



2009 Annual General Meeting

# Working Together

 **servicestream**

## Revenue up 24% supporting a sustainable business

Year end to 30 June 2009

**\$558.2M**

Revenue up from \$450.6M

**\$30.1M**

**\$11.1M**

NPAT down from \$18.1M

- Strong growth from A&AS ramp up
- Solutions increased performance
- Long term contracted revenues increase
- Trend growth to resume
- The cause of the \$9M loss at McCourt Dando fixed
- Participating across growth infrastructure sectors
- Management changes
- New procedure and practices
- Strong platform for growth
- Cross business synergies

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# Streamlined Structure

## building synergies across the business



FY09 Revenue \$558.2M

	CONTACT CENTRE SOLUTIONS	SPECIALIST FIELD SERVICES			
	FY09 Revenue \$78.3	FY09 Revenue \$479.9M			
	CONTACT CENTRE SOLUTIONS	TICKET OF WORKS	TCI	INFRASTRUCTURE SERVICES	AMRS
Revenue split for SFS		<p>\$284.0M</p>	<p>\$57.9M</p>	<p>\$88.1M</p>	<p>\$49.9M</p>
Key Customers				<p>Largely project based work</p>	

# Major Opportunities

## Service Stream advantages and positioning

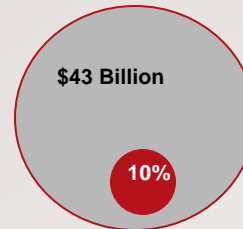
SSM is well positioned to capitalise on major public and private sector infrastructure projects

### Project

### Size (est.)

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National Broadband Network  
(FTTN/FTTP)



Advanced Metering Infrastructure  
("Smart Meter") Roll-out  
Services component



National Broadband Wireless  
Networks



Indicative estimated total expenditure for project term



Indicative estimated potential / reasonable revenue share for Service Stream



# A Solid Foundation

## well positioned for growth

### Solid Foundation

- Telstra A&AS bedded down
- TCI expanding tower services to Telstra
- AMRS Smart Meter roll-out commenced
- Division wide capacity now in place
- Streamlined project management reporting introduced

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### Well positioned

- Major insurance contract performing well
- New contracts / services being tendered
- Well placed to take advantage of significant future work in the \$43B NBN

### Improved capital structure

- Strong credit metrics
- Platform for growth

### Great people

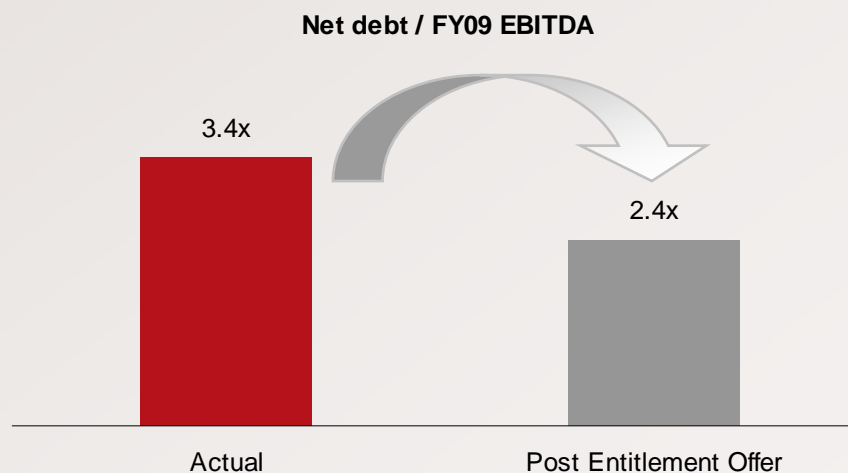
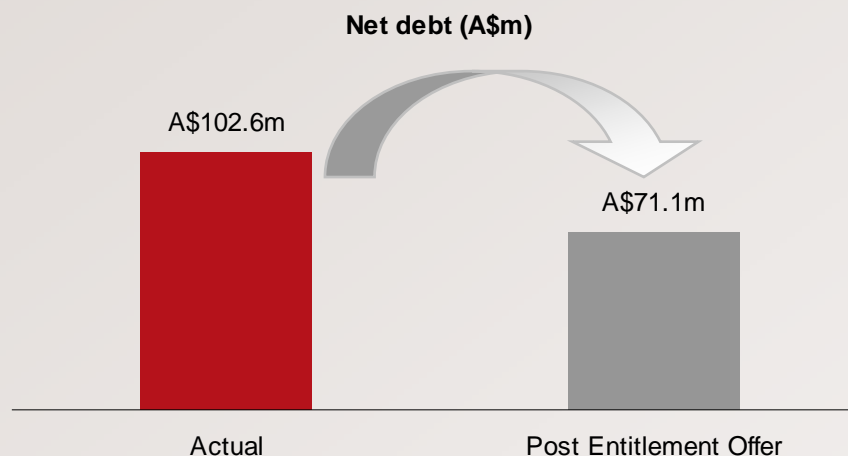
- Strong quality and OHS processes
- Innovative and motivated team



## Pro Forma Debt Position

### greater financial flexibility

- Core funding secured to November 2010 and debt outstanding under those facilities to be reduced
- Net debt position reduced by 31% to A\$71.1 million
- Available cash and liquidity of A\$9.0 million as at 30 June 2009







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