



27th Annual General Meeting

Chua Sock Koong, Group CEO

23 July 2019



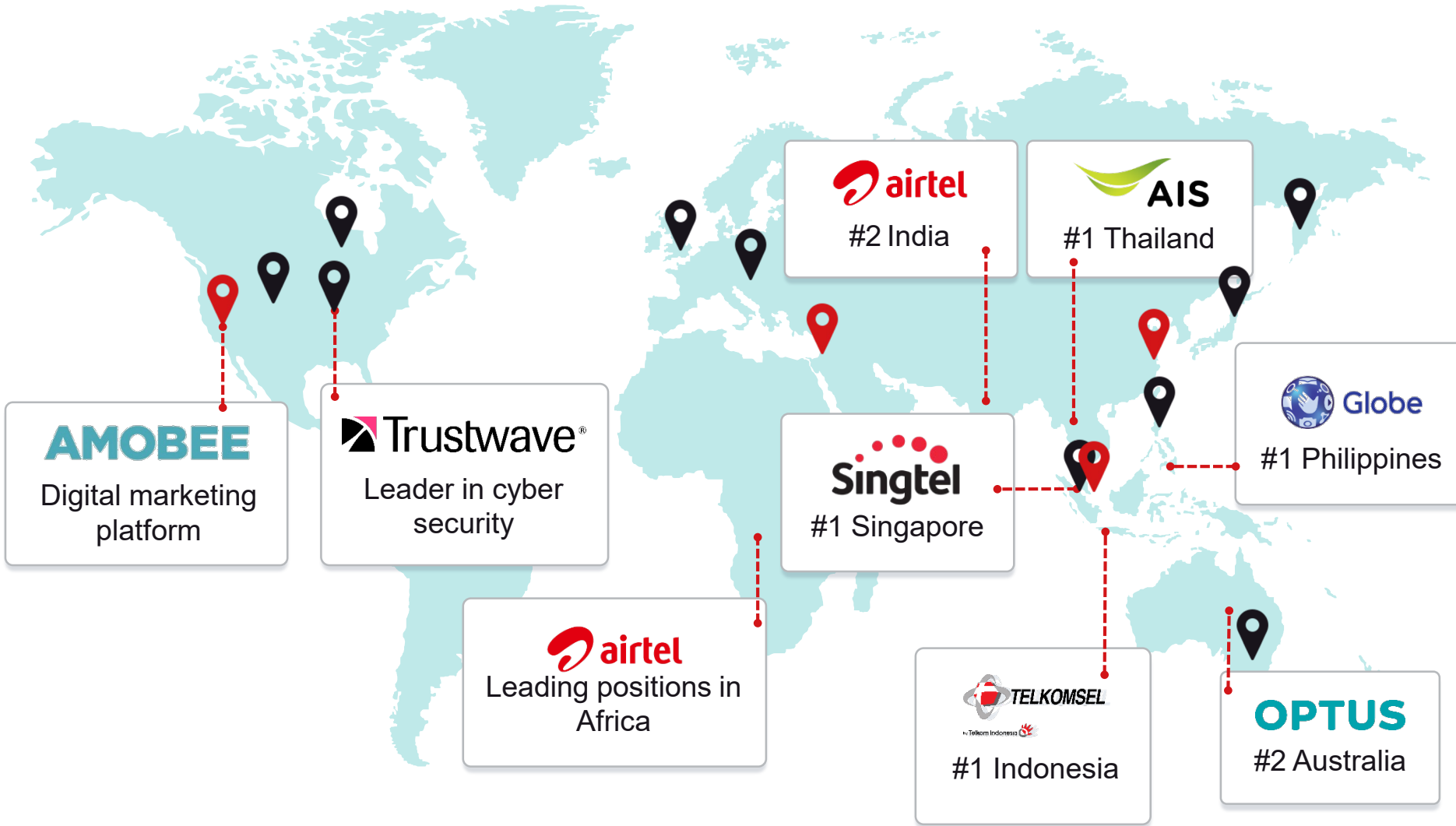
FORWARD LOOKING STATEMENT – IMPORTANT NOTE

The following presentation contains forward looking statements by the management of Singapore Telecommunications Limited ("Singtel"), relating to financial trends for future periods, compared to the results for previous periods.

Some of the statements contained in this presentation that are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. Forward looking information is based on management's current views and assumptions including, but not limited to, prevailing economic and market conditions. These statements involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those in the statements as originally made. Such statements are not, and should not be construed as a representation as to future performance of Singtel. In particular, such targets should not be regarded as a forecast or projection of future performance of Singtel. It should be noted that the actual performance of Singtel may vary significantly from such targets.

