

ANNUAL SHAREHOLDER MEETING



Spark^{nz}

2 November 2018

ORDER OF MEETING



Introductions

Formalities

Chair's Address

Managing Director's Review

Resolutions

Shareholder Questions

Conduct of Polls

Meeting Close

INTRODUCTIONS

Justine Smyth, Chair

Alison Barrass, Director

Ido Leffler, Director

Pip Greenwood, Director

Simon Moutter, Managing Director

Paul Berriman, Director

Alison Gerry, Director

Charles Sitch, Director

David Chalmers, Finance Director

CHAIR'S

ADDRESS





PROGRESS

IN | FY18

BIG TRENDS

Insatiable demand for services

Customers want more for less

Decline in legacy businesses

HOW WE'RE RESPONDING

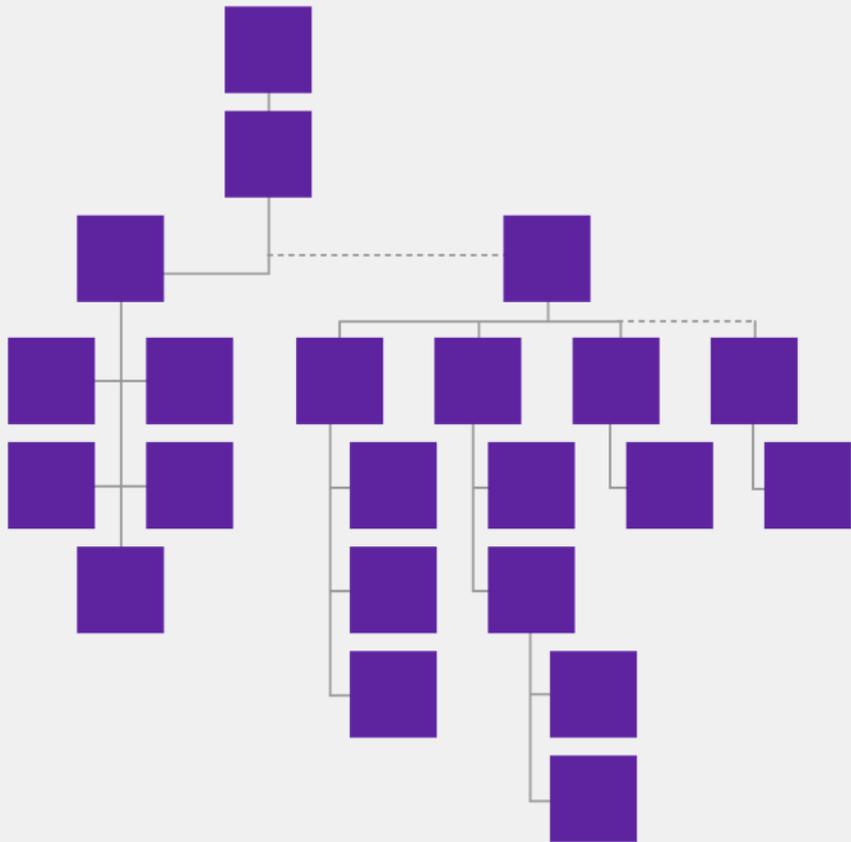
Focus on growth areas: mobile, cloud, security

