



## Singapore Telecommunications Limited And Subsidiary Companies

### MANAGEMENT DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION, RESULTS OF OPERATIONS AND CASH FLOWS FOR THE THIRD QUARTER AND NINE MONTHS ENDED 31 DECEMBER 2019

With effect from 1 April 2019, the Group has adopted SFRS(I) 16, *Leases*, on prospective basis with no restatement to the comparatives. SFRS(I) 16 replaced SFRS(I) 1-17 and related interpretations. See **Appendix 2** for the impact of SFRS(I) 16 on the financials.

The financial statements for the periods ended, and as at, 31 December 2019 are unaudited.

*Numbers in all tables may not exactly add due to rounding.*

*For all pages, "@" denotes more than +/- 500%, "\*" denotes less than +/- S\$0.5 million or A\$0.5 million and "\*\*\*" denotes less than +/- 0.05%, unless otherwise indicated.*

*For all tables, a negative sign for year-on-year change denotes a decrease in operating revenue, expense, gain or loss.*

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## SECTION 1 : GROUP

## PERFORMANCE AT A GLANCE

	Financial Year			Quarter				
	Mar 19 S\$ m	Mar 18 S\$ m	Mar 17 S\$ m	Dec 19 S\$ m	Sep 19 S\$ m	Jun 19 S\$ m	Mar 19 S\$ m	Dec 18 S\$ m
<b>Operating Highlights</b>								
Group mobile customer base (million) <sup>(1)</sup>	692	706	638	715	711	700	692	677
Mobile customer market share (%)								
- Singapore	49.9	48.9	48.8	49.9	49.8	49.5	49.9	50.3
- Australia	NA	NA	NA	NA	NA	31.5	NA	31.6
- Airtel India	28.0	25.7	23.4	28.4	27.7	27.5	28.0	28.9
- Telkomsel	51.1	48.5	46.0	47.9	49.3	49.8	51.1	50.3
- AIS	45.2	44.8	44.8	45.1	45.1	45.1	45.2	45.0
- Globe	56.6	52.1	48.1	57.7	57.7	57.9	56.6	55.1
<b>Group Financials (S\$ million)</b>								
Operating revenue	17,372	17,268	16,711	4,378	4,152	4,113	4,342	4,626
EBITDA	4,692	5,051	4,998	1,164	1,162	1,184	1,166	1,190
Share of associates' pre-tax profits	1,536	2,461	2,886	420	442	359	419	371
EBIT	4,006	5,261	5,645	951	963	898	1,025	1,007
Underlying net profit	2,825	3,593	3,871	551	737	575	697	680
Net profit/ (loss) <sup>(2)</sup>	3,095	5,473	3,853	627	(668)	541	773	823
Free cash flow	3,650	3,606	3,054	746	770	1,223	1,120	387
Cash capex	1,718	2,349	2,261	609	375	528	485	414
<b>Digitalisation and Cost Savings</b>								
Digital revenue <sup>(3)</sup> as % of total revenue	14	NA	NA	16	15	15	15	15
As a % of total revenue								
- Direct costs <sup>(4)</sup>	47	43	41	50	47	47	48	49
- Indirect costs <sup>(4)</sup>	28	29	30	25	26	26	27	26
Cost savings (S\$ million)	541	434	256	96	131	132	221	127
<b>Key Financial Ratios</b>								
Proportionate EBITDA from outside Singapore (%)	76	76	75	79	79	77	78	75
Return on invested capital (%) <sup>(5)</sup>	7.7	9.6	10.9	-	-	-	-	-
Return on equity (%) <sup>(2)(5)</sup>	10.4	18.9	14.5	-	-	-	-	-
<b>Valuation Indicators</b>								
Market Capitalisation (S\$ billion)	49.3	55.0	64.0	55.0	50.6	57.2	49.3	47.8
Enterprise Value (S\$ billion)	59.2	64.9	74.4	67.4	62.8	69.3	59.2	57.8
EV / EBITDA <sup>(5)</sup>	12.6	12.8	14.9	-	-	-	-	-
P/E Ratio <sup>(2)(5)</sup>	15.9	10.1	16.4	-	-	-	-	-

**Notes:**

- (1) Comprise the Group's mobile customers in the markets of Singapore, Australia and that of Airtel, Telkomsel, Globe and AIS.
- (2) FY2018 included the gain on disposal of economic interest in NetLink Trust.
- (3) Comprise revenues from Group Digital Life and digital services across consumer and enterprise businesses.
- (4) Direct costs comprise mainly cost of sales, traffic expenses and other expenses directly attributable to revenue earned. Indirect costs refer to expenses not directly attributable to revenue earned.
- (5) Only applicable for full financial year.

"NA" denotes not available/not applicable.

## SECTION 1 : GROUP

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### FINANCIAL HIGHLIGHTS

#### FOR THE THIRD QUARTER ENDED 31 DECEMBER 2019

- In constant currency terms<sup>1</sup>, operating revenue declined 2.5% impacted by lower voice revenue and weaker equipment sales partly mitigated by higher NBN migration revenues. EBITDA was stable with cost management.
- With 6% depreciation in the Australian Dollar, operating revenue and EBITDA declined 5.4% and 2.2% respectively.
- The associates' pre-tax profit contributions grew 13% while post-tax profit contributions from the associates were stable. Excluding Airtel, pre-tax and post-tax profit contributions rose 1.6% and 2.7% respectively.
- Underlying net profit declined 19%. With lower net exceptional gains, net profit fell 24%.
- Excluding Airtel, underlying net profit and net profit declined 11% and 8.1% respectively.
- Free cash flow grew strongly by 93% on higher operating cash flows due to higher NBN migration revenues, lower operating lease expenses and favourable working capital which offset higher capital expenditure.

### BUSINESS HIGHLIGHTS

#### FOR THE THIRD QUARTER ENDED 31 DECEMBER 2019

- The Group's combined mobile customer base reached 715 million as at 31 December 2019. The scale provided a strong platform for the Group to drive usage of mobile data services and expand into digital services, including content, mobile financial and gaming services.
- Across Singapore and Australia, the Group invested S\$343 million this quarter to enhance its mobile network, with over 400 5G fixed wireless sites in Australia as at 31 December 2019.
- The Group achieved cost savings of S\$96 million this quarter, bringing cumulative cost savings for the nine months to S\$359 million, as it made good progress with its digitalisation and cost transformation programmes.

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<sup>1</sup> Assuming constant exchange rates for the Australian Dollar, United States Dollar and/or regional currencies (Indian Rupee, Indonesian Rupiah, Philippine Peso and Thai Baht) from the corresponding quarter ended 31 December 2018.

## SECTION 1 : GROUP

## GROUP SUMMARY INCOME STATEMENT

For The Third Quarter And Nine Months Ended 31 December 2019

	Quarter		YOY		Nine Months		YOY	
	31 Dec		Chg %	Chg in cc <sup>(2)</sup> %	31 Dec		Chg %	Chg in cc <sup>(2)</sup> %
	2019 <sup>(1)</sup> S\$ m	2018 S\$ m			2019 <sup>(1)</sup> S\$ m	2018 S\$ m		
<b>Operating revenue</b>	<b>4,378</b>	<b>4,626</b>	<b>-5.4</b>	<b>-2.5</b>	<b>12,643</b>	<b>13,030</b>	<b>-3.0</b>	<b>-0.1</b>
Operating expenses	(3,255)	(3,483)	-6.5	-3.7	(9,273)	(9,666)	-4.1	-1.4
	1,123	1,143	-1.7	1.5	3,370	3,363	0.2	3.6
Other income	41	47	-13.8	-10.4	139	162	-14.1	-11.2
<b>EBITDA</b>	<b>1,164</b>	<b>1,190</b>	<b>-2.2</b>	<b>1.0</b>	<b>3,509</b>	<b>3,526</b>	<b>-0.5</b>	<b>2.9</b>
- EBITDA margin	<b>26.6%</b>	<b>25.7%</b>			<b>27.8%</b>	<b>27.1%</b>		
Share of associates' pre-tax profits	420	371	13.4	8.1	1,222	1,117	9.4	4.4
<b>EBITDA and share of associates' pre-tax profits</b>	<b>1,584</b>	<b>1,561</b>	<b>1.5</b>	<b>2.7</b>	<b>4,731</b>	<b>4,642</b>	<b>1.9</b>	<b>3.3</b>
Depreciation	(557)	(473)	17.6	22.3	(1,667)	(1,423)	17.2	21.9
Amortisation of intangibles	(76)	(80)	-4.6	-1.6	(251)	(239)	5.4	8.7
	(633)	(553)	14.4	18.9	(1,919)	(1,661)	15.5	20.0
<b>EBIT</b>	<b>951</b>	<b>1,007</b>	<b>-5.6</b>	<b>-6.2</b>	<b>2,812</b>	<b>2,981</b>	<b>-5.7</b>	<b>-6.1</b>
Net finance expense	(156)	(98)	59.3	62.0	(189)	(262)	-27.7	-24.0
<b>Profit before exceptional items and tax</b>	<b>794</b>	<b>909</b>	<b>-12.6</b>	<b>-13.6</b>	<b>2,623</b>	<b>2,719</b>	<b>-3.5</b>	<b>-4.4</b>
Taxation	(250)	(235)	6.5	6.0	(779)	(609)	28.0	27.4
<b>Profit after tax</b>	<b>544</b>	<b>674</b>	<b>-19.3</b>	<b>-20.4</b>	<b>1,844</b>	<b>2,110</b>	<b>-12.6</b>	<b>-13.5</b>
Minority interests	7	6	23.7	23.7	20	17	12.7	11.6
<b>Underlying net profit</b>	<b>551</b>	<b>680</b>	<b>-18.9</b>	<b>-20.1</b>	<b>1,863</b>	<b>2,128</b>	<b>-12.4</b>	<b>-13.3</b>
Exceptional items (post-tax)	76	143	-47.0	-46.5	(1,363)	194	nm	nm
<b>Net profit</b>	<b>627</b>	<b>823</b>	<b>-23.8</b>	<b>-24.6</b>	<b>500</b>	<b>2,322</b>	<b>-78.5</b>	<b>-78.5</b>
<b>Excluding Airtel<sup>(3)</sup></b>								
Share of associates' pre-tax profits	508	499	1.6	-2.6	1,583	1,485	6.6	3.0
EBIT	1,038	1,136	-8.6	-9.3	3,173	3,349	-5.3	-5.5
Underlying net profit	684	765	-10.7	-11.8	2,034	2,201	-7.6	-8.3
Net profit	753	820	-8.1	-9.2	2,169	2,289	-5.2	-6.0

Unless otherwise stated, the presentation of income statements in this document is consistent with prior periods. For income statements presented in accordance with SFRS(I) 1-1, *Presentation of Financial Statements*, please refer to "SGX Appendix 7.2 Announcement".

**Notes:**

- (1) Include the effects on adoption of SFRS(I) 16, *Leases*, with effect from 1 April 2019. See **Appendix 2** for details.
- (2) Assuming constant exchange rates for the Australian Dollar, United States Dollar and/or regional currencies from the corresponding periods ended 31 December 2018.
- (3) Excluding the post-tax contributions of Airtel and BTL as well as related income from the Group's investment as a pre-IPO shareholder in Airtel Africa.

## SECTION 1 : GROUP

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### REVIEW OF GROUP OPERATING PERFORMANCE

#### For The Third Quarter Ended 31 December 2019

Singapore Consumer recorded resilient earnings this quarter despite intense competition. Operating revenue fell 5.2% on lower voice revenue and weaker equipment sales due partly to the timing of premium handset launches. EBITDA, however, was stable after operating expenses fell on lower content cost, staff cost and administrative expenses.

In Australia Consumer, operating revenue and EBITDA grew 1.2% and 10% respectively lifted by higher NBN migration revenues on increased migrations. Excluding NBN migration revenues, operating revenue and EBITDA declined 8.1% and 22% respectively. The decreases were due to declines in mobile service revenue and equipment sales, impacted by price increases in prior quarters and launch of Optus Choice plans this quarter. Retail Fixed margins were also lower from increased traffic costs and a higher NBN customer mix.

Group Enterprise businesses continued to be challenging amid a cautious business environment, increased competition and continued carriage erosion. Overall operating revenue fell 4.3% and EBITDA was down 11% dampened by weak performance in Australia where competition was intense with new entrants re-selling NBN. Against the preceding quarter, Optus Business posted higher revenue and EBITDA and its order book as at 31 December 2019 was higher than a quarter ago. Excluding Australia, operating revenue was stable. NCS recorded 6.4% growth in operating revenue with a strong order book of S\$3.3 billion as at 31 December 2019. Trustwave's higher security revenue was partly offset by decline in payment compliance business.

Group Digital Life's operating revenue declined 15% mainly from Amobee on lower spending by major customers and declines in legacy managed media and social businesses. Programmatic revenue continued to grow and constituted a higher mix of total revenue this quarter. The decline in the legacy businesses is expected to continue as the industry moves towards programmatic. With technology licensing fees from ITV and cost management, negative EBITDA reduced by 49%.

The pre-tax profit contributions from associates grew 13% on improved operational performances of Airtel and Globe partly offset by weaker performance of Telkomsel. However, post-tax profit contributions from the associates remained stable with share of Airtel's higher taxes. Excluding Airtel, both the associates' pre-tax and post-tax contributions would have increased by 1.6% and 2.7% respectively.

Telkomsel registered declines in operating revenue and EBITDA due to lower voice and SMS revenues coupled with slowing data growth on increased competition in the region outside Java. Globe recorded strong double-digit increases in operating revenue and EBITDA on sustained growth in data. While AIS' operating revenue and EBITDA were higher, earnings were lower due to higher depreciation charges. Airtel Africa continued its growth momentum with double-digit increases in operating revenue and EBITDA. Airtel India reported a strong quarter with lower net losses from higher operating revenue and EBITDA.

Depreciation and amortisation charges increased 14% due mainly to depreciation of right-of-use assets.

Net finance expense grew 59% primarily from reversal of accrued investment income from Singtel's investment as a pre-IPO shareholder in Airtel Africa upon final settlement and higher interest expense on increase in average borrowings (including lease liabilities), partly mitigated by a first time recognition of dividend income from Airtel Africa.

**SECTION 1 : GROUP**

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The Group's tax expense increased, despite lower earnings, as Airtel recorded an income tax expense this quarter due primarily to higher profits in Africa and tax on a first time dividend paid by Airtel Nigeria.

Consequently, underlying net profit fell 19% to S\$551 million.

The net exceptional gains (post-tax) of S\$76 million (Q3 FY2019: S\$143 million) in the quarter comprised mainly a gain on disposal of a property in Singapore partly offset by staff restructuring costs.

With lower net exceptional gains, net profit declined 24% to S\$627 million.

Excluding Airtel, underlying net profit and net profit declined 11% and 8.1% respectively.

Free cash flow for the quarter was S\$746 million, up 93% from the last corresponding quarter on higher NBN migration revenues, lower operating lease expenses and favourable working capital, partly offset by higher capital expenditure.

**For The Nine Months Ended 31 December 2019**

For the nine months, operating revenue declined 3.0% while EBITDA remained stable. In constant currency terms, operating revenue would have been stable while EBITDA would have grown 2.9%. The increase in NBN migration revenues from Australia Consumer mitigated the lower earnings in Group Enterprise.

Associates' pre-tax profit contributions grew 9.4% while post-tax profit contributions fell 16%. Excluding Airtel, pre-tax and post-tax profit contributions grew 6.6% and 6.5% respectively, with growth from Telkomsel, AIS and Globe. While operating performance in India and Africa improved, Airtel's net losses increased on higher finance costs and lower deferred tax credits.

Net finance expense was lower on recognition of S\$148 million of income from its investment as a pre-IPO shareholder in Airtel Africa.

Consequently, underlying net profit fell 12% to S\$1.86 billion.

The net exceptional loss (post-tax) of S\$1.36 billion arose mainly from the Group's share of Airtel's exceptional loss of S\$1.50 billion due mainly to a provision made for regulatory demands following an adverse ruling on the definition of Adjusted Gross Revenue on 24 October 2019.

With net exceptional loss as compared to net exceptional gain in the last corresponding period, net profit declined 79%.

Excluding Airtel, underlying net profit and net profit declined 7.6% and 5.2% respectively.

Free cash flow grew 8.3% to S\$2.74 billion due mainly to higher operating cash flow lifted by higher NBN migration revenues, lower operating lease expenses and favourable working capital, partly offset by higher capital expenditure, lower dividends received from Telkomsel and absence of dividends from Airtel.

**SECTION 1 : GROUP****NET FINANCE EXPENSE**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Net interest expense</b>						
- Interest expense under SFRS(I) 16	(20)	-	nm	(58)	-	nm
- Other interest expense	(96)	(102)	-6.0	(295)	(292)	1.0
	<b>(116)</b>	<b>(102)</b>	<b>13.3</b>	<b>(353)</b>	<b>(292)</b>	<b>21.0</b>
- Interest income	2	2	20.0	6	6	10.3
	<b>(113)</b>	<b>(100)</b>	<b>13.2</b>	<b>(346)</b>	<b>(286)</b>	<b>21.2</b>
<b>Other finance (expense)/ income</b>						
- Dividend income from Southern Cross	-	-	-	11	13	-16.9
- Investment income (write-back) <sup>(1)</sup>	(39)	*	nm	148	*	nm
- Other foreign exchange (loss)/ gain	(6)	1	nm	(2)	8	nm
- Net fair value gain <sup>(2)</sup>	2	1	114.3	*	3	nm
	<b>(43)</b>	<b>2</b>	<b>nm</b>	<b>157</b>	<b>24</b>	<b>@</b>
<b>Net finance expense</b>	<b>(156)</b>	<b>(98)</b>	<b>59.3</b>	<b>(189)</b>	<b>(262)</b>	<b>-27.7</b>
(ex-SFRS(I) 16)	(137)	(98)	39.2	(131)	(262)	-49.9

**Notes:**

- (1) Comprise mainly dividend and other income/ (loss) from 'Fair Value through Other Comprehensive Income' investments.
- (2) Comprise mainly adjustments for hedging instruments and other financial instruments including options measured at fair values under SFRS(I) 9, *Financial Instruments*.

“\*” denotes less than +/- S\$0.5 million and “@” denotes more than +/- 500%.

Excluding effects of SFRS(I) 16, interest expense fell 6.0% and would have declined 3.6% in constant currency terms on lower average interest rates partly offset by higher average borrowings.

The investment loss arose due to reversal of accrued investment income in respect of Singtel's investment as a pre-IPO shareholder in Airtel Africa upon final settlement, partly mitigated by a first time recognition of dividend income from Airtel Africa.

