



## **Annual General Meeting 2020**

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5 November 2020



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- References to Over the Wire in this presentation are to the Over the Wire group including all subsidiaries, unless stated elsewhere.

Our **purpose** is to

Simplify technology  
*to empower business*



# Agenda

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# FY20 Highlights

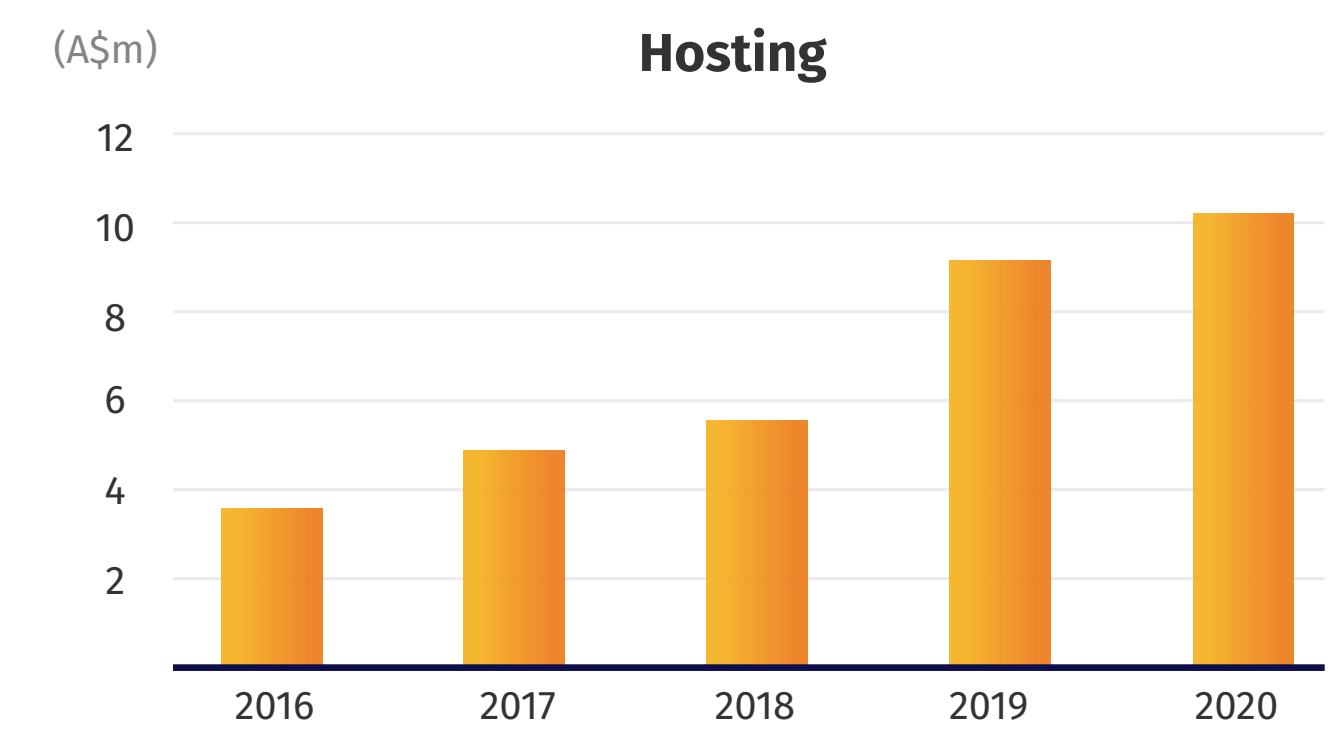
