

Telkomsel

by Telkom Indonesia 



Corporate Presentation

1H-2024 Results



Daru Mulyawan

Director of Finance and
Risk Management

Embracing Convergence and Maintaining Overall Growth

Securing leadership position both in mobile and fixed domains by healthy fundamental

Managing Continuity of Convergence and Digital Business



Results

Focusing on
Sustainable
Profitability



Market

Maintaining
Leadership in
Both Fixed and
Mobile Domains

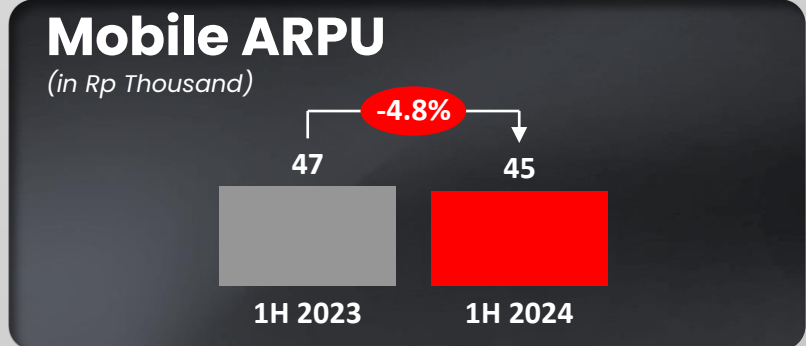
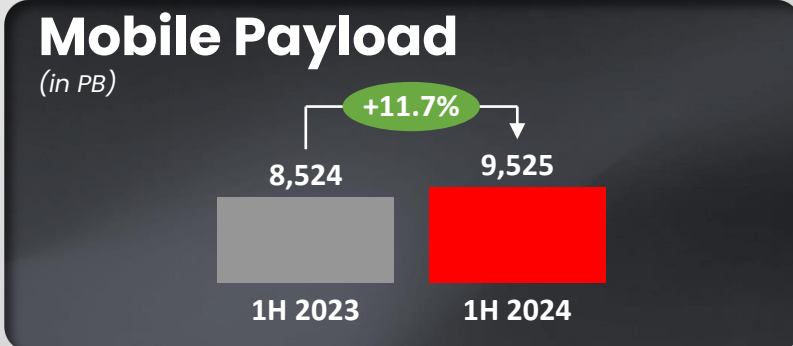
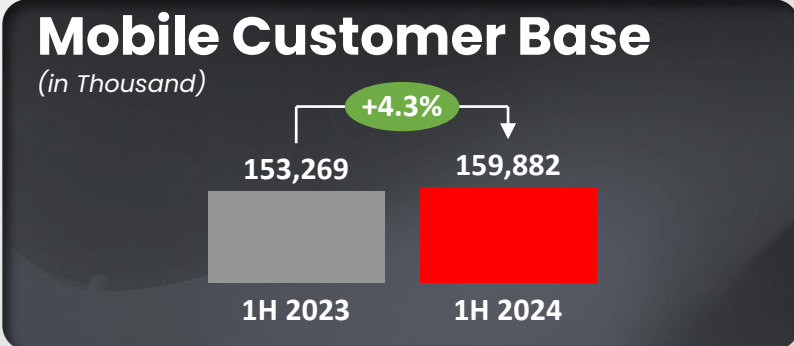
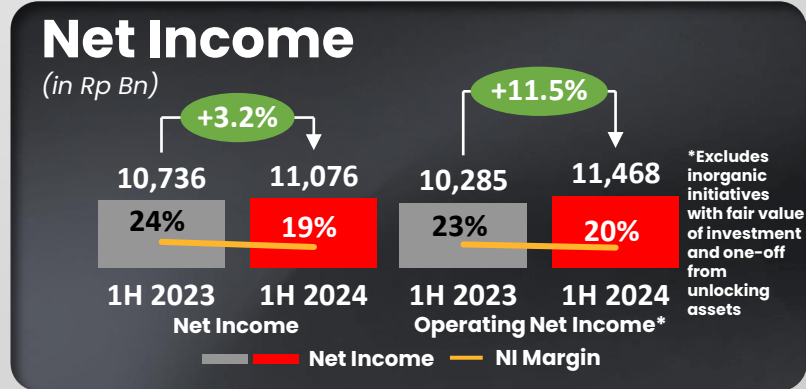
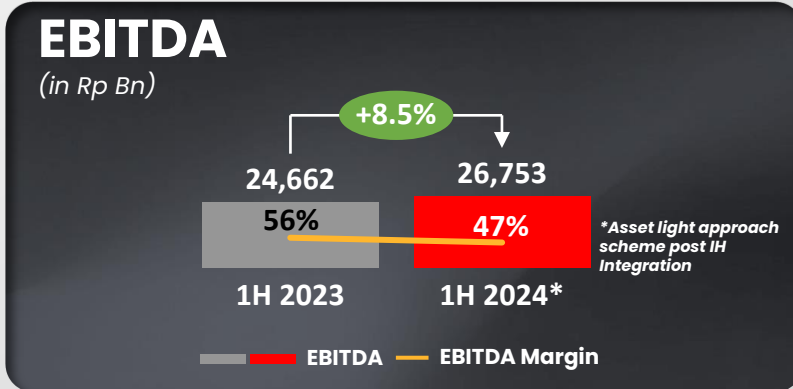
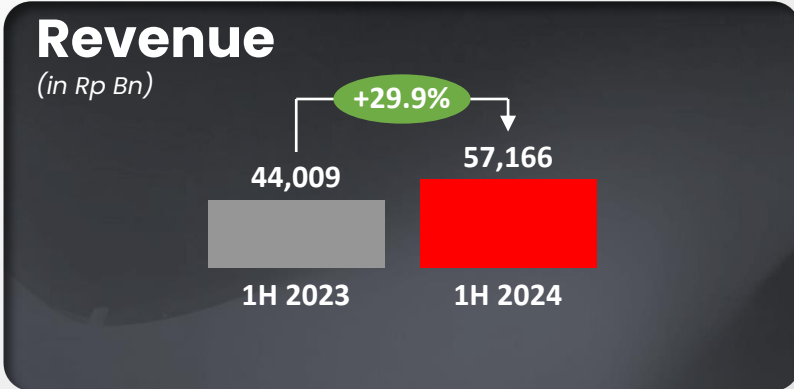