All financial figures relate to the financial year ended 31 March 2019 or as at 31 March 2019, unless otherwise stated. "S\$" means Singapore dollars, "A\$" means Australian dollars and "US\$" means United States dollars. Any discrepancies between individual amounts and totals are due to rounding.

SINGTEL: EVOLVING BEYOND THE TELCO BUSINESS



Singtel Innov8 offices



Advanced Security Operations Centres

>690m
mobile customers

Across 21 countries

>70%
of underlying NPAT

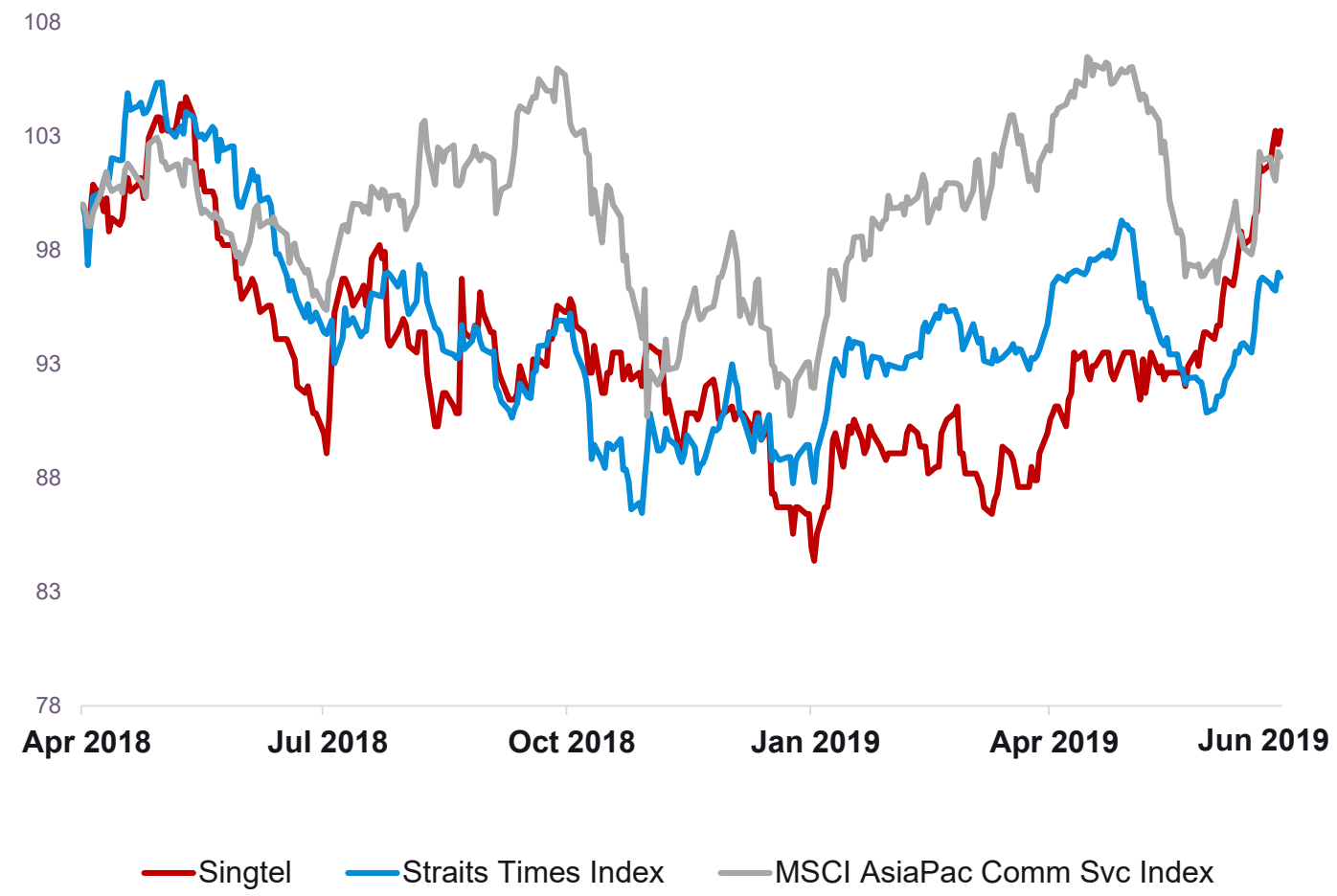
from overseas
operations

~25%
of revenue

from ICT &
digital businesses



SHARE PRICE PERFORMANCE: 1 APRIL 2018- 30 JUNE 2019¹



	1 Apr 18 – 30 Jun 19	1 Apr 18 – 31 Mar 19	1 Apr 19 – 30 Jun 19
Singtel	3%	-11%	15%
MSCI AsiaPac Comm Svc Index	2%	2%	Stable
Straits Times Index	-3%	-6%	2%