**SECTION 1 : GROUP****EXCEPTIONAL ITEMS (POST-TAX) <sup>(1)</sup>**

	Quarter		Chge %	Nine Months		Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Dilution gain on Airtel	-	-	-	87	-	nm
Gain on sale of property	91	-	nm	97	106	-7.9
Gain on sale and finance leaseback	-	42	nm	-	42	nm
Gain on sale of a subsidiary	-	17	nm	-	17	nm
Staff restructuring costs	(16)	(2)	@	(46)	(85)	-45.6
Others <sup>(2)</sup>	(1)	*	nm	(4)	(10)	-56.9
<b>Group exceptional items</b>	<b>74</b>	<b>57</b>	<b>30.6</b>	<b>134</b>	<b>70</b>	<b>92.0</b>
Share of Airtel's one-off items (pre-tax)	(70)	119	nm	(2,148)	129	nm
Share of SingPost's dilution gain and fair value loss on investments	-	4	nm	-	4	nm
Share of Intouch's impairment charges	(6)	(11)	-40.0	(6)	(11)	-40.0
Share of associates' exceptional items	(76)	113	nm	(2,154)	123	nm
<b>Group net exceptional (losses)/ gains (pre-tax)</b>	<b>(2)</b>	<b>170</b>	<b>nm</b>	<b>(2,020)</b>	<b>193</b>	<b>nm</b>
<b>Exceptional tax</b>						
Share of tax on Airtel's one-off items <sup>(3)</sup>	76	(30)	nm	650	(24)	nm
Share of tax on Intouch's impairment charges	(1)	4	nm	(1)	4	nm
Other tax credit	2	-	nm	8	21	-64.3
	<b>77</b>	<b>(26)</b>	<b>nm</b>	<b>657</b>	<b>1</b>	<b>@</b>
<b>Group net exceptional gains/ (losses) (post-tax)</b>	<b>76</b>	<b>143</b>	<b>-47.0</b>	<b>(1,363)</b>	<b>194</b>	<b>nm</b>

**Notes:**

- (1) Exceptional items are material non-recurring items for which separate disclosure is considered necessary to avoid distortion of reported results of performance.
- (2) Others comprised dilution gain on Globe and other provisions.
- (3) Tax expense is not applicable to certain exceptional gains included in Airtel's net exceptional items.

“\*” denotes less than +/- S\$0.5 million and “@” denotes more than +/-500%.

The Group's net exceptional gain in the quarter included a gain on disposal of a property in Singapore partially offset by staff restructuring costs. The Group also recorded share of Airtel's net exceptional items which included accrued interest on the provision from the adverse ruling on the definition of Adjusted Gross Revenue and provision for other charges paid under protest in prior years, partially offset by the release of provision on final settlement of customary indemnities provided to a group of investors of Airtel Africa.

## SECTION 1 : GROUP

## TAX EXPENSE

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Income tax expense</b>						
Optus	58	69	-16.1	159	207	-23.2
Singtel and other subsidiaries	50	66	-24.4	150	178	-15.9
<b>Total</b> (a)	<b>108</b>	<b>135</b>	<b>-20.1</b>	<b>309</b>	<b>385</b>	<b>-19.8</b>
Share of associates' tax expense (b)	126	80	59.0	343	65	426.9
Withholding and dividend distribution taxes on associates' dividend income <sup>(1)</sup>	16	21	-21.7	128	159	-19.4
<b>Total</b>	<b>250</b>	<b>235</b>	<b>6.5</b>	<b>779</b>	<b>609</b>	<b>28.0</b>
Profit before exceptional items and tax	794	909	-12.6	2,623	2,719	-3.5
Exclude:						
Share of associates' pre-tax profits	(420)	(371)	13.4	(1,222)	(1,117)	9.4
<b>Adjusted pre-tax profit</b> (c)	<b>374</b>	<b>538</b>	<b>-30.5</b>	<b>1,401</b>	<b>1,603</b>	<b>-12.6</b>
<b>Effective tax rate of Singtel and subsidiaries (a)/(c)</b>	<b>28.8%</b>	<b>25.1%</b>		<b>22.0%</b>	<b>24.0%</b>	
Share of associates' pre-tax profits (d)	420	371	13.4	1,222	1,117	9.4
<b>Effective tax rate of associates (b)/(d)</b>	<b>30.1%</b>	<b>21.5%</b>		<b>28.0%</b>	<b>5.8%</b>	

**Note:**

(1) Withholding and Indian dividend distribution taxes are deducted at source when dividends are remitted by the overseas associates. For accounting purposes, the dividend income and related withholding or dividend distribution taxes are accrued when declared by the associates. Dividend income has no impact on the income statement of the Group as they are eliminated at the Group. The cash inflows upon the receipt of dividend are shown on **page 11**.

Airtel recorded an overall income tax expense this quarter due mainly to higher profits in Africa and tax on a first time dividend paid by Airtel Nigeria. Consequently, the Group's tax expense increased despite the decline in earnings.

**SECTION 1 : GROUP****SUMMARY STATEMENTS OF FINANCIAL POSITION**

	As at		
	31 Dec	30 Sep	31 Mar
	2019	2019	2019
	S\$ m	S\$ m	S\$ m
Current assets (excluding cash)	6,492	6,371	6,565
Cash and bank balances	576	551	513
Right-Of-Use assets	2,096	2,126	-
Other non-current assets	39,769	40,020	41,837
<b>Total assets</b>	<b>48,933</b>	<b>49,067</b>	<b>48,915</b>
Current liabilities	10,799	10,602	8,794
Non-current liabilities	11,263	10,917	10,311
<b>Total liabilities</b>	<b>22,062</b>	<b>21,518</b>	<b>19,105</b>
<b>Net assets</b>	<b>26,871</b>	<b>27,549</b>	<b>29,810</b>
Share capital	4,127	4,127	4,127
Retained earnings	24,890	25,373	27,513
Currency translation reserve (loss)	(1,880)	(1,657)	(1,768)
Other reserves	(215)	(254)	(35)
<b>Equity attributable to shareholders</b>	<b>26,923</b>	<b>27,590</b>	<b>29,838</b>
Minority interests	(52)	(41)	(28)
	<b>26,871</b>	<b>27,549</b>	<b>29,810</b>

Total liabilities grew S\$544 million from a quarter ago as a result of the provision for interim dividend which was paid in January 2020 partly mitigated by the decrease in borrowings.

The currency translation reserve (loss) in equity increased by S\$223 million from a quarter ago. This was due mainly to translation losses for Airtel and the Group's US Dollar denominated subsidiaries, partly negated by translation gains for Optus.

## SECTION 1 : GROUP

## CAPITAL MANAGEMENT

	As at		
	31 Dec 2019 S\$ m	30 Sep 2019 S\$ m	31 Mar 2019 S\$ m
Gross debt			
Current debt	3,336	4,537	1,880
Non-current debt	9,743	9,573	8,784
Gross debt as reported in statement of financial position	<b>13,079</b>	<b>14,110</b>	<b>10,664</b>
Related net hedging asset <sup>(1)</sup>	(53)	(448)	(268)
<b>Hedged gross debt</b>	<b>13,026</b>	<b>13,662</b>	<b>10,396</b>
Less: Cash and bank balances	(576)	(551)	(513)
<b>Net debt</b>	<b>12,450</b>	<b>13,111</b>	<b>9,883</b>
<b>Gross debt gearing ratio <sup>(2)</sup></b>	<b>32.6%</b>	<b>33.2%</b>	<b>25.9%</b>
<b>Net debt gearing ratio</b>	<b>31.7%</b>	<b>32.2%</b>	<b>24.9%</b>
<b>Net debt to EBITDA and share of associates' pre-tax profits <sup>(3)</sup></b>	<b>1.97X</b>	<b>2.08X</b>	<b>1.59X</b>
<b>Interest cover:</b>			
<b>EBITDA and share of associates' pre-tax profits/ net interest expense <sup>(4)</sup></b>	<b>13.7X</b>	<b>13.5X</b>	<b>16.2X</b>
<b>Singtel credit ratings</b>			
S&P Global Ratings	A+	A+	A+
Moody's Investors Service	A1	A1	A1

**Notes:**

- (1) The net hedging asset relates to the fair values of cross currency and interest rate swaps.
- (2) Gross debt gearing ratio refers to the ratio of gross debt to gross capitalisation. Gross capitalisation is the aggregate of gross debt, shareholders' funds and minority interests.
- (3) Net debt to EBITDA and share of associates' pre-tax profits is calculated on an annualised basis.
- (4) Net interest expense refers to interest expense less interest income.

Net debt decreased by S\$661 million from a quarter ago to S\$12.45 billion as at 31 December 2019 due to net repayment of borrowings. With lower net debt, net debt gearing ratio decreased to 31.7% from 32.2% a quarter ago.

## SECTION 1 : GROUP

## CASH FLOW

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Operating cash flow before dividends from associates	1,197	709	68.9	2,996	2,397	25.0
Dividends/ Distributions received from associates (net of withholding tax)	158	93	70.1	1,255	1,366	-8.2
Net cash inflow from operating activities	1,355	802	69.1	4,251	3,763	13.0
Net cash outflow for investing activities	(437)	(797)	-45.2	(2,189)	(1,735)	26.1
Net cash outflow for financing activities	(902)	(74)	@	(2,000)	(1,922)	4.1
Net change in cash and cash equivalents	17	(69)	nm	62	105	-41.6
Exchange effects on cash and cash equivalents	9	(1)	nm	2	7	-73.9
Cash and cash equivalents at beginning of period	551	707	-22.1	513	525	-2.3
<b>Cash and cash equivalents at end of period</b>	<b>576</b>	<b>637</b>	<b>-9.6</b>	<b>576</b>	<b>637</b>	<b>-9.6</b>
<b>Group cash capex</b>						
Optus	500	268	86.5	1,075	783	37.3
Singtel and other subsidiaries	109	146	-25.3	438	450	-2.8
	<b>609</b>	<b>414</b>	<b>47.1</b>	<b>1,512</b>	<b>1,233</b>	<b>22.6</b>
<b>Group free cash flow (before associates' dividends/ distributions)</b>	<b>588</b>	<b>294</b>	<b>99.6</b>	<b>1,484</b>	<b>1,163</b>	<b>27.5</b>
Dividends/ Distributions received from associates (net of withholding tax)	158	93	70.1	1,255	1,366	-8.2
<b>Group free cash flow</b>	<b>746</b>	<b>387</b>	<b>92.5</b>	<b>2,738</b>	<b>2,530</b>	<b>8.3</b>

"@" denotes more than +/- 500%.

Cash Dividends/ Distributions from Associates/ Joint Ventures	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Telkomsel <sup>(1)</sup>	104	-	nm	906	954	-5.1
AIS <sup>(2)</sup>	-	-	-	212	211	0.6
Globe <sup>(3)</sup>	37	36	1.7	110	108	2.2
Intouch <sup>(4)</sup>	-	-	-	73	79	-6.6
Airtel <sup>(5)</sup>	-	29	nm	-	59	nm
<b>Regional associates</b>	<b>141</b>	<b>65</b>	<b>117.8</b>	<b>1,302</b>	<b>1,411</b>	<b>-7.7</b>
<b>Other associates</b>						
NetLink NBN Trust/ NetLink Trust <sup>(6)</sup>	24	24	3.0	48	55	-12.8
Southern Cross <sup>(7)</sup>	-	-	-	11	10	3.8
Others	9	10	-10.8	32	32	2.5
	<b>33</b>	<b>34</b>	<b>-1.2</b>	<b>91</b>	<b>97</b>	<b>-6.0</b>
<b>Total (before tax)</b>	<b>174</b>	<b>99</b>	<b>77.0</b>	<b>1,393</b>	<b>1,508</b>	<b>-7.6</b>
Withholding taxes	(16)	(6)	191.1	(138)	(141)	-2.3
<b>Dividends/ Distributions received from associates/ joint ventures (net of withholding tax)</b>	<b>158</b>	<b>93</b>	<b>70.1</b>	<b>1,255</b>	<b>1,366</b>	<b>-8.2</b>

## SECTION 1 : GROUP

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### Notes: Dividend policy and receipts after 31 December 2019

- (1) Telkomsel declared a full year ordinary dividend of 95% on its FY2018 net profit (FY2017: 95%). On 14 November 2019, Telkomsel declared an interim dividend for FY2019 and the Group received its share of the interim dividend of S\$104 million in November 2019.
- (2) AIS declared a full year dividend of 71% on its FY2018 net profit (FY2017: 70%).
- (3) Globe's dividend policy is to pay 60%-75% of prior year's core net profit. Globe will pay its next quarterly dividend of PHP 27 per common share in March 2020. The Group's share of this dividend is approximately S\$45 million.
- (4) Intouch's policy is to pass through dividends received from its associates and subsidiaries after the deduction of operating expenses, subject to its financial needs or unless the payment of dividends would materially affect its operations.
- (5) Airtel does not have a fixed dividend policy.
- (6) NetLink NBN Trust's policy is to distribute 100% of its cash available for distribution (CAFD), which includes distributions from its wholly-owned subsidiary NetLink Trust ("NLT"). NLT's distribution policy is to distribute at least 90% of its distributable income to NetLink NBN Trust after setting aside reserves and provisions for, amongst others, future capital expenditure, debt repayment and working capital as may be required.
- (7) Southern Cross Cables Holdings Limited, part of the Southern Cross consortium, does not have a fixed dividend policy.

The Group's free cash flow grew 93% to S\$746 million on higher operating cash flow and higher dividends received from the associates, partly offset by higher capital expenditure.

Net cash inflow from operating activities (before associates' dividend receipts) for the quarter rose 69% to S\$1.20 billion due mainly to higher NBN migration revenues, lower operating lease expenses, favourable working capital and lower tax payments. Dividends from the associates increased on receipt of Telkomsel's interim dividend. Consequently, total cash flow from operations grew 69% to S\$1.36 billion.

Net cash outflow for investing activities was S\$437 million. During the quarter, the Group received S\$128 million from disposal of a property in Singapore and S\$84 million as part of its return from its investment as a pre-IPO shareholder in Airtel Africa. Capital expenditure comprised S\$500 million (A\$537 million) for Optus and S\$109 million for the rest of the Group. In Optus, capital investments in the quarter included A\$339 million for mobile network and A\$198 million for fixed and other core infrastructure. The other major capital investments for the rest of the Group included S\$27 million for mobile network and S\$82 million for fixed and other core infrastructure.

Net cash financing outflow of S\$902 million in the quarter mainly comprised of net repayment of borrowings of S\$766 million and interest payments for lease liabilities and other borrowings of S\$125 million.

**SECTION 1 : GROUP**

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**OUTLOOK FOR THE CURRENT FINANCIAL YEAR ENDING 31 MARCH 2020**

The Group's operations will continue to face further intense competition and carriage declines on the back of weak business and consumer sentiment.

Increases in mobile market pricing and unbundling of handsets from mobile service plans in Australia have moderated customer additions and equipment sales. We expect lower equipment sales and more sales of lower margin devices to continue into the fourth quarter.

Taking into account the results for the nine months ended 31 December 2019 and the above factors, the Group expects the following for the current financial year:

- Group revenue to be stable and EBITDA to decrease by low single digit. Excluding NBN migration revenues in Australia, Group revenue is expected to decline by mid single digit and EBITDA is expected to decline by low teens.
- Capital expenditure to approximate S\$2.1 billion, comprising A\$1.3 billion for Optus and S\$0.8 billion for the rest of the Group.
- Free cash flow (excluding spectrum payments and dividends from associates) to be around S\$2.3 billion.
- Dividends from the regional associates to be around S\$1.3 billion.
- Revenue from ICT services to grow by low single digit.
- Cyber security revenue to increase by mid single digit.
- Amobee's operating revenue to decline by mid single digit and EBITDA to improve.

**SECTION 2 : SINGAPORE CONSUMER****SINGAPORE CONSUMER**

**Singapore Consumer** offers mobile, fixed broadband, voice, pay television, content and digital services, as well as equipment sales in Singapore.

**SUMMARY INCOME STATEMENT**

**For The Third Quarter And Nine Months Ended 31 December 2019**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 <sup>(1)</sup> S\$ m		2019 S\$ m	2018 <sup>(1)</sup> S\$ m	
<b>Operating revenue</b>	<b>565</b>	<b>596</b>	<b>-5.2</b>	<b>1,646</b>	<b>1,695</b>	<b>-2.9</b>
Operating expenses	(376)	(407)	-7.6	(1,095)	(1,137)	-3.7
	189	189	0.1	551	558	-1.1
Other income <sup>(2)</sup>	8	8	**	25	19	36.6
<b>EBITDA</b>	<b>197</b>	<b>197</b>	<b>0.1</b>	<b>577</b>	<b>576</b>	<b>0.1</b>
<b>- margin</b>	<b>34.9%</b>	<b>33.1%</b>		<b>35.0%</b>	<b>34.0%</b>	
Depreciation & amortisation	(65)	(61)	6.6	(195)	(184)	6.3
<b>EBIT</b>	<b>132</b>	<b>136</b>	<b>-2.9</b>	<b>381</b>	<b>392</b>	<b>-2.8</b>

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 <sup>(1)</sup> S\$ m		2019 S\$ m	2018 <sup>(1)</sup> S\$ m	
Mobile service	243	261	-6.6	736	783	-6.0
Sale of equipment	168	185	-9.3	445	418	6.3
Leasing revenue <sup>(3)</sup>	2	1	228.6	7	1	@
Mobile	414	446	-7.4	1,187	1,202	-1.3
Fixed broadband <sup>(4)</sup>	64	61	3.9	191	184	3.4
Residential Pay TV	50	49	1.2	148	180	-18.2
Fixed voice	28	29	-4.4	85	94	-9.5
Others <sup>(5)</sup>	10	10	5.2	36	35	4.0
<b>Operating revenue</b>	<b>565</b>	<b>596</b>	<b>-5.2</b>	<b>1,646</b>	<b>1,695</b>	<b>-2.9</b>
Cost of sales	210	227	-7.2	580	584	-0.7
Selling & administrative	69	73	-5.9	210	218	-3.5
Staff costs	48	53	-9.4	152	167	-9.1
Traffic expenses	43	48	-9.6	131	150	-12.5
Repair & maintenance	11	12	-9.7	38	37	1.9
Others	(6)	(6)	-6.3	(16)	(19)	-13.8
<b>Operating expenses</b>	<b>376</b>	<b>407</b>	<b>-7.6</b>	<b>1,095</b>	<b>1,137</b>	<b>-3.7</b>
Direct costs <sup>(6)</sup>	208	218	-5.0	558	564	-1.1
Indirect costs <sup>(6)</sup>	168	188	-10.6	537	573	-6.3
<b>Operating expenses</b>	<b>376</b>	<b>407</b>	<b>-7.6</b>	<b>1,095</b>	<b>1,137</b>	<b>-3.7</b>

\*\*\* denotes less than +/-0.05% and '@' denotes more than +/-500%.