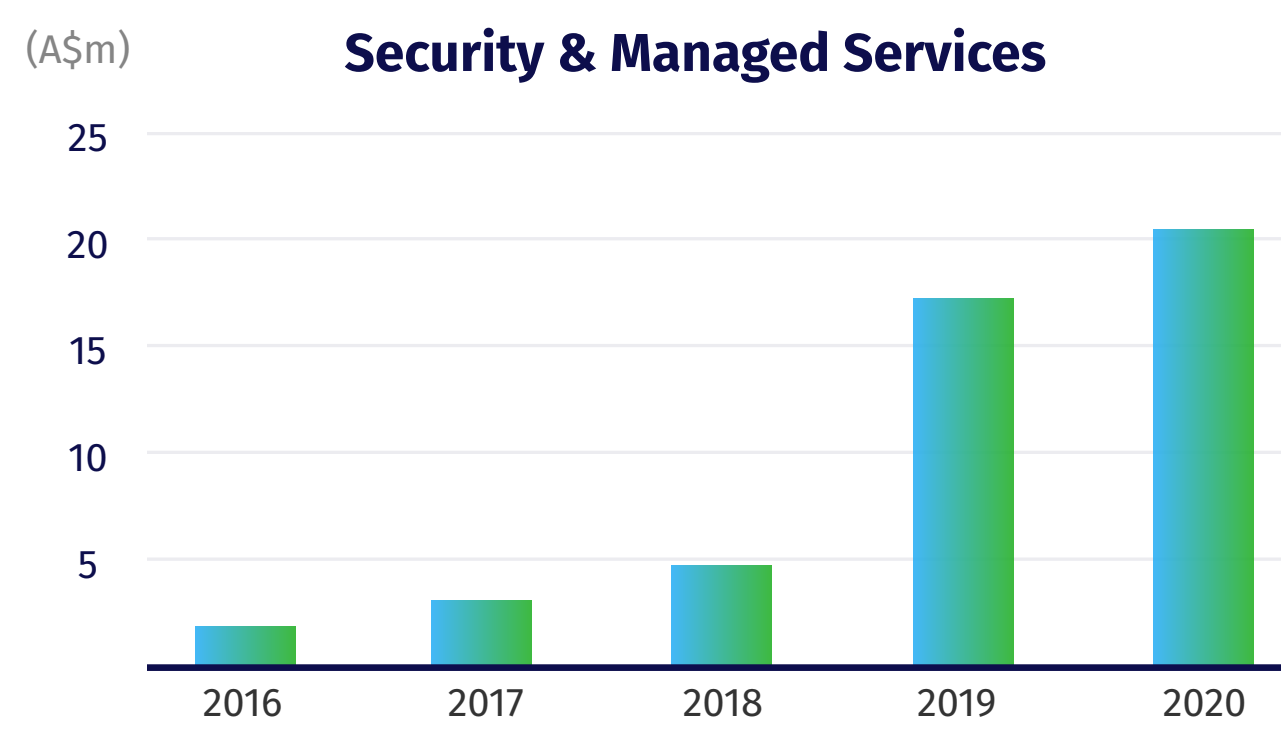
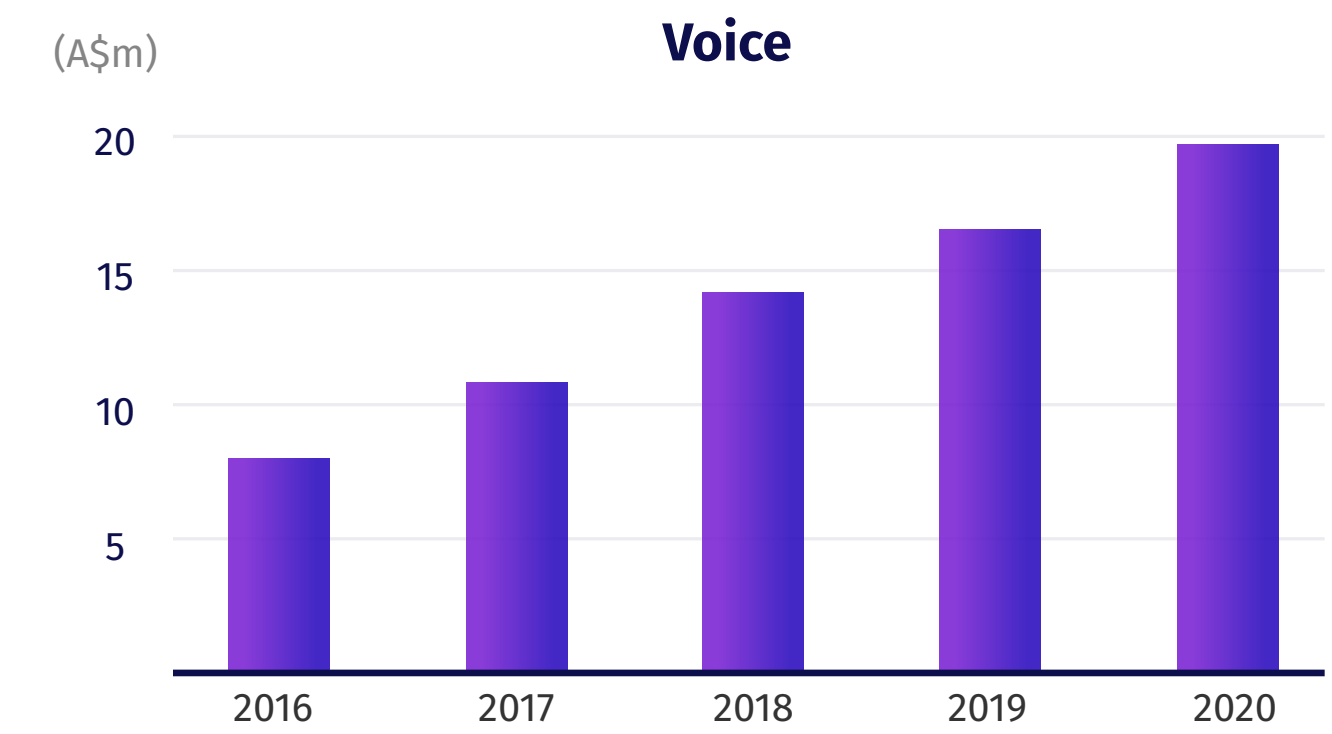
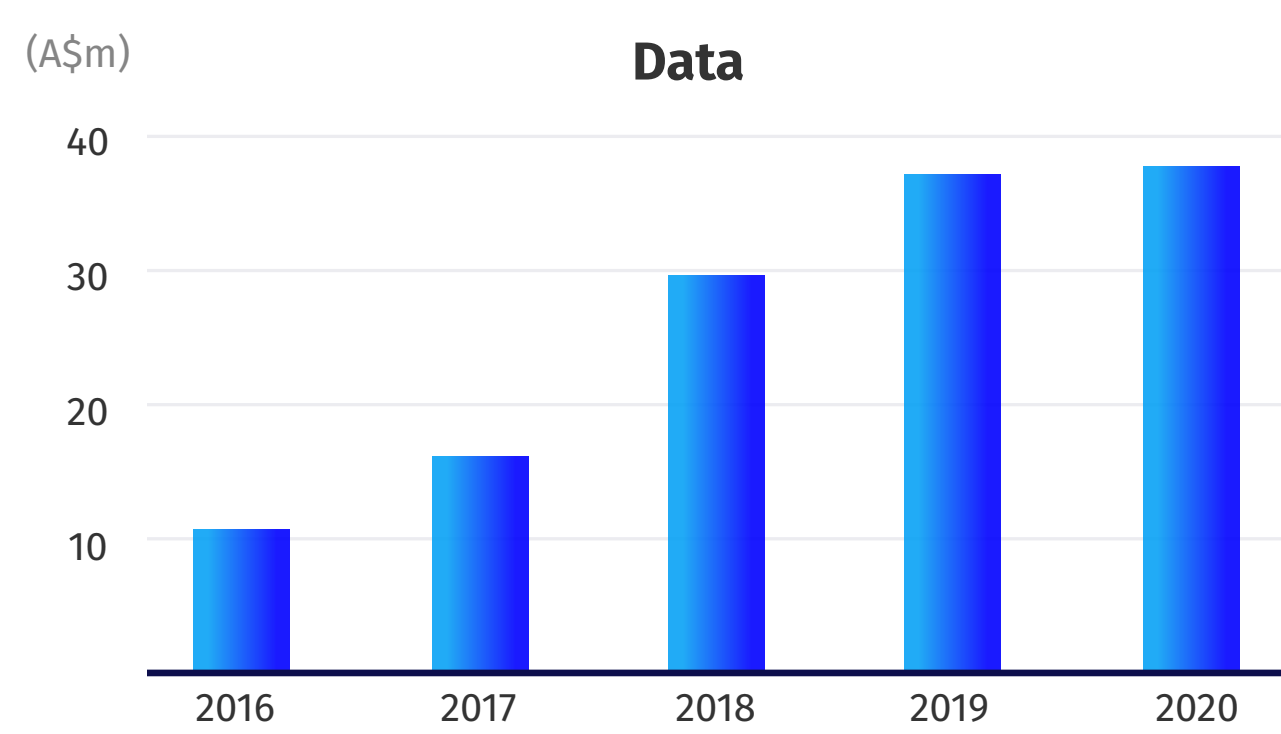
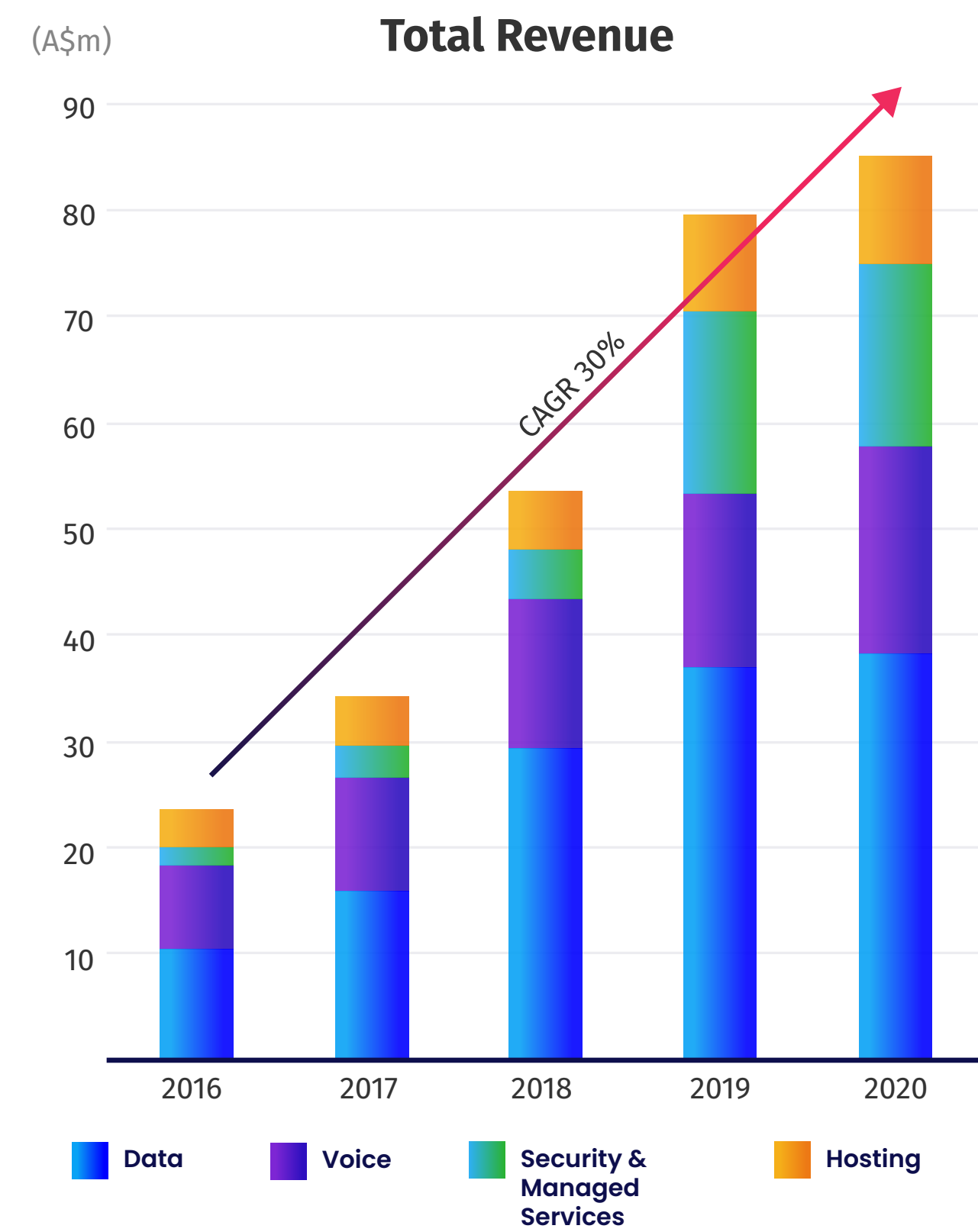
- Achieved statutory revenue growth of 10%
- Achieved recurring revenue growth of 14%
- Forbes Asia 200 Best Under a Billion
- Financial Times Asia-Pacific High-Growth Companies Listing
- Full year dividend of 3.75 cps paid
- Completed acquisition of Fonebox / Zintel \*
- Completed acquisition of Digital Sense \*