1. Source: Bloomberg.



FINANCIAL HIGHLIGHTS

Operating revenue

S\$17,372m

▲ 1% (▲ 4%¹)

EBITDA

S\$4,692m

▼ 7% (▼ 4%¹)

Regional Associates' pre-tax earnings²

S\$1,424m

▼ 38% (▼ 37%¹)

Underlying net profit

S\$2,825m

▼ 21% (▼ 19%¹)

Net profit

S\$3,095m

▼ 44% (▼ 42%¹)

Free cashflow

S\$3,650m

▲ 1%

1. Constant currency - assuming constant exchange rates from FY2018.
2. Excludes exceptional items.



STRONG CASHFLOW & BALANCE SHEET

BALANCE SHEET

Flexibility in balance sheet

S\$9.9b net debt¹

1.6x Net debt: EBITDA²

Strong credit ratings

A+ S&P **A1** Moody's

DIVIDENDS

Maintained ordinary dividends at

S\$17.5c/share

Total dividends paid

S\$2.9b

CASHFLOW

Strong cashflow of **S\$3.7b**

1. Gross debt less cash and bank balances adjusted for related hedging balances.
2. Net debt: EDITDA & share of associates' pre-tax profits.
3. Free cash flow after interest & tax.

SINGAPORE CONSUMER: TRANSFORMING INTO A DIGITAL TELCO



Innovative products & services



Strategic partnerships

SINGTEL MUSIC

SINGTEL POWER



Seamless online & offline experience



MySingtel app



Unmanned 24/7 stores

Digitalise workforce

Data analytics

Automation

Live chat/ video agents

1.1m

My Singtel App users

67%

of service transactions are online

26%

of sales transactions are online

118k

OTT video subscribers



AUSTRALIA CONSUMER: STAYING AHEAD THROUGH DIFFERENTIATION



EXCEPTIONAL SERVICE

+454k Record branded postpaid net adds

2.6m My Optus app users

+11 Net promoter score

PREMIUM NETWORK

A\$5.9b in network investments since 2015

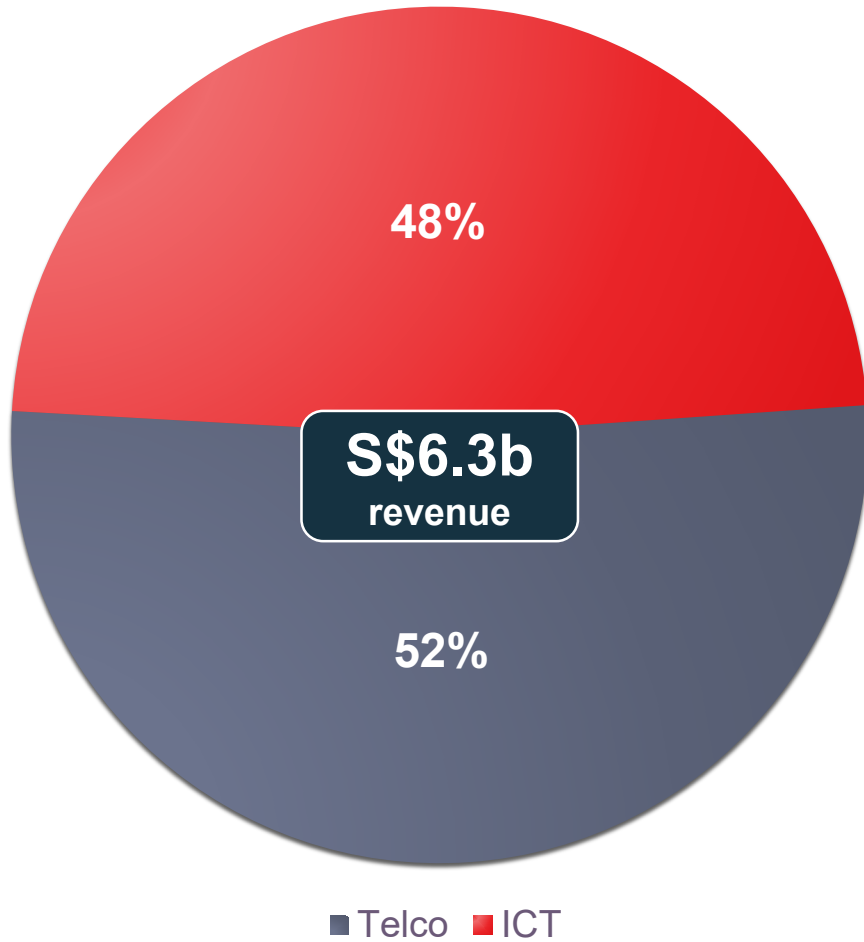
