agenda

1. About Aussie Broadband
2. Delivering Shareholder Value
3. Symbio Update
4. Closing Remarks
5. Q&A



About Aussie Broadband



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Our Evolution

Our journey to a leading diversified communications and technology group



Over – 20 years built a market-leading telco business

- Primarily providing broadband VOIP and mobile services to residential customers
- Fastest-growing RSP for last 5 years – from 20k to >500k customers
- Focused on best-in-class technology and game-changing customer service
- Brand strength and awareness
- Significant investment in networks and owned fibre assets
- Direct connection to all 121 NBN POIs

Over – 20 years built a market-leading business & enterprise focused telco business

- Deep capability across data, voice, cloud, and managed services
- Focused on business, enterprise & government and wholesale segment
- Tier 1 Voice network

Successfully integrated into the Aussie Broadband group in 2023.

Over – 20 years built a leading communications software company

- Operations in Australia, New Zealand, Singapore and Malaysia.
- A first mover on VOIP in Australia
- Tier 1 Voice Network
- Focused on Communications as a Service, Unified Communications as a Service and Telecommunications as a service.

Near term intention for Symbio to operate as a separate business unit

Leading diversified communication and technology group

- Targeting to be one of Australia's largest providers of communications & technology services
- Integrated full-service provider across the full suite of solutions to residential, business, enterprise & government and wholesale customers
- Deep technical expertise combined with relentless focus on customer experience
- Full ownership of tier 1 voice and data networks in Australia, interconnection to all 121 NBN POIs and cloud infrastructure platform.
- Industry-leading software platforms such as MyAussie, Carbon and NetSIP

Our Business At A Glance



Continued revenue diversification with the addition of Symbio

Aussie Broadband Segment	Residential	Business	Enterprise & Government	Wholesale	Symbio
Go To Market Brand	Aussie Broadband	Aussie Broadband Business	Aussie Broadband Enterprise Government Wholesale	Aussie Broadband NETSIP	symbio™
Focus / Capability	<ul style="list-style-type: none"> Residential Broadband Mobile Home Voice Services 	<ul style="list-style-type: none"> Business grade broadband & mobile Business voice 	<ul style="list-style-type: none"> Enterprise grade broadband & mobile Cloud and Security Services Managed Services 	<ul style="list-style-type: none"> Wholesale Voice White Label Telecommunication Services 	<ul style="list-style-type: none"> Communications Platform as a Service Unified Communications as Service Telco as Service
Value Proposition	Showing Australians what a good telco looks like through exceptional customer service & technology	Making getting & staying connected as easy at work as it is at home	Providing a genuine full service alternative to the big four	Leveraging our infrastructure and expertise to gain additional scale	Leading communications software and provider of SaaS capabilities
Percentage of Revenue at 1H FY24	51%	9%	8%	13%	19%
Underpinned by Industry Leading Technology & Infrastructure including our owned Aussie Fibre Network					

1. Pro-forma based on Aussie Broadband and Symbio's individual reported revenue for 1H FY24. Symbio was not part of the Aussie Broadband Group at 1H FY24.



1H FY24 The numbers that matter

Double digit top line and EBITDA growth vs. pcp³



\$445.9m
Revenue
Up 17.7%



\$154.3m
Gross Margin
Up 16.7%



\$46.3m
EBITDA¹
Up 12.7%



\$40.7m
Op Cash Flow
Up 57.8%



8.3%
NBN Market Share²
Up 1.3 ppt



765.8k
Broadband Connections
Up 130.3k

1. EBITDA before non-recurring items and excludes Symbio
2. NBN market share excluding NBN Satellite compared against 31 December 2022
3. Prior corresponding period (PCP) being 6-month period ended 31 December 2022 (1H FY23)

Australia's Most Trusted Telco



Continued customer excellence recognised

In April 2024, Aussie Broadband was awarded 2023 Roy Morgan Customer Satisfaction 'Best of the Best' Award across all industries, as well as both the Internet Service Provider of the Year and Mobile Phone Service Provider of the Year awards.

