



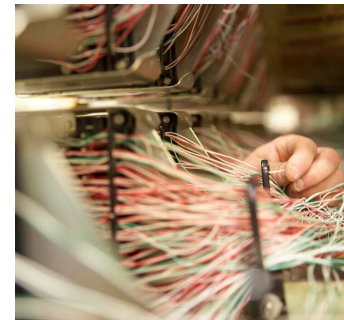
**Service Stream Limited  
Annual General Meeting  
Presentation**

October 2011

# Agenda

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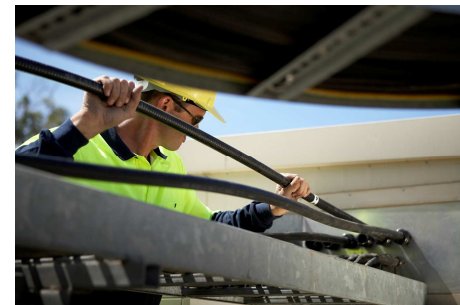
1. Results overview
2. Strategy & outlook update



## It's been a busy FY11 across all core segments...

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- 1.6 million tickets of work completed under A&AS contract
- 3,800 fibre lead-ins completed
- 31 million utility meters read
- 9,800 solar panel installations completed
- 310,000 utility meter replacements
- 900 mobile phone tower locations upgraded
- 400 new mobile phone towers constructed
- 1.5 million in-bound calls
- 0.6 million out-bound calls
- 60,000 mobile handsets dispatched



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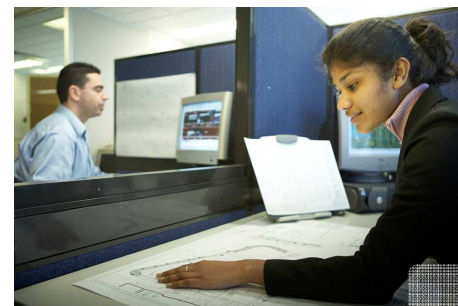
Capability : Ambition : Growth



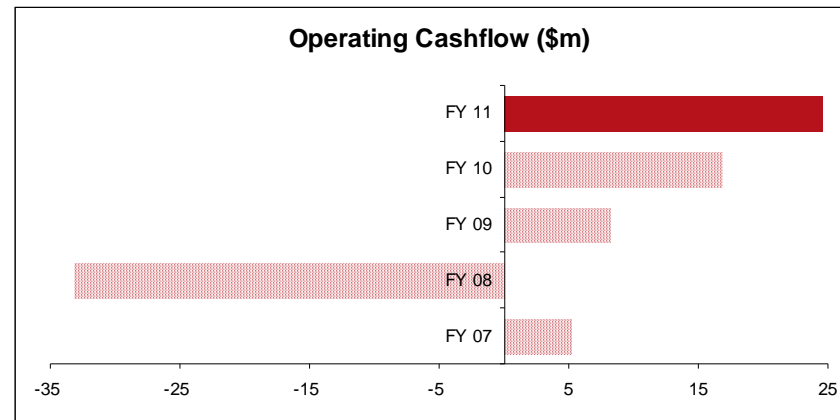
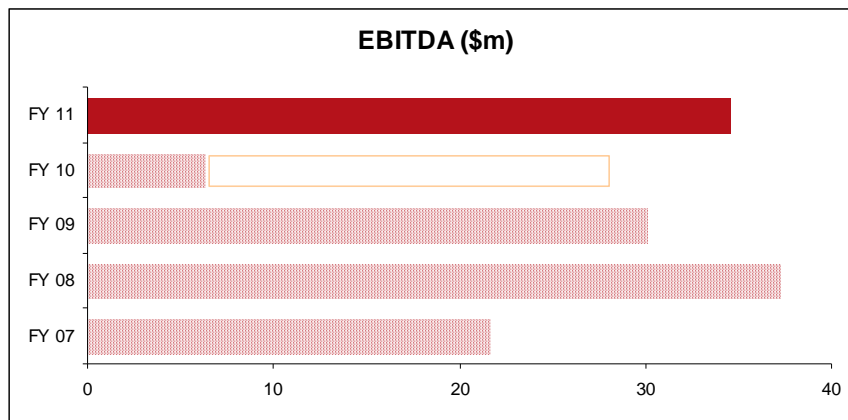
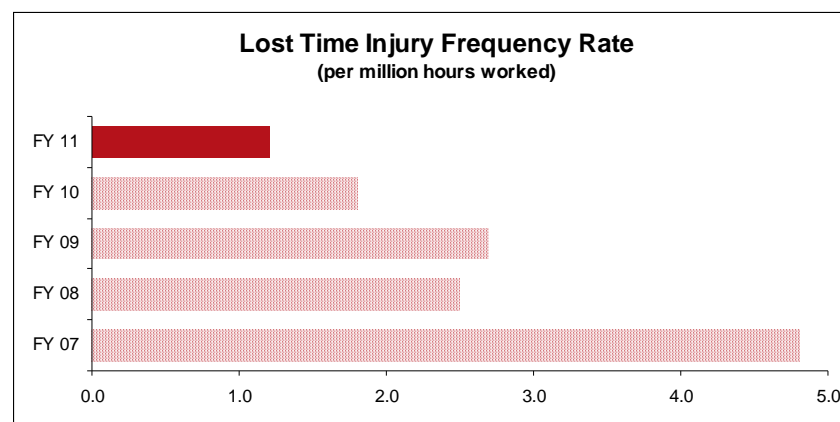
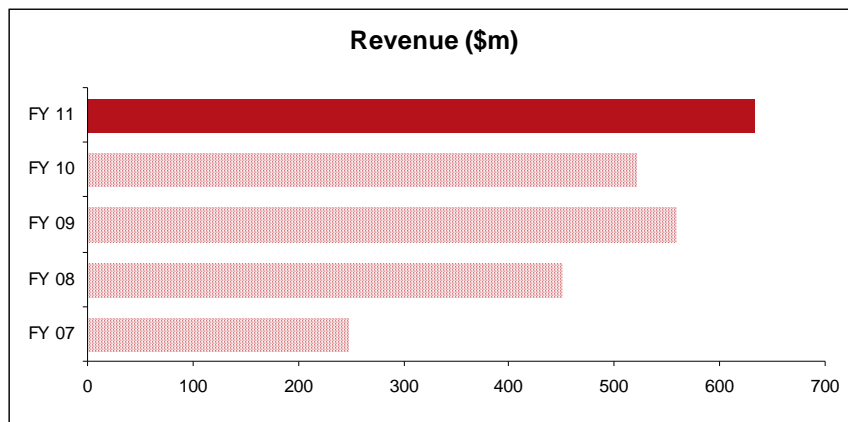
## June 2011 Full Year Highlights