\* Post FY20



# Growth Across All Products

## Total Revenue



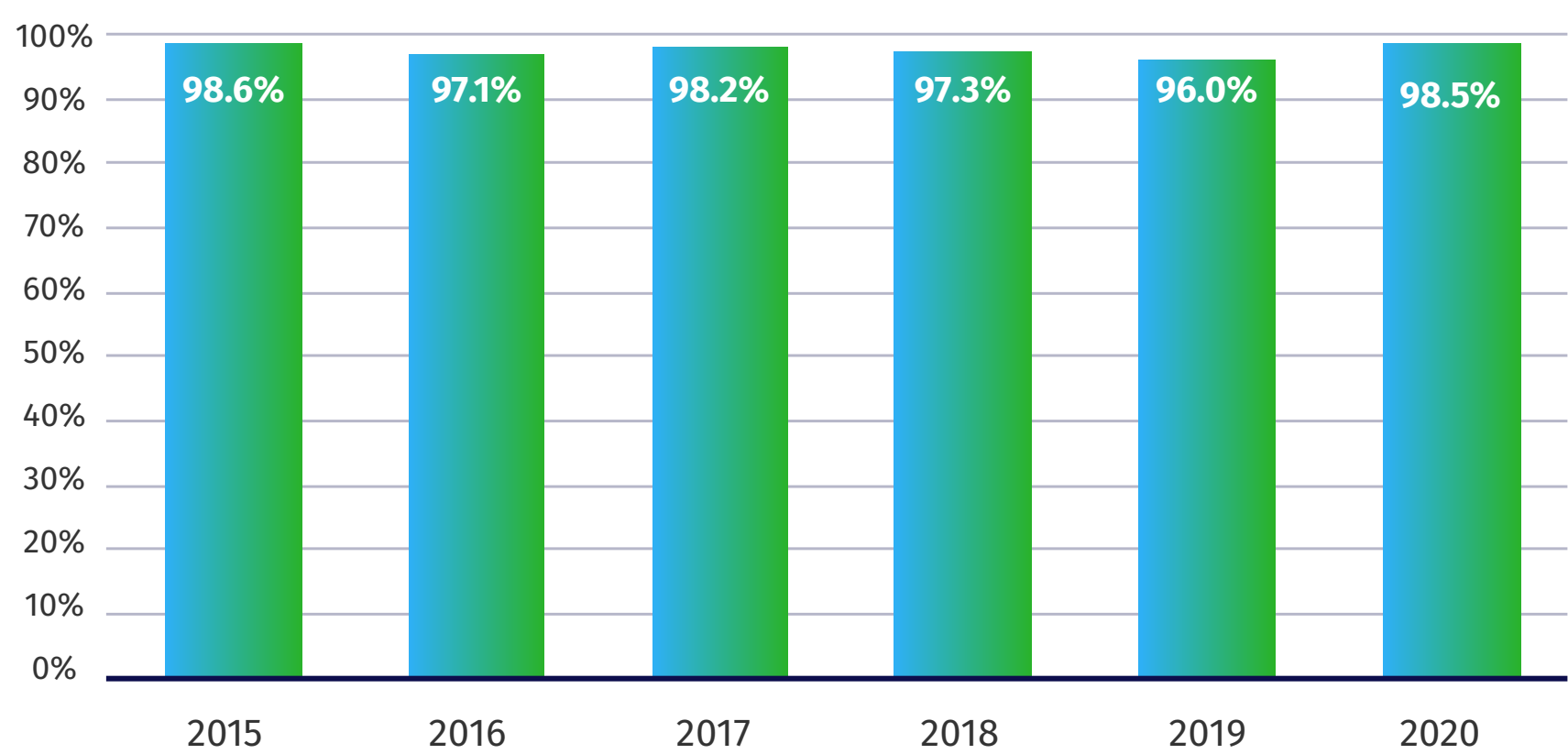


# Customer Service

Over the Wire’s customer service has led to very high levels of customer retention (98.5% in FY20)

- Our customer experience remains a key differentiator in an industry that is known for poor customer service
- Long term mutually beneficial partnerships with customers formed by taking a proactive approach to supporting customers through the pandemic
- Recently formed Customer Care Team ensures all customers achieve desired business outcomes with unrivaled customer experience, regardless of size