Future technologies

Reducing cost while improving customer experience

A BIT ABOUT AGILE

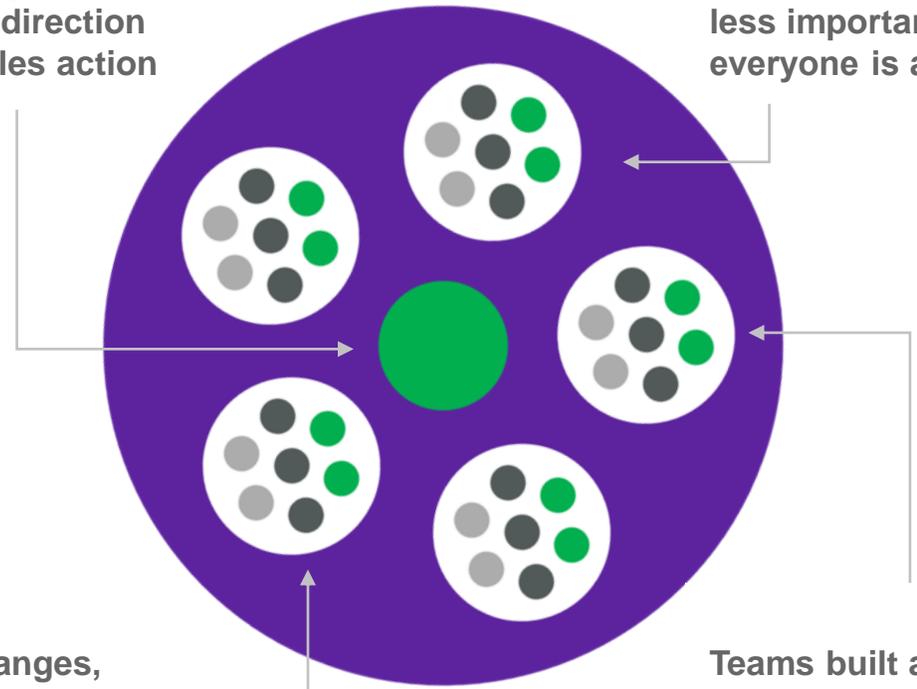
TOP-DOWN HIERARCHY



AGILE

Leadership provides direction and enables action

'Boxes and lines' less important, everyone is a 'doer'



Quick changes, flexible resources

Teams built around e2e accountability

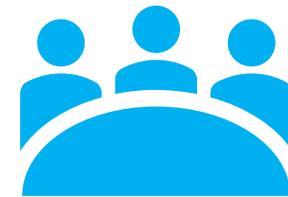
WHY THIS | BIG CHANGE?