These recent awards complement our status as Australia's most trusted telco with a record high customer satisfaction rate of 97.5%



Aussie's approach to ESG

Committed to continual improvement



Environmental

Carbon footprint

- Carbon neutral for scope 1 and 2 emissions
- Scope 3 emission inventory under development
- Total carbon emissions increased in line with Company growth
- Carbon emissions / full-time employee decreased 29% YoY

Reducing overall footprint

- Carbon offset credits
- Transition to 100% renewable energy on owned and operated sites is underway.
- Working towards carbon reduction across the supply chain

Social

Addressing social challenges

- Committed to Pledge 1%
- 1000+ hours of employee community service leave
- Impacted over 175k people via our community programs
- Small Change Big Change raised over \$625k to date
- Proud partner of NBN's School Student Broadband Initiative
- Focused approach on inclusion & diversity
- Adapt Action Plan submitted for Domestic and Family Violence industry response
- Low Income and Digital Inclusion Forum member
- Industry leading paid parental leave scheme

Governance

Rigorous governance

- Aligned Constitution's purpose to support ESG goals
- Implemented mechanisms to govern our ESG approach
- Mandatory compliance training
- Strengthened our cyber resiliency, including a focus on people, processes and technology



“The purpose of the Company is to deliver returns to shareholders while having an overall positive impact on society and the environment.”

Delivering Shareholder Value



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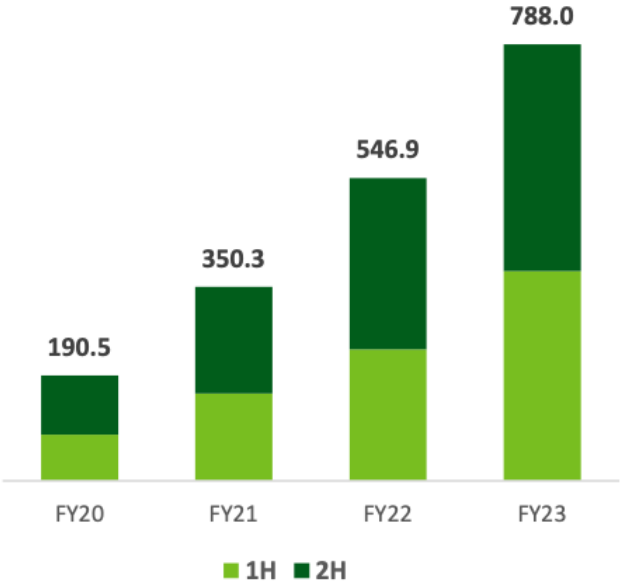
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Long Term Growth (excluding Symbio)



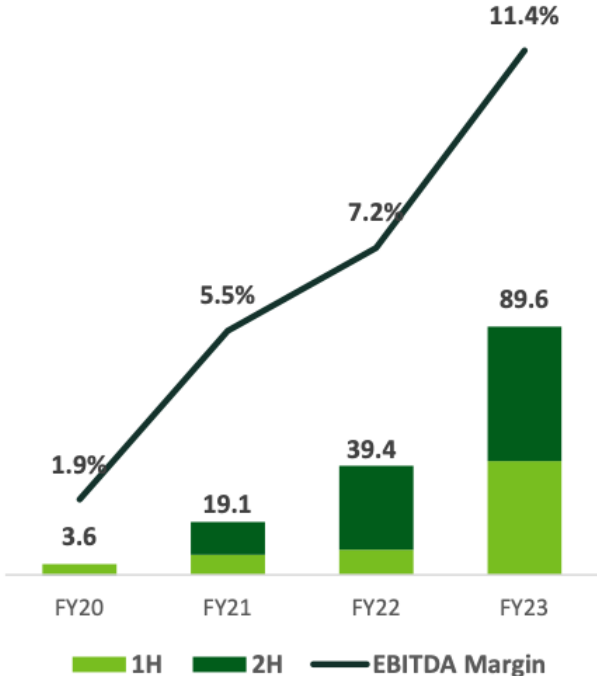
Consistent delivery of ongoing growth

Revenue
(\$ millions)



