

VONEX  
always

FY23

(ASX: VN8)

AGM





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# Who We Are



**Vonex Ltd (ASX:VN8) provides advanced technology to keep business communications ahead of the game.**

Our products are scalable and customisable to the thousands of Australian businesses and consumers we keep connected, wherever they go, however they grow.



Software



VONEX



Carrier



Hardware

# What We Do



## SME Business



### Phone Systems

NBN-ready office phone solutions. Options for on premise & cloud.

- Hosted Cloud Phone Systems
- SIP Trunks
- Microsoft Teams Integration



### 4G & 5G Mobile

SIM-only mobile plans.

- 4G & 5G Voice & Data
- Mobile Fleet



### Fibre & NBN

Future-proof NBN & high speed ethernet.

- NBN
- Fibre
- Mobile Broadband
- 5G



### Value Added Services

1300 numbers, conferencing, e-fax desktop SMS & more.

- e-Fax
- Desktop SMS
- Domain
- Web Hosting
- Audio Conferencing
- Landline: 1300/1800, International Numbers

## Wholesale



### Wholesale Products

Delivering excellence in wholesale connectivity.

- Business Fibre
- IoT/M2M
- Hosted PBX & SIP
- NBN
- 4G & 5G Voice & Data
- Mobile Broadband

## Consumer



### Consumer Products

Consumer phone systems.

- Home Phone
- Consumer NBN
- Consumer Mobile



# Our Business



## Capabilities

→ Deep Expertise

building, managing and supporting voice and data networks and providing value-added services.

→ Sophisticated and Scalable Networks

including market-leading hosted PBX platform and full redundant core data network with 7 Points of Presence (PoP) across Australia.

## Team

→ Strong Leadership

across technical, support and operations teams.

→ Large Team

138 team members with ~76 across Australia, and scalable ~62 person support and developer team in the Philippines.

→ 300+ Channel Partners

across QLD, NSW, VIC, NSW, WA and SA.

## Customers

→ 22,000+ Customer Accounts

across SME, wholesale and residential segments<sup>1</sup>.

→ Churn Rate

of 1.2% per month across the customer base<sup>2</sup>.

## Growth Strategies

→ Cross-Sell

in particular, data services to existing SMB and Wholesale customers.

→ Customer Acquisition

drive additional sales through the Channel Partner network.

→ Improve Retention

through more proactive account management.

## Market Drivers

→ Aligns to High Growth Hosted PBX Market

which is forecast to grow by a CAGR of 18.7% between 2020 and 2027<sup>3</sup>.

→ Bundling of Services

SMB customers seek a one-stop-shop for all their communications needs.

→ Remote Working

continuing to drive the adoption of cloud-based managed services.

→ Note 1 Customer account numbers may include duplications from customers migrating from one Vonex brand to another.

→ Note 2 Average monthly churn (based on the \$ value) for Jan - Oct 23 period.

→ Note 3 Source - 'Business Market Insights, Asia Pacific Cloud Pacific Market to 2027'.

# To Date



For the last few years whilst there has been some integration, further work needs to be completed.

- Good individual businesses
- Some integration
- Customer dissatisfaction
- Few efficiencies
- Limited cost control

