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that could cause actual results, performance or events to differ materially from those in the statements as originally made.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

- Digital marketing platform
- Leader in cyber security
- Leading positions in Africa
- #1 Singapore
- #2 India
- #1 Thailand
- #1 Philippines
- #1 Indonesia
- #2 Australia
- >70% of underlying NPAT from overseas operations
- >690m mobile customers across 21 countries
- ~25% of revenue from ICT & digital businesses

Singtel Innov8 offices
Advanced Security Operations Centres
SHARE PRICE PERFORMANCE: 1 APRIL 2018 - 30 JUNE 2019

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Singtel</th>
<th>MSCI AsiaPac Comm Svc Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Apr 18 – 30 Jun 19</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>1 Apr 18 – 31 Mar 19</td>
<td>-11%</td>
<td>2%</td>
</tr>
<tr>
<td>1 Apr 19 – 30 Jun 19</td>
<td>15%</td>
<td>Stable</td>
</tr>
</tbody>
</table>

- **Singtel**: 3% - 11% - 15%
- **MSCI AsiaPac Comm Svc Index**: 2% - 2% - Stable
- **Straits Times Index**: -3% - -6% - 2%

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%

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2. Excludes exceptional items.
STRONG CASHFLOW & BALANCE SHEET

BALANCE SHEET

Flexibility in balance sheet
- S$9.9b net debt\(^1\)
- 1.6x Net debt: EBITDA\(^2\)

Strong credit ratings
- A+ S&P
- A1 Moody’s

CASHFLOW

Strong cashflow S$3.7b

DIVIDENDS

Maintained ordinary dividends
- S$17.5c/share

Total dividends paid
- S$2.9b

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1. Gross debt less cash and bank balances adjusted for related hedging balances.
## SINGAPORE CONSUMER: TRANSFORMING INTO A DIGITAL TELCO

<table>
<thead>
<tr>
<th>Innovative products &amp; services</th>
<th>Strategic partnerships</th>
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<td>gomo</td>
<td>SINGTEL MUSIC</td>
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<td>amazon Prime</td>
<td>SINGTEL POWER</td>
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<td>HBO GO</td>
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<tr>
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<td>Automation</td>
</tr>
</tbody>
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| 1.1m                                 | 67%                   | 26%                   | 118k                  |
| My Singtel App users                 | of service transactions are online | of sales transactions are online | OTT video subscribers |

- **Seamless online & offline experience:**
  - MySingtel app
  - Unmanned 24/7 stores

- **Innovative products & services:**
  - gomo
  - amazon Prime
  - HBO GO

- **Strategic partnerships:**
  - SINGTEL MUSIC
  - SINGTEL POWER

- **Digitalise workforce:**
  - Data analytics
  - Automation
  - Live chat/ video agents
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

OPTUS SPORT

- Premier League
- UEFA Champions League
- UEFA Europa League
- UEFA Nations League
- European Qualifiers
- UEFA Women’s EURO 2019
- EURO 2020

OFFICIAL BROADCASTER
GROUP ENTERPRISE: GROWING ICT SERVICES

- S$6.3b revenue
- 48% Carriage
- 52% ICT

Global leader in managed security services

Innovate for the future

Strengthen core capabilities

- Digitalised network
- Data driven & intelligent platforms
GROUP DIGITAL LIFE: EXTENDING CAPABILITIES

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 month\(^1\)

Strategic partnerships

Original Content

1. Per active user in Southeast Asia.
REGIONAL ASSOCIATES: EARNINGS IMPACTED BY COMPETITION

1. Share of associates’ pre-tax earnings/(losses) before exceptional items.
2. Includes Intouch.
3. Includes share of losses from Bharti Telecom Limited.
INTERNATIONAL GROUP: BUILDING A REGIONAL DIGITAL SERVICES ECOSYSTEM

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  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.