

24<sup>th</sup> February 2006

Australian Stock Exchange Company Announcement Office Level 4 20 Bridge Street Sydney NSW 2000

#### Half year results investor briefing

In accordance with the listing rules, I attach a copy of a presentation on the half year results for iiNet Limited for release to the market.

Stephen Fewster Company Secretary





### Overview

- EBITDA for the half of \$16.4m in line with guidance
- Several strategic projects completed
- OzEmail integration complete dial churn in line with acquisition model
- 85,000 customers on iiNet DSLAMs
- Bundle rates exceeding expectations
- Remediation of customer service progressing
- ULL debate continues



# Earnings Results 1H FY06

\$000s	Actual	Guidance
	December	December
	Half	Half
Revenue	120	118
EBITDA	16.4	16.4
NPAT before Amortisation	6.0	5.8

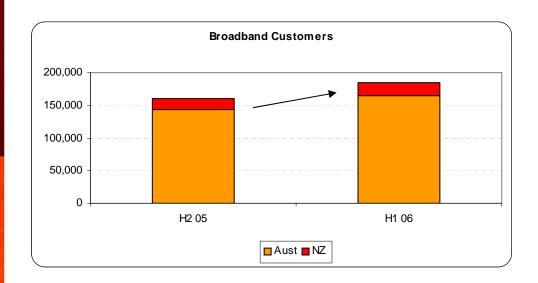


## Strategic Projects

- OzEmail fully integrated onto iiNet billing system and network
- DSLAM rollout extended nationally more than 50% of Australian broadband customers
- VoIP product developed and launched
- Virtual Call Centre commissioned (Auckland, Perth, Sydney)



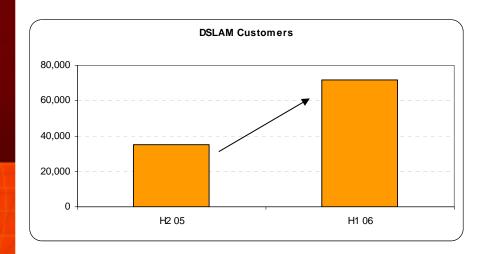
### **Broadband Customers**

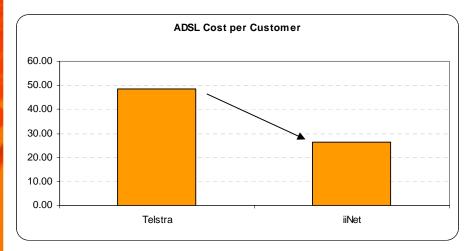


- First half broadband growth affected by OzEmail integration issues
- Offering DSLAM speeds up to 24,000kbps
- Line speeds reduced for "Pay as you go" and "Starter plans" lower than expected churn to date
- Sales in January above target



### **Broadband Cost Base**



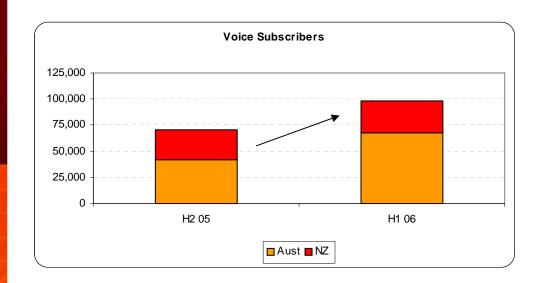


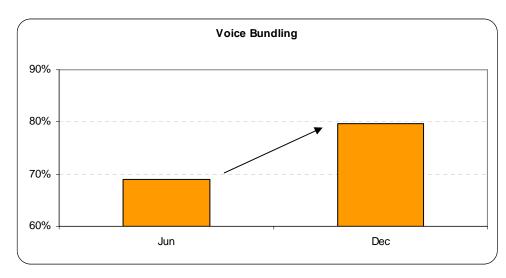
- Today 85,000 customers on iiNet DSLAMs
- On track to reach 100,000 by July
- Key supplier agreements diversified
- National transmission deployed
- Alternative bandwidth agreements signed

iiNet is reducing its reliance on a single supplier



### Voice – Fixed Line

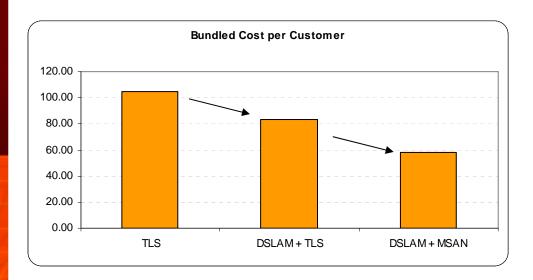




- 80% new customer bundle rate exceeds 70% targets
- 80% bundle rate continued through January and February despite passing on increased line rental charge
- Scale in voice customers being achieved to support MSAN rollout