Integration

Strengthening
Convergence
Leadership and
Maximize
Synergy Value

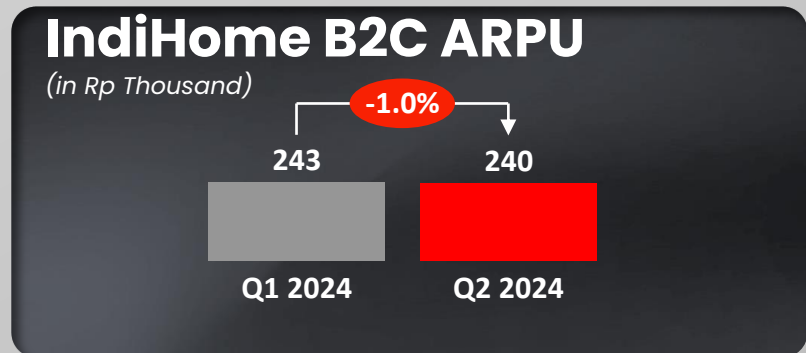
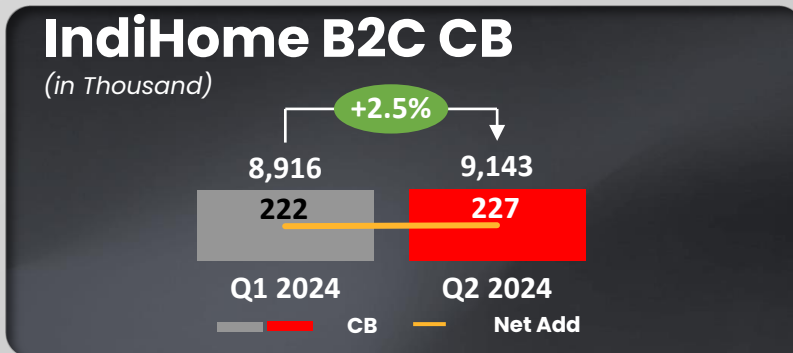
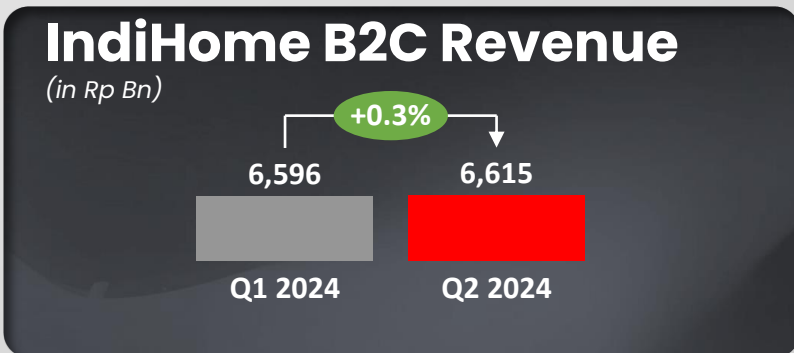
Driving Sustainable Performance and Healthy Profitability

