

Annual General Meeting

2023 Investor Presentation

28 November 2023



Agenda

1. Chairman's address
2. Business & strategy update
3. Finance update
4. Formal Business

Our speakers



Anne Ward

Chair & Non-Executive Director



Rene Sugo

Co-Founder and Group CEO



Kate Denton

Chief Financial Officer

Board of Directors



Anne Ward
Chair & Non-Executive Director



Rene Sugo
Executive Director & Group CEO



Andy Fung
Non-Executive Director



Michael Boorne
Non-Executive Director



Leanne Heywood
Non-Executive Director



Gail Pemberton
Non-Executive Director

Executive team



John Boesen
Chief Technology Officer



Cathy Doyle
Chief Experience Officer



Dylan Brown
Chief Executive Officer – CPaaS



Iain Falshaw
Chief Executive Officer – UCaaS



Jon Cleaver
Chief Executive Officer – TaaS



Helen Fraser
Chief Legal Officer



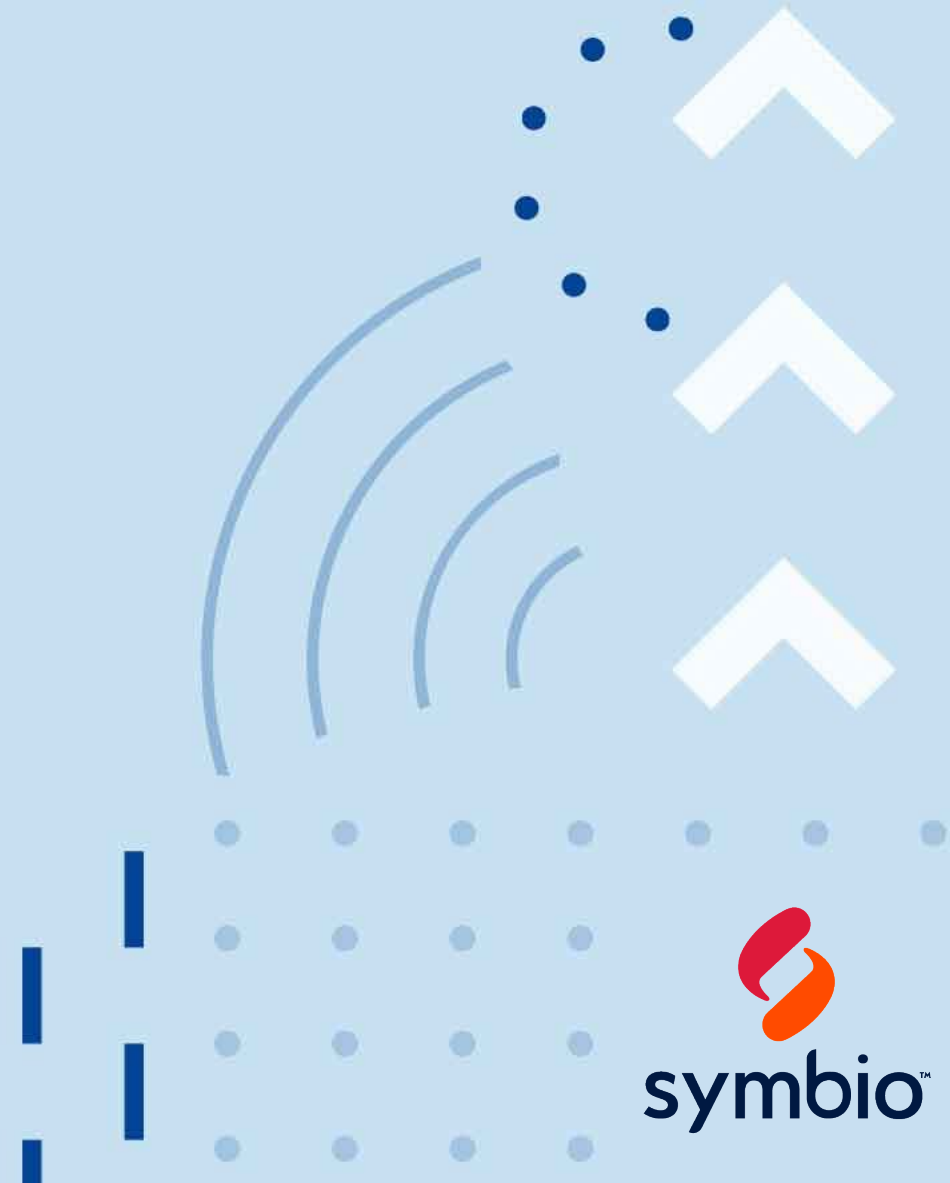
Kate Denton
Chief Financial Officer



YEO See Kiat (杨时杰)
Executive General Manager – South East Asia

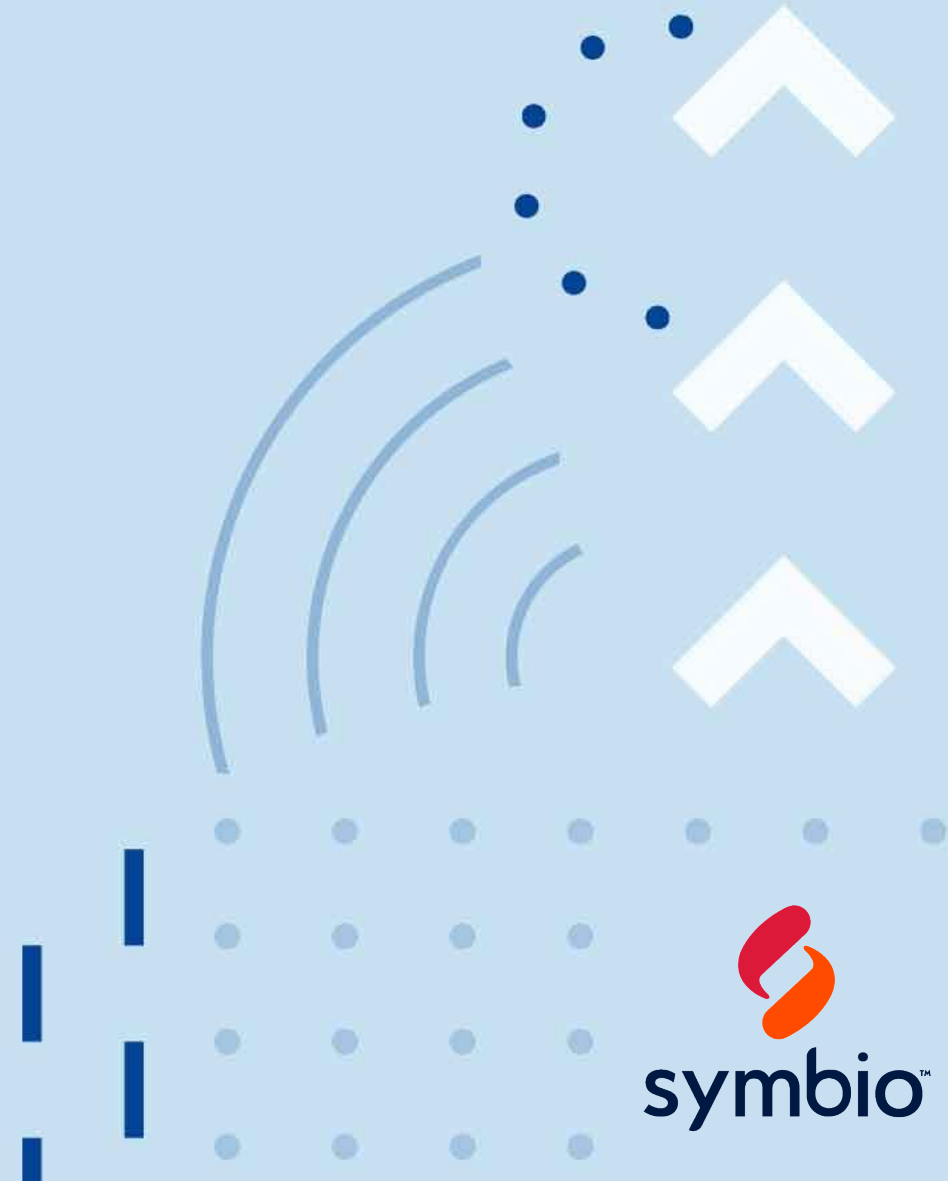
Chairman's address

Anne Ward – Chair & Non-Executive Director



Business & strategy update