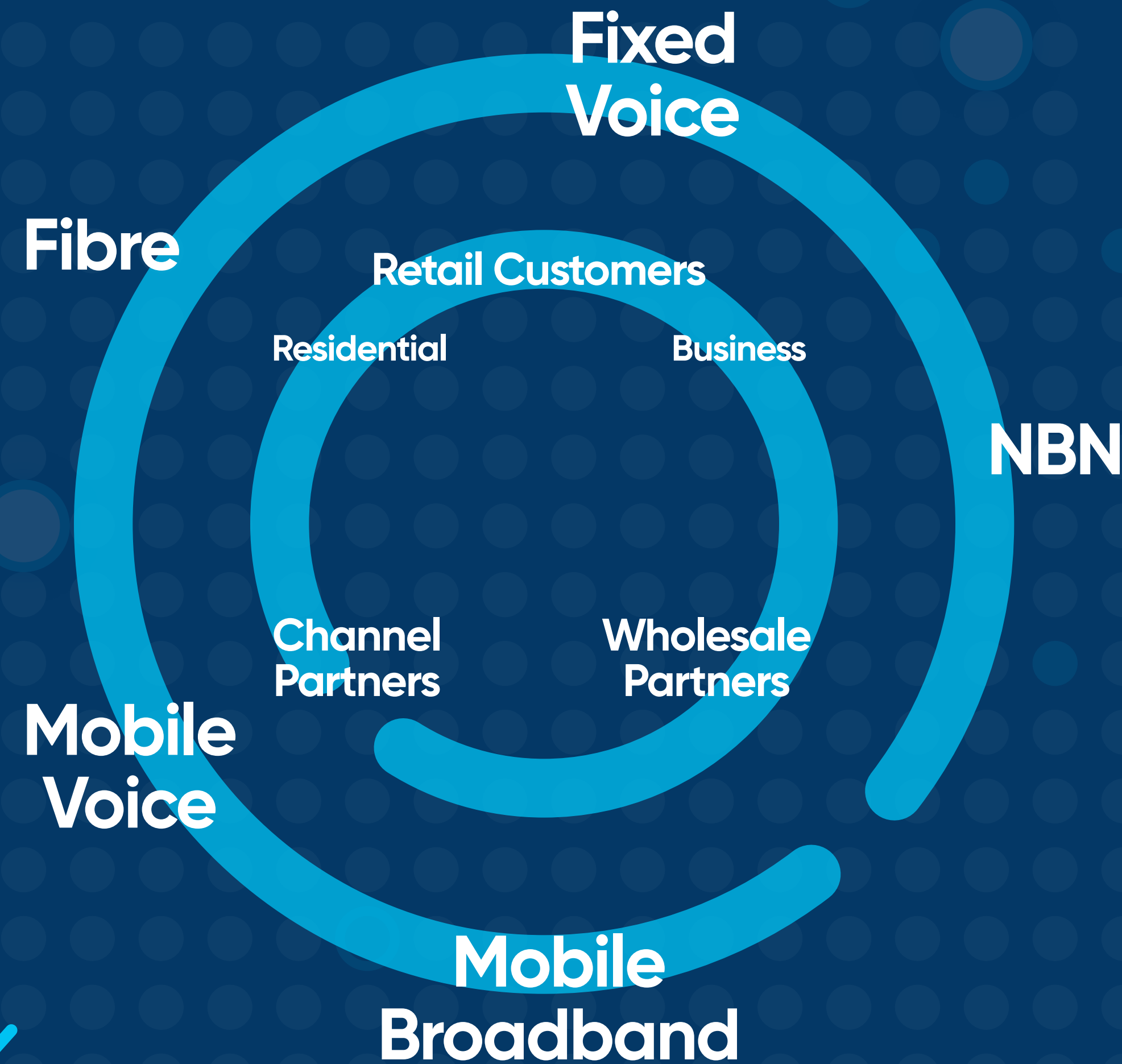


# 2024



**We are already on the journey...**

- 28% FTE reduction (finalised in 2023)
- Brand integration
- Greater efficiency and productivity
- Better customer support
- Good corporate governance
- Network integration and growth
- More control to innovate products
- A great business





