

23 October 2017

**The Manager  
Company Announcements Office  
Australian Securities Exchange  
4<sup>th</sup> Floor  
20 Bridge Street  
SYDNEY NSW 2000**

**ELECTRONIC LODGEMENT**

**Dear Sir / Madam,**

**Investor Update Presentation and Confirmation of FY18 Guidance**

In accordance with the Listing Rules, please find attached a presentation to be delivered at the Vocus Group investor update briefing being held today commencing at 10.30am. Key areas covered in the presentation include:

- 1QFY18 trading updates from the Company's three divisions - refer slides 4–21
- An update on the ASC - refer slides 23-26
- An overview of the expansion of the Company's Transformation Program including details on key milestones and financial targets – refer slides 27-33
- An update from the CFO including:
  - An update on the asset sale program announced with the Company's FY18 result which outlines the Board's decision to prepare the New Zealand business for a sale process - refer slide 35
  - A deep dive on our forecast capital expenditure - refer slide 36-37
  - Confirmation of FY18 guidance - refer slide 38

The presentation is being webcast from 10.30am today and a question and answer facility will be available online. The webcast will be available through the Company's website [www.vocusgroup.com.au](http://www.vocusgroup.com.au)

**Yours faithfully**



**Ashe-lee Jegathesan  
General Counsel & Company Secretary**

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**About Vocus (ASX: VOC):** Vocus Group is an ASX listed, vertically integrated telecommunications provider, operating in the Australian and New Zealand markets. The Company owns an extensive national infrastructure network of metro and back haul fibre connecting all capital cities and most regional cities across Australia and New Zealand and directly connects more than 5,000 buildings. Vocus owns a portfolio of brands catering to corporate, small business, government and residential customers across Australia and New Zealand. Vocus also operates in the wholesale market providing high performance, high availability and highly scalable communications solutions which allow service providers to quickly and easily deploy new services for their own customer base.



# Investor Update

23 October 2017



# Agenda

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	TIME	TOPIC	SPEAKER
1.	10.30-11.30am	1QFY18 Division Updates <ul style="list-style-type: none"><li>- Enterprise &amp; Wholesale Australia</li><li>- Consumer Australia</li><li>- New Zealand</li></ul> Q&A	Chief Executive Enterprise & Wholesale – Mick Simmons Chief Executive Consumer – Scott Carter Chief Executive New Zealand – Mark Callander All
2.	11.30-11.45pm	Update on ASC Project	Group CEO - Geoff Horth
3.	11.45-12.00pm	Extending the Transformation Agenda	Group CEO - Geoff Horth
4.	12-12.15pm	Finance Update <ul style="list-style-type: none"><li>- Update on asset sale program</li><li>- Capex Deep Dive</li><li>- FY18 Guidance Update</li></ul>	CFO - Mark Wratten
5.	12.15-12.30pm	Q&A	Geoff Horth/ Mark Wratten
6.	12.30pm	Close – join us for a light lunch	



# 1QFY18 Division Updates



# 1QFY18 Trading Update - Enterprise & Wholesale

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## 1. Increase East Coast Penetration /Expand and Refresh Direct Sales Teams

- All Direct teams achieved 1QFY18 targets.
- East coast market focus paying off with direct east now accounting for 65% of all new orders
- Expansion of sales teams continues 25 new starters in 1QFY18,12 open roles

## 2. Account Management (AM) & Business Partner (BP) programs refreshed

- Implementation of AM program completed and customer base segmented & allocated.
- BP program relaunched with 35 new partners secured in 1QFY18 onboarding commenced
- Vocus Communication brand and products being transitioned into Commander channel

## 3. Increase penetration of Wholesale carrier market

- Expanded pipeline to domestic & international carriers
- Improved leadership and expanded team by 3 headcount

# 1QFY18 Trading Update - Enterprise & Wholesale

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## 4. Leverage network to grow share of Government Market

- Successfully secured 4 out of 4 Federal business tenders in 1QFY18. A further two tenders secured in 2QFY18
- Strong pipeline across both State and Federal agencies
- Government team expanded to accommodate increased activity. Early voice business wins

## 5. Focus on service delivery to improve efficiency and customer experience

- Backlog orders reduced by 50% (excl SMB & Nextgen) to \$1.8m from 3QFY17 peak of \$3.8m
- Nextgen & SMB delivery integrated to E&W. Total delivery pipeline \$2.9m
- Efficiencies in delivery continuing, the Division has realised \$1m p.a. in personnel savings in 1QFY18

# 1QFY18 Trading Update - Enterprise & Wholesale

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## 6. Focus marketing to drive on-net building penetration

- Revised marketing plan, lead generation and data analytic strategies launched
- On net campaign continues. 1QFY18 141 buildings targeted, 791 prospects, 30 opportunities secured

## 7. Strengthen internal controls – Capex & Opex

- Average Capex committed on customer builds in Q1 < \$1m/month. In line with cash controls
- Opex tracking under budget in aggregate
- FY17 bespoke projects on track to close FY18. Associated capex incorporated in FY18 guidance



# 1QFY18 Trading Update - Consumer

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## NBN momentum continuing

- 53k new NBN services in 1QFY18 taking total consumer NBN subscribers to 230k representing 29% growth in 1QFY18
- Consumer NBN share rose from 7.3% (ex-sat) to 7.8% (ex-sat) at the end of 1QFY18
- Consumer brands (dodo and iPrimus) have taken 9.25% share of all NBN (ex-sat) orders in 1QFY18
- NBN AMPU steady at \$19.95 per SIO
- Dodo and iPrimus net growth of 9,100 subscribers in 1QFY18, offset to an extent by a decline in subscribers in our legacy brand portfolio<sup>1</sup>

## Dodo

- NBN product mix improving due to focus on higher ARPU plans. In October mtd sales of 25/5Mbps are 40% of total sales compared to 11% in July
- Entertainment (fetch) attachment rate to NBN of 13% in 1QFY18 vs 6% in the pcp
- NBN churn steady for the quarter at 1.5% per month
- Energy subscribers reduced by 2,750 in 1QFY18 impacted by price rises implemented to maintain margins

## iPrimus

- New iPrimus launched October 15th to drive incremental NBN growth at higher ARPU & AMPU
- Implemented salesforce service cloud in iPrimus operations – achieved 10% agent headcount reduction in 1QFY18

1. Legacy brands include Eftel, Amnet, Club Telco, engin and SBT

# Introducing the new **iPrimus**

## Audience

- National with a Metro skew
- Established and establishing households
- 25-50 year old value seekers
- Average to above average income households



