Sinch at a glance

We deliver customer engagement through mobile technology
Scalable cloud communications platform for messaging, voice and video
100% consumer penetration
Growing, global, multi-billion dollar market
We serve 8 out of 10 of the largest US tech companies
Software for mobile operators based on the same underlying platform
Growth markets

Messaging
Application-to-Person (A2P) messaging is used across the world for ever-more use cases

- We believe a **USD 10bn** market size estimate is reasonable
- Third-party market size estimates vary between USD 10-50bn
- Large variation in usage between markets
- We foresee continued growth in volumes and gross profit

CPaaS
Communications Platform as a Service (CPaaS) allows businesses to easily integrate messaging, voice and video services into their own applications

- Juniper Research sees a **35%** growth CAGR (USD 1.1bn in 2016 to 6.7bn in 2022)
- Gartner expects a **50%** growth CAGR (USD 618m in 2016 to 4.63bn in 2021)
- IDC forecasts a **57%** growth CAGR (USD 867m in 2016 to 8.2bn in 2021)
Successful rebrand from 4 brands to 1
Bringing enriched engagement to retail

Connect with customers and make engagement personal with our simple, programmable communication tools & operator software.

WHY ENGAGEMENT MATTERS
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| Network Infrastructure     | FRAUD & SECURITY                           | POLICY & CHARGING                          |
|                            | Signaling Firewall, SMS Firewall           | Online Charging System, PCRF               |
|                            |                                           |                                            |
|                            | VALUE ADDED SERVICES                       |                                            |
|                            | SMS-C, MMS-C, USSD, Voicemail              |                                            |
|                            |                                            |                                            |
|                            | BUSINESS SUPPORT SYSTEM                    |                                            |
|                            | Retail BSS                                 |                                            |
|                            |                                            |                                            |
|                            | MVNO                                      |                                            |
|                            | MVNE Platform                              |                                            |
Q4 2018
Financials
October – December 2018

- Gross profit grew 55% to SEK 309.9 million (199.8)
- Adjusted EBITDA increased by 56% to SEK 109.4 million (70.1)
- EBIT of SEK 107.7 million (31.1)
- Profit after tax of SEK 103.5 million (90.3)

- Rising Gross Profit and EBITDA in all business units
- Organic growth and contribution from acquired businesses
- Organic investments in opex may impact our earnings in the coming year before new initiatives translate into higher revenues and gross profit
Rising volumes

- Continued growth with existing customers
- New customers, new use cases
- 42% increase in Gross Profit in the Enterprise Division
Operational efficiency

- Gross profit is the primary bottom line driver
- GP/transaction rising as traffic increases to key high-margin countries
- Revenue and gross margin depend on mix of terminating markets
Gross Profit

- 55% growth in Gross Profit
- Rising Gross Profit in all business units
- Organic growth helped by key client wins in the U.S.
Adjusted EBITDA

- 56% growth in Adjusted EBITDA
- Higher Adjusted EBITDA in all business units
- Strong end to the year in Operator
- Positive Adjusted EBITDA in Voice & Video

Organic growth in the chart includes the effect of exchange rate fluctuations.
Financial targets

Adjusted EBITDA per share, rolling 12 months

Targets:
- Adjusted EBITDA per share to grow 20% per year
- Net debt < 2.5x adjusted EBITDA over time

Performance:
- Adjusted EBITDA per share grew 20% in Q4 18, measured on a rolling 12 month basis
- Net debt/EBITDA was 1.1x, measured on a rolling 12 month basis
Positive EBITDA in Voice & Video

- Acquired in December 2016
- Now seeing impact from targeted effort towards ride hailing vertical
- Key client wins in Number Verification
Rising support for RCS

- RCS is an upgrade to SMS with support for rich media, interactivity, branding and verified senders
- App-like experience without any downloads
- Verizon set to launch RCS in 2019
- We expect full operator coverage in the US, UK and several other markets in 2019
Future growth

Strong pipeline with several US-based, global tech companies
Considerable interest in Personalized Video
More customer engagements in Number Verification
Number Masking for ride-hailing with further markets set to go live
Investment in rich media, conversational messaging, RCS and OTT chat apps to capture market growth potential
Thanks!