Speed to market



Customer centricity



Employee engagement

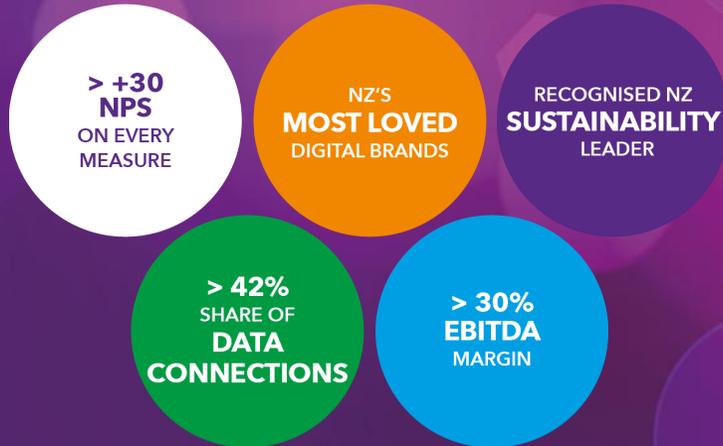
OUR PLAN ON A PAGE

OUR PURPOSE

TO HELP ALL OF NEW ZEALAND
WIN BIG IN A DIGITAL WORLD

ĀWHINATIA NGĀ TANGATA KATOA O AOTEAROA
KIA MATOMATO TE TIPU I TE AO MATIHIKO

OUR 3 YEAR GOALS



OUR STRATEGIC PILLARS



OUR FOUNDATIONS



**TO HELP ALL OF NEW ZEALAND
WIN BIG IN A DIGITAL WORLD**

**ĀWHINATIA NGĀ TANGATA KATOĀ O AOTEAROA
KIA MATOMATO TE TIPU I TE AO MATIHIKO**

OUR 3 YEAR GOALS

**> +30
NPS**
ON EVERY
MEASURE

NZ'S
MOST LOVED
DIGITAL BRANDS

RECOGNISED NZ
SUSTAINABILITY
LEADER

> 42%
SHARE OF
DATA
CONNECTIONS

> 30%
EBITDA
MARGIN

OUR STRATEGIC PILLARS

BE DIGITAL FIRST

EMBED AGILE AT SCALE

GROW KEY MARKETS

EXTEND COST LEADERSHIP

LEAD ON SUSTAINABILITY

OUR FOUNDATIONS

**NEW ZEALAND'S BEST CONVERGED DATA
NETWORKS AND DIGITAL SERVICES CAPABILITY**

**A TOP DECILE, INCLUSIVE AND DIVERSE
ORGANISATION CULTURE UNDERPINNED BY VALUES:**

**WE
EMPOWER**
WHAKAMANA

**WE
SUCCEED
TOGETHER**
MATOMATO

**WE
CONNECT**
TŪHONO

**WE ARE
BOLD**
MĀIA



**TO HELP ALL OF NEW ZEALAND
WIN BIG IN A DIGITAL WORLD**



MANAGING

DIRECTOR'S

REVIEW



THE 5G

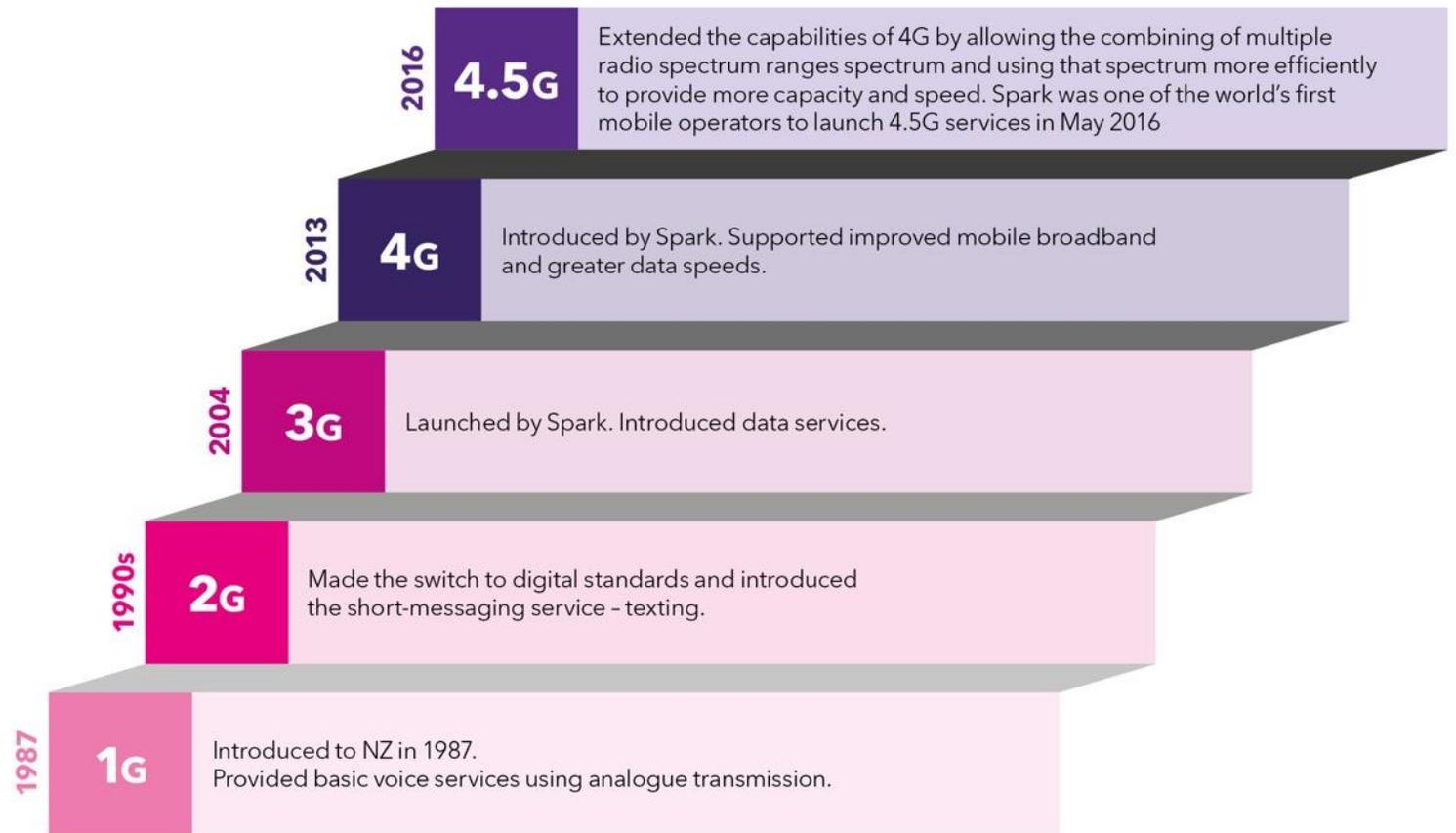
REVOLUTION



THE PATHWAY

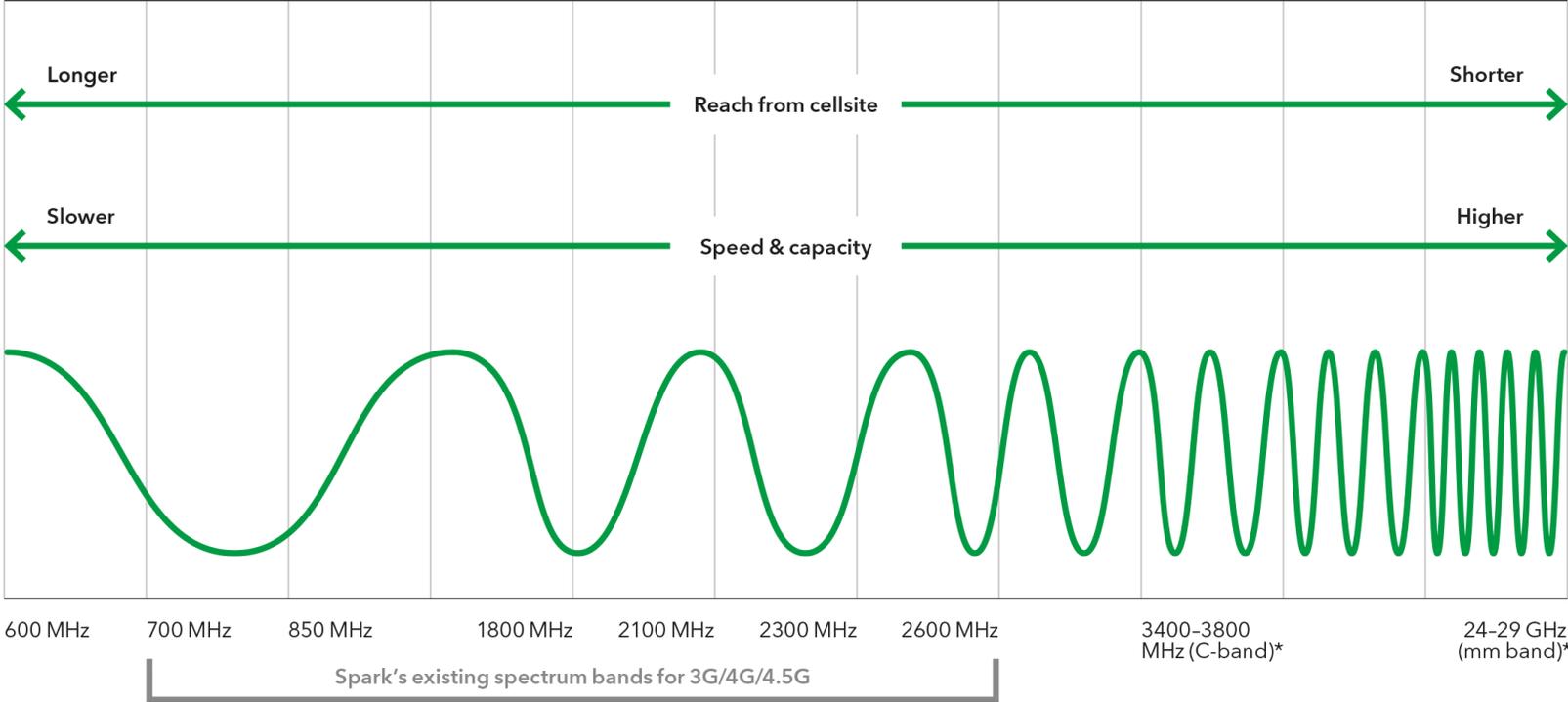
TO 5G

Spark network timeline



DECISIONS ON SPECTRUM NEEDED