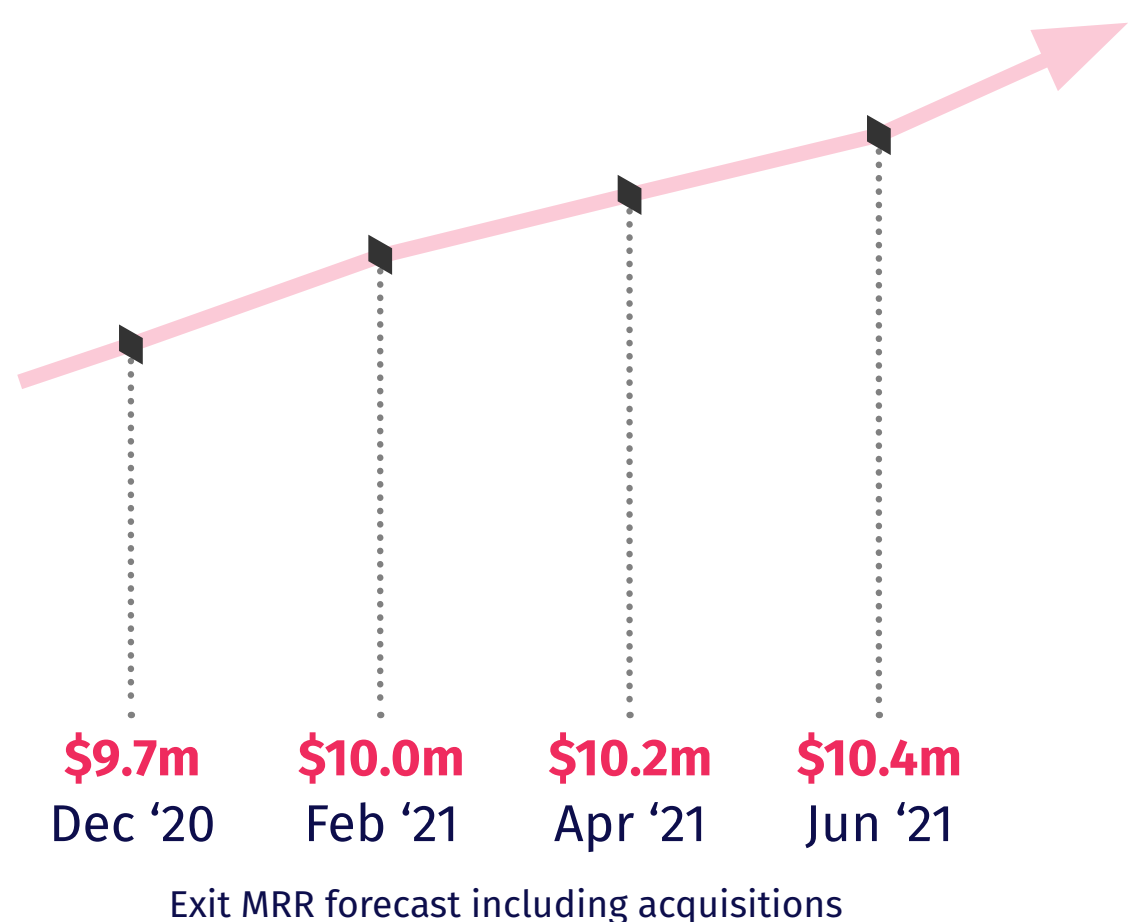
Customer Retention



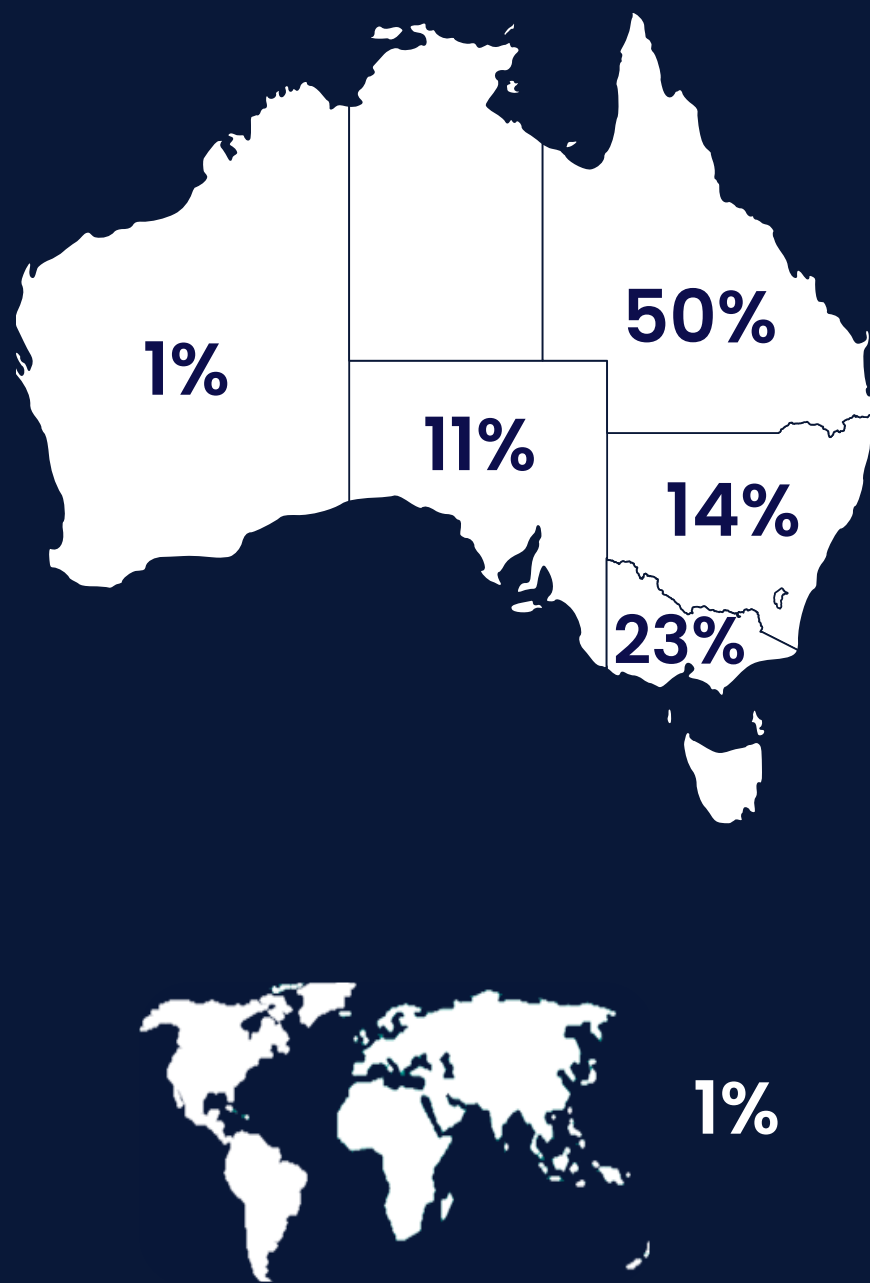
Notes:  
1) Does not include acquisitions until they have been owned for 2 full comparative years.  
2) A customer’s revenue is classified as retained in a given year if Over the Wire had revenue from the customer in the current year and in the previous year, and excludes any growth in revenue.

