

Singtel Singapore

Driving Sustained, Profitable Growth

Date

29 August 2024



Singtel Singapore contributes one-quarter of Singtel Group's EBIT

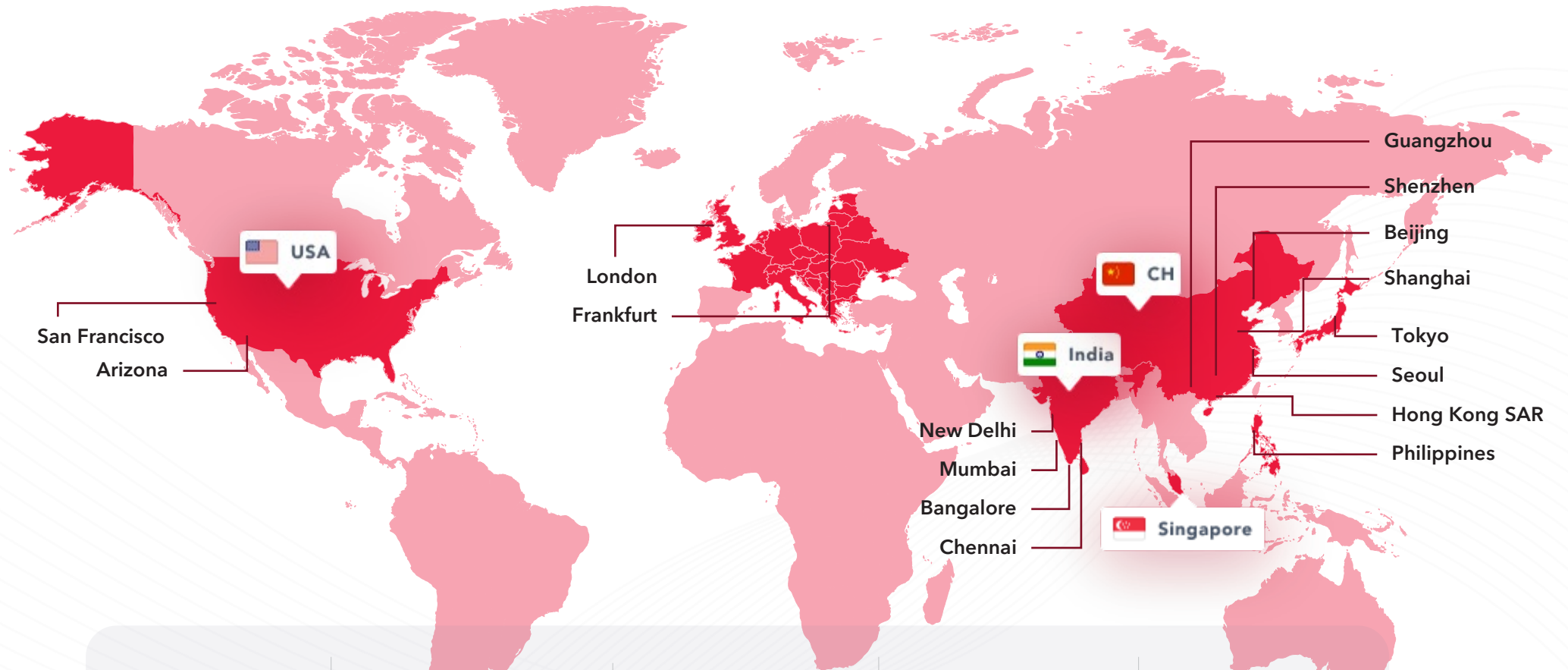


S\$3.9B

Revenue¹

37%

EBITDA margin



4.6m

Mobile customers²

46%

Fixed broadband rev market share²

84%

Dom Data rev market share³

19%

Int'l Data IPVPN market share⁴

S\$500M

Int'l business revenue⁵

¹ Singtel Singapore FY24 Financials ² As at Jun 2024 ³ Based on IDC 1H 2023 as at Jun 2024 ⁴ Singtel's market share in Asia Pacific region excluding Japan ⁵ Int'l data & associated managed services, global roaming (e.g., IoT)

We have an ambitious plan to sustain profitability through cost out and value creation

Drive cost-out

Simplify core operating model

12%

Top-quartile productivity¹



Portfolio simplification

Strengthen market leadership

Reinforce core business and infrastructure resilience

Stabilise

Core service revenue

Low teens

Capex-to-revenue ratio beyond FY26, while investing ahead

Find new growth

Build tech-driven business models

3

Leading-edge networking capabilities

> \$600M

International Business revenue

¹ Manpower : Revenue ratio, benchmarked against single market telcos in developed countries