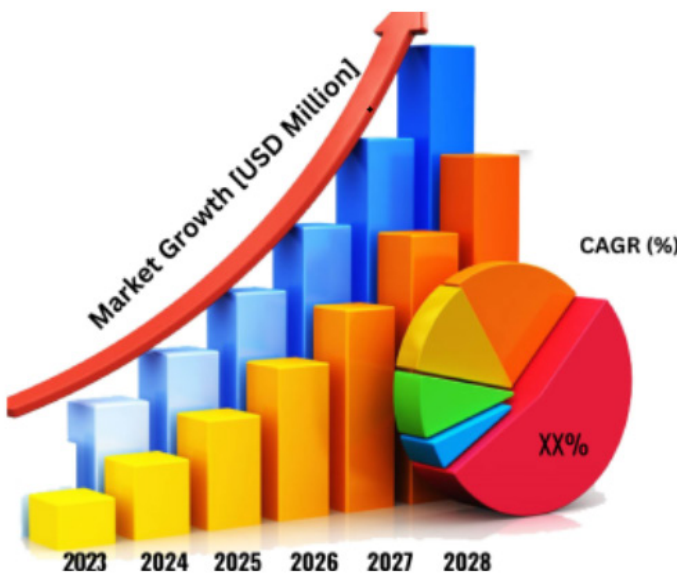


# 2024 • Continued

- Mobile voice relaunch
- Call Centre for Teams voice integration
- Increase channel and wholesale support
- Leverage our network for more WAN offerings
- Far improved customer portals & automation

## There is still life in the Cloud PBX.

- Whilst there are mixed forecast opinions, the underlying message is growth.
- Cloud PBX can take many forms. All of which Vonex can participate in.



(Latest Updates) Cloud PBX Market Future Analysis Report Form 2023-2030

Sources <https://www.marketresearchfuture.com/reports/cloud-infrastructure-services-market-1599>

<https://finance.yahoo.com/news/cloud-pbx-market-growth-accelerated-090000352.html>

### Cloud PBX Market Growth Accelerated to Hit a 21.43% CAGR by 2030 - Report by Market Research Future (MRFR)

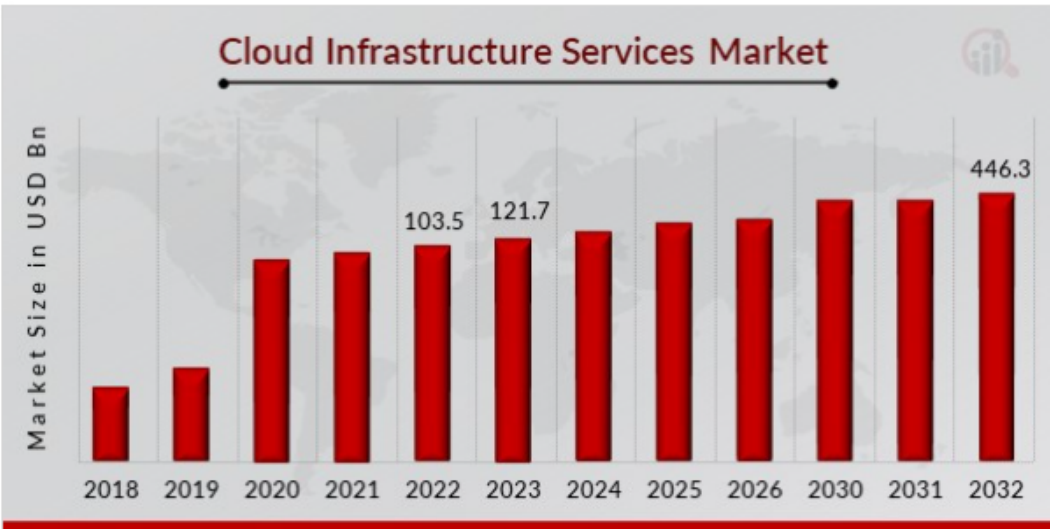
Market Research Future  
November 23, 2022 · 7 min read

Market Research Future  
Growing Adoption among Businesses to Stay Competitive Across the Globe

New York, US, Nov. 23, 2022 (GLOBE NEWSWIRE) -- According to a comprehensive research report by Market Research Future (MRFR), "Global Cloud PBX Market, by service, organization size, end-user - Forecast till 2030", the global cloud PBX market is poised to garner USD 68.4 billion by 2030, growing at a 21.43% CAGR throughout the review period (2020-2030).