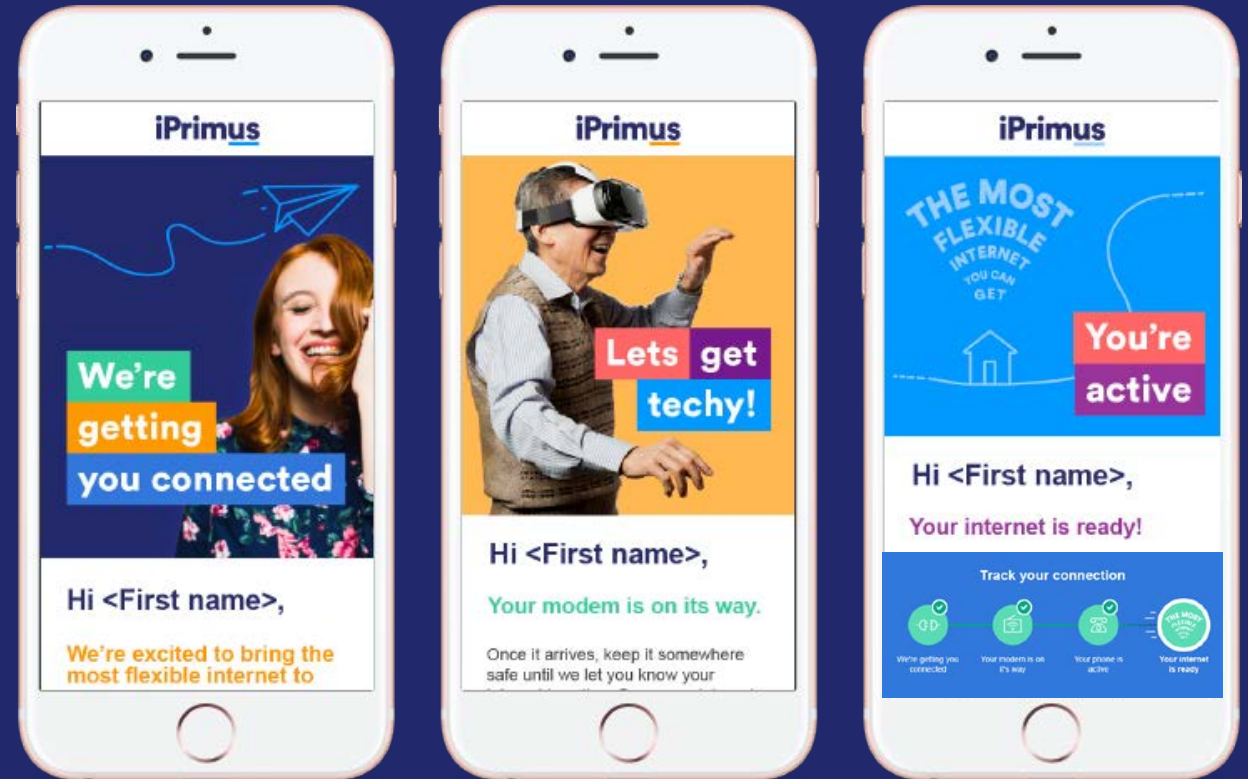
Quick online  
sign-up process



New  
mobile app



Best-in-class  
support platforms



# Plan overview

The screenshot shows the iPrimus website interface. On the left is a dark blue sidebar with the iPrimus logo and navigation links: Internet, TV, Mobile, Account, Support, Pay Bill, Relocating?, Contact, and Webmail. The main content area has a white background. At the top, there's a 'Made for NBN' logo and a cartoon illustration of a woman holding a tablet that says 'PAUSE' and 'INTERNE'. To the right of the illustration, a green box highlights 'Unlimited data' for 'Only \$80 a month', including unlimited standard national calls. Below this, there are logos for Netflix (Speed-rated by Netflix), YouTube (HD Verified, Optimised for streaming), and a 'Voted #1 for ease of set up' badge. A search bar prompts users to 'Find out if your home is nbn™ ready!'. At the bottom, three plan cards are displayed: '100GB data ADSL & NBN plans' for \$60 p/m, 'Unlimited data ADSL & NBN plans' for \$80 p/m (marked 'Most popular!'), and 'Entertainment Unlimited data + TV' for \$90 p/m. Each card includes a 'VIEW PLAN' button and a minimum cost over 24 months.

**iPrimus**

- Internet
- TV
- Mobile
- Account
- Support
- Pay Bill
- Relocating?
- Contact
- Webmail

Made for NBN

Unlimited data  
Only \$80 a month  
Includes unlimited standard national calls  
Min.cost \$1,920 over 24 months

**NETFLIX**  
Speed-rated by Netflix\*

**YouTube** | HD VERIFIED  
Optimised for streaming

Voted #1 for ease of set up\*\*

\*Netflix Speed Index (August 2017). \*\*Choice ISP Satisfaction survey 2017.

Find out if your home is nbn™ ready!