Positive consolidated revenues post integration to capture positive momentum



Maintaining Business Continuity of IndiHome

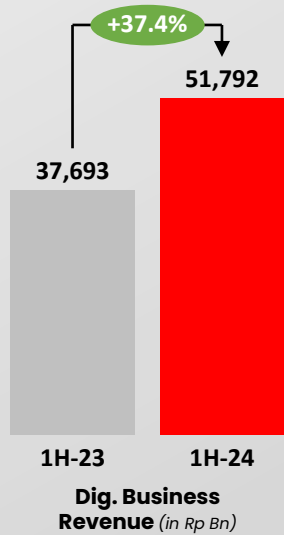
Consistent growth trajectory of fixed broadband business



Delivering our Healthy Sustainability and Increased Productivity

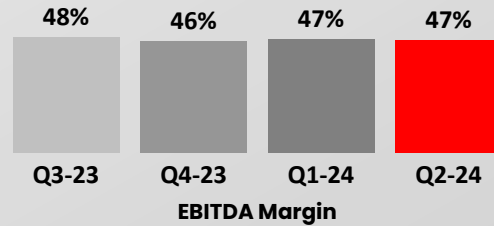
Continuously enhancing value propositions for Customers

Managing Continuity of Digital Business...

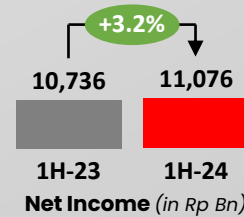


...which reflects the potential for future expansion

Sustainable healthy profitability...



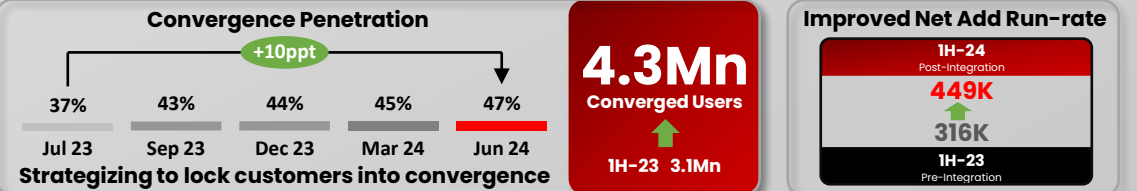
...and maintained bottom-line growth...



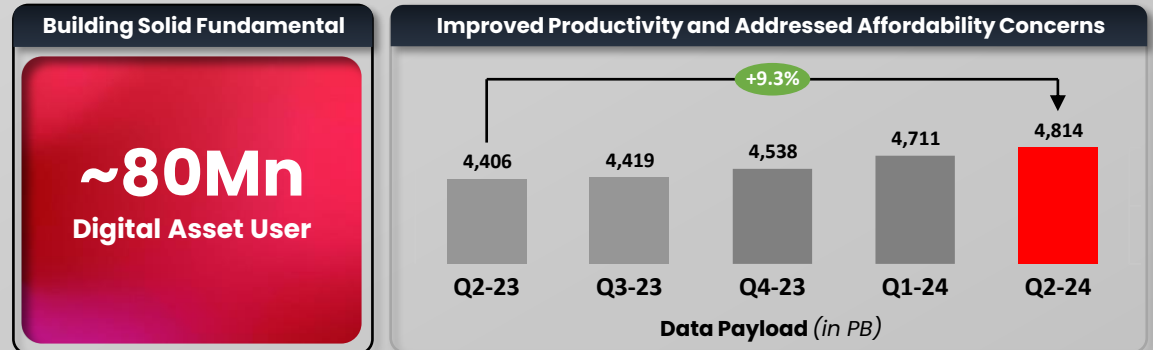
...to achieve healthy fundamental

Driving Productivity Gains by Bringing More Value to Customers

Maintaining our leadership as the nation's largest convergence operator



Showcasing increased customer quality and consumption...



...aligned with our commitment to value-added offerings

Maintaining and growing the highest NPS and CSI as a result of our focus on customer-centric approach...