Positive impact showing on our bottom line in Q1 FY25



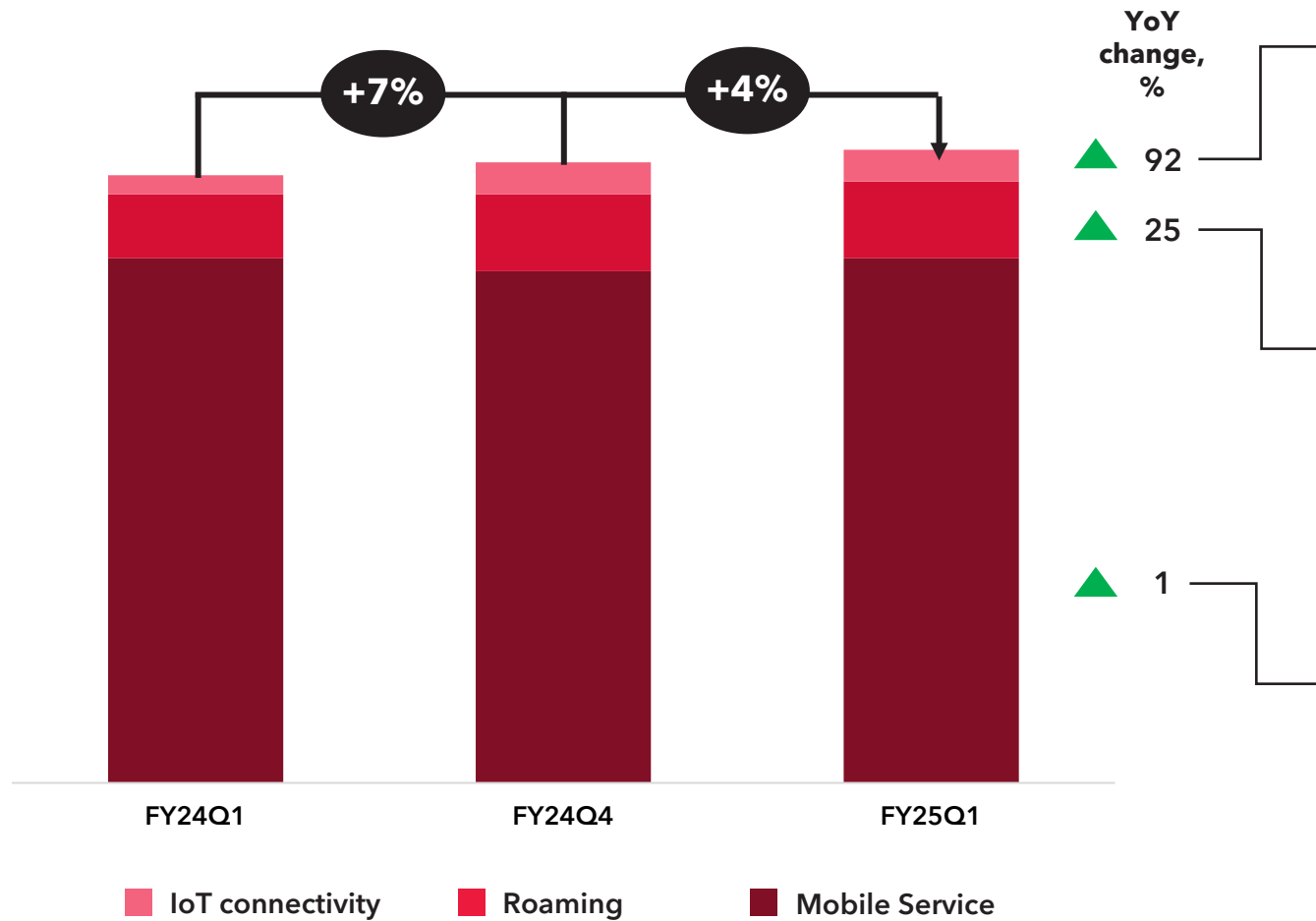
+3%

improvement in EBITDA

- Resilient core business
- Integration synergies
- Traction in growth engines

Strengthened mobile leadership with momentum in IoT and roaming demand

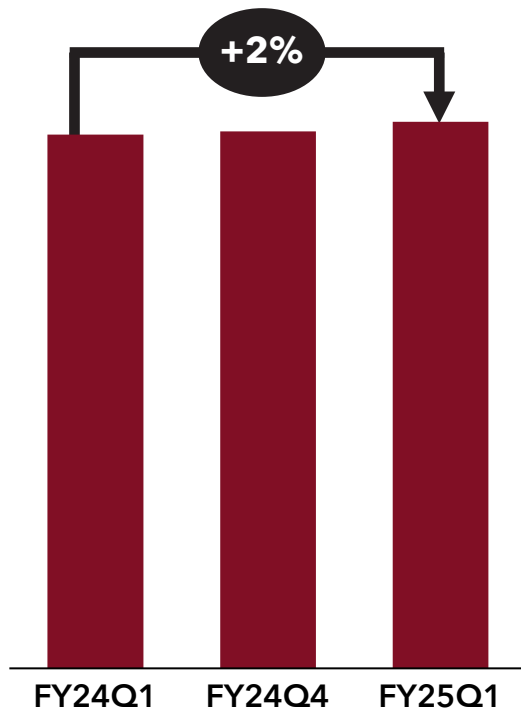
Core Business Revenue



<p>~1 million</p> <p>Embedded EV SIMs contracted across APAC</p>	<p>13</p> <p>Global EV brands served</p>
<p>100%</p> <p>Consumer travel recovery</p>	<p>6-7</p> <p>In 10 of our subscribers roam with us versus 5 pre-COVID</p>