- Continued strong revenue growth with CAGR of 60%
- EBITDA expansion at faster rate than revenue due to margin improvements from the fibre build and economies of scale – CAGR 192%

EBITDA and EBITDA Margin
(\$ millions and %)



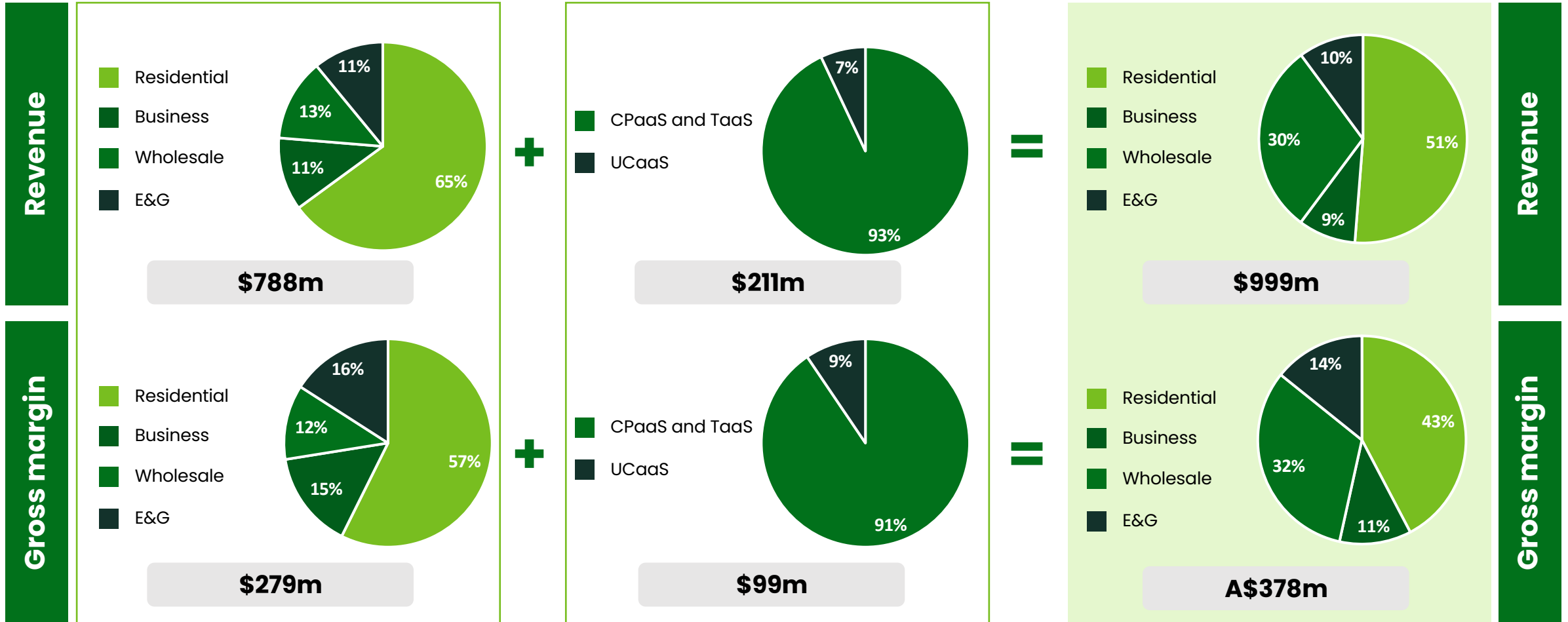
1. Long term performance excludes Symbio