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- EBITDA of \$34.6m up from \$6.4m (reported) and \$27.0m (underlying) in FY10
- Increase in EBITDA margin from 5.2% to 5.5%
- Basic EPS of 5.80 cents
- LTIFR down to 1.21 per million hours worked
- Contract wins, extensions and renewals underpin solid forward revenue
- Important NBN wins including new estates, lead-ins for first release site in SA, and call centre contract



## FY11 reflects improvement across all key metrics

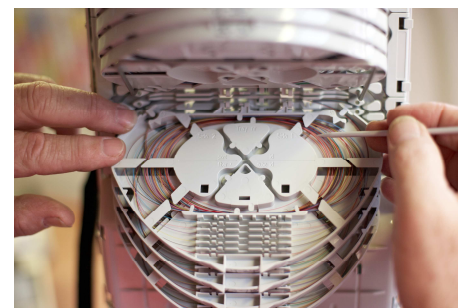
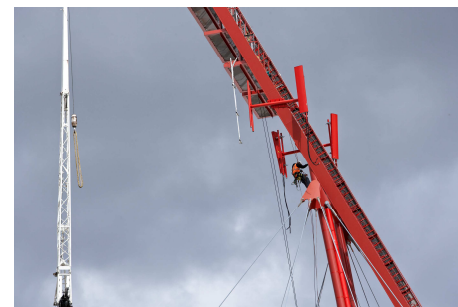


Capability : Ambition : Growth

## June 2011 Full Year Highlights

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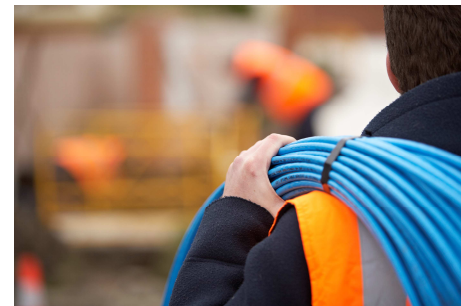
- An 18 month extension of our contract with Local Government Infrastructure Services contract in Queensland
- The signing of a contract with Fujitsu to provide new estate build services for the National Broadband Network
- A significant supply and installation contract for residential solar systems with Origin energy
- An extension and expansion of the smart meter installation programme with Jemena



## Subsequent events of note

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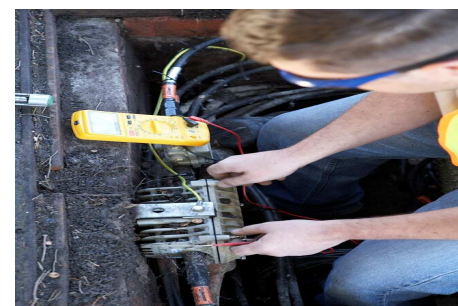
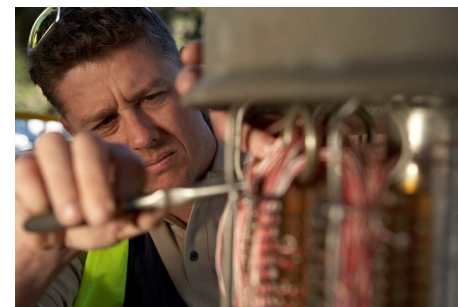
- Syntheo Joint Venture successful in winning the construction tender for the National Broadband Network for Western Australia (\$170m over 2 years)
- The loss of the Telstra Installation and Maintenance contract portion of the AAS contract (\$100m pa)
- Service Stream shortlisted for the NBN Multiple Dwelling Units contract (Estimated \$80m)
- Syntheo shortlisted for South Australia/Northern Territory Network build (Estimated \$170m over 2 years)



## Strategy - A communications and utilities focus

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- Retaining our leadership position in telecommunications infrastructure services
- Reducing concentration risk
- Delivering on our build and upgrade programs in mobile infrastructure
- Developing additional resources and capabilities to meet the demands of the National Broadband Network
- Providing skilled and flexible resources to meet the needs of environmental programs and utility customers
- Providing innovative end to end customer care options





## Outlook: Significant opportunities for growth

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- **National Broadband Network proceeding:**  
<20% of addressable work released to the market so far  
SSM has already secured significant work
- **Mobile telephony market remains very active:**  
Data demand continues to drive growth in infrastructure  
4G technology already being implemented in limited form
- **Utility & Environmental services more mixed:**  
Contracted revenue for meter services is stable  
Solar subdued for now. Longer term outlook remains strong  
Promising environmental diversification options gathering pace  
Smart meter market challenging
- **EBITDA in line with FY11 result is anticipated**