**100GB data**  
ADSL & NBN plans  
\$60 p/m  
Min cost \$1,440 over 24 month(s), \$0.0006 per 1 MB  
VIEW PLAN

**Unlimited data**  
ADSL & NBN plans  
\$80 p/m  
Min cost \$1,920 over 24 month(s)  
VIEW PLAN

*Most popular!*

**Entertainment**  
Unlimited data + TV  
\$90 p/m  
Min cost \$2,160 over 24 month(s)  
VIEW PLAN

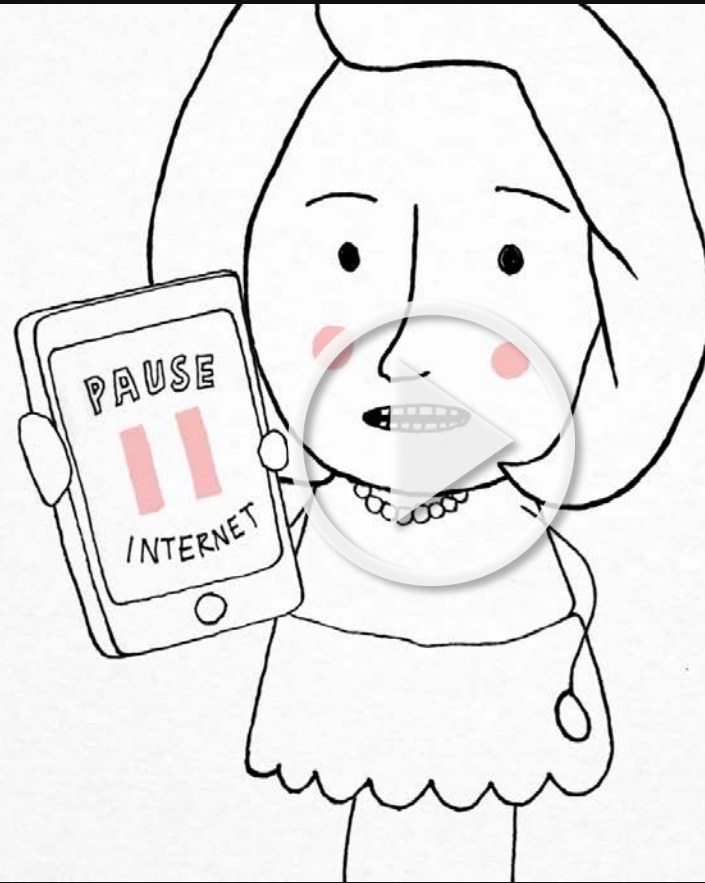
**iPrimus**

30  
second  
TVC



**iPrimus**

15  
second  
TVC



# 1QFY18 Trading Update - New Zealand

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- Net broadband subscriber growth in Consumer of 3,365 in 1QFY18
- Taking unfair share in UFB – 16% share of all UFB connections in 1QFY18
- More than 50,000 UFB customers with a reduced churn rate of 1.4% in 1QFY18 (FY17 1.9%)
- 4,704 active energy customers and fastest growing energy retailer in Auckland
- Bundling opportunity growing - energy attachment rate for new broadband customers 14.5% and mobile 13.3%
- 55% of all subscribers signed in 1QFY18 were digital only sign ups
- Business & Government sector activities restructured under Vocus Communications branding
- GM for business segments appointed recently
- Vocus Communications energy services launched, targeting the SMB segment

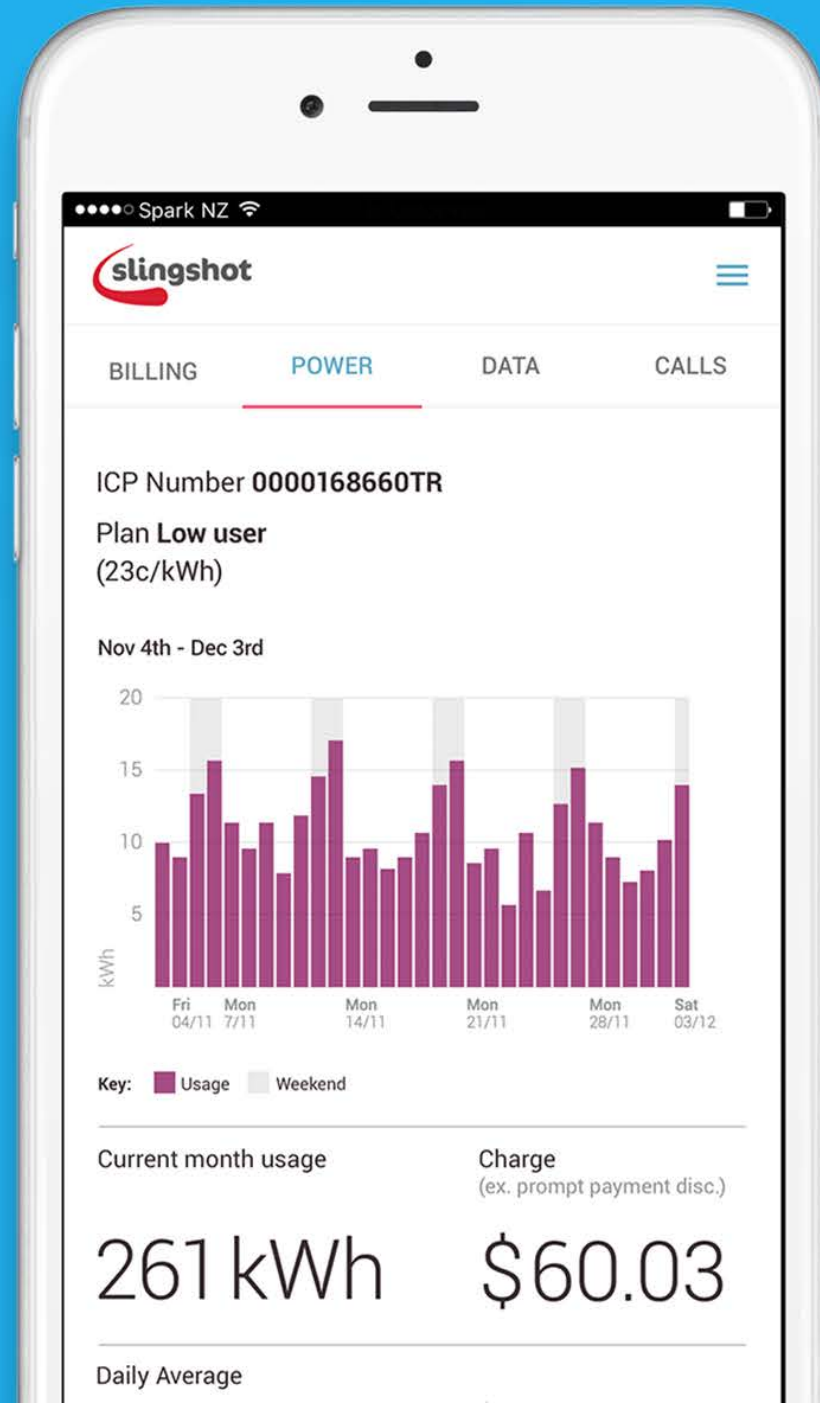




# **SLINGSHOT ENERGY LAUNCH**

# HOW WE NAILED IT

- **AGILE DEVELOPMENT,  
LESS THAN 4 MONTHS  
(ORCON JUST TWO WEEKS)**
- **INTEGRATION WITH  
EXISTING SYSTEMS**
- **BUNDLED DISCOUNTS,  
\$0 COST TO ACQUIRE**
- **ZERO TOUCH FOCUS AT  
ALL TOUCH POINTS**
- **SMART METERS,  
AND A SINGLE BILL**