97.3% 4G population coverage

1st to launch 5G home broadband

EXCITING CONTENT



GROUP ENTERPRISE: GROWING ICT SERVICES



Global leader in managed security services



Innovate for the future



Strengthen core capabilities



- Digitalised network
- Data driven & intelligent platforms

AMOBEE

One of top independent global digital marketing players

>2k Advertisers

7.7m ad opportunities evaluated per sec

- Scale programmatic business
- Lead in digital TV space



HOOQ™

Leading over-the-top video platform in SEA and India

24m downloads

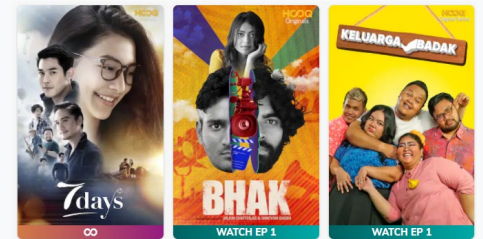
20k hours of content

130 Total minutes per user each month¹

Strategic partnerships



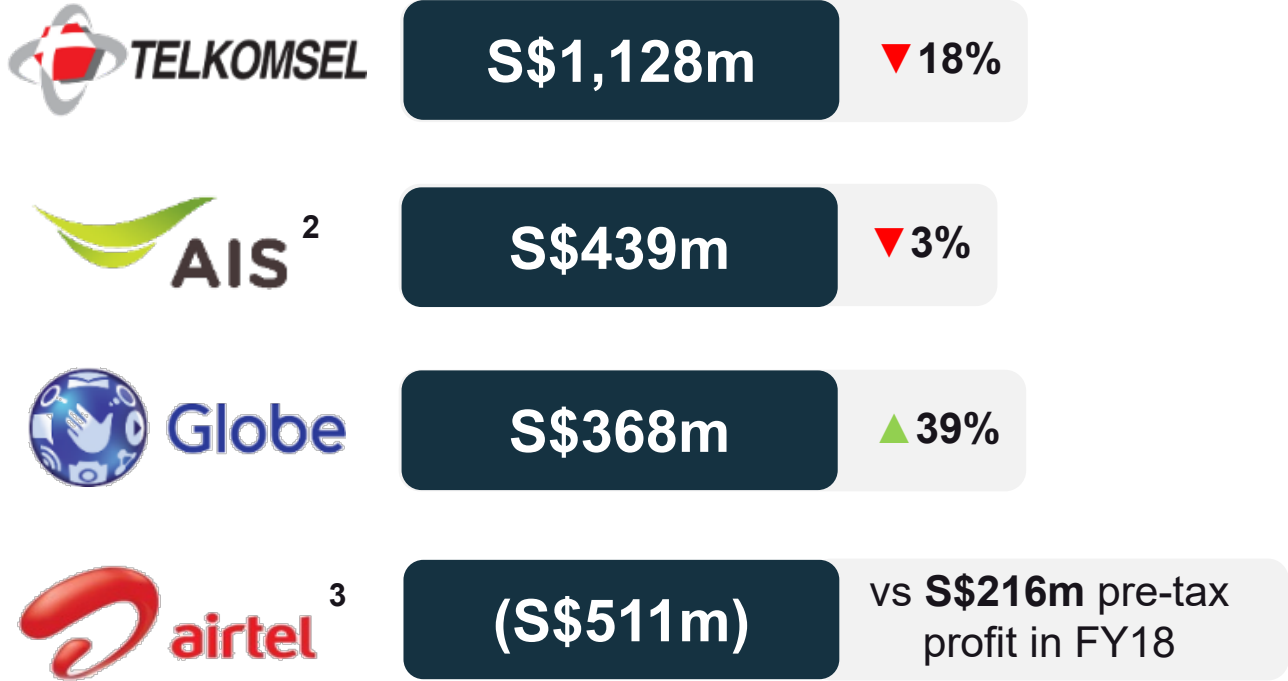
Original Content



1. Per active user in Southeast Asia.



REGIONAL ASSOCIATES: EARNINGS IMPACTED BY COMPETITION¹



- SIM card registration in Indonesia
- Intense competition in India
- Higher depreciation & spectrum amortisation

1. Share of associates' pre-tax earnings/ (losses) before exceptional items.
 2. Includes Intouch.
 3. Includes share of losses from Bharti Telecom Limited.

MOBILE FINANCIAL SERVICE



VIA: Asia's first cross-border mobile payments alliance

6m¹ Mobile wallet users

1.7m¹ Merchant points

GROWING PARTNERSHIPS



Singapore



Thailand



Malaysia

NETSTARS

Japan

GAMING

- Connecting with millennials
- Inaugural PVP Esports Championship

13.4m global views

>18k gamers

9m hours watched

3,000 attendees



1. Addressable base with initial launch in Singapore & Thailand. Malaysia & Japan to follow with another 14m wallet users & 200,000 merchant points.