51

NPS

Mobile

CSI

7.64

52

NPS

IndiHome by Telkomsel

CSI

7.62

...which translates to our solidified dominance

Mobile



IndiHome by Telkomsel



IndiHome B2C Subscriber Market Share

Tracking our Journey on FMC Synergy Value

KEY ACHIEVEMENTS AND STRATEGIC INSIGHTS

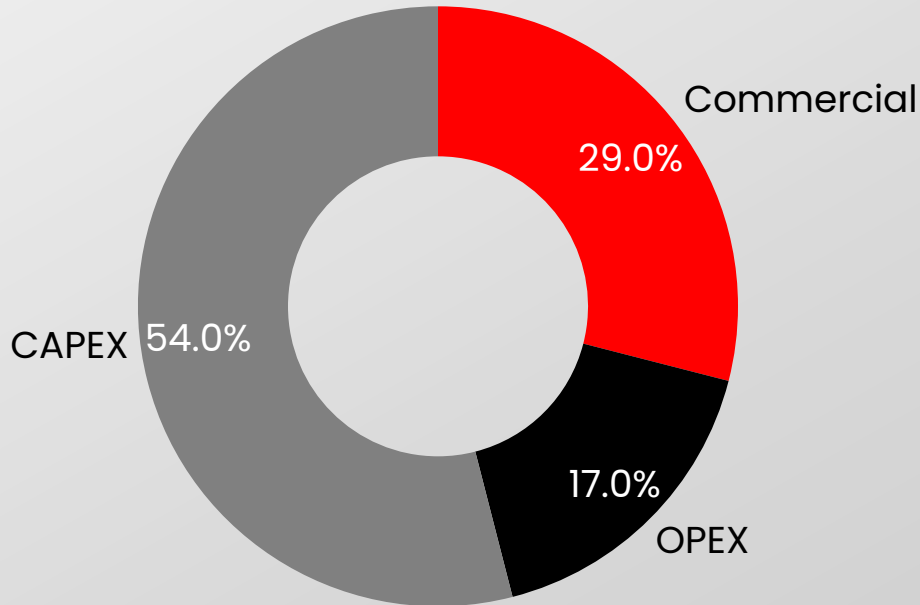
FMC Synergy Value Realization (YTD Jun '24)

Consolidated on Group Level 62%

Jun '24

FY24
100%

Synergy Value Contribution

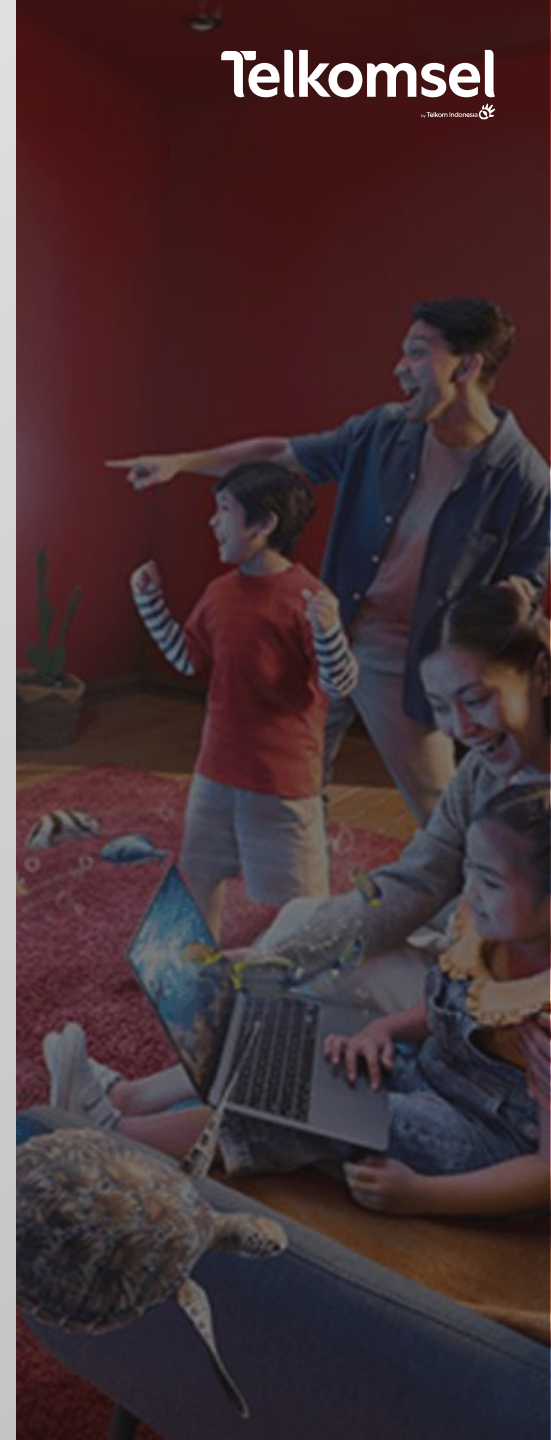


Scope of realization includes

Upselling and cross-selling of IndiHome and mobile businesses;