# ORCON'S BACK



# HOW WE NAILED IT

- SIMPLIFIED THE BUSINESS, ONLY UNLIMITED
- LAUNCHED NEW WEBSITE AND DIGITAL PLATFORMS
- CONTACT CENTRE BACK HOME WITH HALF THE STAFF
- DRIVING NET GROWTH, BIG CHURN IMPROVEMENTS
- ENERGY AND MOBILE LAUNCHED
- CUSTOMER EXPERIENCE AT THE CORE



# **NZ RACING BOARD VOCUS COMMUNICATIONS**





# HOW WE NAILED IT

- **MULTICAST NETWORK BUILT FOR LIVE STREAMING**
- **CUSTOMER REQUIRED A FRESH APPROACH AND THINKING**
- **DELIVERED PROJECT AHEAD OF SCHEDULE**
- **COLLABORATION THE KEY, RELATIONSHIPS**
- **THEY ARE OUR BIGGEST FANS**





# Panel Q&A



# Australia Singapore Cable

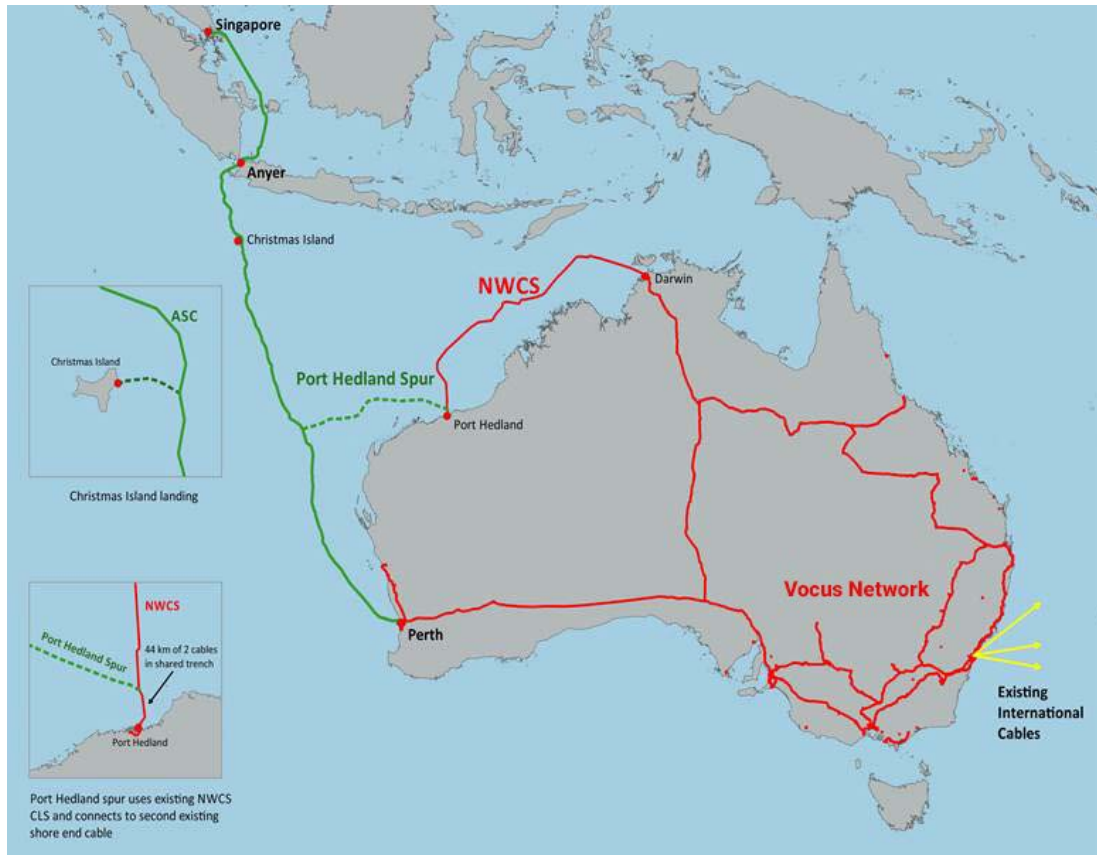
CEO Geoff Horth





# Australia - Singapore Cable (ASC) - Recap

Strategic long term investment to deliver Vocus sustainable competitive advantage and capex avoidance in international data transit



- 4,600km submarine cable system linking Australia to Singapore, Indonesia and Christmas Island
- On track to be ready for service 1QFY19
- An agreement has been reached with the Nextgen vendors to reduce the deferred consideration payable on the project from US\$20m to US\$8m<sup>1</sup>
- The investment profile associated with the contract is now expected to be:
  - 1H FY18 US\$32m
  - 2H FY18 US\$10m<sup>2</sup>
  - 1H FY19 US\$110m

<sup>1</sup> Payable on the occurrence of certain payment triggers, and by no later than 30 September 2018

<sup>2</sup> Additional \$4m associated with augmenting Vocus national network

# ASC - On track for 1QFY19 go-live

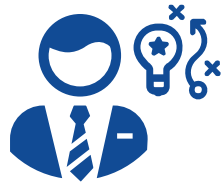
## Design



### Leading edge, future-proof infrastructure

- 4 fibre pairs: **40Tb/s** at RFS
- Optimised physical protection to ensure **service resiliency** and **protect our investment**

## Plan



### Plans, contracts and permits in place

- Surveys, key permits and supply contracts **all in place**
- Experienced sub-sea project team engaged

## Build



### Cable build and site-work on track

- Cable and repeaters manufactured – **completion early Nov 2017**
- Landing station builds underway and on track
- Terrestrial civil works in Singapore & Perth well progressed - **completion end of 2017**

## Deploy



### Cable laying ships 'in the water'

- Main cable lay expected to be completed **Q3 FY18**

## Commission



### On track for 1QFY19

- Project timeline as previously communicated
- **Revenue impact from Q1 FY19 onwards**



# ASC – Commercial status

## Massive market potential

- **Exponential growth in demand** for bandwidth between Australia & Asia forecast to exceed 50Tb/s by 2029<sup>1</sup>
- **Underserved route** – provides Australia with best route to Asia and Europe and completes the US/Asia alternative redundancy path
- **Effectively replaces aging unreliable existing systems**
- **First mover advantage** – at least 9 months ahead of the competing project in a capacity constrained market

## Primary focus on cornerstone customers

- **Dedicated Head of ASC sales** in place
- **20+ key live prospects** with major carriers and global OTTs
- 8 opportunities in advanced stage representing in excess of 3Tb/s capacity
- Potential to avoid estimated **\$110m cumulative international IRU spend to FY22** through strategic swap arrangements