A diversified telco business

Providing broad products across the Group



FY23 Pro Forma



3Q FY24 Trading Update

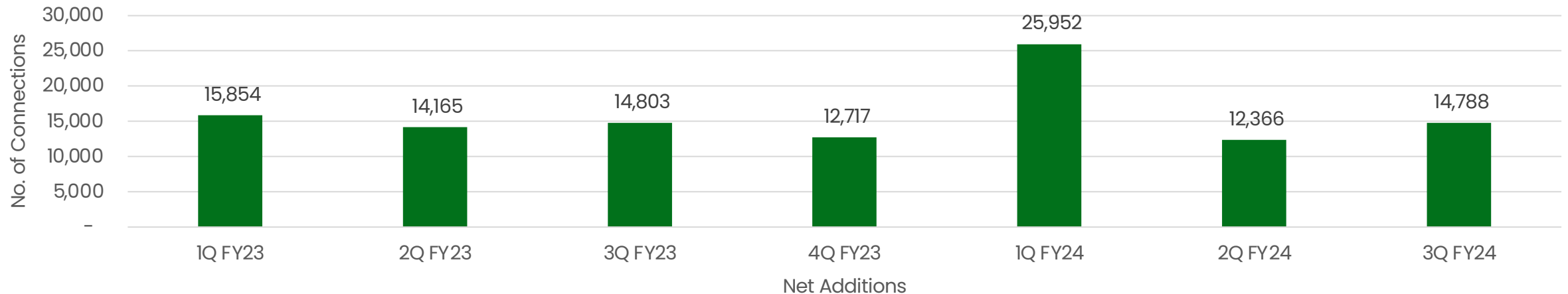
Strong momentum leading into 4Q FY24



Highlights:

- Core Aussie Broadband business continues growth adding 18,788 broadband services in 3Q FY24.
- Enterprise & Government (E&G) segment continues to see traction with new wins across the retail, food, and local government sectors, adding over 250 new E&G sites.
- We continue to capture the high value segment of the residential broadband market with our tier mix shifting towards high-speed plans greater than 100 Mbps.

Residential Broadband - Net Additions



* Broadband connections exclude any connections currently held by Symbio and are based on the segments closing balance for the quarter, inclusive of new services, customer movements between segments, and churn. 4Q FY23 – 2Q FY24 includes inorganic net additions from the purchase of the Uniti NBN base.

Reaffirming Guidance

Upgraded FY24 guidance



Guidance

- Reaffirming our upgraded FY24 EBITDA guidance of \$105m to \$110m and expect 4 months contribution from Symbio of approximately \$11m, taking the total Group FY24 EBITDA guidance to \$116m to \$121m.
- Capex guidance remains on track to achieve \$40m to \$45m.
- ABB guidance excludes any costs of and contributions from M&A activity, other one-off costs and income.
- The Group is still focused on organic growth, but remains open should acquisition opportunities arise that align with our strategic objectives



Symbio



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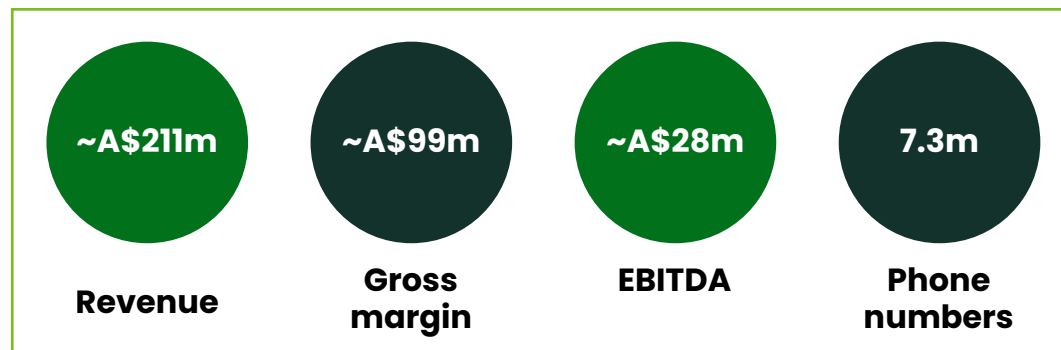
Symbio overview