Rene Sugo – Co-Founder & Group CEO



About Symbio

Symbio (ASX: SYM) is a software company changing the way the world communicates

1 Large total addressable market (TAM)

2 Accelerated by technology megatrends

3 Unique & differentiated product

4 Entrenched global customer base

5 Track record of profit, growth & dividends

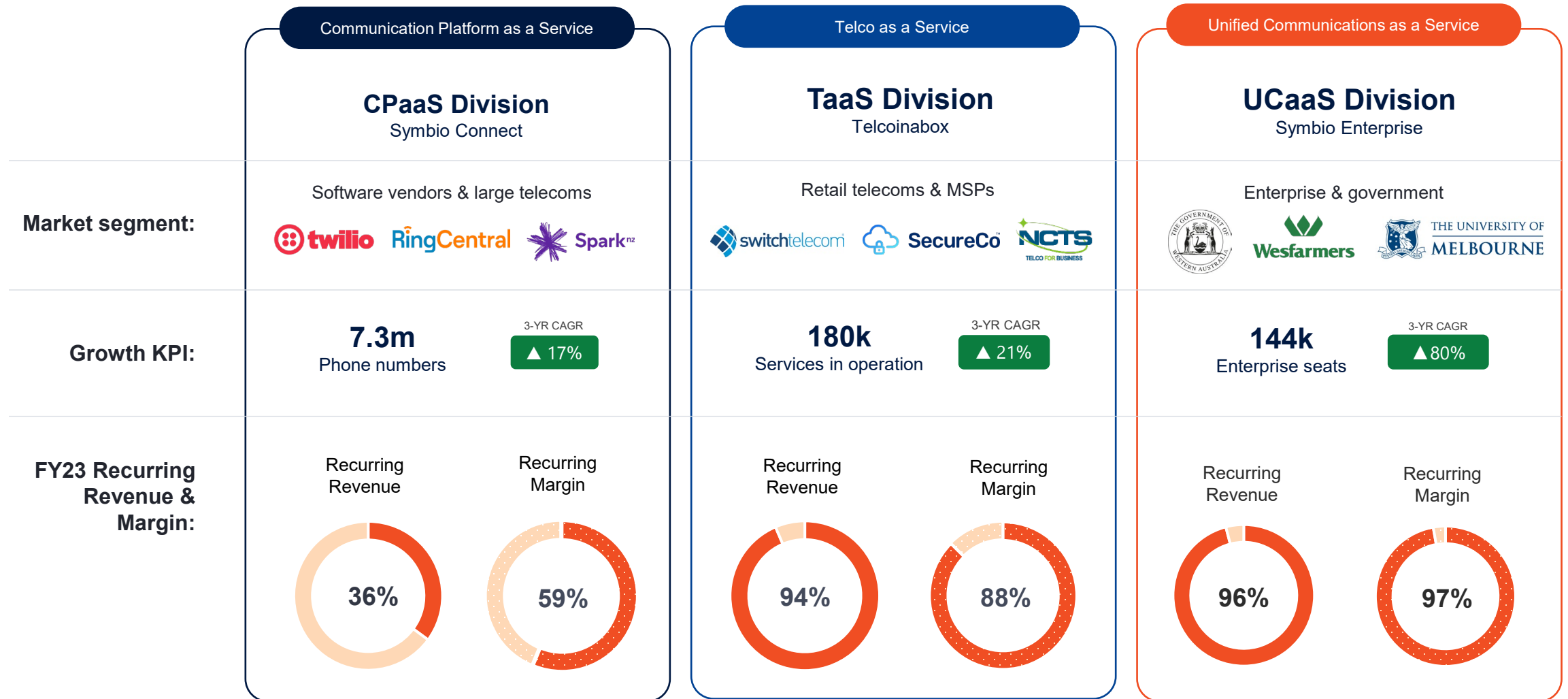
6 High-quality leadership team

Global customer base includes:



Business Overview

Symbio powers communication for three global markets: software, telecom and enterprise