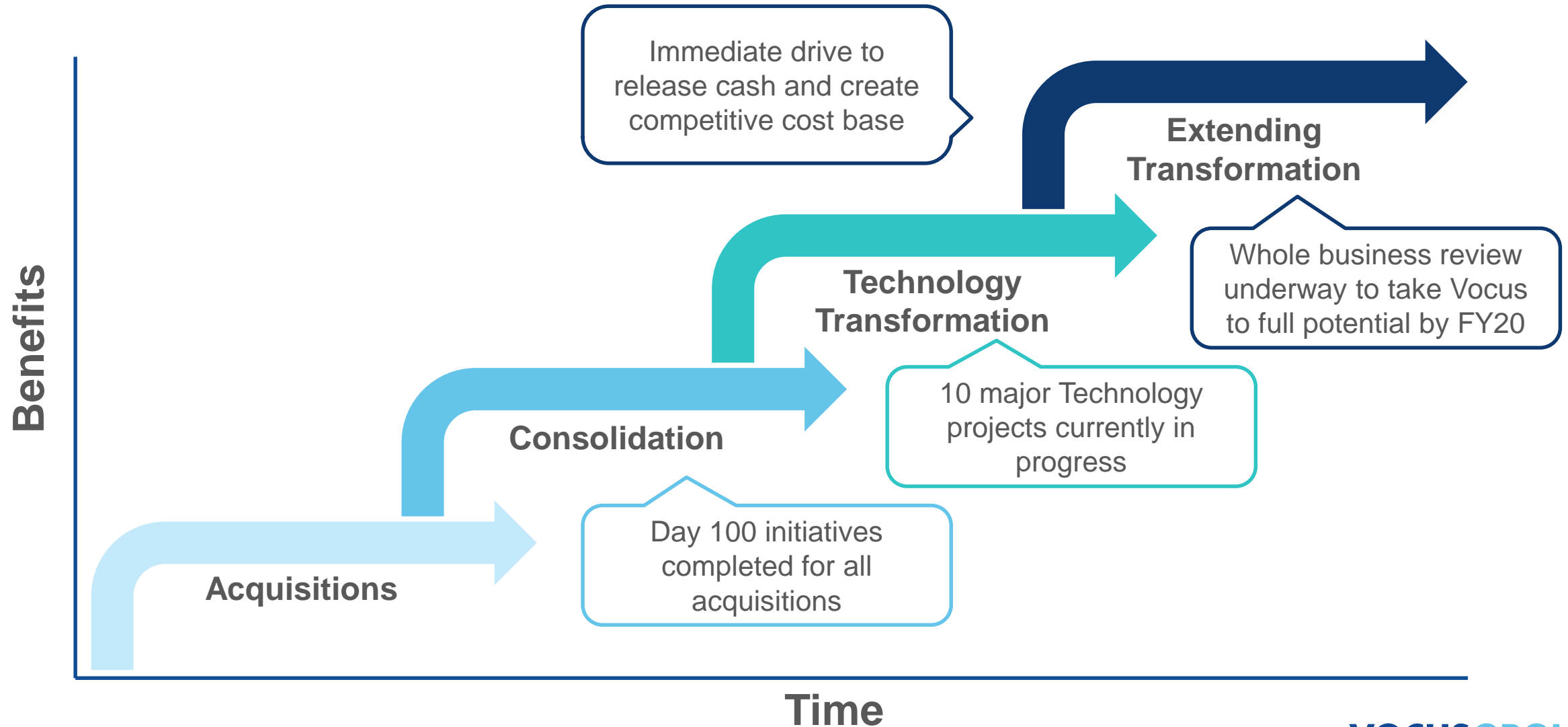


# Extending the Transformation Program

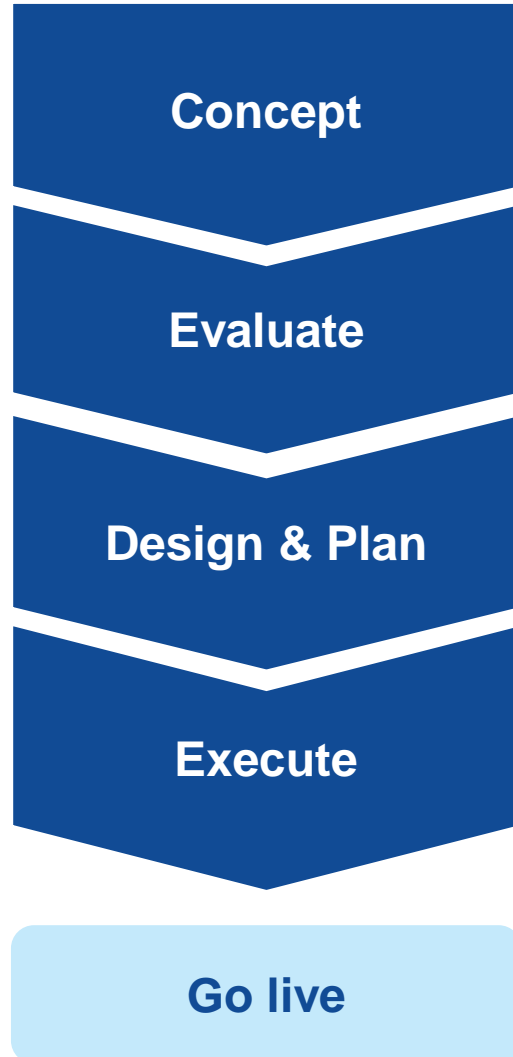
CEO - Geoff Horth



# Vocus is going through a staged transformation journey



# Technology transformation progress



- **9 out of 10 projects** have now passed the Concept gate  
*On-going concept development for Analytics project*
- **7 out of 10 projects** have now passed the Evaluate gate  
*E&W Contract-to-Cash and OSS consolidation business cases on-going*
- These 7 projects have all now passed into execution
- **Projects in execution delivering critical business outcomes**, incl. iPrimus re-launch; MPLS and IP Voice capabilities; contact centre efficiency; BSS, ERP and NOC consolidation
- Benefits included in FY18 guidance on track to be delivered

# Technology transformation case study - Contact Centre efficiency



# Rapid transformation commenced – 3 key themes

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## OPTIMISE SPEND

- Drive an 'owner's mindset' for cost out program
- Optimise external spend
- Rationalise property portfolio



## RADICALLY SIMPLIFY

- Rationalise offers and products
- Retire duplicate/ obsolete IT platforms
- Implement lean operating model
- Target 'zero-touch' customer episodes; automate everywhere