Opex efficiency including acceleration of closing overlapping customer touch points, service integration, platform cost efficiency, content synergy, and sales vehicle optimization; and

Capex optimization by ensuring no investment duplication and lowering cost of CPE.



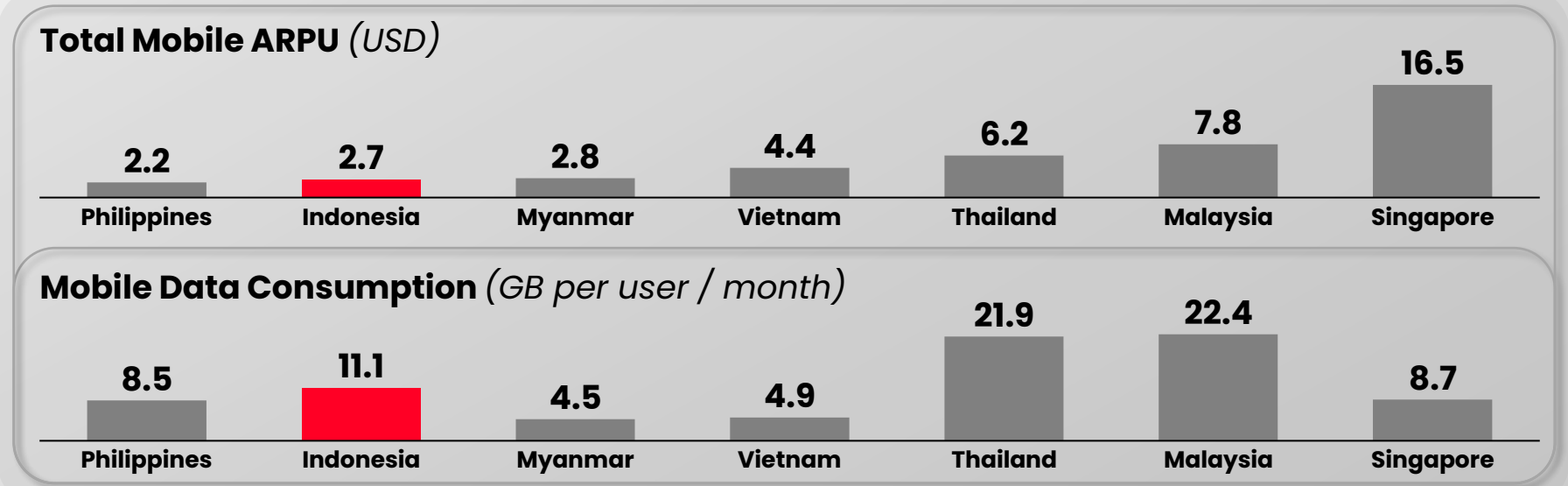
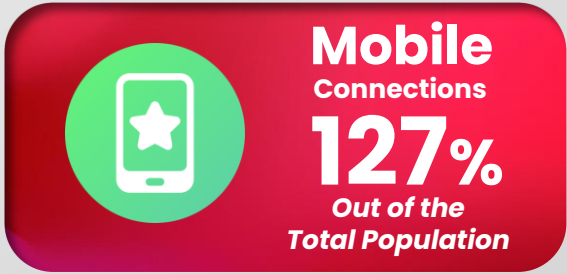