<p>Stable</p> <p>Postpaid mobile ARPU</p>	<p>3%</p> <p>YoY increase in number of postpaid mobile subscribers</p>

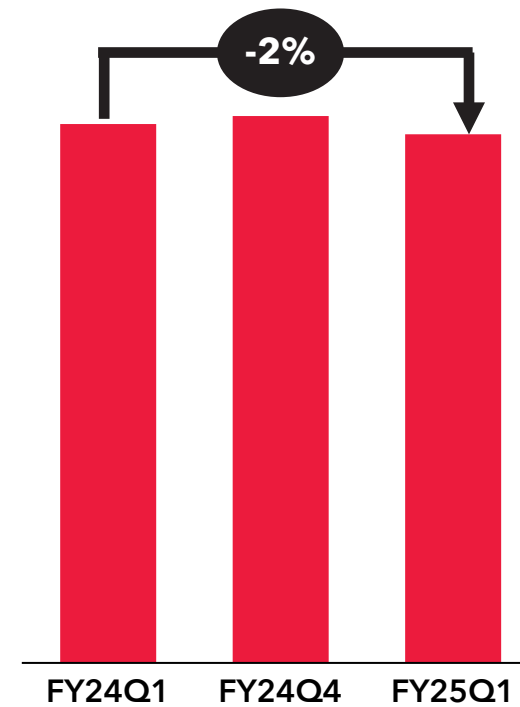
Performance in fixed has remained resilient despite legacy & competition

01 Broadband Service



- 46% revenue market share¹
- 2% broadband service growth
- Bundled propositions beyond connectivity
- Accelerating 10Gbps roll-out

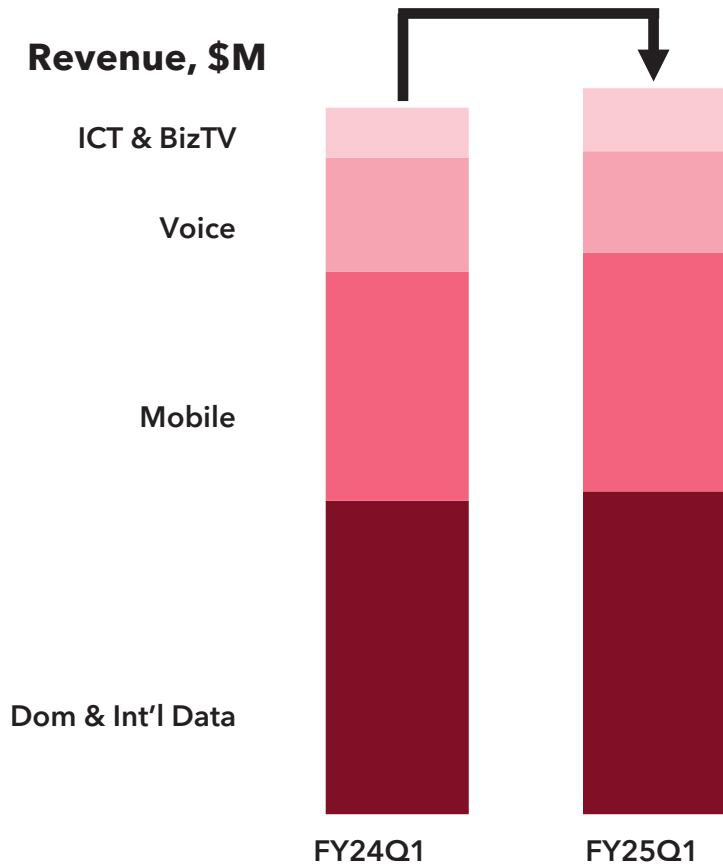
02 Domestic Data



- 84% revenue market share²
- Shifting product mix
- Continued investment in advanced capabilities
- Competitive synergies through Singtel Group entities