# Positioned for Growth

- Acquired customer base provides great opportunity for delivering a broader range of products and services
- Three solution pillars **Cloud. Connect. Collaborate.** are experiencing industry tailwinds and our investment in capability and systems positions us well to take advantage of these
- Cloud and Collaborate pillars expected to lead the growth in FY21
- Jun '21 exit monthly recurring revenue (MRR) forecast remains on track



## FY20 Revenue by Geography





## Market Dynamics & Tailwinds

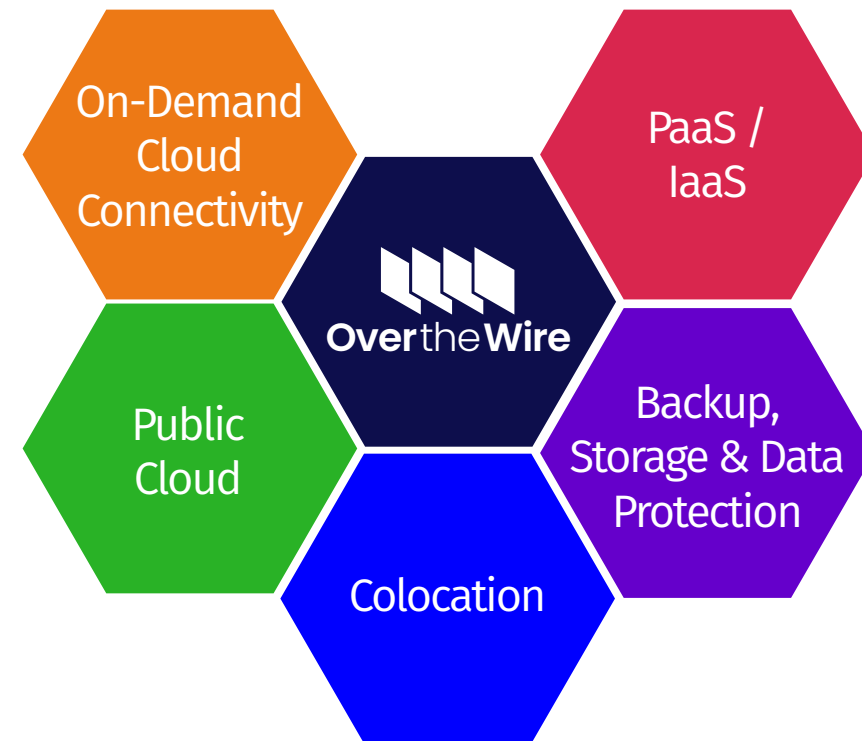
## OTW Capabilities

## OTW Value

### Cloud.

Global cloud market is showing significant growth, with COVID-19 contributing to 33% increase to US\$36.5B. <sup>1</sup>

33% Growth



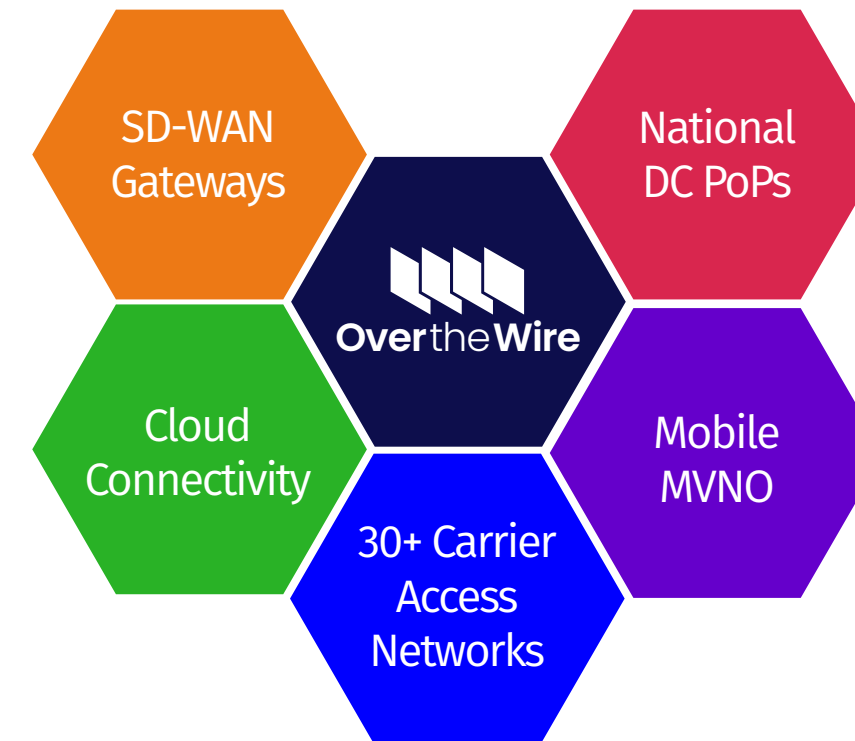
#### Simplifying our customers' journey to the cloud.