## SECTION 2 : SINGAPORE CONSUMER

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### Notes:

- (1) Comparatives have been adjusted to exclude certain digital businesses (mainly Singtel Dash) transferred to 'International Group' from 1 April 2019.
- (2) Include trade foreign currency exchange differences, rental income, gain/loss on disposal of scrap copper and property, plant and equipment, and other miscellaneous recoveries. The net trade foreign exchange gain amounted to S\$0.2 million (Q3 FY2019: S\$0.3 million of gain) for the quarter and S\$1 million of loss (YTD-December 2018: S\$1 million of loss) for the nine months ended 31 December 2019.
- (3) Comprise revenue from lease of handsets to mobile customers under 2-year contracts.
- (4) Include sale of broadband equipment.
- (5) Include digital business, energy reselling, and revenues from mobile network cabling works and projects.
- (6) Direct costs comprise mainly cost of sales, traffic expenses and other expenses directly attributable to revenue earned. Indirect costs refer to expenses not directly attributable to revenue earned.

## FINANCIAL PERFORMANCE

### For The Third Quarter Ended 31 December 2019

Singapore Consumer recorded resilient earnings this quarter despite intense competition.

Operating revenue fell 5.2% as a result of 9.3% decrease in equipment sales from lower mobile connections due partly to timing of premium handset launches. Equipment sales for the nine months, however, grew 6.3% from the last corresponding period. Mobile service revenue fell 6.6% on lower voice usage (local, IDD and roaming) from continued voice to data substitution, data price pressures, and the flow through impact from amortisation of higher handset subsidies<sup>2</sup>.

Fixed broadband revenue rose 3.9% on steady customer growth and increase in equipment sales.

Pay TV revenue grew 1.2% from higher advertising sales revenue.

Despite lower operating revenue, EBITDA remained stable from continued strong focus on cost management. TV content costs were down significantly by 19% as a result of contract negotiations and rationalisation of content.

EBIT fell 2.9% after including higher depreciation mainly from right-of-use assets.

## BUSINESS HIGHLIGHTS

Postpaid customer base grew by 34,000<sup>3</sup> from a quarter ago as GOMO and SIM-only plans continued to gain traction. However, the prepaid customer base fell 23,000 this quarter mainly from the foreign workers segment on increased prepaid to postpaid migrations and intense competition from free SIMs in the market.

Video revenue grew by 2.5% from same quarter last year and the number of Cast OTT and Singtel TV Go users rose by 31,000 from a quarter ago to 193,000 as at 31 December 2019. The residential pay TV customer base was stable from a quarter ago.

Singtel continued to focus on its digital transformation efforts, with online sales transactions constituting 30% of total sales this quarter.

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<sup>2</sup> Handset discounts (including subsidies) are amortised against mobile service revenue over the term of the mobile customer contract.

<sup>3</sup> Based on total product view (i.e. include Enterprise mobile).

**SECTION 3 : AUSTRALIA CONSUMER****AUSTRALIA CONSUMER**

Australia Consumer offers mobile, fixed broadband, voice and equipment sales in Australia.

**SUMMARY INCOME STATEMENT**

For The Third Quarter And Nine Months Ended 31 December 2019

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 A\$ m	2018 A\$ m		2019 A\$ m	2018 A\$ m	
<b>Operating revenue</b>	<b>2,096</b>	<b>2,072</b>	<b>1.2</b>	<b>5,953</b>	<b>5,694</b>	<b>4.5</b>
Operating expense	1,445	1,484	-2.7	4,022	4,003	0.5
	651	588	10.7	1,931	1,691	14.2
Other income	25	27	-6.8	79	95	-16.6
<b>EBITDA</b>	<b>677</b>	<b>615</b>	<b>10.0</b>	<b>2,010</b>	<b>1,786</b>	<b>12.5</b>
<b>- margin</b>	<b>32.3%</b>	<b>29.7%</b>		<b>33.8%</b>	<b>31.4%</b>	
Depreciation & amortisation	391	327	19.5	1,191	977	21.9
<b>EBIT</b>	<b>285</b>	<b>288</b>	<b>-0.9</b>	<b>819</b>	<b>809</b>	<b>1.2</b>
NBN Migration revenues	233	44	431.2	517	91	471.0
<b>Exclude NBN Migration revenues</b>						
Operating revenue	1,863	2,028	-8.1	5,435	5,604	-3.0
EBITDA	444	571	-22.4	1,492	1,695	-12.0
EBIT	52	244	-78.5	301	718	-58.0

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 A\$ m	2018 A\$ m		2019 A\$ m	2018 A\$ m	
Incoming	56	53	6.3	165	160	3.7
Outgoing	813	844	-3.7	2,424	2,551	-5.0
Total Mobile Service	869	897	-3.1	2,590	2,711	-4.5
Equipment	528	634	-16.7	1,413	1,447	-2.3
Leasing Revenue <sup>(1)</sup>	52	54	-4.9	157	95	64.3
<b>Total Mobile Revenue</b>	<b>1,449</b>	<b>1,585</b>	<b>-8.6</b>	<b>4,160</b>	<b>4,253</b>	<b>-2.2</b>
Retail Fixed On-net	90	163	-45.0	338	517	-34.5
Retail Fixed Off-net <sup>(2)</sup>	408	178	129.7	1,007	468	115.2
<b>Total Retail Fixed <sup>(3)</sup></b>	<b>498</b>	<b>341</b>	<b>46.0</b>	<b>1,345</b>	<b>984</b>	<b>36.7</b>
<b>Total Wholesale &amp; Fleet Fixed <sup>(4)</sup></b>	<b>150</b>	<b>146</b>	<b>2.5</b>	<b>448</b>	<b>457</b>	<b>-2.0</b>
<b>Operating revenue</b>	<b>2,096</b>	<b>2,072</b>	<b>1.2</b>	<b>5,953</b>	<b>5,694</b>	<b>4.5</b>

**SECTION 3 : AUSTRALIA CONSUMER****Notes:**

- (1) Comprise revenue from lease of handsets to mobile customers under 2-year contracts. Handset leasing plans are no longer offered from July 2019.
- (2) Includes NBN migration and site preparation revenues of A\$233 million (Q3 FY2019: A\$44 million) for the quarter and A\$517 million (YTD-December 2018: A\$91 million) for the nine months ended 31 December 2019.
- (3) Include small-sized businesses.
- (4) Include medium-sized businesses.

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 A\$ m	2018 A\$ m		2019 A\$ m	2018 A\$ m	
Cost of sales	665	697	-4.6	1,778	1,632	9.0
Selling & administrative	318	359	-11.4	888	1,093	-18.8
Traffic expenses	268	226	18.4	768	662	16.0
Staff costs	133	141	-6.1	423	468	-9.6
Repair & maintenance	41	45	-10.2	114	114	0.1
Others	21	16	30.4	50	34	49.0
<b>Operating expenses</b>	<b>1,445</b>	<b>1,484</b>	<b>-2.7</b>	<b>4,022</b>	<b>4,003</b>	<b>0.5</b>
Direct costs <sup>(1)</sup>	993	982	1.1	2,703	2,472	9.3
Indirect costs <sup>(1)</sup>	452	502	-9.9	1,319	1,531	-13.8
<b>Operating expenses</b>	<b>1,445</b>	<b>1,484</b>	<b>-2.7</b>	<b>4,022</b>	<b>4,003</b>	<b>0.5</b>

**Note:**

- (1) Direct costs comprise mainly cost of sales, traffic expenses and other expenses directly attributable to revenue earned. Indirect costs refer to expenses not directly attributable to revenue earned.

**FINANCIAL PERFORMANCE****For The Third Quarter Ended 31 December 2019**

Operating revenue for this quarter grew A\$24 million or 1.2%, driven by higher NBN migration revenues.

Mobile revenue declined 8.6% due mainly to lower equipment sales, while the decline in service revenue moderated to 3.1%. Mobile price increases were introduced in the prior quarters and Optus Choice plans were launched to replace the bundled mobile plans this quarter. These plan changes have resulted in lower equipment sales from both reduced sales volume and price competition.

An increase in the mix of SIM-only plans and intense data price competition continued to impact mobile service ARPU. However, ARPU stabilised for the second consecutive quarter.

Total Retail Fixed revenue grew 46% driven by the increase in NBN migration revenues and strong NBN customer growth.

Total operating expenses were lower by 2.7%. Direct costs increased 1.1% due mainly to higher NBN access costs while indirect costs declined 9.9% due to strong cost controls.

EBITDA grew 10% from higher NBN migration revenues. Excluding NBN migration revenues, underlying EBITDA declined 22% reflecting margin erosions for equipment sales and Retail Fixed. Retail fixed margins were adversely impacted by increased traffic costs and higher mix of NBN customers.

## SECTION 3 : AUSTRALIA CONSUMER

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Depreciation and amortisation charges rose 20% due mainly to higher depreciation from right-of-use assets. Consequently, EBIT was stable from last corresponding quarter.

### BUSINESS HIGHLIGHTS

This quarter saw strong mobile customer base growth of 220,000<sup>4</sup>, driven by robust prepaid customer base growth of 157,000 in the quarter with the addition of a new MVNO. Postpaid customer base grew by 52,000<sup>4</sup> in the quarter with branded customer base up 40,000.

Optus also launched Optus Choice plans, giving postpaid customers a customised packaged and 'Build Your Own' plans for greater choice and flexibility, whilst separating service and device charges.

Optus continued to roll out 5G sites with over 400 of 5G sites switched on at the end of December 2019. The target is to have 1,000 of 5G sites by March 2020.

During the quarter, Optus announced a groundbreaking digital inclusion initiative *Donate Your Data* which aims to help bridge the digital divide for the 1.1 million young Australians living in poverty.

Fixed NBN customer base grew by 254,000 from a year ago and accounted for 73% (Q3 FY2019: 47%) of total Fixed broadband customer base as at 31 December 2019.

The introduction of the NBN Concierge Program which has improved customers' NBN migration experience with NBN touchpoint migrations had resulted in strong positive net promoter score of +40.

In the quarter, the Australian government announced that ACMA will begin a process to re-allocate spectrum in the 900 MHz bands that will likely culminate in an auction of this spectrum in late 2021.

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<sup>4</sup> Including Enterprise customers, Optus' total mobile customer base was up 229,000 and total postpaid customer base grew 57,000.

**SECTION 4 : GROUP ENTERPRISE****GROUP ENTERPRISE**

**Group Enterprise** provides comprehensive and integrated ICT solutions to enterprise customers in Singapore, Australia, U.S.A., Europe and the region, covering mobile, equipment sales, fixed voice and data, managed services, cloud computing, cyber security, IT services and professional consulting.

**SUMMARY INCOME STATEMENT**

**For The Third Quarter And Nine Months Ended 31 December 2019**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Operating revenue</b>	<b>1,536</b>	<b>1,606</b>	<b>-4.3</b>	<b>4,467</b>	<b>4,697</b>	<b>-4.9</b>
Operating expenses	(1,160)	(1,188)	-2.4	(3,314)	(3,426)	-3.3
	376	417	-9.9	1,153	1,272	-9.3
Other income <sup>(1)</sup>	7	11	-32.1	37	45	-19.1
<b>EBITDA</b>	<b>383</b>	<b>428</b>	<b>-10.5</b>	<b>1,190</b>	<b>1,317</b>	<b>-9.6</b>
<b>- margin</b>	<b>25.0%</b>	<b>26.7%</b>		<b>26.6%</b>	<b>28.0%</b>	
Depreciation & amortisation	(179)	(152)	17.7	(530)	(453)	17.0
<b>EBIT</b>	<b>204</b>	<b>276</b>	<b>-26.0</b>	<b>660</b>	<b>864</b>	<b>-23.6</b>

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Managed Services <sup>(2)</sup>	447	488	-8.5	1,276	1,371	-6.9
Business Application Services <sup>(3)</sup>	138	114	20.3	408	355	15.1
Cyber Security	147	137	7.0	403	389	3.6
Communications Engineering <sup>(4)</sup>	38	31	24.0	95	80	17.8
<b>ICT</b>	<b>769</b>	<b>771</b>	<b>-0.2</b>	<b>2,182</b>	<b>2,195</b>	<b>-0.6</b>
<i>Digital revenue <sup>(5)</sup> as % of ICT revenue</i>	<i>43%</i>	<i>37%</i>		<i>42%</i>	<i>37%</i>	
Mobile service	171	192	-11.0	518	591	-12.4
Sale of equipment	109	119	-8.6	289	297	-2.5
Mobile	280	311	-10.1	807	888	-9.1
Data and Internet <sup>(6)</sup>	384	398	-3.4	1,147	1,213	-5.5
Fixed voice	92	112	-18.1	293	356	-17.7
Others <sup>(7)</sup>	11	14	-22.9	39	46	-14.7
<b>Carriage</b>	<b>767</b>	<b>835</b>	<b>-8.2</b>	<b>2,286</b>	<b>2,503</b>	<b>-8.7</b>
<b>Operating revenue</b>	<b>1,536</b>	<b>1,606</b>	<b>-4.3</b>	<b>4,467</b>	<b>4,697</b>	<b>-4.9</b>
<b>ICT as % of total revenue</b>	<b>50%</b>	<b>48%</b>		<b>49%</b>	<b>47%</b>	

## SECTION 4 : GROUP ENTERPRISE

### Notes:

- (1) Include trade foreign exchange differences, rental income, gain/loss on disposal of scrap copper, property, plant and equipment, and other miscellaneous recoveries. The net trade foreign exchange loss amounted to S\$3 million (Q3 FY2019: S\$2 million of loss) for the quarter and S\$2 million (YTD-December 2018: S\$2 million of loss) for the nine months ended 31 December 2019.
- (2) Include facility management, managed and network services, and value-added reselling and services.
- (3) Include applications management services and outsourcing, system integration and business process outsourcing.
- (4) Include telecommunications infrastructure, aviation communications, secured communications, video technology, sensors, as well as command and control systems.
- (5) Refers to services provided using digitalisation methods and technologies which include cyber, cloud, analytics, mobility, interactive (UI/UX), as well as artificial intelligence (AI), Internet of Things (IoT) and blockchain.
- (6) Include local leased circuits, international leased circuits, fixed broadband, Singtel Internet exchange and satellite.
- (7) Include TV, facility rentals and other miscellaneous revenue.

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Cost of sales	505	515	-1.9	1,356	1,379	-1.6
Staff costs	369	351	5.0	1,101	1,093	0.7
Selling & administrative	138	158	-12.3	414	472	-12.3
Traffic expenses	114	125	-8.9	340	375	-9.4
Repair, maintenance and others	34	39	-13.5	103	106	-2.9
<b>Operating expenses</b>	<b>1,160</b>	<b>1,188</b>	<b>-2.4</b>	<b>3,314</b>	<b>3,426</b>	<b>-3.3</b>
Direct costs <sup>(1)</sup>	788	795	-0.9	2,214	2,239	-1.2
Indirect costs <sup>(1)</sup>	372	393	-5.3	1,101	1,186	-7.2
<b>Operating expenses</b>	<b>1,160</b>	<b>1,188</b>	<b>-2.4</b>	<b>3,314</b>	<b>3,426</b>	<b>-3.3</b>

### Note:

- (1) Direct costs comprise mainly cost of sales, traffic expenses, and other expenses directly attributable to revenue earned. Indirect costs refer to expenses not directly attributable to revenue earned.

Please refer to **Appendix 5** for the contribution of Group Enterprise by region.

## FINANCIAL PERFORMANCE

### For The Third Quarter Ended 31 December 2019

Group Enterprise businesses continued to be challenging amid a cautious business environment, increased competition and continued carriage erosion. Overall operating revenue fell 4.3% dampened by 19% decline in Australia (14% decline in constant currency terms). Excluding Australia, operating revenue was stable. With weaker contributions from Australia, Singapore Enterprise<sup>5</sup> contributed 82% (Q3 FY2019: 79%) and 94% (Q3 FY2019: 89%) to Group Enterprise's operating revenue and EBITDA respectively.

ICT contributed 50% (Q3 FY2019: 48%) of Group Enterprise's overall revenue this quarter.

<sup>5</sup> Refers to all geographies that Group Enterprise has operations other than Australia.

## SECTION 4 : GROUP ENTERPRISE

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In Singapore, ICT revenue grew by 4.6%, driven by systems integration and applications development projects led by NCS as well as first time recognition of revenue from a major data centre multi-year service contract this quarter. Overall ICT revenue was stable after including lower sales from Australia.

Mobile service revenue declined 11% with lower voice usage (local, IDD and roaming) from continued voice to data substitution, data price pressures, and the flow through impact from amortisation of higher handset subsidies. Competition was stiff across both Singapore and Australia.

Data and Internet revenue fell due to competitive pricing pressures and lower volumes.

Fixed voice revenue decreased on steep price erosion, lower call usage and declines in switched voice business as enterprise customers continued to migrate to lower cost IP-based solutions. The impact of the decline was partially mitigated by lower outpayment costs.

Operating expenses fell 2.4% and consequently EBITDA was down 11%. The increase in staff costs was due partly to lower costs qualifying for capitalisation in projects.

In Australia, EBITDA declined 54% year-on-year on lower revenue with increased competition from new entrants re-selling NBN. However, EBITDA grew 64% from the preceding quarter driven by higher mobile and ICT revenues, as well as cost management initiatives. Optus Business' order book improved from a quarter ago.

EBIT fell 26% after including higher depreciation mainly from right-of-use assets.

### BUSINESS HIGHLIGHTS

Singtel was recognised for its leadership in the IoT service provider space in Asia Pacific, with the achievement of the Secure IoT Service Provider of the Year at the 2019 Frost & Sullivan Asia-Pacific Best Practices Awards.

Based on IDC's Asia-Pacific Telecom Services Database for 1H 2019<sup>6</sup>, Singtel maintained its position as Asia Pacific's Leading Enterprise Data Services Provider with sustained market share leader position of 19% in the International IPVPN market, 15% in the IPLC market, 23% in the International E-Line market, 15% in the International E-LAN market and 84% in the SG Domestic data market<sup>7</sup>.