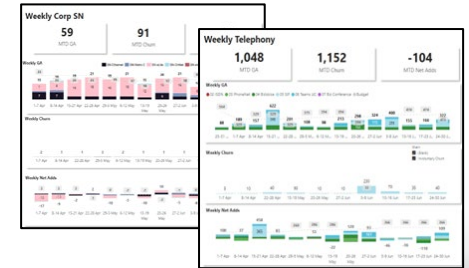
Early signs of SME pick up, driven by synergies with Consumer business

Revenue growth in our \$400M SME segment led by significant reduction in churn across products...



...enabled by our capabilities in

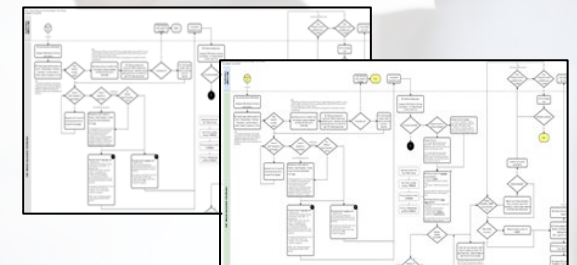
Strengthened business analytics & intelligence



Ramped up GTM efforts

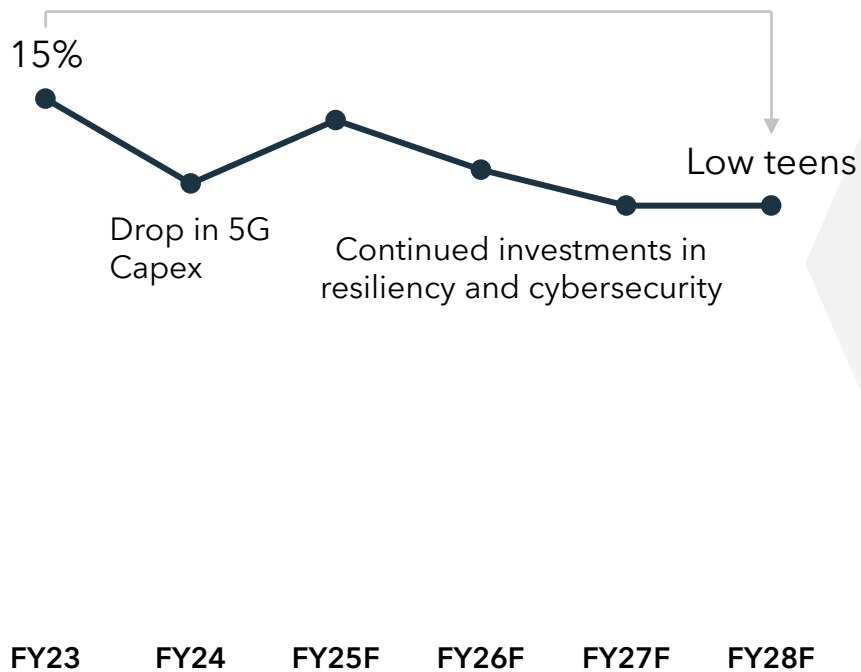


Stabilised SME customer experience



Customer-centric, forward-looking investments have allowed us to stay ahead

Capex:Revenue ratio %



01 Digitalize and enhance customer experience

- Digital network orchestration layer
- Enterprise Empower platform
- Proactive network monitoring
- GenAI in contact centre