Opportunity overview

Industry megatrends are accelerating our growth and enabling market disruption



Future of Work

CUSTOMER CHALLENGE

Need for technology that enables worker productivity and collaboration

SYMBIO STRATEGY

Partnering with UCaaS market leaders including Cisco and Microsoft



Enterprise Cloud

CUSTOMER CHALLENGE

Need to deliver modern, cloud-based communication services

SYMBIO STRATEGY

Telecom connectivity with the speed, scale and flexibility of software



Emerging Asia

CUSTOMER CHALLENGE

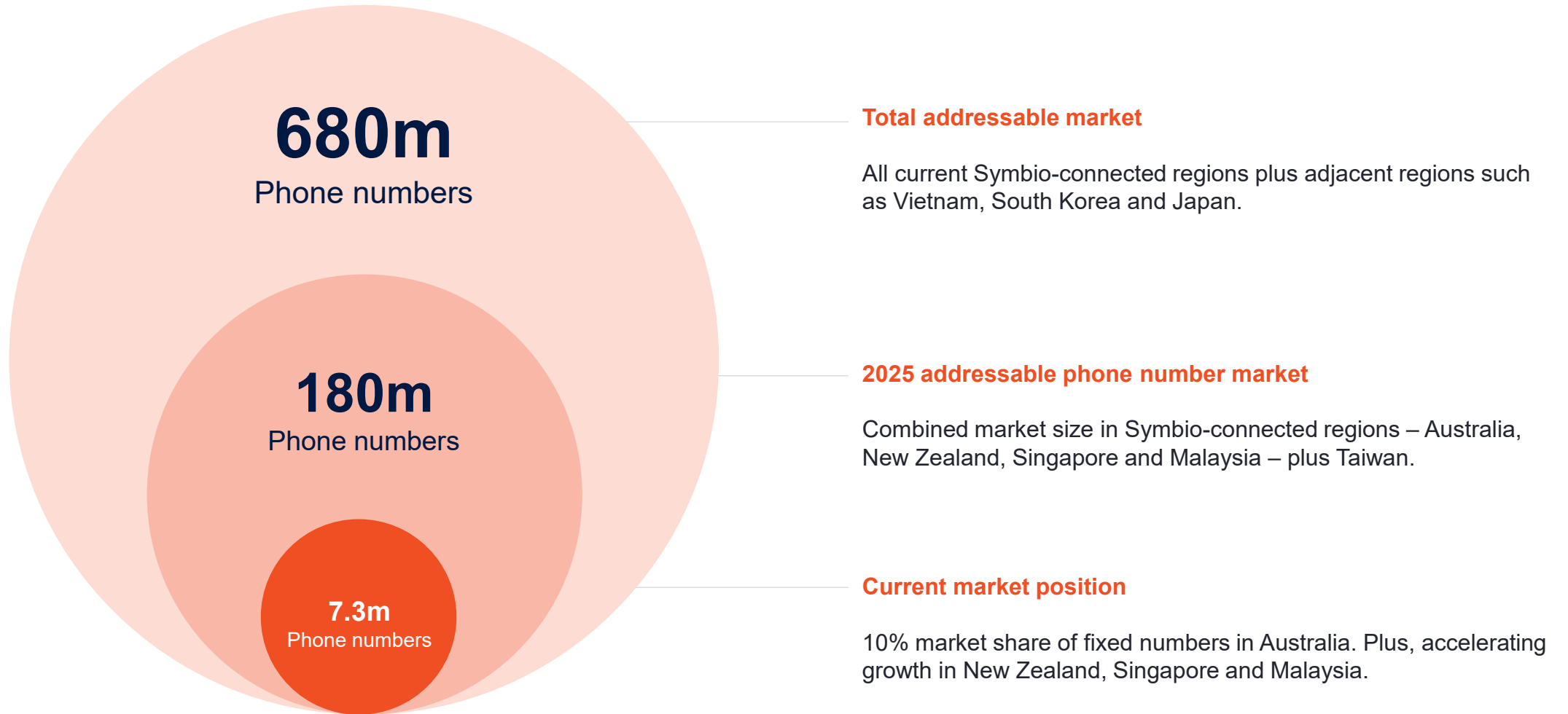
Need to connect global workforce, and serve high-growth Asian markets