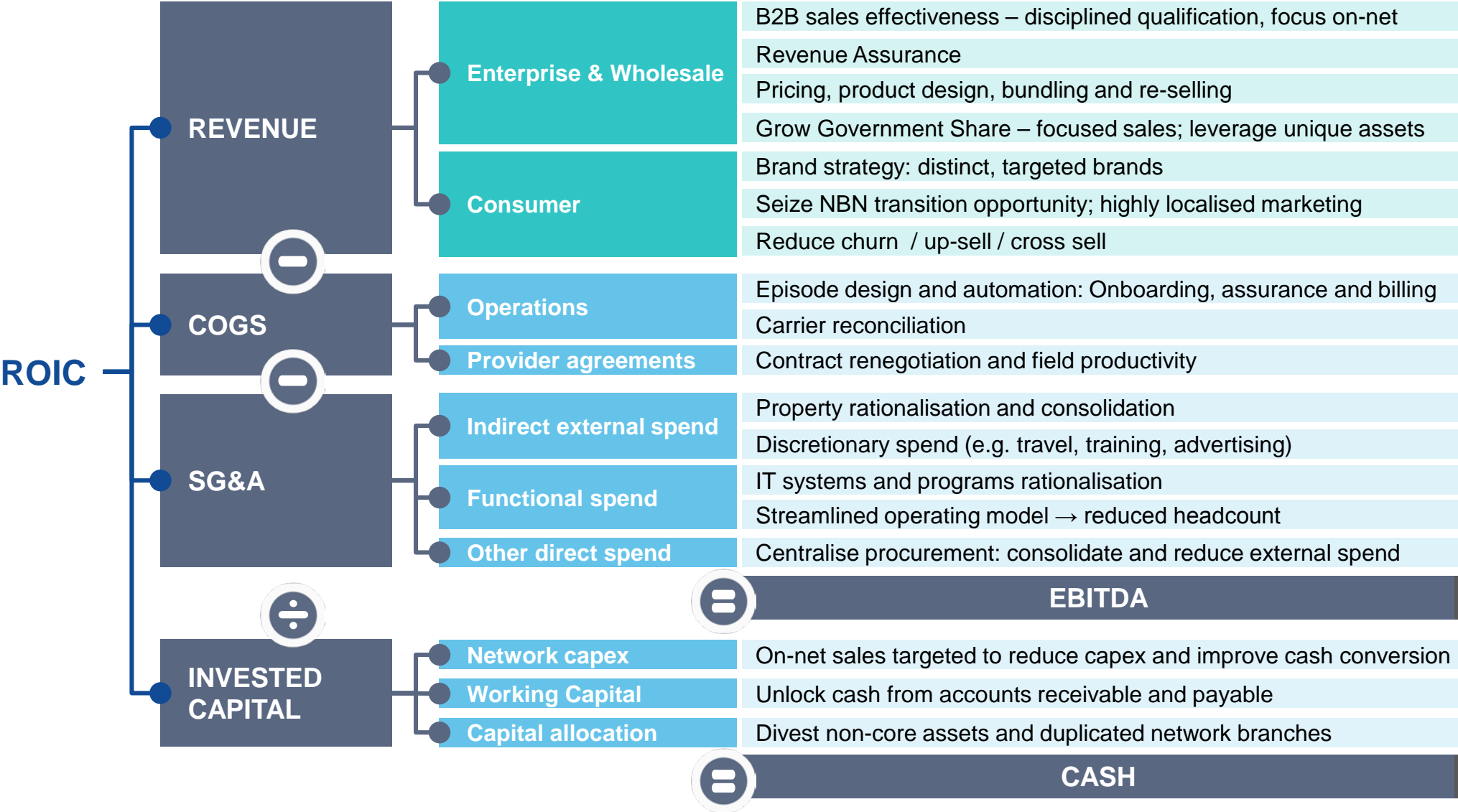


## DRIVE PROFITABLE AND SUSTAINABLE GROWTH

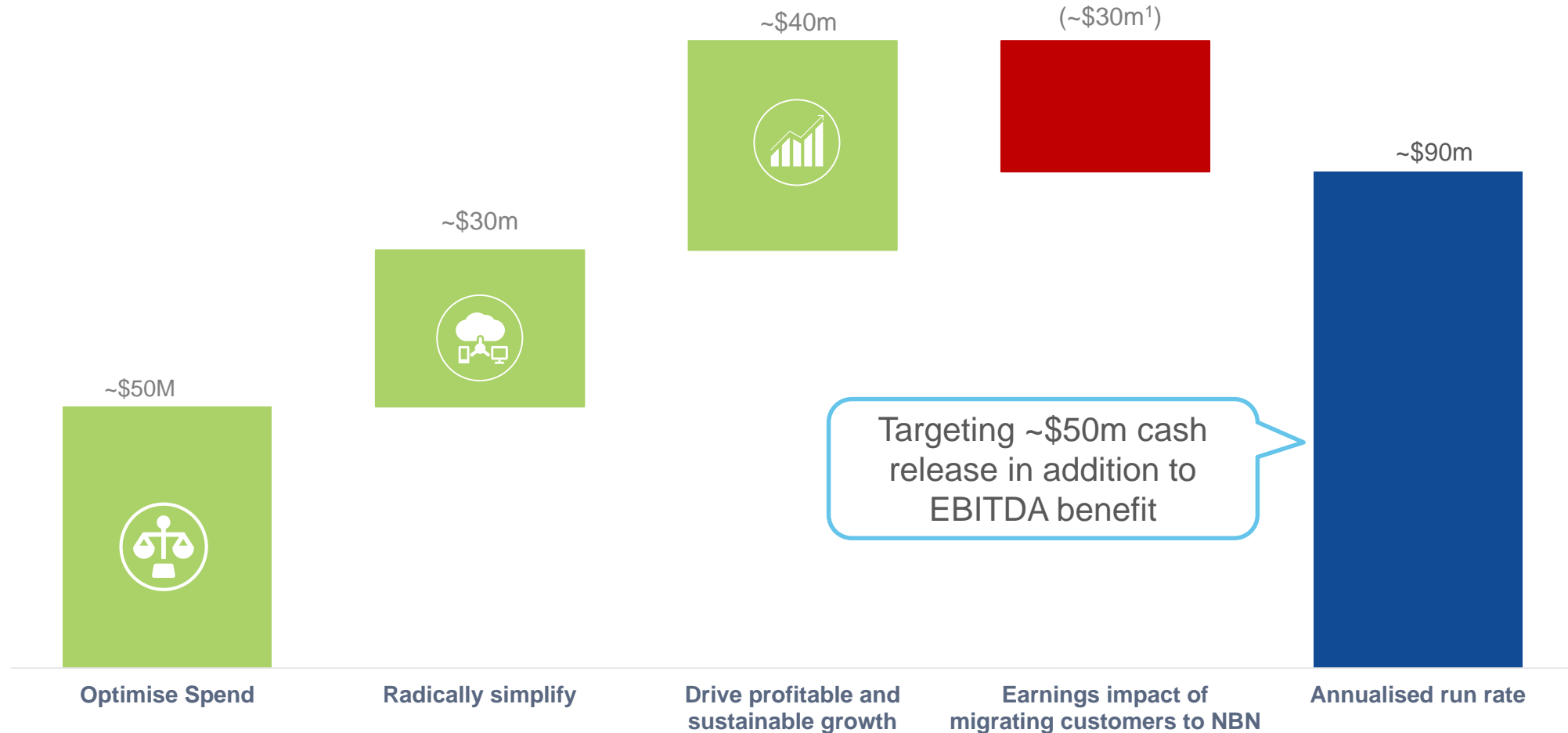
- Invest in frontline sales and service capabilities
- Focus on cross-sell, up-sell and churn management
- Leverage existing on-net footprint
- Seize NBN transition opportunity