Potential 5G bands identified by government



* The Government proposes that C-band (3400-3800 MHz) is top priority for 5G implementation, with mm-wave band (24-29 GHz) a high priority (Ministry of Business, Innovation and Employment discussion document 'Preparing for 5G in New Zealand', March 2018).

TRANSFORMING THE DIGITAL EXPERIENCE

1,250,000^(24%)

Year on year reduction
of calls into consumer
contact centres

750,000+

Virtual assistant chat
interactions since launch
in August 2017

6,000+

Business customers
using “walk me” self-
service tutorials

+6pts

Increase in consumer
and small business
market NPS in the year

77%

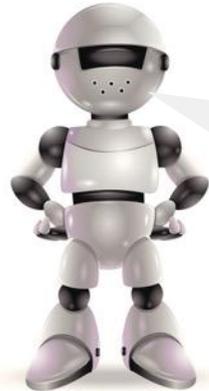
YoY Increase in consumer
chat interactions (as at
end of FY18)

THE BOT SQUAD

Hi, my name is Pluto! I
take care of public WiFi
fault resolution



Hi, my name is FibreBot. I
log managed customer
orders with fibre
companies



Hi, my name is Verity. I
look after Server
Security patching



**EXPONENTIAL SPEED
OF CHANGE**

SPARK PEOPLE ARE

LEADING THE WAY



THE FUTURE FOR SPARK



RESOLUTIONS



1. Auditor's remuneration
2. Re-election of Alison Barrass
3. Re-election of Ido Leffler
4. Election of Pip Greenwood

AUDITOR'S REMUNERATION



RE-ELECTION OF

MS ALISON BARRASS



RE-ELECTION OF

MR IDO LEFFLER



**ELECTION OF
MS PIP GREENWOOD**



QUESTIONS