Partnerships with market leading vendors  
Transformative blend of public and private cloud

### Connect.

SD-WAN revenues globally are predicted to reach US\$5.25B, a CAGR of 30.8% from 2018 to 2023. <sup>2</sup>

31% CAGR



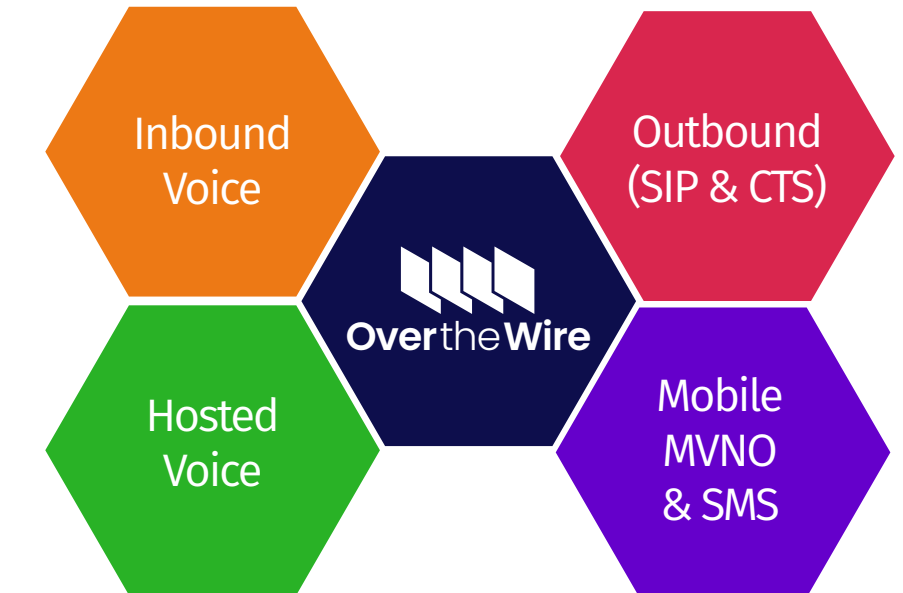
#### Optimising & transforming networks.

Leveraging our aggregation strengths  
Proactive management  
Visibility and control

### Collaborate.

Collaboration and UC market grew to US\$38.8B in 2019, up 17.7% YoY. <sup>3</sup>

18% Growth



#### Insightful data. Customer service.

Proprietary cloud voice & SMS platform powering API driven communications market  
Tier-1 Carrier Interconnect

# Acquisitions to Accelerate Growth

Over the Wire will continue to identify acquisition targets following the same M&A discipline that has resulted in a track record of successfully acquiring and then integrating acquisitions





# Zintel & Fonebox

## Acquisition Highlights

- Completed on 31 August 2020
- 9,000+ active customers
- \$6m EBITDA\*
- 30%+ EBITDA margin
- EBITDA and EPS accretive transaction

\*expected contribution on an annualised basis



- Acquisition of a leading platform provider of inbound telecommunication services in Australia and New Zealand, delivering proven solutions to the corporate and small / medium enterprise (SME) market
- Introduces new solution capability to Over the Wire in the areas of inbound telephony services including call routing intelligence, data intelligence, call management and analytics reporting, via a proprietary technology platform
- Customer base offers cross-sell opportunities, particularly in outbound voice and Hosted Telephony services
- Highly capable team led by experienced management that will be able to deliver a whole of business voice offering to the Australian and New Zealand SME market with complementary capabilities, when combined with Over the Wire subsidiary FaktorTel
- Delivers platform capability to Over the Wire that further complements our growth objectives within the Cloud Voice, Mobility and Communications Platform as a Service (CPaaS) market



- Acquisition of a leading Sovereign Cloud platform provider in Australia delivering proven solutions to the Enterprise and Government markets
- Introduces further solution capability in the areas of Infrastructure as a Service (IaaS), Desktop as a Service (DaaS), Storage as a Service (STaaS) and Data Protection as a Service (DPaaS)
- Extensive Cloud offering offers cross sell opportunities to existing Over the Wire customers and offers cross sell opportunities of Over the Wire solutions to Digital Sense customers
- Digital Sense accelerates Over the Wire's growth and capability in our Cloud Solution pillar, resulting in further diversification of revenue across each of the Cloud. Connect. Collaborate. pillars
- Leverage Over the Wire's existing national network to take Digital Sense's offering national
- Strengthens Over the Wire's ability to provide a complete and integrated solution set to Enterprise and Government customers across their data, voice and cloud requirements
- High quality management team committed to long term success

# Digital Sense

## Acquisition Highlights

- Completed on 30 October 2020
- Sovereign Cloud Service Provider
- \$5.4m FY20 EBITDA
- 25%+ EBITDA margin
- EBITDA and EPS accretive transaction





**Cloud. Connect. Collaborate.**

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BRISBANE  
Level 24, 100 Creek Street  
Brisbane QLD 4000

SYDNEY  
Level 9, 33 York Street  
Sydney NSW 2000

MELBOURNE  
Level 25, 500 Collins Street  
Melbourne VIC 3000

ADELAIDE  
168 Greenhill Rd  
Parkside SA 5063

AUCKLAND  
Level 2, 1 Anzac Avenue  
Auckland 1010 NZ

1300 689 689  
**overthewire.com.au**