SYMBIO STRATEGY

Become the preferred supplier for calling and messaging in Asia-Pacific

Strategy overview

Significant market opportunity is being unlocked through Asian expansion

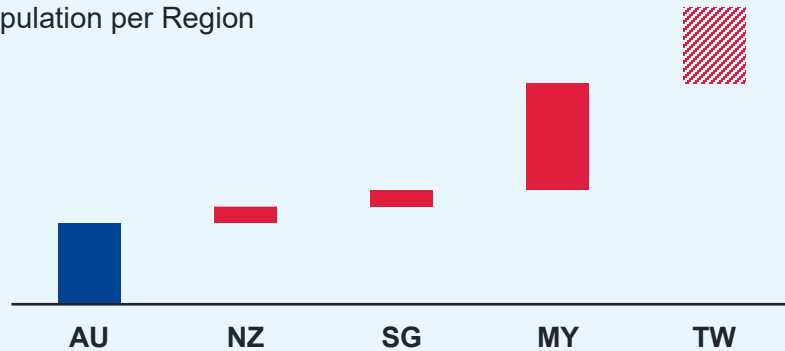


Relative phone number unit economics by market

Multi-regional coverage is critical for both margin growth and new number growth

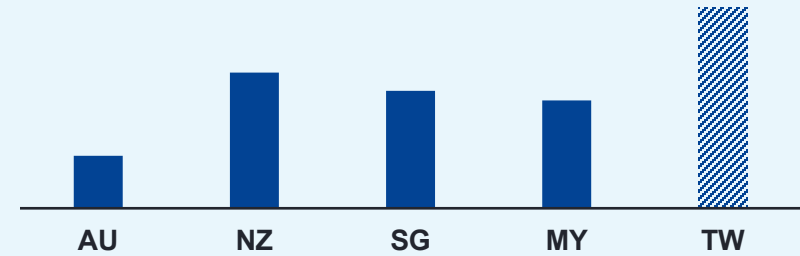
Total Addressable Market (TAM)

Population per Region



Recurring Revenue per Number – FY23

per Region



Market highlights

- Symbio doubled its TAM to over 70 million people with the addition of Malaysia. 180% increase relative to Australia-only.
- Dominant cloud voice carrier in the Australian market with circa 10% share of fixed numbers.
- Leveraging **existing** high-quality global customer base to fuel regional scale opportunity.
- Entry into Taiwan is paused for FY24, pending the outcome of ABB transaction. Taiwan expansion remains a strategic priority.

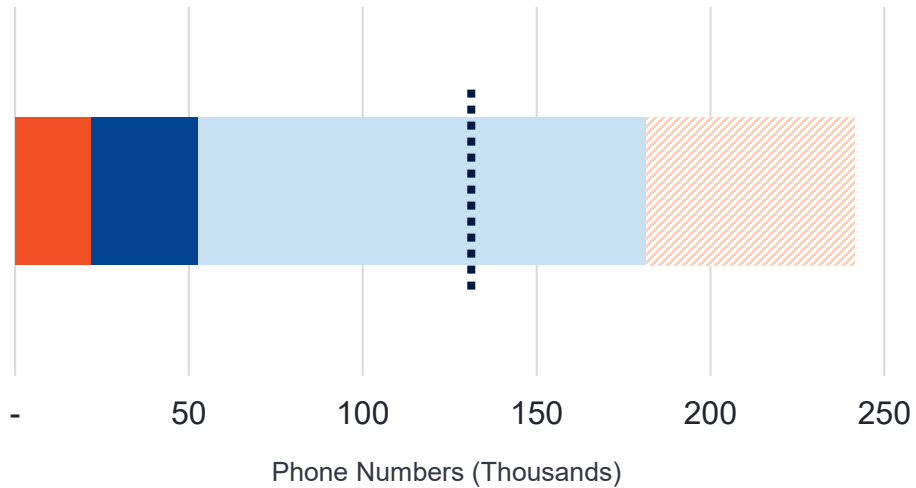
Revenue highlights

- Australian market maturing with price pressure due to customer cost savings requirements and increased competition.
- International markets offer significantly higher growth potential with additional TAM, compelling unit economics and little competition.
- Australian CPaaS recurring revenue forecast flat going into FY24 due to customer re-contracts with retention discounts.
- However, gained greater share of wallet with customer commitments, setting up for long term profit growth.

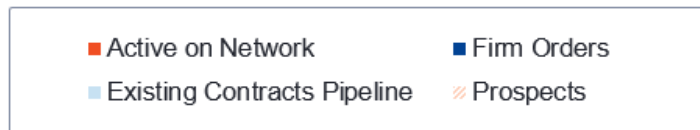
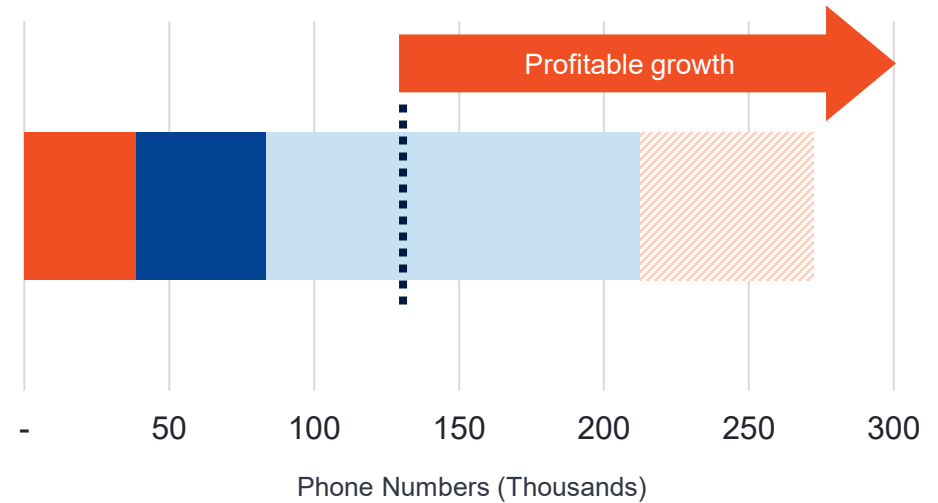
On track for Singapore break-even in FY24