Leading communications software company and provider of SaaS capabilities

- Founded in 2002 by Rene Sugo and Andy Fung
- Operations in Australia, New Zealand, Singapore and Malaysia, with planned expansion into Taiwan, South Korea and Japan
- Operates 3 business divisions:
 - **Communications Platform as a Service (CPaaS):** Provides voice and messaging capabilities to global customer communication services across multiple regions
 - **Unified Communications as a Service (UCaaS):** Provides cloud-based enterprise calling and collaboration services utilising Symbio's carrier grade network
 - **Telecommunications as a Service (TaaS):** Provides cloud communications, mobile services and nbn

Key metrics (FY23A)



	Gross margin contribution (FY23A)	Description	Key customers / partners
CPaaS	64%	<ul style="list-style-type: none"> • Customers: Global Tier 1 carriers & software companies • Markets: Global • Products: Numbers & porting, call termination and messaging • Revenue: Customers are billed per number per month, plus wholesale rates 	
UCaaS	9%	<ul style="list-style-type: none"> • Customers: APAC enterprise & government • Markets: Australia, New Zealand & Asia Pacific • Products: Microsoft Teams, Cisco Webex and contact centre • Revenue: Customers are billed per seat per month; typically multi-year contracts 	
TaaS	27%	<ul style="list-style-type: none"> • Customers: Retail telcos and Managed Service Providers (MSPs) • Markets: Australia, New Zealand & Asia Pacific • Products: White label telecom, billing software and management software • Revenue: Customers are billed per Service in Operations (SIO) per month, plus wholesale rates for calls, data, etc. 	

Key highlights and strategic alignment

Highly strategic acquisition of a “Fixed Voice as a Service” player



Key highlights

- ✓ Owned tier 1 carrier network that is specifically dedicated to voice services
- ✓ High quality, sticky customer base (e.g. Zoom, RingCentral and Google)
- ✓ Asia business portfolio opportunity and focus on achieving profitability
- ✓ Strong financial profile, with significant recurring revenues and strong margins (~58% of FY23 revenues and ~70% of FY23 gross profit is recurring in nature)
- ✓ Opportunity to optimise cost base across several areas
- ✓ Near term intention for Symbio to operate as a separate business unit

Strong strategic alignment and highly complementary

	Offering and competitive advantage	Key added value for ABB
CPaaS	<ul style="list-style-type: none"> • Scales existing NetSip offering • Direct integration with leading OTT platforms including Cisco Webex, Zoom, 8x8 and others. 	<ul style="list-style-type: none"> ✓ Significantly higher volumes <div style="text-align: right;"> <div style="background-color: #008000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">+7.3m</div> <p>Phone numbers</p> </div>
UCaaS	<ul style="list-style-type: none"> • Considered the provider of choice for Microsoft and Cisco 	<ul style="list-style-type: none"> ✓ Capability uplift with direct integration to Microsoft teams and Cisco call manager <div style="text-align: right;"> <div style="background-color: #008000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">+144k</div> <p>Seats</p> </div>
TaaS	<ul style="list-style-type: none"> • Provides a turnkey solution for smaller telcos • Services are focused on NBN resale, Mobile (via Telstra Wholesale), and Voice (onnet) 	<ul style="list-style-type: none"> ✓ Extends product offering for ABB to offer white labelling to smaller ISPs and telcos <div style="text-align: right;"> <div style="background-color: #008000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">+180k</div> <p>Services</p> </div>

Symbio Update

On track to achieve FY24 contribution

- Successfully completed the acquisition of Symbio, adding scale to our Voice business and increasing our capabilities. Michael Omeros appointed CEO of the Symbio business..
- Symbio is on track to achieve FY24 contribution to ABB's guidance.
- Aussie remains confident that at least \$5m will be achieved and is actively exploring additional synergy opportunities.
- Symbio's Asian business is a relatively small part of the Group with minimal bottom-line impact. With current expected orders in Singapore, we anticipate the business will be contributing positively to Symbio results.
- Aussie is taking a disciplined approach to investing in Singapore and Malaysia.



Closing Remarks



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Thank you

Aussie Broadband Limited

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Authorised for release by the Aussie Broadband Board



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