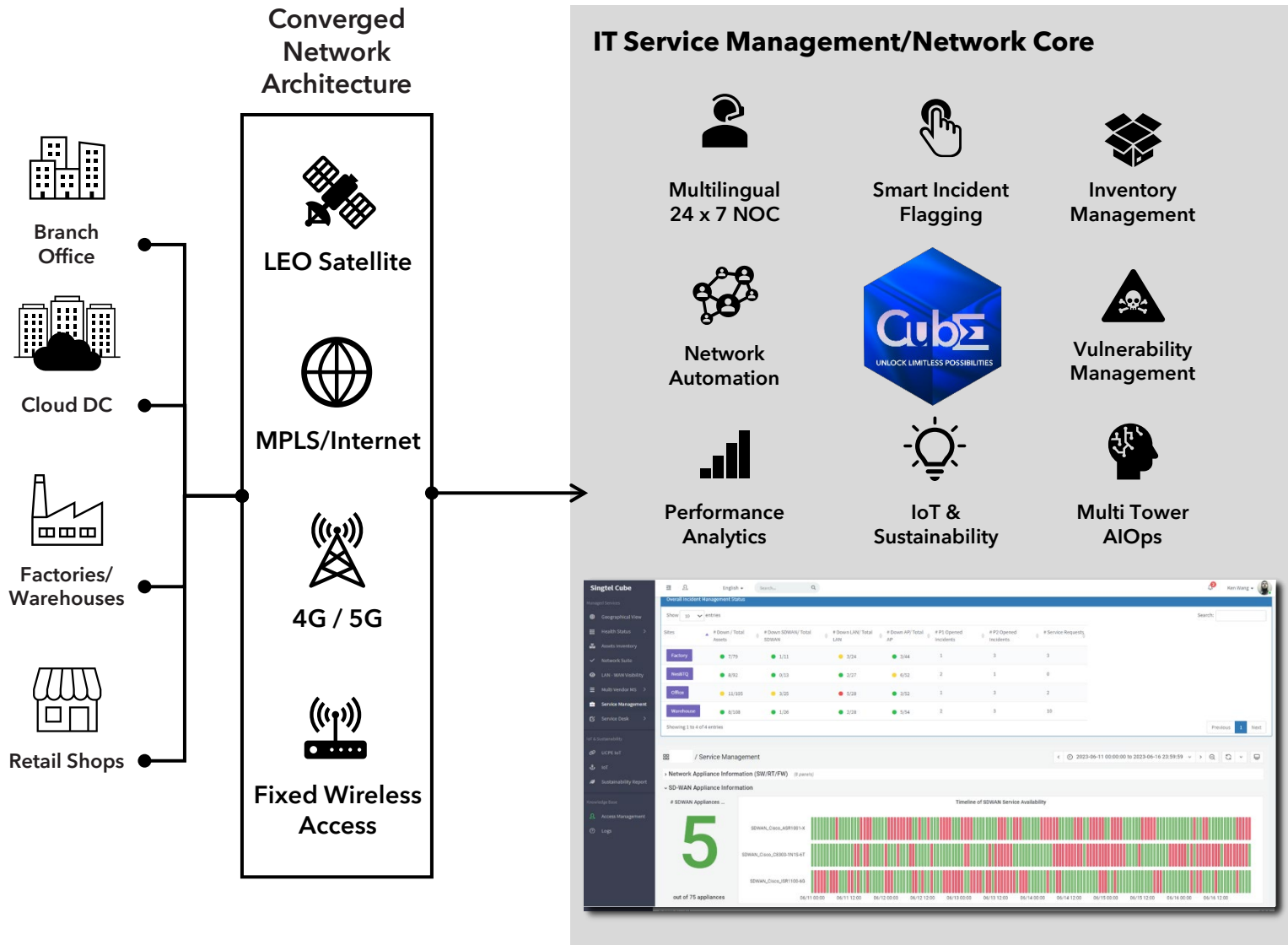
02 Rearchitect IT and Networks infrastructure

- Core network master plan & legacy decommissioning
- IT core architecture simplification
- Single data lake

03 Build resilience & strengthen cybersecurity

- Data Centre migration
- Cybersecurity investments

Global partnership with a Forbes Global 50 to accelerate its digital transformation



5 years to build global cloud-centric network

> 100 Countries
2x Singtel SDWAN Volume

- Covers low-orbit satellite
- Leverages Singtel's differentiated capability in digital-network integration (Singtel CUBΣ)
- Competitive global bid
- Highly sticky; further growth scope in satellite, multi-cloud connectivity, IoT...

Investments in pioneering networking capabilities are gaining market traction



5G Slicing

From private 5G networks to paid 5G slicing at-scale

- First island wide commercial 5G slicing for public sector
- First paid event pass at Taylor Swift concerts
- Launched 5G Security-as-a-Slice



SingVerify APIs

From connectivity to identity management & fraud

- 3 APIs: Number verify, device location, scam sniffer
- Local API federation with M1
- Regional telco API exchange with Maxis & AIS



Quantum Safe Networks

From connectivity to secure networking

- 4 Quantum Key Distribution (QKD) deals closed to date
- Launched Southeast Asia's first National Quantum Safe Network Plus, open for enterprise trials

At Singtel Singapore, we...

Deliver consistent profits despite market conditions

Outperform our peers

Invest ahead to drive innovation and growth

We're prepared for changes ahead.

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