

ASX Announcement

10 December 2019

Superloop announces Customer-centric Organisation Changes

Superloop CEO Drew Kelton announced today that the strong demand from customers for Superloop's core connectivity and broadband offerings across Asia Pacific has led to a reorganisation of the executive team to ensure Superloop can effectively and efficiently scale to meet growing customer demand for its high speed connectivity and broadband.

Since July 2019, Superloop has seen a 40% uplift in the number of Aussie homes choosing Superloop NBN for faster internet. Additionally, during the six months ending 30 November 2019, IP network traffic (Internet) has increased by more than 30%.

Kelton said, "Superloop will continue to focus on future value creation. As we near the end of our major capital investment program, there are significant new opportunities which promise a strong growth trajectory. Now, as we move into the next phase of operationalising and scaling, we must ensure we are well placed to take advantage of the burgeoning demand for connectivity and broadband."

Superloop today announced that current Chief Financial Officer Jon Tidd, who has been leading an end-to-end process improvement program, will take leadership of Customer Operations in a newly created position as Chief Customer Officer. Current deputy CFO Lidia Valenzuela, who has been with Superloop for two years and has been instrumental in putting Superloop on stronger financial footing, will join the executive team as Chief Financial Officer.

Kelton continues, "Like many industries, our customers want to buy and activate their services faster. The changes we have announced today will give us the ability to scale efficiently and effectively and continue to improve our end-to-end customer experience for businesses across Asia Pacific and homes across Australia".

Kelton concludes, "With the network in place and the laser focus on the team driving a seamless customer experience, I am confident that the customer uptake and the business growth momentum will continue for the rest of FY20 and beyond".

Authorised for release by: Superloop Limited Board

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About Superloop

Superloop is a leading Asia Pacific independent provider of connectivity services designing, constructing and operating networks throughout the Asia Pacific metro region. The company owns and operates over 670kms of carrier-grade metropolitan fibre networks in Australia, Singapore and Hong Kong, connecting more than 310 of the region's key data centres and bandwidth-intensive buildings. With extensive carrier-grade, metro fibre networks in these markets and fixed wireless networks in Australia, Superloop delivers high-performance, connectivity solutions to businesses and homes underpinning the region's digital economy.

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