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<sup>6</sup> IDC Telecom Services Database Asia Pacific 1H 2019, January 2020

<sup>7</sup> SG Domestic data market includes SG local IPVPN, IPLC and EVPN

**SECTION 4 : GROUP ENTERPRISE****SUPPLEMENTARY INFORMATION****NCS <sup>(1)</sup>**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Managed Services <sup>(2)</sup>	300	308	-2.6	826	814	1.5
Business Application Services <sup>(3)</sup>	140	121	15.9	419	371	12.7
Communications Engineering <sup>(4)</sup>	48	41	17.0	138	122	12.9
Cyber Security	47	33	42.5	123	100	22.7
<b>Operating revenue</b>	<b>536</b>	<b>503</b>	<b>6.4</b>	<b>1,505</b>	<b>1,407</b>	<b>6.9</b>
<i>Digital revenue <sup>(5)</sup> as % of total revenue</i>	<i>38%</i>	<i>29%</i>		<i>37%</i>	<i>28%</i>	
<i>Gross margin (%) <sup>(6)</sup></i>	<i>14%</i>	<i>17%</i>		<i>16%</i>	<i>18%</i>	
<b>EBITDA</b>	<b>62</b>	<b>62</b>	<b>0.5</b>	<b>195</b>	<b>186</b>	<b>4.7</b>
<b>EBIT</b>	<b>42</b>	<b>44</b>	<b>-5.2</b>	<b>136</b>	<b>135</b>	<b>0.6</b>

**Notes:**

- (1) Based on the standalone results of NCS group, which include revenue earned as a vendor to the other Singtel entities in the Group. Certain products and services purchased by the other Singtel entities from NCS are subsequently sold to third parties.
- (2) Include facility management, managed and network services, and value-added reselling and services.
- (3) Include applications management services and outsourcing, system integration and business process outsourcing.
- (4) Include telecommunications infrastructure, aviation communications, secured communications, video technology, sensors, as well as command and control systems.
- (5) Refers to services provided using digitalisation methods and technologies which include cyber, cloud, analytics, mobility, interactive (UI/UX), as well as artificial intelligence (AI), Internet of Things (IoT) and blockchain.
- (6) Gross margin refers to revenue less direct operating expenses and related depreciation & amortisation charges.

NCS' order book remained strong at S\$3.3 billion as of 31 December 2019, with renewal of major contracts and new wins largely from Defence & Homeland Security and Healthcare sectors.

Operating revenue grew 6.4% mainly driven by implementation of core infrastructure services and provision of application maintenance services.

Digital revenue contributed 38% (Q3 FY2019: 29%) of NCS' total operating revenue, mainly from Cloud and Managed Services business. This is in line with NCS' continued focus in driving digital businesses through strategic partnerships with customers on business-transformation projects.

To expand NCS capabilities in bringing intelligent transport solutions beyond Singapore, a partnership agreement was entered with MSI Global Pte Ltd, a wholly-owned subsidiary of Land Transport Authority (LTA). The collaboration aims to accelerate transport industry transformation across the region by combining NCS capabilities in delivering transport solutions for smart cities through harnessing the latest digital technologies and MSI Global's expertise in transport planning and management.

EBITDA was stable after provision for some project losses.

## SECTION 4 : GROUP ENTERPRISE

### Trustwave <sup>(1)(2)</sup>

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 US\$ m	2018 US\$ m		2019 US\$ m	2018 US\$ m	
Technology and Consulting Services	59	63	-5.6	166	167	-0.6
Managed Security Services	31	21	47.1	76	61	24.1
Security Business	90	84	7.5	242	228	6.0
Compliance Business	13	14	-7.3	37	44	-15.1
<b>Operating revenue</b>	<b>103</b>	<b>97</b>	<b>5.5</b>	<b>279</b>	<b>272</b>	<b>2.6</b>
<b>Gross margin (%) <sup>(3)</sup></b>	<b>32%</b>	<b>31%</b>		<b>34%</b>	<b>34%</b>	
<b>EBITDA</b>	<b>(15)</b>	<b>(10)</b>	<b>43.6</b>	<b>(39)</b>	<b>(32)</b>	<b>21.4</b>
<b>EBIT</b>	<b>(26)</b>	<b>(20)</b>	<b>29.3</b>	<b>(74)</b>	<b>(61)</b>	<b>21.4</b>

#### Notes:

- (1) Based on the standalone results of Trustwave group, which include revenue earned as a vendor to the other Singtel entities in the Group. Certain products and services purchased by the other Singtel entities from Trustwave are subsequently sold to third parties.
- (2) Trustwave completed the acquisition of 100% shares of Hivint Pty Limited on 28 December 2018.
- (3) Gross margin refers to revenue less direct operating expenses and related depreciation & amortisation charges.

Trustwave reported 7.5% increase in Security revenue with strong growth in Managed Security services from increased demand across all regions and to a smaller extent a one-off contractual settlement in the quarter. During the quarter, Trustwave secured a major multi-year contract in Asia worth more than S\$50 million to deliver cybersecurity infrastructure and managed security services such as access management, intrusion prevention and endpoint security.

Compliance revenue fell 7.3% due to commoditisation in the traditional payment card industry (PCI) compliance business and price competition.

Negative EBITDA increased due mainly to accruals of staff earnout payments from the acquisition in Australia and increase in stock option expenses.

In this quarter, Trustwave was named a leader in The Forrester Wave 2019<sup>8</sup> for Cybersecurity Consulting Services in Asia Pacific. In addition, Trustwave was recognised as a leading Managed Security Service provider in the region, winning awards for Managed Security Service Provider of the Year in both Southeast Asia and Singapore for the 2<sup>nd</sup> consecutive year at the 2019 Frost & Sullivan Asia-Pacific Best Practices Awards.

<sup>8</sup> The Forrester Wave™: Cybersecurity Consulting Services In Asia Pacific, Q4 2019

## SECTION 5 : GROUP DIGITAL LIFE

### GROUP DIGITAL LIFE

**Group Digital Life (“GDL”)** focuses on using the latest Internet technologies and assets of the Group’s operating companies to develop new revenue and growth engines by entering into adjacent businesses where it has a competitive advantage.

GDL has three key businesses – digital marketing (Amobee), regional premium OTT video (HOOQ) and advanced analytics and intelligence capabilities (DataSpark), and it also serves as Singtel’s digital innovation engine through Innov8.

### SUMMARY INCOME STATEMENT

For The Third Quarter And Nine Months Ended 31 December 2019

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Amobee group	324	385	-15.8	922	976	-5.5
Others <sup>(1)</sup>	12	9	31.5	34	24	42.5
<b>Operating revenue</b>	<b>336</b>	<b>394</b>	<b>-14.7</b>	<b>956</b>	<b>1,000</b>	<b>-4.4</b>
Intercompany eliminations	(15)	(15)	-1.9	(45)	(50)	-10.0
<b>Operating revenue</b>	<b>321</b>	<b>379</b>	<b>-15.2</b>	<b>911</b>	<b>950</b>	<b>-4.1</b>
Operating expenses	(330)	(394)	-16.4	(956)	(1,024)	-6.7
	(8)	(15)	-46.1	(44)	(74)	-40.2
Other income	*	(1)	nm	*	*	nm
<b>EBITDA</b>	<b>(8)</b>	<b>(16)</b>	<b>-49.4</b>	<b>(44)</b>	<b>(74)</b>	<b>-39.9</b>
Depreciation & amortisation	(22)	(15)	43.5	(63)	(43)	46.4
<b>EBIT</b>	<b>(30)</b>	<b>(32)</b>	<b>-4.4</b>	<b>(108)</b>	<b>(117)</b>	<b>-8.1</b>

Amobee group	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 US\$ m	2018 US\$ m		2019 US\$ m	2018 US\$ m	
Operating revenue	238	281	-15.2	675	718	-6.1
Intercompany eliminations	(10)	(11)	-5.5	(30)	(36)	-15.4
<b>Operating revenue</b>	<b>228</b>	<b>270</b>	<b>-15.6</b>	<b>644</b>	<b>683</b>	<b>-5.6</b>
<b>Gross margin %</b>	<b>25%</b>	<b>24%</b>		<b>25%</b>	<b>23%</b>	
<b>EBITDA</b>	<b>13</b>	<b>6</b>	<b>131.0</b>	<b>25</b>	<b>(2)</b>	<b>nm</b>
<b>EBIT</b>	<b>1</b>	<b>(2)</b>	<b>nm</b>	<b>(10)</b>	<b>(25)</b>	<b>-58.7</b>

**Note:**

(1) Comprise mainly revenues from HOOQ and DataSpark.

A negative sign for year-on-year change in EBITDA and EBIT denotes decrease in losses.  
 “\*” denotes less than +/-S\$0.5 million and “nm” denotes not meaningful

**SECTION 5 : GROUP DIGITAL LIFE**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Cost of sales	262	298	-12.2	722	751	-3.9
Staff costs	52	64	-19.5	169	184	-8.2
Selling & administrative	10	25	-60.7	47	73	-35.7
Others	7	7	-8.5	18	16	13.8
<b>Operating expenses</b>	<b>330</b>	<b>394</b>	<b>-16.4</b>	<b>956</b>	<b>1,024</b>	<b>-6.7</b>

**FINANCIAL PERFORMANCE****For The Third Quarter Ended 31 December 2019**

Operating revenue fell 15% on reduction in Amobee's revenue partly offset by higher revenues from HOOQ and DataSpark.

This quarter, Amobee recognised a tranche of technology licensing fees after delivering another milestone enhancement to ITV plc. However, overall operating revenue was down due to lower spending by some major customers and declines in legacy managed media and social businesses. Programmatic revenue continued to grow and constituted a higher mix of total revenue this quarter. The decline in the legacy businesses is expected to continue as the industry moves towards programmatic.

Despite lower operating revenue, negative EBITDA fell significantly by 49% on improved EBITDA from Amobee due to revenue contribution from ITV and cost management. Depreciation and amortisation rose 44% on higher investment in technology platforms and depreciation of right-of-use assets. Consequently, EBIT reduced by 4.4% to S\$30 million.

**BUSINESS HIGHLIGHTS**

Amobee announced a first-to-market partnership with Nielsen and Gracenote for TV-CTV Cross-Channel Data. This collaboration brought together Amobee's next generation technology with access to Gracenote's anonymised smart TV viewership and ad exposure data, with appended Nielsen demographics. Media buyers and sellers could now plan, buy and sell inventory against a common target audience, and gather strategic insights into how cross-screen campaigns build reach and drive measurable business results.

In this quarter, Amobee, with ITV, completed the design, development and integration of Platform V which allows advertisers and agencies to control their purchases of campaigns across ITV's premium VOD services.

**SECTION 6 : INTERNATIONAL GROUP****INTERNATIONAL GROUP**

**International Group** (“IG”) leads the Group’s efforts in capturing value from our investments in the regional markets of Africa, India, Indonesia, the Philippines and Thailand. IG also strives to strengthen Singtel’s relationship with our overseas partners and drives regional initiatives. With more than 700 million mobile customers, our focus is to leverage on this scale to build an ecosystem of digital services for our customers.

Besides the focus on the associates’ markets, IG has two key digital businesses – mobile financial business, and gaming and digital content business. Mobile financial business includes Dash’s payment and remittance business, Giftany business (an online gifting platform) and the regional VIA cross-border mobile payment alliance. On the gaming space, IG grows the gaming and digital content business ecosystem in the region with our partners. This includes tapping on our partners’ platforms and channels to scale up regional e-sports events and leagues, as well as developing and distributing curated original and third party content for gamers and fans in the region.

**SUMMARY INCOME STATEMENT**

**For The Third Quarter And Nine Months Ended 31 December 2019**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Operating revenue</b>	<b>3</b>	<b>2</b>	<b>81.3</b>	<b>7</b>	<b>4</b>	<b>72.1</b>
Operating expenses	(16)	(11)	43.9	(44)	(33)	34.9
	(14)	(10)	37.8	(37)	(28)	29.2
Other income	1	1	-16.7	3	3	-12.5
<b>EBITDA</b>	<b>(13)</b>	<b>(9)</b>	<b>41.3</b>	<b>(34)</b>	<b>(25)</b>	<b>34.5</b>
Depreciation & amortisation	(1)	(1)	-14.3	(4)	(4)	-4.9
<b>EBIT</b>	<b>(14)</b>	<b>(11)</b>	<b>34.0</b>	<b>(38)</b>	<b>(29)</b>	<b>29.0</b>

**Note:**

Operating revenues are mainly from Dash’s payment and remittance business, Giftany, direct carrier billing (DCB), regional VIA cross-border mobile payment alliance, and sponsorship revenue for PVP Esports. Operating expenses include the corporate costs of IG.

\*A negative sign for year-on-year change in EBITDA and EBIT denotes decrease in losses.

## **SECTION 6 : INTERNATIONAL GROUP**

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### **FINANCIAL PERFORMANCE**

#### **For The Third Quarter Ended 31 December 2019**

Operating revenue increased on higher Dash's remittance and payment services, increased volume in Giftany business as well as sponsorship revenue for PVP Esports in the current quarter.

Dash's remittance transaction count grew 63% from the last corresponding quarter on expansion of mobile remittance platform capabilities to more countries. Today, the platform offers remittance services to six countries - Indonesia, the Philippines, India, Bangladesh, China and Myanmar. Dash's monthly active users increased 106% from the same quarter last year as Dash continues to enhance its mobile payments solution value proposition.

EBITDA and EBIT losses increased on continued ramp up of the digital businesses.

### **BUSINESS HIGHLIGHTS**

#### **Singtel partners Grab for Singapore digital banking license**

Grab and Singtel formed a consortium to apply for a digital full bank license in Singapore. Grab will have a 60% stake in the entity while Singtel will hold a 40% stake. The digital bank aims to cater to the needs of digital-first consumers, who have come to expect greater convenience and personalisation, as well as SMEs.

#### **PVP Esports Community Leagues Grand Finals**

The PVP Esports Campus and Corporate League Grand Finals took place in December 2019 at the Singapore Comic Con which drew some 55,000 attendees. After months of competition, Team Realpage Esports from the Philippines and Team Teletubbies from Thailand emerged victorious in the Corporate League while Team Unstable Network from the Singapore Institute of Management led their school to glory in the Campus League. Overall, the leagues drew over 2,000 gamers from across Southeast Asia and 1.4 million online views of the tournament streams.

#### **Singtel Dash awarded Asia Pacific Mobile Wallet Provider of the Year**

Singtel Dash was named Asia-Pacific's Mobile Wallet Provider of the Year by leading research and consulting firm Frost & Sullivan. The Best Practice award recognises achievement in areas such as innovation in technology and customer service. Dash was singled out for its product innovation, strong alliances with partners, as well as the expansion of its services to other countries through VIA, adding value for users and giving it a competitive edge in the region.

## SECTION 7: ASSOCIATES / JOINT VENTURES

## ASSOCIATES/ JOINT VENTURES

The Group has presence in the regional markets of Africa, India, Indonesia, the Philippines, and Thailand through its associates, Bharti Airtel, Telkomsel, Globe, AIS and Intouch.

Pre-tax profit contribution <sup>(1)</sup>	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Regional associates</b>						
Telkomsel						
- operating results	290	304	-4.8	859	829	3.6
- fair value (loss)/ gain	(1)	*	nm	*	3	nm
	289	305	-5.2	859	833	3.1
AIS						
- operating results	84	79	7.3	279	250	11.6
- fair value (loss)/ gain	*	1	nm	2	2	-4.2
	84	80	5.9	281	252	11.5
Intouch <sup>(2)</sup>						
- operating results	29	28	5.8	99	91	8.6
- fair value (loss)/ gain	*	*	nm	(1)	*	nm
- amortisation of acquired intangibles	(7)	(7)	4.3	(21)	(21)	2.4
	22	21	4.8	77	71	8.5
Globe						
- operating results	85	65	31.3	286	245	16.8
- fair value (loss)/ gain	*	*	nm	*	3	nm
	85	65	30.6	287	248	15.7
Bharti Telecom ("BTL")/ Bharti Airtel ("Airtel")						
Airtel <sup>(3)</sup>						
- operating results (India and South Asia)	37	(50)	nm	81	(42)	nm
- operating results (Africa) <sup>(4)</sup>	99	86	15.1	274	263	4.0
- associates	(5)	(12)	-57.3	(15)	(18)	-19.4
- net finance costs	(191)	(154)	23.8	(620)	(509)	21.8
- fair value (loss)/ gain	(10)	10	nm	(36)	(31)	14.1
	(70)	(120)	-41.5	(315)	(337)	-6.5
BTL <sup>(5)</sup>	(17)	(9)	92.1	(46)	(31)	48.6
	(87)	(129)	-32.2	(362)	(368)	-1.8
	<b>393</b>	<b>342</b>	<b>15.0</b>	<b>1,142</b>	<b>1,035</b>	<b>10.3</b>
<b>Other Singtel associates</b>						
NetLink NBN Trust/ NetLink Trust ("NLT") <sup>(6)</sup>	13	13	**	41	38	6.6
Other associates <sup>(3)(7)</sup>	14	16	-10.9	39	43	-9.3
<b>Singtel share of pre-tax profit <sup>(3)</sup></b>	<b>420</b>	<b>371</b>	<b>13.4</b>	<b>1,221</b>	<b>1,116</b>	<b>9.4</b>
<b>Optus share of pre-tax profit</b>	<b>*</b>	<b>*</b>	<b>nm</b>	<b>*</b>	<b>*</b>	<b>nm</b>
<b>Group share of pre-tax profit <sup>(3)</sup></b>	<b>420</b>	<b>371</b>	<b>13.4</b>	<b>1,222</b>	<b>1,117</b>	<b>9.4</b>
<i>(excluding Airtel and BTL)</i>	508	499	1.6	1,583	1,485	6.6
<b>Group share of tax expense/ (credit) <sup>(3)</sup></b>	<b>126</b>	<b>80</b>	<b>59.0</b>	<b>343</b>	<b>65</b>	<b>426.9</b>
<b>Effective tax rate</b>	<b>30.1%</b>	<b>21.5%</b>		<b>28.0%</b>	<b>5.8%</b>	

