

ASX Announcement  
ASX: DUB

20th May 2025

## Customer Update Announcement

Dubber Corporation Limited (ASX: DUB) ('Dubber' or 'the Company'), the conversation intelligence platform for Communications Service Providers, today provides an update on anticipated upcoming customer contract changes.

Aerandi Ltd (a wholly owned subsidiary of Dubber Corporation Ltd) advises that VirginMedia O2 (VMO2) at around 3:30pm London time 19th May 2025 verbally confirmed that it will not renew our existing Agreement to provide call recording and wholesale SIP services that expires on 30th June 2025.

As requested by VMO2 we submitted a formal proposal for an extension on 14th May 2025 so their precipitous decision was sudden and unexpected. The VMO2 procurement process has proven opaque.

Disappointingly, the Group first became aware of their intention to terminate indirectly from another market participant earlier in the day which we were then obliged to urgently clarify.

We now understand from VMO2 they have been dual recording calls with an alternative provider for some time without our knowledge. Dubber is therefore concerned about the potential for security and operational security exposures to VMO2's customers. We note that at this time we have not been consulted on any transitional protocols within the existing agreement and we are not aware that the replacement vendor has the size or experience of Dubber.

As face to face meetings are now scheduled with VMO2 this week in London, Dubber will provide a further update once available after taking further advice.

The impact to the Group is anticipated to be material and if the termination proceeds we will see a gross margin reduction of approximately \$7m before any further mitigating actions are taken.

As the market is aware Dubber has significantly reduced its cost base over the financial year to date with the month of unaudited management accounts for April 2025 seeing the company make a normalised EBITDA\* profit of \$47k and achieve underlying cashflow run-rate breakeven\* for the month with timing ahead of previous advice.

The company will now take prompt action to eliminate the expenses associated with this contract and seek further cost reductions. Based on these steps and work underway on new growth initiatives management will target having the company back to operating cash-flow run-rate positive by the end of the calendar year.

The balance sheet remains in a strong position with our most recent Appendix 4C Report at 31 March 2025 showing working capital reserves in excess of \$16m.





\* Normalised EBITDA excludes one-off costs related to the ASIC investigation. Underlying cashflow run-rate breakeven is based on revenue and cash P+L costs including cash costs of finance leases and excludes payments for historic ATO and SRO tax liabilities and non-recurring costs related to investigations and restructurings.

This ASX release has been approved for release to ASX by the Board of Directors.

**About Dubber:**

Dubber enables Communications Service Providers to unlock the potential of the network - turning every conversation into an exponential source of value for differentiated innovation, retention, and revenue. Listed on the ASX, Dubber is the clear market leader in conversational intelligence and unified conversational recording - embedded at the heart of over 230 Communications Service Provider networks and services.

For more information, please visit Dubber on [www.dubber.net](http://www.dubber.net) or contact:

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