Concurrently pursue working capital release

# Key levers to deliver benefits over 3 years



# ~\$90m of net run rate EBITDA benefit expected by end of FY20



1 Assumptions on the impact of consumer margin loss based on forecast NBN subscriber growth. Assumes no change to current CVC pricing structure





# Finance Update

CFO – Mark Wratten



# Finance Update – Asset Sale Review

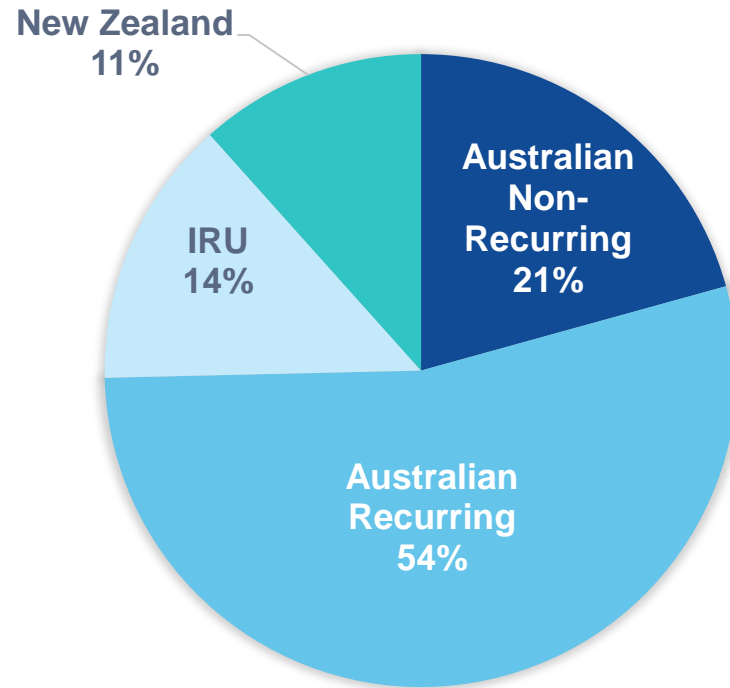
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- On 23rd August Vocus announced a review of non-core Australian assets for potential divestment options
- Since announcement of the assets review, further inbound approaches have been received on assets across the entire Vocus portfolio
- The Board has now determined that the Vocus New Zealand (VNZ) business will be prepared for sale
  - Finalising appointment of advisors
  - Targeting sale completion by end of FY18
- The Board has also progressed its review of the non-core Australian assets:
  - Advisors appointed to the sale of the Australian Data Centre assets
  - Other non-core Australian assets will continue to be evaluated with regard to potential divestment or closure
- Net cash proceeds from proposed divestments will materially reduce Group debt levels, leverage ratio and provide strategic optionality

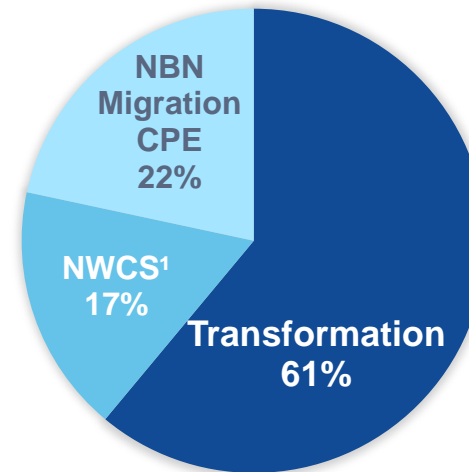
# Finance Update – Capex Deep Dive

## FY18 FORECAST CAPITAL EXPENDITURE MIX

FY18 CAPEX GUIDANCE \$190-210M EXCL ASC



## AUSTRALIAN NON-RECURRING CAPEX BREAKDOWN



- As previously noted ASC capex in FY18 is now US\$42m
- Assuming Vocus successfully migrates all existing copper broadband subscribers to the NBN, CPE migration capex is expected to be approximately \$22.7m over the period between FY18 and FY20²
- NWCS spend relates to the connection of the system to the INPEX Ichthys LNG Project and Shell's Prelude FLNG facility. This spend is offset by cash receipts of \$5m in FY18.