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

Post-tax profit contribution <sup>(1)</sup>	Quarter				YOY Chge %	Nine Months				YOY Chge %
	31 Dec					31 Dec				
	2019		2018			2019		2018		
	S\$ m	% <sup>(8)</sup>	S\$ m	% <sup>(8)</sup>		S\$ m	% <sup>(8)</sup>	S\$ m	% <sup>(8)</sup>	
<b>Regional associates</b>										
Telkomsel	217	39	227	33	-4.4	638	34	619	29	3.0
ALS	72	13	67	10	7.0	235	13	211	10	11.5
Intouch <sup>(2)</sup>										
- ordinary results	24		23		5.3	80		75		6.0
- amortisation of acquired intangibles	(6)		(5)		7.4	(17)		(16)		3.0
Globe	18	3	17	3	4.7	63	3	59	3	6.8
	58	10	42	6	36.1	194	10	168	8	15.2
Airtel <sup>(3)</sup>										
- ordinary results (India and South Asia)	(88)		(103)		-14.8	(317)		(257)		23.3
- ordinary results (Africa) <sup>(4)</sup>	17		38		-55.9	59		112		-47.5
- associates	(5)		(12)		-57.3	(15)		(18)		-19.4
	(76)		(77)		-0.8	(272)		(163)		67.3
- exceptional items (deferred tax credits etc)	-		-		-	-		121		nm
	(76)		(77)		-0.8	(272)		(42)		@
BTL <sup>(5)</sup>	(17)		(9)		90.0	(46)		(31)		48.1
	(93)	(17)	(86)	(13)	8.8	(319)	(17)	(73)	(3)	336.4
	271	49	268	39	1.3	811	44	984	46	-17.6
<b>Other Singtel associates</b>										
NLT <sup>(6)</sup>	12	2	12	2	**	38	2	36	2	5.6
Other associates <sup>(3)(7)</sup>	11	2	12	2	-8.7	31	2	32	2	-5.6
<b>Singtel share of post-tax profit <sup>(3)</sup></b>	<b>294</b>	<b>53</b>	<b>291</b>	<b>43</b>	<b>0.8</b>	<b>879</b>	<b>47</b>	<b>1,052</b>	<b>49</b>	<b>-16.4</b>
<b>Optus share of post-tax profit</b>	<b>*</b>	<b>**</b>	<b>*</b>	<b>**</b>	<b>nm</b>	<b>*</b>	<b>**</b>	<b>*</b>	<b>**</b>	<b>nm</b>
<b>Group share of post-tax profit <sup>(3)</sup></b>	<b>294</b>	<b>53</b>	<b>291</b>	<b>43</b>	<b>0.9</b>	<b>879</b>	<b>47</b>	<b>1,052</b>	<b>49</b>	<b>-16.4</b>
<i>(excluding Airtel and BTL)</i>	387		377		2.7	1,198		1,125		6.5

Post-tax profit contribution (in constant currency) <sup>(9)</sup>	Quarter		YOY Chge %	Nine months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Regional associates</b>						
- operating results	391	337	16.0	1,141	1,079	5.8
- fair value (losses)/ gains	(11)	12	nm	(36)	(23)	56.4
- amortisation of acquired intangibles	(7)	(7)	-3.9	(20)	(21)	-3.9
	373	342	9.3	1,086	1,035	4.9
Other associates	27	29	-5.9	80	81	-1.8
<b>Group share of pre-tax profit</b>	<b>401</b>	<b>371</b>	<b>8.1</b>	<b>1,166</b>	<b>1,117</b>	<b>4.4</b>
Group share of tax expense	(122)	(80)	53.7	(330)	(65)	407.1
<b>Group share of post-tax profit</b>	<b>278</b>	<b>291</b>	<b>-4.4</b>	<b>836</b>	<b>1,052</b>	<b>-20.5</b>
<b><u>Excluding Airtel and BTL</u></b>						
<b>Group share of pre-tax profit</b>	<b>486</b>	<b>499</b>	<b>-2.6</b>	<b>1,530</b>	<b>1,485</b>	<b>3.0</b>
Group share of tax expense	(116)	(123)	-5.6	(373)	(360)	3.6
<b>Group share of post-tax profit</b>	<b>371</b>	<b>377</b>	<b>-1.7</b>	<b>1,157</b>	<b>1,125</b>	<b>2.9</b>

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

### Notes:

- (1) The accounts of the associates are prepared based on local accounting standards. Where applicable and material, the accounting policies of the associates have been restated for compliance with the Group's accounting policies. With effect from 1 April 2019, the associates' results as equity accounted by the Group are based on the new lease accounting standard adopted on prospective basis, with no restatement to the comparative periods. The cumulative effects of initial application are reflected as adjustments to the opening statement of financial position as at 1 April 2019.
- (2) Singtel holds an equity interest of 21.0% in Intouch which has an equity interest of 40.5% in AIS.
- (3) Share of results excluded the Group's share of the associates' one-off items which have been classified as exceptional items of the Group.
- (4) Airtel's equity interest in Airtel Africa was reduced following investments by six leading global investors and Qatar Investment Authority in October 2018 and January 2019 respectively. Its equity interest was further diluted subsequent to the listing of Airtel Africa on London Stock Exchange and Nigeria Stock Exchange in July 2019. As at 31 December 2019, Airtel's equity interest in Airtel Africa was 56.0% (31 March 2019: 68.3%).
- (5) Following the completion of Airtel's rights issuance in May 2019, Bharti Telecom Limited ("BTL")'s equity interest in Airtel fell to 41.2% from 50.1% as at 31 March 2019. Accordingly, Singtel's effective equity interest in Airtel was reduced to 35.2% (31 March 2019: 39.5%). In October 2019, BTL completed a capital reduction exercise to buy back 28.5 million shares from its minority shareholders. Consequently, Singtel's direct equity interest in BTL and effective equity interest in Airtel increased to 49.44% and 35.39% as at 31 December 2019 respectively.
- (6) Singtel holds an equity interest of 24.79% in NetLink NBN Trust, the holding company of NetLink Trust. The share of results included Singtel's amortisation of deferred gain of S\$5 million (Q3 FY2019: S\$5 million) for the current quarter and S\$16 million (YTD-December 2018: S\$15 million) for the nine months ended 31 December 2019 on assets previously transferred to NetLink Trust, but excluded the fair value adjustments recorded by NetLink NBN Trust in respect of its acquisition of units in NetLink Trust.
- (7) Include the share of results of Singapore Post Limited.
- (8) Shows the post-tax underlying profit contribution of the associates to the Group's underlying net profit.
- (9) Assuming constant exchange rates for the regional currencies (Indian Rupee, Indonesian Rupiah, Philippine Peso and Thai Baht) from the corresponding periods ended 31 December 2018.

"\*" denotes less than +/- S\$0.5 million, "\*\*\*" denotes less than +/- 0.05% and "@" denotes more than +/- 500%.

## FINANCIAL PERFORMANCE AND BUSINESS HIGHLIGHTS

The pre-tax profit contributions from associates grew 13% on improved operational performances of Airtel and Globe partly offset by weaker performance of Telkomsel. However, post-tax profit contributions from the associates were stable after share of Airtel's higher taxes. Airtel recorded an income tax expense this quarter due primarily to higher profits in Africa and tax on first time dividend paid by Airtel Nigeria. Excluding Airtel, both the associates' pre-tax and post-tax profit contributions would have increased by 1.6% and 2.7% respectively.

Telkomsel registered declines in operating revenue and EBITDA due to lower voice and SMS revenues coupled with slower data growth on increased competition in the region outside Java. Globe recorded strong double-digit increases in operating revenue and EBITDA on sustained growth in data. While AIS' operating revenue and EBITDA were higher, earnings were lower due to higher depreciation charges. Airtel Africa continued its growth momentum with double-digit increases in operating revenue and EBITDA. Airtel India reported a strong quarter with lower net losses from higher operating revenue and EBITDA.

The Group's combined mobile customer base remained stable from a quarter ago at 715 million impacted by a decline in Globe due to churn of non-revenue generating customers.

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

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### *PT Telekomunikasi Selular (“Telkomsel”)*

Telkomsel is the leading operator of cellular telecommunications services in Indonesia with 171 million mobile customers.

Both operating revenue and EBITDA declined 3% each on lower voice and SMS revenues on accelerated OTT substitution as smartphone penetration continued to increase. The declines were partially offset by a moderated increase of 10% in data revenue amid intense competition in the region outside Java.

Consequently, net profit declined 8% in Indonesian Rupiah terms after including higher depreciation mainly from right-of-use assets and increased startup losses of its fintech associate. In Singapore Dollar terms, Telkomsel’s post-tax contribution fell 4.4% as the Indonesian Rupiah appreciated 4%.

During the quarter, Telkomsel launched OMG (Oh My Gigabytes!) packages with generous data allowances for customers to access popular video and social media apps, as well as launched a fully digital prepaid brand to woo digital savvy customers. Demand for digital lifestyle applications such as games, video and digital advertising continued to be strong. Digital revenue was also boosted by Dunia Games as the number of users increased due to a strong gaming ecosystem with media and distribution, payment, esports and game publishing. MAXstream was the top one-stop video portal in Indonesia with its OTT video apps, linear channels and VOD content.

### *Advanced Info Service (“AIS”)*

AIS, the largest mobile communications operator in Thailand, is listed on the Stock Exchange of Thailand.

AIS’ service revenue (excluding interconnect and equipment rental) rose 6% on increases in both mobile and fixed broadband services from customer growth.

EBITDA grew 7% on higher operating revenue and lower payments to TOT Public Company Limited (“TOT”) from a new partnership agreement signed in September 2019.

AIS’ net profit was stable in Thai Baht terms after including higher depreciation charges from its network investments. However, with a strong 7% appreciation in the Thai Baht against the Singapore Dollar, AIS’ post-tax contribution rose 7.0%.

In Thailand, the mobile market continued to encourage prepaid to postpaid migration, with the prepaid segment being pressured by fixed-speed unlimited plans. The prepaid segment continued to face escalated price competition with lower ARPU.

AIS is focused on the acquisition and retention of quality customers in its postpaid segment and increased its postpaid customer base by 0.9 million from a year ago.

AIS executed on its fixed-mobile convergence strategy and delivered its target of having 1.0 million fibre customers as at 31 December 2019, despite intense price competition and aggressive customer acquisition in the market.

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

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### *Intouch Holdings (“Intouch”)*

Intouch is listed on the Stock Exchange of Thailand, and has investments in telecommunications via its 40.5% equity interest in AIS, as well as in satellite, internet, and media and advertising businesses.

The Group’s share of Intouch’s net profit for the quarter, excluding exceptional impairment charges on Thaicom’s satellites classified under exceptional items of the Group, grew 5.3% on higher contribution from AIS primarily due to a stronger Thai Baht. Including amortisation of acquired intangibles of S\$6 million (Q3 FY2019: S\$5 million), Intouch’s post-tax contribution grew 4.7% to S\$18 million.

### *Globe Telecom, Inc (“Globe”)*

Globe is listed on the Philippine Stock Exchange.

Service revenue grew a strong 10% and EBITDA was up 15%. The increases were driven by sustained growth in data revenue with strong growth across all data-related products and services on popularity of streaming, on-demand video content and online gaming. Home Broadband product also performed strongly on popularity of local and international entertainment from Amazon Prime Video, DisneyLife, Fox+ and HOOQ.

Including higher depreciation charges and share of equity losses from its associates, Globe’s post-tax profit grew 31% in Philippine Peso terms. In Singapore Dollar terms, Globe’s post-tax profit contribution rose 36% as the Philippine Peso appreciated 3%.

Globe’s mobile customer base grew 27% from a year ago mainly from the extension of prepaid load expiry from 3 months to 12 months. Compared to a quarter ago, mobile customer base declined 3.2% due to churn of non-revenue generating customers.

In October 2019, Globe acquired 77% equity stake in Electronic Commerce Payments Inc., a payments solution platform, for Peso 1.54 billion (~S\$41 million). This acquisition will allow Globe to offer a suite of products and services via a single platform thus future-proofing its distribution channels.

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

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### *Airtel Group*<sup>9</sup>

Airtel is listed on the Indian Stock Exchanges - National Stock Exchange and the Bombay Stock Exchange. It is a leading integrated telecommunications company with presence in 18 countries across Asia and Africa.

### **India and Sri Lanka (“India and South Asia”)**

The Indian operators, including Airtel, raised tariffs for prepaid mobile services in December 2019. The full impact of the price increases will only be realised in the coming months. Airtel plans to shut down its 3G network by March 2020.

Airtel reported a strong quarter with growth in operating revenue and EBITDA. Operating revenue was up 7%, and would have increased 10%<sup>10</sup> on a comparable basis. Mobile service revenue grew for the fourth consecutive quarter, at 10%<sup>11</sup> led by higher take-up of bundled plans and increased 4G penetration. Consequently, ARPU grew 5.3% to Rs.135 compared to Rs.128 in the preceding quarter. Exit ARPU was higher at Rs.140.

Airtel India continued to invest in network upgrading and capacity expansion, and recorded its highest ever quarterly increase in 4G customers. Consequently, the number of 4G data customers grew 61% from a year ago and data volume rose a steep 72% year-on-year. Mobile customer base grew at 1.3% or 3.6 million from a quarter ago, compared to being stable in the preceding quarter. Churn remained low at 2.6%.

EBITDA rose 58% on higher operating revenue and lower operating lease expenses partially offset by increased network charges from higher investments in networks.

Including higher depreciation and amortisation charges, the Group’s share of pre-tax operating profit (before finance costs and fair value adjustments) from India and South Asia amounted to S\$37 million, a turnaround from the share of loss of S\$50 million in the same quarter last year.

In November 2019, the Indian government announced a 2-year moratorium on the spectrum deferred payments due in FY2021 and FY2022.

In January 2020, Airtel raised US\$3 billion of funds through US\$2 billion in shares and US\$1 billion in foreign currency convertible bonds. With Airtel’s enlarged share capital, Singtel’s effective shareholding in Airtel decreased from 35.4% to 33.3%.

In the preceding quarter, Airtel recorded a sizable provision for regulatory demands arising from an adverse ruling on the definition of Adjusted Gross Revenue (“**AGR**”) which forms the basis for license and spectrum usage charge payments. The operators, including Airtel, had filed a review petition to the Indian government for relief but this was rejected by the Supreme Court. Thereafter, the operators filed an application for modification to the Supreme Court. Pending the decision by the Supreme Court, Airtel has not made the AGR payments due on 23 January 2020.

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<sup>9</sup> Airtel’s results as equity accounted by Singtel are based on IFRS.

<sup>10</sup> Subsequent to a new tariff order, service providers of Digital TV Services in India are responsible only for re-transmission and are not in a position to control content and pricing. Consequently, TV revenue is recognised net of content charges with effect from June 2019 quarter.

<sup>11</sup> During the December 2019 quarter, the optical fibre business (previously included under Mobile Services segment), was allocated among Mobile Services, Airtel Business and Home Service segments. If the reorganisation had not taken place, mobile service revenue would have increased 13%.

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

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### Africa

Airtel Africa Plc, the holding company of African operations, was listed on London Stock Exchange and Nigeria Stock Exchange. Airtel Africa was added to the FTSE 250 index and MSCI Small Cap index in September 2019 and November 2019 respectively.

'Airtel Money' and 3G/4G services are now available across all the 14 African countries<sup>12</sup> that Airtel has presence in.

Airtel Africa continued to report strong growth momentum this quarter and recorded its eighth consecutive quarter of double-digit revenue growth<sup>13</sup>. In reported US Dollar terms, operating revenue and EBITDA grew 13% and 31% respectively. In constant US Dollar terms, Africa's operating revenue grew 14% and EBITDA was up 32% with broad-based growth across voice, data and Airtel Money, and lower operating expenses.

Nigeria contributed 40% of Airtel Africa's operating revenue this quarter. Its revenue and EBITDA grew on higher customer base and increased data and voice on the back of the accelerated rollout of its 4G network.

Airtel Money continued to be the fastest growing segment and contributed 9% (Q3 FY 2019: 8%) of Airtel Africa's revenue. With expansion of the distribution infrastructure and merchant ecosystem as well as affordable tariffs, operating revenue and EBITDA improved.

Including higher depreciation and amortisation charges from increased investments in data capacities, the Group's share of Airtel Africa's pre-tax operating profit (before finance costs and fair value adjustments) grew 15% to S\$99 million.

In November 2019, Airtel Nigeria signed an agreement to buy an additional 10 MHz spectrum in the 900 MHz band for USD 70 million<sup>14</sup>. The purchase, which is subject to regulatory approvals, will enable Airtel Nigeria to expand and strengthen its LTE network across the country.

### Airtel Group including Bharti Telecom Ltd ("BTL")

Airtel Group comprising operational units in India, Africa and Sri Lanka reported growth in operating revenue, EBITDA and EBIT of 8%, 48% and 195% respectively.

Including higher net finance cost due mainly to higher interest expense on lease liabilities, and foreign exchange and fair value losses, the Group's share of pre-tax loss was S\$70 million, down 42% from S\$120 million in the last corresponding quarter. Airtel recorded an income tax expense this quarter due primarily to higher profits in Africa and tax on first time dividend paid by Airtel Nigeria. Consequently, the share of Airtel Group's post-tax loss was S\$76 million, stable from the same quarter last year.

Including the share of BTL's net loss of S\$17 million (mainly net finance expense), the Group's share of post-tax loss of Airtel Group including BTL amounted to S\$93 million.

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<sup>12</sup> Namely Nigeria, Chad, Congo B, DRC, Gabon, Madagascar, Niger, Kenya, Malawi, Seychelles, Tanzania, Uganda, Zambia and Rwanda.

<sup>13</sup> In constant US Dollar terms.

<sup>14</sup> The consideration excluded NCC (Nigerian Communications Commission) fees as per the NCC Spectrum Trading Guidelines.

**SECTION 7 : ASSOCIATES/ JOINT VENTURES**

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Airtel recorded some exceptional items this quarter which have been classified as exceptional items of the Group. The exceptional items included interest accrued on the AGR provision and provision for other charges paid under protest in prior years, partially offset by release of provision on final settlement of customary indemnities provided to a group of investors of Airtel Africa. On a post-tax basis, the Group's share of Airtel's exceptional items was a net gain of S\$6 million.