### **Voice Cost Base**



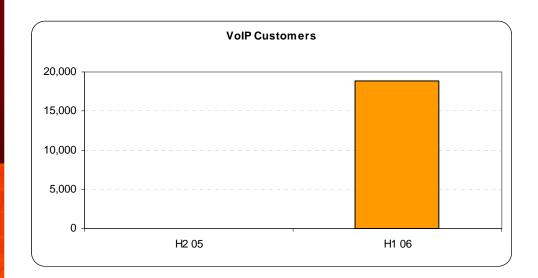
- ULL cost for MSAN customers ~ \$22/month
- ULL removes line rental + LSS
- ULL reduces iiNet's fixed charges by \$14.50/month
- MSANs greatly reduce call transmission costs

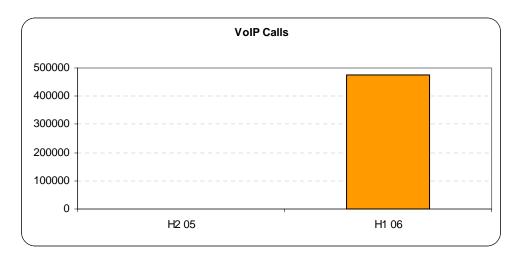


# Commence MSAN Rollout

Calls made using Ericsson and Nokia MSAN equipment	<b>√</b>
Customer trials commenced	<b>√</b>
ULL number portability	<b>√</b>
Telstra Wholesale to ULL process	<b>√</b>
LSS to ULL provisioning process with Telstra developing	V
✓ Achieved ☑ On Track	connect bette

### Voice - VoIP





- 19,000 customers since launch at end of August
- Over 3 million minutes in January
- Test bed for MSAN



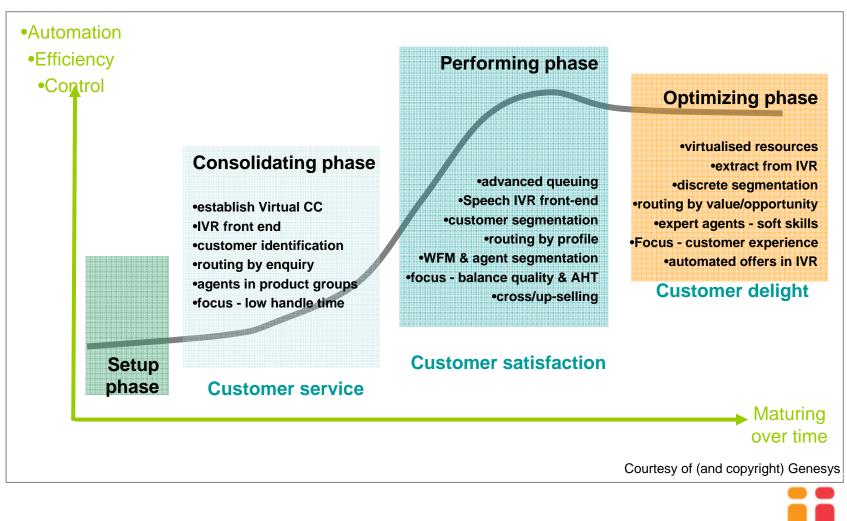
### **Customer Service**

- Management's number 1 priority
- Customer service remediation continuing
- Virtual call centre successfully deployed during February
- General Manager Customer Service appointed
- Additional staff recruited
- Accelerated training programs implemented

Remediation of customer service progressing



# Contact Centre Capability Maturity Model



# Regulatory Update

#### ULL

- Pricing debate continues
- Ministerial intervention unlikely
- ACCC report on averaging & price parity due 31 March iiNet disputes in progress on
- ULL
- LSS
- Regional backhaul

LLU looking increasingly likely in New Zealand



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# Appendix 1 – Subscriber Numbers

	Australia				New Zealand		Total	
	iiNet		OzEmail					
	Jun	Dec	Jun	Dec	Jun	Dec	Jun	Dec
Dial - services	145,073	117,623	223,361	178,316	56,305	41,135	424,739	337,104
-ARPU/mth	16.19	16.97	14.82	12.86	15.95	15.56	15.96	14.62
DSL - services	81,589	104,010	61,720	60,867	16,550	20,534	159,859	185,408
-ARPU/mth	60.60	58.26	41.26	42.31	33.42	40.42	50.32	51.05
Phone - services	39,801	60,092	2,585	8,092	28,607	30,203	70,993	98,387
-ARPU/mth	48.06	56.04	49.91	56.57	22.58	23.48	36.59	46.09
Other - services	13,654	35,134	11,003	6,254	10,602	20,473	35,259	61,861
-ARPU/mth	12.63	11.04	11.05	6.36	37.58	44.60	20.00	21.67
TOTAL- services	280,117	316,859	298,669	253,556	112,064	112,345	690,850	682,760
- ARPU/mth	32.23	37.03	20.78	21.18	21.97	27.18	25.59	29.52