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Heng**

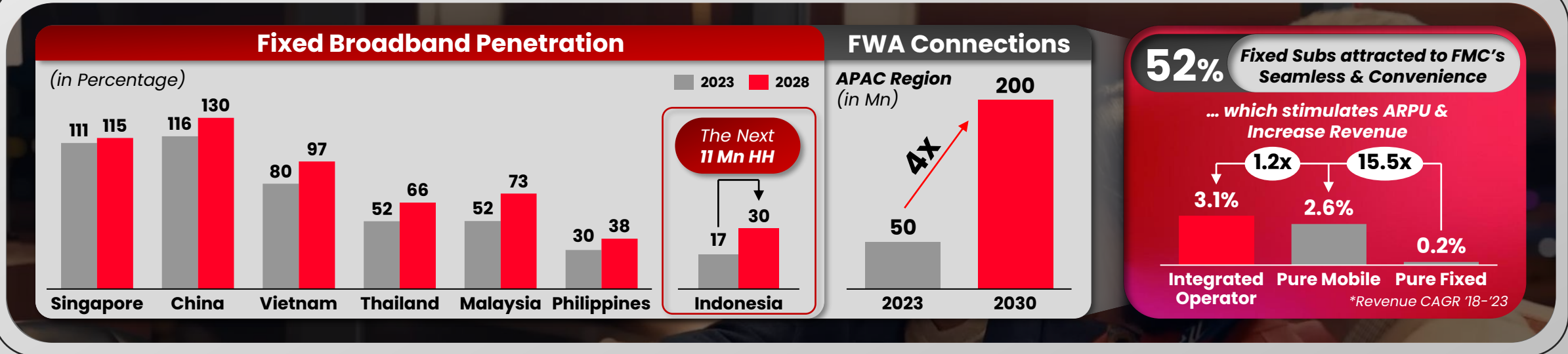
Director of Marketing

Unlocking new growth, capturing more households

Expanding into untapped markets, ensuring sustainable growth in the long term



Offering comprehensive convergence solutions, aligning multiple services to meet the evolving needs of connected homes



Fundamental Strategy to Achieve Company Profitability Journey

Maximizing convergence and digital business to drive sustainable performance

#1 **Serving Broader Mobile Customer**

Improving share both in Java and ex-Java

Next generation -IoT capability as end-to-end solution

Continuously focus on customer centricity

Expanding our reach to youth and mass market segment

60-70%
Subscribers Under CVM

#2 **Accelerate FBB Penetration**

Expand into new segments

Ring-fence existing subscribers through CVM and bundled value-added offerings

Better customer journey

800K – 1Mn
Annual Net Adds

#3 **Leading Convergence Operator**

Grow converged users

Locking up households

Drive ARPH Growth

Looking ahead, Telkomsel dedicated to continually improving our services and serving an even broader customer base while maintaining the high standards of quality and value that our customers expect

Mid-term Strategic Plan



Focus on HVC and converting to converged customer through FMC, Cross-sell and Up-sell to grow horizontally & vertically



Execute extensive innovative products & contents to secure revenue per household



IT Transformation integration & billing system improve analytics capability faster deliverable

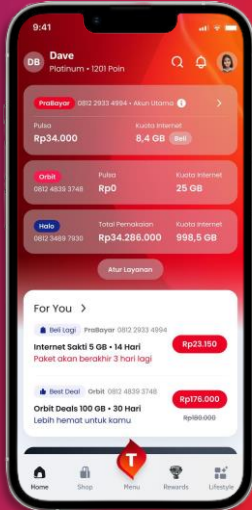
Unlocking Future Growth Possibilities

Leveraging our extensive digital ecosystem to enhance customer experience



Embracing customers' daily digital lifestyle in ONE app

Unbreakable Connectivity



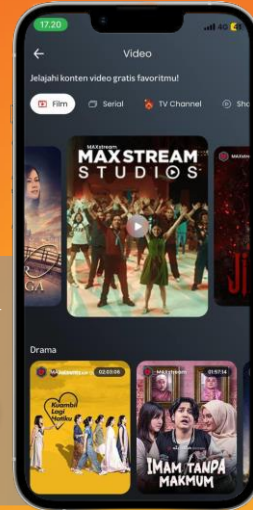
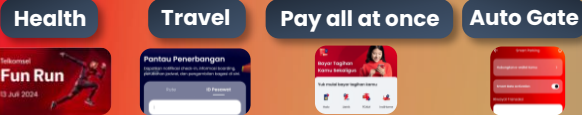
MyTelkomsel

Compelling Lifestyle Experience

Halo PraBayar Poin
IndiHome Orbit Prestige



NEW FEATURES



Convenience of multi-product offerings



Building Engaging Ecosystem B2B2C

Expanding opportunities and extend customer interaction through ecosystem engagement



Smart Living



Digital Solution for SME - ME



Creating Unique Experience

Promoting B2B2C ecosystem concept through strategic partnership

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Thank You