## SECTION 7 : ASSOCIATES/ JOINT VENTURES

## KEY OPERATIONAL DATA

	Airtel <sup>(1)</sup>	Telkomsel	AIS	Intouch	Globe
<b>Singtel's investment:</b>					
Year of initial investment	<b>2000</b>	<b>2001</b>	<b>1999</b>	<b>2016</b>	<b>1993</b>
Effective economic interest (%)	35.4%	35.0%	23.3% <sup>(2)</sup>	21.0%	47.0% <sup>(3)</sup>
Investment to date	S\$5.07 bil <sup>(4)</sup>	S\$1.93 bil	S\$1.20 bil	S\$1.59 bil	S\$1.02 bil
Closing market share price <sup>(5)</sup>	INR 456	NA	THB 213 <sup>(6)</sup>	THB 57 <sup>(6)</sup>	PHP 2,020
Market capitalisation					
- Total	S\$44.18 bil	NA	S\$28.55 bil	S\$8.27 bil	S\$7.15 bil
- Singtel holding	S\$15.63 bil	NA	S\$6.66 bil	S\$1.74 bil	S\$3.36 bil
<b>Operational Performance :</b>					
Mobile penetration rate <sup>(7)</sup>	87%	131%	139%	NM	159%
Market share, 31 Dec 2019 <sup>(7)</sup>	28.4%	47.9%	45.1%	NM	57.7%
Market share, 30 Sep 2019 <sup>(8)</sup>	27.7%	49.3%	45.1%	NM	57.7%
Market position <sup>(9)</sup>	#3	#1	#1	NM	#1
Mobile customers ('000)					
- Aggregate	393,109	171,105	42,014	NM	94,204
- Proportionate	128,375	59,887	9,798	3,569	44,304
Growth in mobile customers (%) <sup>(10)</sup>	2.2%	5.0%	2.1%	NM	27%
Credit ratings					
- Sovereign (Moody's/ S&P Global)	Baa2/BBB-	Baa2/BBB	Baa1/A-	Baa1/A-	Baa2/BBB+
- Company (Moody's/ S&P Global)	Ba1/BBB-	Baa1/NA	NA/BBB+	NA	NA

**Notes:**

- (1) The mobile penetration rate, market share and market position pertain to India market only.
- (2) Based on direct equity interest only.
- (3) Singtel has 21.5% interest in Globe's voting shares.
- (4) Excludes Singtel's direct equity investment of 5.5% in Airtel Africa which is accounted as a 'Fair Value through Other Comprehensive Income' investment in the Group's statement of financial position.
- (5) Based on closing market price in local currency as of 31 December 2019.
- (6) Based on local market price quoted on the Stock Exchange of Thailand.
- (7) Based on actual data or latest data available as of 31 December 2019.
- (8) Based on actual data.
- (9) Based on number of mobile customers and based on actual data or latest data available as of 31 December 2019.
- (10) Compared against 31 December 2018 and based on aggregate number of mobile customers.

"NA" denotes not applicable.

"NM" denotes not meaningful.

Please refer to **Appendix 9** for the currency rate movements of the regional associates.

## SECTION 8 : PRODUCT INFORMATION

## SINGAPORE MOBILE (PRODUCT VIEW)

	Quarter			Nine Months		YOY Chge %
	31 Dec 2019	30 Sep 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018	
<b>Mobile revenue (S\$'M) <sup>(1)</sup></b>	<b>637</b>	<b>617</b>	<b>693</b>	<b>1,830</b>	<b>1,887</b>	<b>-3.0</b>
<b>Mobile service revenue (S\$'M) <sup>(2)</sup></b>	<b>376</b>	<b>378</b>	<b>410</b>	<b>1,144</b>	<b>1,242</b>	<b>-7.9</b>
<b>Number of mobile subscribers (000s)</b>						
Prepaid	1,592	1,615	1,641	1,592	1,641	-3.0
Postpaid	2,673	2,639	2,542	2,673	2,542	5.2
<b>Total</b>	<b>4,265</b>	<b>4,254</b>	<b>4,183</b>	<b>4,265</b>	<b>4,183</b>	<b>2.0</b>
<b>Average revenue per subscriber per month <sup>(3)(4)</sup> (S\$ per month)</b>						
Prepaid	16	17	18	17	18	-7.2
Postpaid	39	39	43	39	44	-11.4
<b>Blended</b>	<b>30</b>	<b>30</b>	<b>33</b>	<b>31</b>	<b>34</b>	<b>-9.5</b>
<b>Data services as % of ARPU <sup>(5)</sup></b>	<b>67%</b>	<b>66%</b>	<b>64%</b>	<b>66%</b>	<b>63%</b>	
Postpaid external churn per month <sup>(6)</sup>	0.9%	0.9%	0.9%	0.9%	0.9%	
<b>Singapore mobile penetration rate <sup>(7)</sup></b>	<b>158%</b>	<b>157%</b>	<b>149%</b>	<b>158%</b>	<b>149%</b>	
<b>Market share <sup>(7)</sup></b>						
Prepaid	54.5%	54.5%	54.7%	54.5%	54.7%	
Postpaid	47.5%	47.3%	47.7%	47.5%	47.7%	
<b>Overall</b>	<b>49.9%</b>	<b>49.8%</b>	<b>50.2%</b>	<b>49.9%</b>	<b>50.2%</b>	

**Notes:**

- (1) This comprises mobile service revenue, sales of mobile equipment and handset leasing.
- (2) This is determined net of bill rebates and prepaid sales discount, and includes mobile revenue earned from international telephone calls and broadband bundles.
- (3) Based on average number of subscribers, calculated as the simple average of opening and closing number of subscribers.
- (4) ARPU includes revenue earned from international telephone calls. For prepaid, ARPU is computed net of sales discounts.
- (5) Includes revenue from messaging and other data services.
- (6) Calculated by expressing the number of postpaid subscribers who deactivate or disconnect their service (both voluntary and the Company's initiated churn) as a percentage of average number of subscribers.
- (7) The market share data as at 31 December 2019 was based on management's estimates. The other market statistics were based on IMDA's latest available published statistics as of 30 November 2019.

## SECTION 8 : PRODUCT INFORMATION

## AUSTRALIA MOBILE (PRODUCT VIEW)

	Quarter			Nine Months		YOY Chge %
	31 Dec 2019	30 Sep 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018	
Optus' mobile revenue (A\$M) <sup>(1)</sup>	1,511	1,360	1,652	4,339	4,460	-2.7
Optus' mobile service revenue (A\$M)	912	903	942	2,711	2,848	-4.8
Optus' mobile outgoing service revenue (A\$M)	854	847	888	2,542	2,684	-5.3
<b>Number of mobile subscribers (000s)</b>						
Prepaid	3,503	3,346	3,532	3,503	3,532	-0.8
Postpaid	5,820	5,763	5,557	5,820	5,557	4.7
Mobile Broadband <sup>(2)</sup>	1,198	1,184	1,159	1,198	1,159	3.4
<b>Total</b>	<b>10,522</b>	<b>10,293</b>	<b>10,247</b>	<b>10,522</b>	<b>10,247</b>	<b>2.7</b>
<b>ARPU per month (A\$) <sup>(3)</sup></b>						
Prepaid	18	19	18	18	19	-2.2
Postpaid	38	38	41	38	42	-9.5
Mobile Broadband <sup>(2)</sup>	19	19	20	19	21	-8.2
<b>Blended</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>29</b>	<b>31</b>	<b>-6.1</b>
<b>Data revenue as a % of service revenue</b>	<b>84%</b>	<b>84%</b>	<b>79%</b>	<b>84%</b>	<b>79%</b>	
<b>Market share <sup>(4)</sup></b>	<b>NA</b>	<b>NA</b>	<b>31.6%</b>	<b>NA</b>	<b>31.6%</b>	
<b>Retail postpaid churn rate per month <sup>(5)</sup></b>	<b>1.4%</b>	<b>1.4%</b>	<b>1.4%</b>	<b>1.4%</b>	<b>1.5%</b>	

**Notes:**

- (1) This comprises mobile service revenue (both outgoing and incoming), sales of equipment and handset leasing.
- (2) Defined as data-only SIMs and include customers on both prepaid and postpaid plans. Postpaid plans incur a monthly subscription fee.
- (3) Based on average number of customers, calculated as the simple average of opening and closing number of customers.
- (4) The market share data as at 31 December 2018 was based on operators' disclosures and excluded IoT.
- (5) Churn calculation excludes customers transferring from postpaid to prepaid.

"NA" denotes not available.

**SECTION 8 : PRODUCT INFORMATION****Singtel TV (PRODUCT VIEW)**

	Quarter			Nine Months		YOY Chge %
	31 Dec 2019	30 Sep 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018	
Singtel TV revenue <sup>(1)</sup> (S\$'M)	55	54	54	163	198	-17.9
Average revenue per residential TV customer per month <sup>(1)</sup> (S\$ per month)	42	42	41	41	43	-3.7
Number of residential TV customers (000s)	383	383	381	383	381	0.6

**Note:**

(1) Excluding 2018 FIFA World Cup revenue, Singtel TV revenue would be S\$165 million and ARPU would be S\$41 for the nine months ended 31 December 2018.

**SINGAPORE CONSUMER FIXED**

	Quarter			Nine Months		YOY Chge %
	31 Dec 2019	30 Sep 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018	
Singapore Consumer Fixed revenue (S\$'M) <sup>(1)(2)</sup>	141	141	140	423	458	-7.7
Number of households on triple/ quad play services (000s) <sup>(3)</sup>	520	520	515	520	515	1.0

**Notes:**

- (1) Singapore Consumer Fixed revenue comprises fixed broadband, fixed voice, Singtel TV and broadband, and SmartHome equipment in the residential segment only and does not include mobile.
- (2) Excluding 2018 FIFA World Cup revenue, Singapore Consumer Fixed revenue would be S\$426 million for the nine months ended 31 December 2018.
- (3) Total number of residential households who subscribed to 3 or 4 unique services comprising fixed broadband, Singtel TV, fixed voice and mobile.

## SECTION 8 : PRODUCT INFORMATION

## OTHER PRODUCTS

Singapore	Quarter			Nine Months		YOY Chge %
	31 Dec 2019	30 Sep 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018	
<b>Fixed Broadband</b>						
Number of fixed broadband lines (000s) <sup>(1)</sup>	643	639	628	643	628	2.4
Singapore fixed broadband penetration rate <sup>(2)</sup>	92.8%	93.1%	93.5%	92.8%	93.5%	
Fixed broadband market share <sup>(3)(4)</sup>	43.0%	42.7%	42.4%	43.0%	42.4%	
Fibre broadband market share <sup>(4)</sup>	43.0%	43.1%	45.8%	43.0%	45.8%	
<b>International Telephone</b> (for both fixed and mobile calls)						
International telephone outgoing minutes (m mins) (excl Malaysia)	312	329	429	1,006	1,440	-30.1
Average collection rate - net basis (S\$/ min) (excl Malaysia)	0.092	0.097	0.088	0.096	0.087	10.3
<b>National Telephone</b>						
Fixed working lines (000s) <sup>(5)</sup>						
Residential	736	739	751	736	751	-2.0
Business	541	558	609	541	609	-11.2
<b>Total</b>	<b>1,277</b>	<b>1,297</b>	<b>1,360</b>	<b>1,277</b>	<b>1,360</b>	<b>-6.1</b>
Singapore fixed line penetration rate <sup>(6)</sup>	33.4%	33.4%	34.9%	33.4%	34.9%	
Singapore fixed working lines ('000s) <sup>(6)</sup>	1,857	1,904	1,967	1,857	1,967	
Fixed line market share <sup>(6)</sup>	68.8%	68.1%	69.1%	68.8%	69.1%	

**Notes:**

- (1) Include ADSL and fibre lines.
- (2) Total estimated ADSL, cable and fibre lines divided by total number of households (Source: IMDA). The market penetration rate as at 31 December 2019 was based on IMDA's latest available published statistics as of 30 November 2019.
- (3) Based on total Singtel ADSL and fibre lines divided by total ADSL, cable and fibre lines in the population.
- (4) The market share data as at 31 December 2019 was based on IMDA's latest available published statistics as of 30 November 2019.
- (5) Fixed working lines refer to Direct Exchange Lines (DEL) and Home Digital Lines.
- (6) The market share data as at 31 December 2019 was based on management's estimates. The other market statistics as at 31 December 2019 were based on IMDA's latest available published statistics as of 30 September 2019.

**SECTION 8 : PRODUCT INFORMATION**

Australia	Quarter			Nine Months		YOY Chge %
	31 Dec 2019	30 Sep 2019	31 Dec 2018	31 Dec 2019	31 Dec 2018	
Retail Fixed ARPU (A\$) <sup>(1)</sup>	76	77	78	76	79	-3.5
Standalone Telephony Customers (000s)	59	63	94	59	94	-37.9
<b>Broadband customers (000s)</b>						
<i>On-net bundle and standalone broadband</i>	<b>284</b>	<b>377</b>	<b>607</b>	<b>284</b>	<b>607</b>	<b>-53.3</b>
HFC	168	232	381	168	381	-56.0
ULL	116	145	226	116	226	-48.5
<i>Off-net bundle and standalone broadband</i>	<b>814</b>	<b>739</b>	<b>571</b>	<b>814</b>	<b>571</b>	<b>42.6</b>
NBN	803	726	549	803	549	46.3
RDSL	12	13	22	12	22	-48.3
<b>Total Broadband</b>	<b>1,098</b>	<b>1,116</b>	<b>1,178</b>	<b>1,098</b>	<b>1,178</b>	<b>-6.8</b>
<b>Total Fixed Customers (000s)</b>	<b>1,157</b>	<b>1,179</b>	<b>1,273</b>	<b>1,157</b>	<b>1,273</b>	<b>-9.1</b>
<b>TV Services (000s)</b>	<b>399</b>	<b>406</b>	<b>513</b>	<b>399</b>	<b>513</b>	<b>-22.3</b>

**Note:**

(1) Excludes NBN migration revenue.

**SECTION 9: GLOSSARY**

<b>“ACCC”</b>	Australian Competition And Consumer Commission.
<b>“ACMA”</b>	Australian Communications and Media Authority.
<b>“ADSL”</b>	Asymmetric digital subscriber line.
<b>“ARPU”</b>	Average revenue per user.
<b>“Associate”</b>	Refers to an associate and/or a joint venture company under Singapore Financial Reporting Standards (International).
<b>“ATO”</b>	Australian Taxation Office.
<b>“EI”</b>	Exceptional items, which refer to items of income or expense within profit or loss from ordinary activities that are of such size, nature or incidence that their separate disclosure is considered necessary to explain the performance for the financial period.
<b>“EBIT”</b>	Earnings before interest and tax.
<b>“EBITDA”</b>	Earnings before interest, tax, depreciation and amortisation, and does not include the share of pre-tax results of associates.
<b>“EBITDA margin”</b>	Ratio of EBITDA over operating revenue.
<b>“EPS”</b>	Earnings per share.
<b>“Free Cash Flow”</b>	Free cash flow refers to cash flow from operating activities less cash capital expenditure.
<b>“HFC”</b>	Hybrid fibre coaxial.
<b>“ICT”</b>	Infocomm technology.
<b>“IFRS”</b>	International Financial Reporting Standards
<b>“IoT”</b>	Internet of things.
<b>“IMDA”</b>	Info-communications Media Development Authority of Singapore.
<b>“IP VPN”</b>	Internet protocol virtual private network.
<b>“MOU”</b>	Minutes of use per subscriber.
<b>“MVNO”</b>	Mobile Virtual Network Operator.
<b>“NA”</b>	Not applicable.
<b>“ND”</b>	Not disclosed.
<b>“NM”</b>	Not meaningful.
<b>“NPS”</b>	Net Promoter Score. This is a widely used metric to measure customer experience by scoring the willingness of customers to recommend a brand following an interaction with the company.
<b>“Optus”</b>	Singtel Optus Pty Limited, Singtel's wholly-owned subsidiary, and its subsidiaries.
<b>“OTT”</b>	Over-the-top.
<b>“RDSL”</b>	Resale digital subscriber line.
<b>“Regional associates”</b>	Comprises Airtel, AIS, Intouch, Telkomsel and Globe.
<b>“SFRS(I)”</b>	Singapore Financial Reporting Standards (International).
<b>“SMS”</b>	Short message service.
<b>“SME”</b>	Small and medium-sized enterprises.
<b>“STAI”</b>	Singapore Telecom Australia Investments Pty Limited, which has 100% equity interest in Optus.
<b>“UI/UX”</b>	User interface/ user experience
<b>“ULL”</b>	Unconditional local loop.
<b>“Underlying net profit”</b>	Defined as net profit before exceptional items.

**OUTLOOK FOR THE CURRENT FINANCIAL YEAR ENDING 31 MARCH 2020**

- **Consolidated results and cash flow may be impacted by material exchange rate movements in the Australian Dollar, United States Dollar and regional currencies.** The Group's outlook for the current financial year is based on the following average exchange rates during FY2019:

Australian Dollar	AUD 1	SGD 0.9898
United States Dollar	USD 1	SGD 1.3580
Indonesian Rupiah	SGD 1	IDR 10,526
Indian Rupee	SGD 1	INR 51.5
Thailand Baht	SGD 1	THB 23.8
Philippine Peso	SGD 1	PHP 38.9

- **Group revenue to be stable and EBITDA to decrease by low single digit. Excluding NBN migration revenues in Australia, Group revenue is expected to decline by mid single digit and EBITDA is expected to decline by low teens.**
- **Capital expenditure to approximate S\$2.1 billion, comprising A\$1.3 billion for Optus and S\$0.8 billion for the rest of the Group.**
- **Free cash flow (excluding spectrum payments and dividends from associates) to be around S\$2.3 billion.**
- **Dividends from the regional associates to be around S\$1.3 billion.**
- **Revenue from ICT services to grow by low single digit.**
- **Cyber security revenue to increase by mid single digit.**
- **Amobee's operating revenue (including intragroup revenue) to decline by mid single digit and EBITDA to improve.**

**IMPACT ON ADOPTION OF SFRS(I) 16, LEASES**

With effect from 1 April 2019, the Group has mandatorily applied Singapore Financial Reporting Standards (International) (“**SFRS(I)**”) 16, *Leases*, prospectively with no restatement of financial statements for the comparative periods. SFRS(I) 16 superceded SFRS(I) 1-17, *Leases* and the related interpretations. The cumulative effects of initial application are reflected as adjustments to the opening statement of financial position as at 1 April 2019.

Under SFRS(I) 16, a lessee recognises a right-of-use asset representing its rights to use the underlying asset and a lease liability representing its obligation to make lease payments in the statement of financial position. Depreciation charges on the right-of-use assets and interest expense on the lease liability are recorded in the income statement. Lease payments, split between principal payments and interest payments of lease liability, are classified as financing cash flows in the statement of cash flows. Lessor accounting remains largely similar to the previous accounting standard.

The Group is a lessee mainly for central offices, data centres, corporate offices, retail stores, network equipment, ducts and manholes.

