

Our major areas of focus in FY17:

Strengthen our Lead in Mobile



and Home

Excite the Market with Products,
Services and
Content

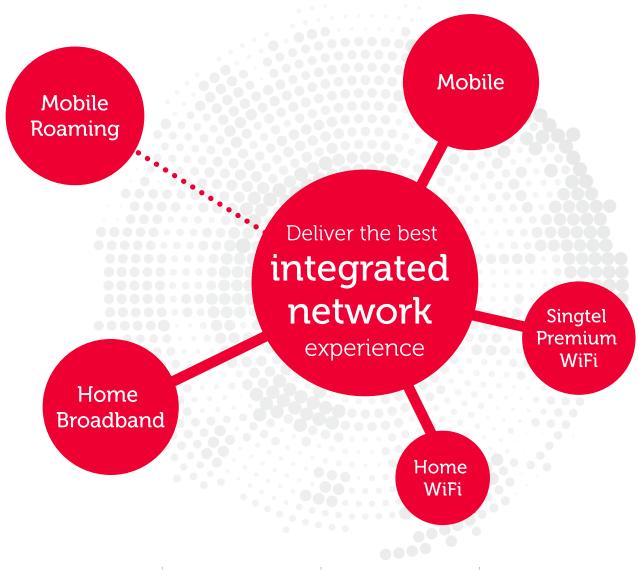


Drive Quad Play Take-up and Adoption

3



1. Strengthen our Lead in Mobile & Home



- Continue to lead in LTE coverage and speed with 900MHz spectrum and hetnet / small cells
- Grow Singtel Premium WiFi coverage and extend service to more Singtel customers
- Offer WiFi mesh solution for better WiFi coverage at home without the need for additional wiring
- Provide end-to-end managed service for home broadband
- Invest in our network leadership

2. Excite the Market with...



- Larger, more flexible data bundles to meet our customers' growing demand for data
- Elder care, home safety, home sense and connected car solutions
- Singapore's first all-in-one mobile payments solution, including transit payments
- New IoT opportunities and embedded SIM devices

2. Excite the Market with...

Your choice of premium music accounts. None of the data charges.

• SINGTELMUSIC

More than 120 channels available on Home View, with over 80 channels available On-the-Go Singtel TV GO
Singtel TV GO

Music, TV / video content and more...

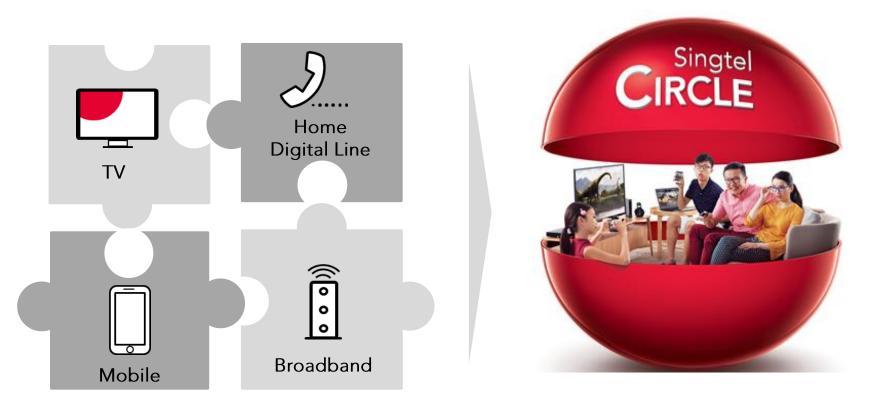
Partnerships with leading OTT TV / video content providers such as Viu and Netflix

OTT Video

...across multiple screens.



3. Drive Quad Play Take-up and Adoption



Get more when you get together.

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From selling... ...to serving **Customer Support** Campaigns Live web chat Targeted digital campaigns Digitizing Offers Customer Self-Help the customer Personalized, real-My Singtel app journey time offers Virtual agent (Shirley) end-to-end Tap & Fix Sales **Fulfilment** Online sales Order online, Pick & Go pick-up in shop