76% growth in 4 months. Renewed customer growth sentiment.

June 30, 2023



November 30, 2023



Finance update

Kate Denton – Chief Financial Officer



Guidance & capital management

FY24 EBITDA guidance of \$30m - \$35m reaffirmed

On track to achieve guidance

- EBITDA of \$30m - \$35m, 17% YoY growth
- Strong cost control – Flat OPEX and CAPEX
- Organic growth in all Divisions, renewed customer growth sentiment:

CPaaS – YoY growth in numbers and recurring margin.

TaaS – Continued growth across mobiles, NBN and voice.

UCaaS – YoY growth across all channels.

Intrado integration complete with key customer re-signs and new customer wins.

- Singapore on track for FY24 breakeven

Continued growth in primary KPI

- **7.6m** phone numbers on network at end of October (7.3m at end of June)
- Automation and multi-regional scale enable us to bring on larger volumes, faster
- Unit economics for recurring margin is performing ahead of expectations

FY23 Performance

- Achieved full-year EBITDA of \$27.7m
- Recurring gross margin up at \$69.4m
- NPAT-A 12.2m
- Dividend per share 3.4 cents

Strong Balance Sheet

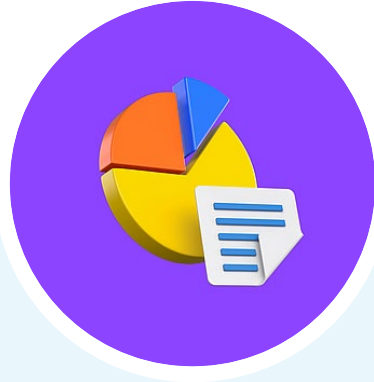
- \$35.8m of cash as at 30 June 2023
- Strong cash conversion ratio, consistent with prior years
- \$60m undrawn debt facility available to support acquisition growth

FY24 priorities and outlook



Organic Growth

- Focus on organic growth across all three divisions in Australia.
- Achieve cashflow breakeven in Singapore by Q4 FY24, accelerate profitable growth.
- Onboard strategic customers in Malaysia.
- Continue to grow TAM with initial product offering in Taiwan via an organic market entry.



Operating Efficiency

- Deliver flat CapEx and OpEx in FY24.
- Improve profitability and return to EBITDA growth in FY24.
- Increase levels of customer self-service and automation in all business segments.
- Reduce network operating costs across all markets.



Outlook

- Long-term growth is supported by technology megatrends.
- Clear strategic vision and focus on execution.
- Maintain KPI growth levels across all business segments.
- Deploy balance sheet strength for growth across organic and inorganic opportunities.

Why Symbio?



High-quality business

- Customers include large global software companies, multi-national enterprise and government.
- Our revenue is connected to critical long-term use cases.
- Strong balance sheet.
- Experienced management team and Board.



Executing APAC expansion vision

- Targeting **100m numbers** on our network by 2030.
- Singapore: On track for break even in FY24.
- Malaysia: 3 customers active, further 7 onboarding.
- Taiwan market entry on hold, pending transaction outcome.
- Focus on achieving profitability in current regions.



Unique competitive advantage

- The quality and flexibility of a Tier 1 network.
- Consistent customer experience across multiple countries.
- Deep control via APIs and self-service customer portals.
- Globally recognised brand and outstanding product quality.



Returning to EBITDA growth in FY24

- Profitable, cash generating, no drawn debt and ample cash to fund future growth plans.
- Organic growth across three synergistic SaaS businesses.
- Technology investment to improve profitability and operating efficiencies.
- Focus on returning to EBITDA growth in FY24.

Thank you

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