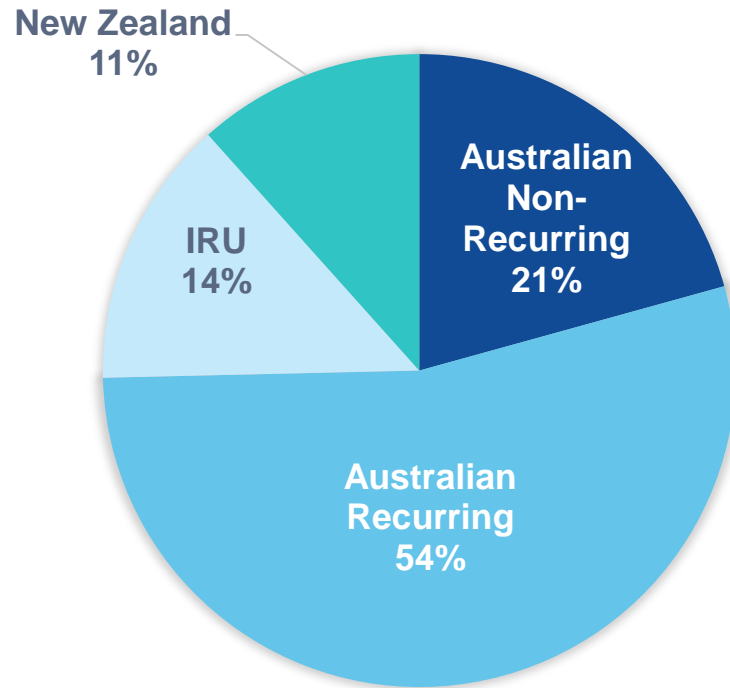
1. NWCS – North West Cable System

2. This assumes that all subscribers migrated require a modem. Is inclusive of FY18 forecast spend

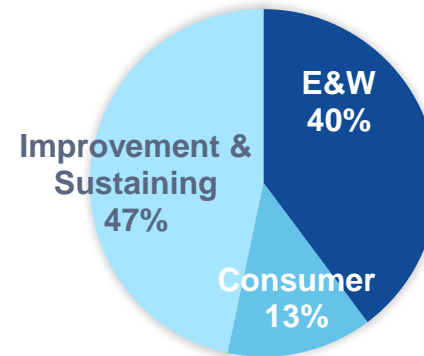
# Finance Update – Capex Deep Dive

## FY18 FORECAST CAPITAL EXPENDITURE MIX

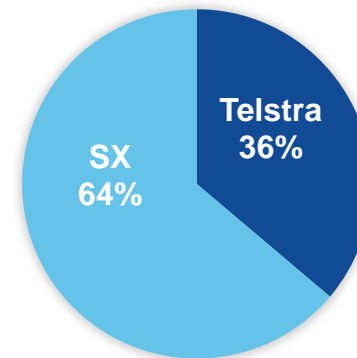
FY18 CAPEX GUIDANCE \$190-210M EXCL ASC



## FY18 AUSTRALIAN RECURRING CAPEX BREAKDOWN



## FY18 BREAKDOWN OF IRU SPEND



- There is the potential to reduce the SX IRU spend through swap arrangements on ASC
- Enterprise & Wholesale division continue to focus on reducing capital expenditure associated with new connections focusing market activity on lit or near-net buildings
- Consumer recurring capex is primarily related to new NBN customer acquisition

# FY18 Guidance Confirmed

## 1QFY18 trading in line with budget to achieve FY18 guidance<sup>2</sup>

	FY18 Guidance
Revenue	\$1.9-2.0bn
Underlying EBITDA	\$370-390m
D&A <sup>1</sup>	\$130-140m
Net Financing Costs	~\$50m
Underlying NPAT	\$140-150m
Below the line amortisation	~\$87m
Capex (ex ASC)	\$190-210m
ASC Capex	US\$42m
Net Debt 30 June 2018	\$1.03-1.06bn

1. Above the line D&A

2. Guidance does not assume the impact or benefits associated with foreshadowed asset sales



# Questions



# Appendices

# 1QFY18 Trading Update – Consumer Australia

## Key Metrics as at 30 September 2017

	FY16	FY17	30 Sept 2017
Consumer Broadband SIOs	528	547	549
- Copper ('000)	409	324	319
- NBN ('000)	68	178	230
ARPU <sup>1</sup> copper (\$)	60.62	61.04	61.67
AMPU <sup>2</sup> copper (\$)	24.64	25.26	26.01
ARPU <sup>1</sup> NBN (\$)	64.54	64.23	62.60
AMPU <sup>2</sup> NBN (\$)	22.07	20.26	19.95
Net churn rate copper per month <sup>3</sup> (%)	2.4	2.4	2.4
Net churn rate NBN per month <sup>3</sup> (%)	1.5	1.4	1.5
Consumer Market Share NBN excl satellite (%)	6.4	7.3	7.8
Consumer Mobile SIOs ('000)	169	163	164
Consumer Energy SIOs ('000)	147	161	158
- Electricity	104	112	110
- Gas	43	49	48

1. ARPU – average revenue per user
2. AMPU – average margin per user
3. Average per user per month



# 1QFY18 Trading Update New Zealand

## Key Metrics as at 30 September 2017

	FY16	FY17	30 Sept 2017
<b>Broadband Consumer SIOs</b>	192	189	192
Copper broadband ('000)	165	144	139
UFB ('000)	27	45	53
<b>Broadband ARPU<sup>1</sup> (NZ\$)</b>	71.37	71.21	71.18
<b>Broadband AMPU<sup>2</sup> (NZ\$)</b>	29.61	28.87	28.42
<b>Net churn rate<sup>3</sup> copper broadband (%)</b>	2.8	3.0	2.5
<b>Net churn rate<sup>3</sup> UFB (%)</b>	2.0	1.9	1.4
<b>Market Share UFB (%)</b>	11.0	12.5	13.5
<b>Energy SIOs ('000)</b>	-	5	9
<b>Mobile SIOs ('000)</b>	17	21	21

1. ARPU – average revenue per user
2. AMPU –average margin per user
3. Average per user per month

# FY18 Divisional Guidance Confirmed

	FY17 Proforma (\$'m)		FY18 Forecast % chg	
	Revenue	EBITDA	Revenue	EBITDA
Aust. – Enterprise & Wholesale	764.6	378.1	Mid single digit growth	High single digit growth
- Consumer	795.1	124.9	Mid single digit growth	15-20% decline
New Zealand <sup>1</sup>	323	57.5	High single digit growth	Low single digit growth
Group Services	-	(171.0)		~\$(175)m

- Top line growth forecast across all divisions driven by leveraging expanded platform, increasing penetration of key markets and growing share of wallet through diversified product set
- Enterprise & Wholesale FY18 result will include a full 12 month contribution from Nextgen (compared to 8 months in the pcp) and a \$13m EBITDA contribution from various bespoke contracts signed in FY17/18
- The FY18 results will be impacted by the headwinds resulting from the deferred SACs benefit in FY17 of \$41.3m; \$13.3m in 2HFY17
  - Most significant impact in the Australian Consumer business (P&L benefit of \$25.7m in FY17)
- Increased competition in all segments driving ongoing focus on improving customer service and reducing cost to serve through automation

1. New Zealand guidance based on constant currency earnings

There is more information on the outlook for each Division in the FY17 Operating and Financial Review released with the Company's FY17 final results on 24 August 2017

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