The impact on the Group’s results from adoption of SFRS(I) 16 for the current periods were as follows:

	Quarter			Nine months
	31 Dec 2019 S\$ m	30 Sep 2019 S\$ m	30 Jun 2019 S\$ m	31 Dec 2019 S\$ m
<b><u>Impact on Income Statement</u></b>				
Operating lease expenses	-106	-108	-105	-319
Depreciation & amortisation	+97	+94	+94	+285
Interest expense	+20	+18	+20	+58
<b><u>Impact on Cash Flows</u></b>				
Operating cash flow	+106	+97	+122	+324
Financing cash flow	-106	-97	-122	-324

	As at		
	31 Dec 2019 S\$ m	30 Sep 2019 S\$ m	30 Jun 2019 S\$ m
<b><u>Impact on Statement of Financial Position</u></b>			
Right-of-use assets	+2,059	+2,102	+2,133
Borrowings (secured)			
- Lease liabilities	+2,252	+2,291	+2,285

**GROUP OPERATING REVENUE**

By Products and Services	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m	2019 S\$ m	2018 S\$ m		
Mobile service (includes international call revenue)	1,226	1,338	-8.4	3,702	4,084	-9.4
Sale of equipment	768	929	-17.4	2,064	2,157	-4.3
Leasing revenue	50	54	-7.2	154	96	61.4
Mobile	2,044	2,322	-12.0	5,920	6,337	-6.6
Data and Internet (includes NBN migration revenues)	983	831	18.3	2,786	2,482	12.3
Infocomm Technology (ICT)	769	771	-0.2	2,182	2,195	-0.6
Digital businesses <sup>(1)</sup>	326	383	-14.8	930	967	-3.9
Fixed voice	165	219	-24.7	542	707	-23.4
Pay television	77	85	-9.1	236	292	-19.2
Others	13	16	-15.3	48	50	-3.2
<b>Total</b>	<b>4,378</b>	<b>4,626</b>	<b>-5.4</b>	<b>12,643</b>	<b>13,030</b>	<b>-3.0</b>

Operating Revenue Mix	Quarter		Nine Months	
	31 Dec		31 Dec	
	2019 %	2018 %	2019 %	2018 %
Mobile service	28.0	28.9	29.3	31.3
Sale of equipment	17.5	20.1	16.3	16.6
Leasing revenue	1.1	1.2	1.2	0.7
Mobile	46.6	50.2	46.8	48.6
Data and Internet	22.4	18.0	22.0	19.1
Infocomm Technology (ICT)	17.6	16.7	17.3	16.9
Digital businesses <sup>(1)</sup>	7.5	8.3	7.4	7.4
Fixed voice	3.8	4.7	4.3	5.4
Pay television	1.8	1.8	1.9	2.2
Others	0.3	0.3	0.3	0.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

**Note:**

(1) Include revenues from Amobee, HOOQ, and DataSpark.

Operating revenue declined 5.4% and would have declined 2.5% in constant currency terms.

Total Mobile revenue was down by 12% (8.4% in constant currency terms) due mainly to lower equipment sales and mobile service revenue on intense data price competition, lower voice usage and amortisation of higher handset subsidies.

Data and Internet revenue increased 18% (23% in constant currency terms) from higher NBN migration revenues on higher migrations, partly offset by price erosion and lower volumes. Consequently, Data and Internet revenue contributed 22% of total operating revenue, up from 18% in the last corresponding quarter.

Revenue from ICT was stable as lower sales in Australia were mitigated by revenue growth in Singapore, led by NCS as well as first time recognition of revenue from a major data centre multi-year service contract this quarter.

Revenue from digital businesses declined 15% on reduction in Amobee's revenue.

## GROUP OPERATING EXPENSES

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Cost of sales <sup>(1)</sup>	1,599	1,726	-7.4	4,336	4,340	-0.1
Staff costs	616	626	-1.6	1,892	1,968	-3.8
Selling & administrative	527	621	-15.0	1,548	1,888	-18.0
Traffic expenses	407	397	2.5	1,196	1,187	0.8
Repair & maintenance	92	105	-12.2	279	287	-2.9
Others	15	9	57.6	22	(2)	nm
<b>Total</b>	<b>3,255</b>	<b>3,483</b>	<b>-6.5</b>	<b>9,273</b>	<b>9,666</b>	<b>-4.1</b>
Direct costs <sup>(2)</sup>	2,179	2,288	-4.8	6,054	6,041	0.2
Indirect costs <sup>(2)</sup>	1,076	1,195	-10.0	3,220	3,625	-11.2
<b>Total</b>	<b>3,255</b>	<b>3,483</b>	<b>-6.5</b>	<b>9,273</b>	<b>9,666</b>	<b>-4.1</b>

As a percentage of operating revenue	Quarter		Nine Months	
	31 Dec		31 Dec	
	2019 %	2018 %	2019 %	2018 %
Cost of sales <sup>(1)</sup>	36.5	37.3	34.3	33.3
Staff costs	14.1	13.5	15.0	15.1
Selling & administrative	12.1	13.4	12.2	14.5
Traffic expenses	9.3	8.6	9.4	9.1
Repair & maintenance	2.1	2.3	2.2	2.2
Others	0.3	0.2	0.2	**
<b>Total</b>	<b>74.4</b>	<b>75.3</b>	<b>73.3</b>	<b>74.2</b>
Direct costs <sup>(2)</sup>	49.8	49.5	47.9	46.4
Indirect costs <sup>(2)</sup>	24.6	25.8	25.4	27.8
<b>Total</b>	<b>74.4</b>	<b>75.3</b>	<b>73.3</b>	<b>74.2</b>

**Notes:**

(1) Cost of sales include cost of goods sold and service costs such as costs of content and programming.

(2) Direct costs comprise mainly cost of sales, traffic expenses and other expenses directly attributable to revenue earned. Indirect costs refer to expenses not directly attributable to revenue earned.

\*\*\* denotes less than +/- 0.05%.

Total operating expenses declined 6.5% and would have decreased 3.7% in constant currency terms mainly attributable to lower indirect costs on strong cost control and reduction in operating lease expenses<sup>1</sup>.

<sup>1</sup> Some leases such as short term leases and leases of low value assets continue to be expensed as incurred under SFRS(I) 16.

**GROUP STAFF COSTS**

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$m		2019 S\$ m	2018 S\$m	
<b>Staff costs</b>						
Optus	196	221	-11.3	630	741	-14.9
Singtel and other subsidiaries	419	404	3.7	1,262	1,227	2.9
<b>Group</b>	<b>616</b>	<b>626</b>	<b>-1.6</b>	<b>1,892</b>	<b>1,968</b>	<b>-3.8</b>

	Quarter			YOY Chge %	Nine Months		YOY Chge %
	31 Dec	30 Sep	31 Dec		31 Dec	31 Dec	
	2019	2019	2018		2019	2018	
<b>Average number of staff</b>							
Optus	7,082	7,107	7,338	-3.5	7,144	7,792	-8.3
Singtel and other subsidiaries	15,922	16,114	16,204	-1.7	16,040	16,488	-2.7
<b>Group <sup>(1)</sup></b>	<b>23,004</b>	<b>23,221</b>	<b>23,542</b>	<b>-2.3</b>	<b>23,184</b>	<b>24,280</b>	<b>-4.5</b>
<b>Headcount as at end of period</b>							
Optus	6,978	7,092	7,322	-4.7	6,978	7,322	-4.7
Singtel and other subsidiaries	15,880	16,002	16,123	-1.5	15,880	16,123	-1.5
<b>Group <sup>(1)</sup></b>	<b>22,858</b>	<b>23,094</b>	<b>23,445</b>	<b>-2.5</b>	<b>22,858</b>	<b>23,445</b>	<b>-2.5</b>

**Note:**

(1) Headcount for staff deployed in capital projects are included in the table above, though the related staff costs are capitalised as part of the cost of property, plant and equipment.

**BUSINESS SEGMENT RESULTS (QUARTER)**

	Quarter			YOY		QOQ
	31 Dec 2019 S\$ m	30 Sep 2019 S\$ m	31 Dec 2018 S\$ m	Chge %	Chge in cc <sup>(1)</sup> %	Chge %
<b>Operating revenue</b>						
Singapore Consumer	565	563	596	-5.2	-5.2	0.4
Australia Consumer	1,953	1,808	2,044	-4.5	1.2	8.0
Group Enterprise	1,536	1,489	1,606	-4.3	-3.3	3.1
Group Digital Life	321	289	379	-15.2	-14.5	11.3
International Group	3	3	2	81.3	81.3	11.5
<b>Group</b>	<b>4,378</b>	<b>4,152</b>	<b>4,626</b>	<b>-5.4</b>	<b>-2.5</b>	<b>5.5</b>
<i>(exclude NBN migration revenues)</i>	4,161	3,976	4,583	-9.2	-6.5	4.7
<b>EBITDA</b>						
Singapore Consumer	197	191	197	0.1	0.1	3.1
Australia Consumer	630	644	607	3.8	10.0	-2.2
Group Enterprise	383	389	428	-10.5	-10.1	-1.5
Group Digital Life	(8)	(25)	(16)	-49.4	-48.8	-66.3
International Group	(13)	(13)	(9)	41.3	41.3	2.4
Corporate	(26)	(26)	(17)	55.0	55.0	0.8
<b>Group</b>	<b>1,164</b>	<b>1,162</b>	<b>1,190</b>	<b>-2.2</b>	<b>1.0</b>	<b>0.2</b>
<i>(exclude NBN migration revenues)</i>	947	986	1,147	-17.4	-15.2	-4.0
<b>EBIT (exclude share of associates' pre-tax profits)</b>						
Singapore Consumer	132	126	136	-2.9	-2.9	5.1
Australia Consumer	266	278	284	-6.4	-0.9	-4.5
Group Enterprise	204	203	276	-26.0	-26.7	0.7
Group Digital Life	(30)	(46)	(32)	-4.4	-3.8	-33.5
International Group	(14)	(14)	(11)	34.0	34.0	0.7
Corporate	(27)	(27)	(18)	56.6	56.6	1.1
<b>Group</b>	<b>531</b>	<b>520</b>	<b>637</b>	<b>-16.7</b>	<b>-14.5</b>	<b>2.0</b>
<i>(exclude NBN migration revenues)</i>	314	344	593	-47.1	-47.0	-8.9

**Note:**

(1) Assuming constant exchange rates for the Australian Dollar and United States Dollar from the corresponding quarter ended 31 December 2018.

**BUSINESS SEGMENT RESULTS (NINE MONTHS)**

	Nine Months		YOY	
	31 Dec 2019 S\$ m	31 Dec 2018 S\$ m	Chge %	Chge in cc <sup>(1)</sup> %
<b>Operating revenue</b>				
Singapore Consumer	1,646	1,695	-2.9	-2.9
Australia Consumer	5,611	5,683	-1.3	4.5
Group Enterprise	4,467	4,697	-4.9	-3.8
Group Digital Life	911	950	-4.1	-4.6
International Group	7	4	72.1	72.1
<b>Group</b>	<b>12,643</b>	<b>13,030</b>	<b>-3.0</b>	<b>-0.1</b>
<i>(exclude NBN migration revenues)</i>	<i>12,157</i>	<i>12,939</i>	<i>-6.0</i>	<i>-3.4</i>
<b>EBITDA</b>				
Singapore Consumer	577	576	0.1	0.1
Australia Consumer	1,894	1,783	6.2	12.5
Group Enterprise	1,190	1,317	-9.6	-9.3
Group Digital Life	(44)	(74)	-39.9	-40.4
International Group	(34)	(25)	34.5	34.5
Corporate	(73)	(51)	42.2	42.2
<b>Group</b>	<b>3,509</b>	<b>3,526</b>	<b>-0.5</b>	<b>2.9</b>
<i>(exclude NBN migration revenues)</i>	<i>3,023</i>	<i>3,435</i>	<i>-12.0</i>	<i>-9.4</i>
<b>EBIT (exclude share of associates' pre-tax profits)</b>				
Singapore Consumer	381	392	-2.8	-2.8
Australia Consumer	771	808	-4.6	1.2
Group Enterprise	660	864	-23.6	-24.1
Group Digital Life	(108)	(117)	-8.1	-8.7
International Group	(38)	(29)	29.0	29.0
Corporate	(76)	(53)	44.0	44.0
<b>Group</b>	<b>1,590</b>	<b>1,865</b>	<b>-14.7</b>	<b>-12.4</b>
<i>(exclude NBN migration revenues)</i>	<i>1,105</i>	<i>1,774</i>	<i>-37.7</i>	<i>-36.9</i>

**Note:**

(1) Assuming constant exchange rates for the Australian Dollar and United States Dollar from the corresponding period ended 31 December 2018.

## GROUP ENTERPRISE SUMMARY INCOME STATEMENTS BY REGION

SINGAPORE ENTERPRISE <sup>(1)</sup>

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
Managed Services	352	373	-5.4	982	966	1.7
Business Application Services	138	114	20.3	408	355	15.1
Cyber Security	124	106	17.2	334	310	7.7
Communications Engineering	38	31	24.0	95	80	17.8
<b>ICT</b>	<b>652</b>	<b>623</b>	<b>4.6</b>	<b>1,819</b>	<b>1,711</b>	<b>6.3</b>
<i>Digital revenue as % of ICT revenue</i>	<i>44%</i>	<i>38%</i>		<i>44%</i>	<i>39%</i>	
Mobile service	132	148	-11.1	405	457	-11.3
Sale of equipment	90	98	-7.9	235	226	3.9
Mobile	222	246	-9.8	640	683	-6.3
Data and Internet	326	326	0.3	968	986	-1.8
Fixed voice	48	54	-11.8	151	170	-11.6
Others	11	14	-22.9	39	46	-14.7
<b>Carriage</b>	<b>607</b>	<b>640</b>	<b>-5.1</b>	<b>1,798</b>	<b>1,885</b>	<b>-4.6</b>
<b>Operating revenue</b>	<b>1,259</b>	<b>1,263</b>	<b>-0.3</b>	<b>3,617</b>	<b>3,596</b>	<b>0.6</b>
<b>EBITDA</b>	<b>362</b>	<b>380</b>	<b>-4.8</b>	<b>1,119</b>	<b>1,152</b>	<b>-2.9</b>
<i>- margin</i>	<i>28.8%</i>	<i>30.1%</i>		<i>30.9%</i>	<i>32.0%</i>	
<b>ICT as % of total revenue</b>	<b>52%</b>	<b>49%</b>		<b>50%</b>	<b>48%</b>	

**Note:**

(1) Refers to all geographies that Group Enterprise has operations other than Australia.

## AUSTRALIA ENTERPRISE

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 A\$ m	2018 A\$ m		2019 A\$ m	2018 A\$ m	
Managed Services	101	117	-13.7	312	405	-23.0
Cyber Security	25	32	-22.4	73	79	-7.5
<b>ICT</b>	<b>126</b>	<b>149</b>	<b>-15.5</b>	<b>385</b>	<b>484</b>	<b>-20.5</b>
<i>Digital revenue as % of ICT revenue</i>	<i>39%</i>	<i>33%</i>		<i>34%</i>	<i>29%</i>	
Mobile service	42	44	-5.4	119	134	-11.3
Sale of equipment	20	22	-6.5	58	71	-18.2
Mobile	62	66	-5.8	177	205	-13.7
Data and Internet	62	73	-15.1	190	228	-16.7
Fixed voice	47	59	-19.6	151	186	-18.9
<b>Carriage</b>	<b>171</b>	<b>198</b>	<b>-13.3</b>	<b>517</b>	<b>618</b>	<b>-16.4</b>
<b>Operating revenue</b>	<b>298</b>	<b>347</b>	<b>-14.3</b>	<b>902</b>	<b>1,102</b>	<b>-18.2</b>
<b>EBITDA</b>	<b>22</b>	<b>49</b>	<b>-53.8</b>	<b>75</b>	<b>165</b>	<b>-54.7</b>
<i>- margin</i>	<i>7.5%</i>	<i>14.0%</i>		<i>8.3%</i>	<i>15.0%</i>	
<b>ICT as % of total revenue</b>	<b>42%</b>	<b>43%</b>		<b>43%</b>	<b>44%</b>	

## OPTUS FINANCIALS IN AUSTRALIAN DOLLARS

## OPTUS SUMMARY INCOME STATEMENT

For The Third Quarter And Nine Months Ended 31 December 2019

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 A\$ m	2018 A\$ m		2019 A\$ m	2018 A\$ m	
<b>Operating revenue</b>	<b>2,393</b>	<b>2,419</b>	<b>-1.1</b>	<b>6,850</b>	<b>6,796</b>	<b>0.8</b>
Operating expenses	(1,721)	(1,786)	-3.6	(4,848)	(4,952)	-2.1
Other income	28	30	-6.8	88	106	-17.0
<b>EBITDA - margin</b>	<b>700 29.3%</b>	<b>664 27.4%</b>	<b>5.5</b>	<b>2,091 30.5%</b>	<b>1,951 28.7%</b>	<b>7.2</b>
Share of results of joint ventures	*	*	nm	*	*	nm
<b>EBITDA and share of results of joint ventures</b>	<b>700</b>	<b>664</b>	<b>5.5</b>	<b>2,091</b>	<b>1,951</b>	<b>7.2</b>
Depreciation & amortisation	(446)	(372)	19.8	(1,357)	(1,111)	22.2
<b>EBIT</b>	<b>254</b>	<b>291</b>	<b>-12.8</b>	<b>733</b>	<b>840</b>	<b>-12.7</b>
Net finance expense	(51)	(48)	5.8	(173)	(145)	18.9
<b>Profit before exceptional items and tax</b>	<b>203</b>	<b>243</b>	<b>-16.5</b>	<b>561</b>	<b>695</b>	<b>-19.3</b>
Taxation	(63)	(71)	-11.6	(169)	(207)	-18.6
<b>Underlying net profit</b>	<b>140</b>	<b>172</b>	<b>-18.5</b>	<b>392</b>	<b>488</b>	<b>-19.6</b>
Exceptional items (post-tax)	(10)	*	nm	(27)	(57)	-52.5
<b>Net profit</b>	<b>131</b>	<b>172</b>	<b>-24.2</b>	<b>365</b>	<b>431</b>	<b>-15.2</b>

“\*” denotes less than +/- A\$0.5 million.