**Global Cloud Infrastructure Services Market Overview**

Cloud Infrastructure Services Market Size was valued at USD 103.5 billion in 2022. The Cloud Infrastructure Services market is projected to grow from USD 121.74705 Billion in 2023 to USD 446.275 billion by 2032, exhibiting a compound annual growth rate (CAGR) of 17.63% during the forecast period (2023 - 2032). The recent infiltration of smartphones, smart devices, and other consumer electronic products has dramatically pushed the need for public cloud services. Public cloud services enable organizations and common individuals to store pertinent information safely and securely without any hassles and are the key market drivers enhancing market growth.



<https://www.linkedin.com/pulse/latest-updates-cloud-pbx-market-future-analysis-report/>



# Outlook



## Vonex continues to see a positive outlook for growth as the Company pursues a more cost-effective operation.

- Restructuring and consolidating our call centres to not only drive efficiency and effectiveness but increase customer satisfaction.
- Vonex has built a strong platform to gain scale organically, targeting growth in lead generation, brand awareness and average revenue per use (ARPU).
- Well placed to capitalise on its increased market presence, lower marginal cost base and capacity to realise cross-selling opportunities.
- On a solid footing to realise the underlying EBITDA set out in the Company's announcement of its FY23 result. We anticipate an FY24 result of the order of:

→ **Approx \$50m in Revenue**

→ **Approx \$5m in Underlying EBITDA with far less underlying adjustment than has previously been the case.**



# Management & Board of Directors



**Ian Porter**

→ Chief Executive Officer

Ian Porter is the Chief Executive Officer of Vonex Ltd. Responsible for overseeing all facets of the organisation. Ian drives the mission, operations, customer retention and engagement with the Board of Directors. He is a strong leader within the organisation and throughout the sector earning him the reputation over the last 30 years of being highly driven, effective and influential leadership style that motivates team members. Ian proudly holds a seat on the Board of Directors for isek-KDC Services Pty Ltd as Executive Director for the past 10 years. Before joining Vonex, Ian was the Chief Operating Officer at isek and prior to this, held General Manager positions in Optus Consumer and Optus Wholesale in Sydney.



**Stephe Wilks**

→ Non-Executive Chair

Mr Wilks is an experienced company director who has headed several Australian and international telecommunications and technology companies, including as Regional Director (Asia and Japan) Regulatory Affairs for BT Asia Pacific, Managing Director of XYZed Pty Ltd (an Optus company), Chief Operating Officer of both Nextgen Networks and Personal Broadband Australia, and as Consulting Director of NM Rothschild and Sons. He brings extensive technology leadership, strategic finance, M&A and governance expertise.



**Brent Paddon**

→ Non-Executive Chair

Mr Paddon is an experienced company director and manager with over 25 years experience in the telecommunications and IT sectors. Brent co-founded Brisbane Internet Technology which was sold to Asia Online in 1999, held senior management roles at WebCentral and PIPE Networks and co-founded Over the Wire in 2007, which listed on the ASX in 2015 and was acquired in March 2022 by Aussie Broadband Limited (ASX: ABB). He has detailed knowledge of the telecommunications industry and hands-on experience in starting and scaling successful businesses.



**Jason Gomersall**

→ Non-Executive Director

Mr Gomersall is a former Director of 2SG Wholesale and is the Founder, CEO and Managing Director of isek Communications. Mr Gomersall has long been at the forefront of the telecommunications industry and the mobile phone market since being one of the foundation franchisees of the Optus World chain of retail stores in the 1990s.



**Mike Stabb**

→ Company Secretary

Mike is a finance executive with over 30 years of Australian and International experience. He is a Fellow of the Institute of Chartered Accountants, graduated with Distinction from QUT with a Bachelor of Business (Accy & BusLaw), is a registered tax agent and a member of the Australian Institute of Company Directors. He has worked for Deutsche Bank in London and on Wall Street, and held CFO and senior finance roles in the telecommunications, radio communications and property industries in Australia. Most recently, he was CFO, Head of M&A and Company Secretary of Over the Wire Holdings Limited (ASX:OTW).



# For More Information



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