



Singtel Group Investor Day 2022

Anna Yip, CEO Consumer Singapore

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Market conditions remain challenging but **green shoots are emerging**



Persistent price competition in mobile



Partial easing of equipment supply constraints



Continued, though controlled, operational disruption from COVID



Steady recovery of travellers, in line with airline announcements



Macroeconomic inflationary pressure



Gradual return of foreign worker population




Increased demand for Home connectivity / products for hybrid work

**FY23 Q1
financial
performance
shows signs of
rebound**

Operating
revenue
\$428m

▲ 3.4%

 Roaming

 5G

EBITDA
\$166m

▲ 11.7%

 Content cost reduction

 Roaming flowthrough

EBIT
\$91m

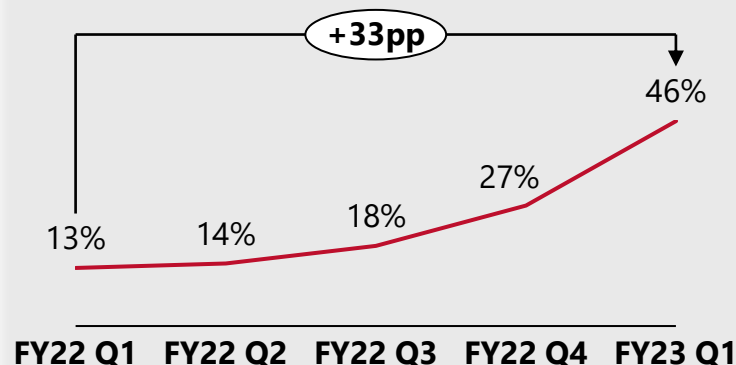
▲ 23.0%

% change refers to YoY difference

Mobile is buoyed by roaming and 5G growth, with gradual recovery in prepaid

Roaming

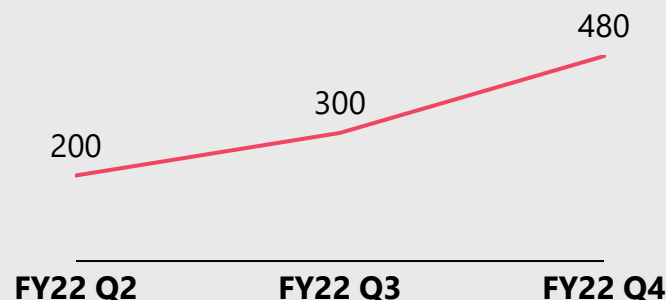
Roamer recovery (% of pre-Covid¹)



- **Outbound traveller vol. recovery** in line with IATA projections (~55% in Jul)
- **Higher active roamer penetration** in major markets (MY, ID) than pre-covid
- **Enhanced plans:** Competitive prices & longer validity

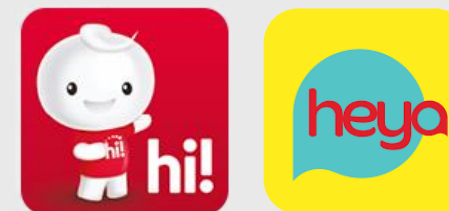
5G

Total 5G subscribers ('k)



- **Healthy migration** with largest 5G sub-base in SG
- 5G extended to **Prepaid & GOMO**
- **>95% nationwide network coverage**, including MRT tunnels and 400 in-buildings sites

Prepaid



- **Launched hybrid fighter brand**, heya, for the value-conscious (prepaid) segment (\$10/100GB)
- **Foreign worker population ~85%** of pre-Covid levels²

¹ Pre-covid levels measured against same month in FY20 (Apr'19-Mar'20)

² Source: Ministry of Manpower, as at Dec'21

Home strategy has been focused on quality growth to drive profitability

Broadband

2Gbps

plans see healthy growth in Gross Adds & Recon

+\$3

Retail price uplift for **Wifi 6** for most plan mix

- Improved **higher-tier plan** mix and **premium equipment** to meet demand for enhanced home connectivity

TV/OTT



+30%

YoY CAST subscriber growth



- Expand content**, especially for ethnic viewer base
- Strong OTT growth momentum** supported by revenue share model with no upfront content cost
- Defend PL and TV base** – most of our Premier League base remains; observed pull through of OTT not big

Lifestyle Products



+10%

3-year revenue CAGR

- Complementary **home lifestyle products** to meet growing demand for home-based work and play

We are gradually shifting our proposition from a telco service provider to empowering enriched, digital lifestyles

Our strategic imperatives:

Mobile

Continuously drive **5G adoption**

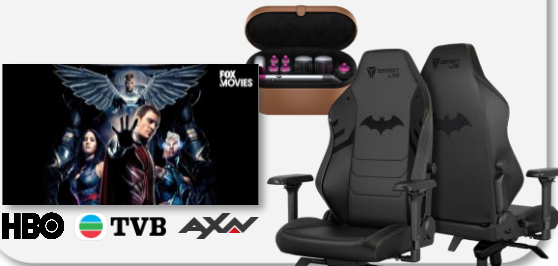
Lead **Roaming and Prepaid recovery**



Home

Capture increased **home-related spend**

Refresh **content line-up & strategy** for TV / OTT



Financial & Lifestyle

Unlock synergies in **remittance and insurance** businesses



Cust. Engagement

Boost loyalty through **attractive, holistic rewards**

Improve E2E **digital customer journeys**