**OPTUS SUMMARY STATEMENTS OF FINANCIAL POSITION**

	As at		
	31 Dec	30 Sep	31 Mar
	2019	2019	2019
	A\$ m	A\$ m	A\$ m
Current assets (excluding cash)	3,603	3,731	3,753
Cash and bank balances	53	86	96
Right-Of-Use assets	1,521	1,583	-
Other non-current assets	13,912	13,975	14,166
<b>Total assets</b>	<b>19,088</b>	<b>19,375</b>	<b>18,014</b>
Current liabilities	5,115	5,590	4,613
Non-current liabilities	3,624	3,563	3,409
<b>Total liabilities</b>	<b>8,739</b>	<b>9,153</b>	<b>8,021</b>
<b>Net assets</b>	<b>10,350</b>	<b>10,222</b>	<b>9,993</b>
Share capital	5,317	5,317	5,317
Retained earnings and other reserves	5,033	4,905	4,676
<b>Equity attributable to shareholders</b>	<b>10,350</b>	<b>10,222</b>	<b>9,993</b>

## OPTUS CASH FLOW STATEMENT

### For The Third Quarter And Nine Months Ended 31 December 2019

	Quarter		YOY Chg %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 A\$ m	2018 A\$ m		2019 A\$ m	2018 A\$ m	
<b>Net cash inflow from operating activities</b>						
<b>Profit before exceptional items and tax</b>	<b>203</b>	<b>243</b>	<b>-16.5</b>	<b>561</b>	<b>695</b>	<b>-19.3</b>
Non-cash items	486	422	15.1	1,491	1,187	25.6
<b>Operating cash flow before working capital changes</b>	<b>689</b>	<b>665</b>	<b>3.6</b>	<b>2,052</b>	<b>1,882</b>	<b>9.0</b>
Changes in operating assets and liabilities	115	(176)	nm	51	(297)	nm
Net tax refund/ (paid)	5	(59)	nm	(105)	(219)	-52.3
<b>Operating cash flow</b>	<b>808</b>	<b>430</b>	<b>88.0</b>	<b>1,998</b>	<b>1,365</b>	<b>46.3</b>
<b>Net cash outflow for investing activities</b>						
Accrued capital expenditure	(319)	(334)	-4.5	(855)	(925)	-7.6
Changes in creditors' balances	(218)	63	nm	(286)	141	nm
Cash capital expenditure	(537)	(271)	98.2	(1,141)	(783)	45.6
Loan to STAI <sup>(1)</sup>	-	-	-	(109)	(117)	-6.5
Payment for purchase of spectrum	-	-	-	(31)	(37)	-16.0
Payment for purchase of other intangibles	(18)	(31)	-41.9	(62)	(68)	-8.5
Others	(1)	*	nm	3	2	69.8
	<b>(556)</b>	<b>(302)</b>	<b>84.4</b>	<b>(1,340)</b>	<b>(1,004)</b>	<b>33.6</b>
<b>Net cash outflow for financing activities</b>						
Net decrease in borrowings	(231)	(145)	59.5	(515)	(296)	74.0
Net interest paid on borrowings and swaps	(54)	(50)	7.7	(177)	(143)	23.6
Purchase of Singtel shares	-	*	nm	(6)	(5)	14.4
Others	*	4	nm	(2)	(1)	63.6
	<b>(285)</b>	<b>(191)</b>	<b>49.3</b>	<b>(700)</b>	<b>(446)</b>	<b>57.1</b>
<b>Net change in cash and cash equivalents</b>	<b>(33)</b>	<b>(62)</b>	<b>-47.4</b>	<b>(43)</b>	<b>(84)</b>	<b>-49.1</b>
Optus cash and cash equivalents at beginning	86	96	-11.1	96	118	-19.0
<b>Optus cash and cash equivalents at end</b>	<b>53</b>	<b>34</b>	<b>55.9</b>	<b>53</b>	<b>34</b>	<b>55.9</b>
<b>Optus free cash flow</b>	<b>271</b>	<b>159</b>	<b>70.5</b>	<b>857</b>	<b>582</b>	<b>47.3</b>
<b>Cash capex to operating revenue</b>	<b>22%</b>	<b>11%</b>		<b>17%</b>	<b>12%</b>	

**Note:**

(1) The intercompany amounts are eliminated at the Group level.

## GROUP STATEMENTS OF FINANCIAL POSITION

	As at		
	31 Dec 2019 <sup>(1)</sup> S\$ m	30 Sep 2019 <sup>(1)</sup> S\$ m	31 Mar 2019 S\$ m
<b>Current assets</b>			
Cash and cash equivalents	576	551	513
Trade and other receivables	5,975	5,615	5,993
Inventories	318	344	418
Derivative financial instruments	198	411	155
	<b>7,068</b>	<b>6,921</b>	<b>7,078</b>
<b>Non-current assets</b>			
Property, plant and equipment	10,645	10,588	11,050
Right-Of-Use ("ROU") assets	2,096	2,126	-
Intangible assets	13,854	13,935	14,017
Associates	2,129	2,129	2,060
Joint ventures	11,444	11,702	12,858
Fair value through other comprehensive income ("FVOCI") investments	644	527	647
Deferred tax assets	247	250	277
Derivative financial instruments	103	198	284
Other non-current receivables	705	691	644
	<b>41,865</b>	<b>42,146</b>	<b>41,837</b>
<b>Total assets</b>	<b>48,933</b>	<b>49,067</b>	<b>48,915</b>
<b>Current liabilities</b>			
Trade and other payables	5,375	5,047	5,817
Advance billings	772	796	812
Current tax liabilities	161	170	255
Interim dividend payable	1,110	-	-
Borrowings (unsecured)	2,890	4,101	1,846
Borrowings (secured)	447	436	34
Derivative financial instruments	24	32	9
Net deferred gain <sup>(2)</sup>	21	21	21
	<b>10,799</b>	<b>10,602</b>	<b>8,794</b>
<b>Non-current liabilities</b>			
Borrowings (unsecured)	7,854	7,644	8,734
Borrowings (secured)	1,889	1,929	50
Derivative financial instruments	213	97	150
Advance billings	208	195	197
Net deferred gain <sup>(2)</sup>	384	373	375
Deferred tax liabilities	552	518	515
Other non-current liabilities	163	161	290
	<b>11,263</b>	<b>10,917</b>	<b>10,311</b>
<b>Total liabilities</b>	<b>22,062</b>	<b>21,518</b>	<b>19,105</b>
<b>Net assets</b>	<b>26,871</b>	<b>27,549</b>	<b>29,810</b>
<b>Share capital and reserves</b>			
Share capital	4,127	4,127	4,127
Reserves	22,795	23,462	25,711
<b>Equity attributable to shareholders of the Company</b>	<b>26,923</b>	<b>27,590</b>	<b>29,838</b>
Minority interests and other reserve	(52)	(41)	(28)
<b>Total equity</b>	<b>26,871</b>	<b>27,549</b>	<b>29,810</b>

**Notes:**

(1) Include the effects on adoption of SRS(I) 16, Leases, effective from 1 April 2019.

(2) Relates to deferred gain on transfer of certain assets to NetLink Trust.

## GROUP CASH FLOW STATEMENT

### For The Third Quarter And Nine Months Ended 31 December 2019

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Net cash inflow from operating activities</b>						
<b>Profit before exceptional items and tax</b>	<b>794</b>	<b>909</b>	<b>-12.6</b>	<b>2,623</b>	<b>2,719</b>	<b>-3.5</b>
Non-cash items	367	289	26.8	875	740	18.2
<b>Operating cash flow before working capital changes</b>	<b>1,161</b>	<b>1,198</b>	<b>-3.1</b>	<b>3,498</b>	<b>3,459</b>	<b>1.1</b>
<b>Changes in operating assets and liabilities</b>	<b>105</b>	<b>(340)</b>	<b>nm</b>	<b>(208)</b>	<b>(630)</b>	<b>-67.0</b>
Cash paid to employees under performance share plans	*	-	nm	(1)	*	nm
Tax paid on operating activities	(70)	(150)	-53.6	(293)	(433)	-32.3
<b>Operating cash flow before dividends from associates</b>	<b>1,197</b>	<b>709</b>	<b>68.9</b>	<b>2,996</b>	<b>2,397</b>	<b>25.0</b>
Dividends/ Distributions received from associates	174	99	77.0	1,393	1,508	-7.6
Withholding tax paid on dividends received	(16)	(6)	191.1	(138)	(141)	-2.3
	<b>1,355</b>	<b>802</b>	<b>69.1</b>	<b>4,251</b>	<b>3,763</b>	<b>13.0</b>
<b>Net cash outflow for investing activities</b>						
<i>Accrued capital expenditure</i>	(492)	(448)	9.8	(1,195)	(1,233)	-3.1
<i>Changes in creditors' balances</i>	(117)	34	nm	(317)	*	nm
Cash capital expenditure	(609)	(414)	47.1	(1,512)	(1,233)	22.6
Investment in associates	(5)	(1)	253.8	(751)	(1)	@
Proceeds/ Deferred proceeds from disposal of an associate	3	9	-68.2	7	13	-46.1
Payment for purchase of spectrum	-	-	-	(29)	(37)	-21.4
Payment for purchase of other intangibles	(38)	(38)	-1.6	(112)	(97)	15.2
Payment for acquisition of intangibles and other assets	-	-	-	-	(123)	nm
Payment for purchase of subsidiaries, net of cash acquired	-	(6)	nm	-	(6)	nm
Investment in venture investments	(7)	(356)	-98.1	(80)	(380)	-79.0
Proceeds from disposal of venture investments	1	7	-93.2	18	14	27.5
Proceeds from disposal of property, plant and equipment	124	*	nm	128	138	-7.2
Withholding tax paid on interest received on inter-company loans	-	-	-	(10)	(12)	-12.1
Payment for acquisition of non-controlling interests	-	-	-	-	(16)	nm
Investment income from FVOCI investments	93	*	nm	148	*	nm
Others	2	2	5.0	6	5	3.8
	<b>(437)</b>	<b>(797)</b>	<b>-45.2</b>	<b>(2,189)</b>	<b>(1,735)</b>	<b>26.1</b>
<b>Net cash outflow for financing activities</b>						
Net (decrease)/ increase in borrowings	(766)	81	nm	118	150	-21.6
Settlement of swap for bonds repaid	-	(34)	nm	-	(14)	nm
Net interest paid on borrowings and swaps	(125)	(110)	14.0	(352)	(287)	22.3
Final dividend paid to shareholders	-	-	-	(1,747)	(1,747)	**
Purchase of performance shares	(5)	(6)	-10.7	(16)	(20)	-21.4
Others	(5)	(5)	8.3	(4)	(4)	-9.3
	<b>(902)</b>	<b>(74)</b>	<b>@</b>	<b>(2,000)</b>	<b>(1,922)</b>	<b>4.1</b>
<b>Net change in cash and cash equivalents</b>	<b>17</b>	<b>(69)</b>	<b>nm</b>	<b>62</b>	<b>105</b>	<b>-41.6</b>
Exchange effects on cash and cash equivalents	9	(1)	nm	2	7	-73.9
<b>Cash and cash equivalents at beginning of period</b>	<b>551</b>	<b>707</b>	<b>-22.1</b>	<b>513</b>	<b>525</b>	<b>-2.3</b>
<b>Cash and cash equivalents at end of period</b>	<b>576</b>	<b>637</b>	<b>-9.6</b>	<b>576</b>	<b>637</b>	<b>-9.6</b>
<b>Group free cash flow (before associates' dividends/ distributions)</b>	<b>588</b>	<b>294</b>	<b>99.6</b>	<b>1,484</b>	<b>1,163</b>	<b>27.5</b>
Dividends/ Distributions received from associates (net of withholding tax)	158	93	70.1	1,255	1,366	-8.2
<b>Group free cash flow</b>	<b>746</b>	<b>387</b>	<b>92.5</b>	<b>2,738</b>	<b>2,530</b>	<b>8.3</b>
<b>Cash capex to operating revenue</b>	<b>14%</b>	<b>9%</b>		<b>12%</b>	<b>9%</b>	

“\*\*” denotes less than +/- S\$0.5 million, “\*\*\*” denotes less than +/- 0.05% and “@” denotes more than +/- 500%.

## CURRENCY RISK MANAGEMENT AND OTHER MATTERS

The Group maintains a policy to substantially hedge all known foreign currency exposures related to commercial commitments or transactions. These commitments or transactions include payment of operating expenses, traffic settlement, capital expenditure, interest and debt. Translation risks of foreign currency EBITDA and net investments are not hedged unless approved by the Finance and Investment Committee.

The Group has borrowings denominated in foreign currencies that have primarily been hedged into the functional currency of the respective borrowing entities using cross currency swaps in order to reduce the foreign currency exposure on these borrowings. As the hedges are perfect, any change in the fair value of the cross currency swaps has minimal impact on profit and equity.

Financial instruments such as foreign currency forward contracts and cross currency swaps are used only to hedge underlying commercial exposures and are not held or sold for speculative purposes. All hedging transactions are reviewed regularly.

## CREDIT RATINGS

	<b>Singtel</b>	<b>Optus</b>
S&P Global Ratings	A+ (negative)	A (negative)
Moody's Investors Service	A1 (negative)	A2 (negative)

## MAJOR CURRENCY AVERAGE EXCHANGE RATES

1 Australian Dollar buys:	Q1	Q2	Q3	Q4	Nine Months	Full Year
Derived weighted average exchange rate <sup>(1)</sup> for:						
Operating revenue						
SGD						
FY2020	0.9545	0.9425	0.9317	☒	0.9427	☒
FY2019	1.0099	0.9997	0.9864	0.9650	0.9982	0.9898
Change (last corresponding period)	-5.5%	-5.7%	-5.5%	☒	-5.6%	☒
Underlying net profit						
SGD						
FY2020	0.9524	0.9408	0.9311	☒	0.9408	☒
FY2019	1.0103	0.9980	0.9867	0.9649	0.9982	0.9876
Change (last corresponding period)	-5.7%	-5.7%	-5.6%	☒	-5.8%	☒

1 United States Dollar buys:	Q1	Q2	Q3	Q4	Nine Months	Full Year
Derived weighted average exchange rate <sup>(2)</sup> for:						
Operating revenue						
SGD						
FY2020	1.3629	1.3755	1.3642	☒	1.3674	☒
FY2019	1.3346	1.3644	1.3722	1.3546	1.3590	1.3580
Change (last corresponding period)	2.1%	0.8%	-0.6%	☒	0.6%	☒

**Notes:**

- (1) The monthly income statement of Optus is translated from Australian Dollar to Singapore Dollar based on the average exchange rate for the month. These rates represent the derived weighted average exchange rates for the Australian Dollar for the period to date.
- (2) The income statements of Trustwave, Amobee and HOOQ are translated from United States Dollar to Singapore Dollar based on these derived weighted average exchanges rates for the period to date.

1 Singapore Dollar buys:	Q1	Q2	Q3	Q4	Nine Months	Full Year
<b>Rupiah</b>						
FY2020	10,417	10,309	10,309	☒	10,309	☒
FY2019	10,417	10,638	10,753	10,417	10,638	10,526
Change (last corresponding period)	**	-3.1%	-4.1%	☒	-3.1%	☒
<b>Indian Rupee</b>						
FY2020	51.0	51.3	52.4	☒	51.5	☒
FY2019	50.3	51.3	52.4	52.1	51.3	51.5
Change (last corresponding period)	1.4%	**	**	☒	0.4%	☒
<b>Baht</b>						
FY2020	23.2	22.3	22.2	☒	22.6	☒
FY2019	23.9	24.1	23.9	23.4	24.0	23.8
Change (last corresponding period)	-2.9%	-7.5%	-7.1%	☒	-5.8%	☒
<b>Peso</b>						
FY2020	38.2	37.6	37.5	☒	37.7	☒
FY2019	39.4	39.2	38.6	38.6	39.1	38.9
Change (last corresponding period)	-3.0%	-4.1%	-2.8%	☒	-3.6%	☒

“\*\*\*” denotes less than +/- 0.05%.

**PROFORMA INFORMATION**

The following tables show unaudited proforma proportionate financial information which has been derived from the Income Statements of the Group prepared on a statutory basis.

Proportionate presentation is not required by SFRS(I) and is not intended to replace the financial statements prepared in accordance with SFRS(I). However, since the associates are not consolidated on a line-by-line basis, proportionate information is provided as supplemental data to facilitate a better appreciation of the relative contribution from the Group's operations in Australia, Singapore and other regional markets.

	Quarter		YOY Chge %	Nine Months		YOY Chge %
	31 Dec			31 Dec		
	2019 S\$ m	2018 S\$ m		2019 S\$ m	2018 S\$ m	
<b>Group operating revenue</b>						
Optus	2,229	2,386	-6.6	6,458	6,784	-4.8
Singapore	1,699	1,733	-1.9	4,911	4,911	**
Other overseas subsidiaries (incl. Amobee & Trustwave)	450	507	-11.4	1,275	1,335	-4.5
	<b>4,378</b>	<b>4,626</b>	<b>-5.4</b>	<b>12,643</b>	<b>13,030</b>	<b>-3.0</b>
<b>Proportionate share of associates' revenue</b>						
Regional associates	3,319	3,190	4.0	9,840	9,537	3.2
Singapore associates	122	144	-15.0	370	391	-5.2
Other overseas associates	9	12	-23.5	30	35	-13.0
	<b>3,450</b>	<b>3,345</b>	<b>3.1</b>	<b>10,241</b>	<b>9,962</b>	<b>2.8</b>
<b>Total proportionate revenue</b>	<b>7,828</b>	<b>7,971</b>	<b>-1.8</b>	<b>22,884</b>	<b>22,992</b>	<b>-0.5</b>
<b>% of overseas revenue to total proportionate revenue</b>	<b>77%</b>	<b>77%</b>		<b>77%</b>	<b>77%</b>	
<b>Group EBITDA</b>						
Optus	653	655	-0.4	1,970	1,948	1.1
Singapore	562	594	-5.5	1,729	1,790	-3.4
Other overseas subsidiaries (incl. Amobee & Trustwave)	(51)	(59)	-14.0	(190)	(212)	-10.4
	<b>1,164</b>	<b>1,190</b>	<b>-2.2</b>	<b>3,509</b>	<b>3,526</b>	<b>-0.5</b>
<b>Proportionate share of associates' EBITDA</b>						
Regional associates	1,597	1,283	24.4	4,796	3,911	22.6
Singapore associates	33	33	-0.6	92	91	1.8
Other overseas associates	5	11	-52.6	26	36	-26.1
	<b>1,635</b>	<b>1,328</b>	<b>23.2</b>	<b>4,914</b>	<b>4,037</b>	<b>21.7</b>
<b>Total proportionate EBITDA</b>	<b>2,799</b>	<b>2,518</b>	<b>11.2</b>	<b>8,423</b>	<b>7,563</b>	<b>11.4</b>
<b>% of overseas EBITDA to total proportionate EBITDA</b>	<b>79%</b>	<b>75%</b>		<b>78%</b>	<b>75%</b>	
<b>Contributions to total proportionate EBITDA</b>						
Regional associates	57%	51%		57%	52%	
Australia	23%	26%		23%	26%	
Singapore	21%	25%		22%	25%	
Others	-2%	-2%		-2%	-2%	
	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	

**MOBILE CUSTOMER BASE**

Number of mobile customers (000s)	Total Number		
	31 Dec 2019	30 Sep 2019	31 Dec 2018
Singtel	4,265	4,254	4,183
Optus	10,522	10,293	10,247
	<b>14,787</b>	<b>14,547</b>	<b>14,430</b>
<b>Regional Associates</b>			
Airtel			
- India	283,036	279,430	284,224
- Africa	107,140	103,881	97,922
- South Asia	2,933	2,840	2,510
	393,109	386,151	384,656
Telkomsel	171,105	170,928	162,988
ALS	42,014	41,558	41,169
Globe	94,204	97,358	74,094
	<b>700,432</b>	<b>695,995</b>	<b>662,907</b>
<b>Group</b>	<b>715,219</b>	<b>710,542</b>	<b>677,337</b>