



*Sometimes you close your eyes, and see the place  
where you used to live. So wake me up when it's all over  
Even if the sky is falling down, I know that we'll be safe and sound.*

**MAXIS BERHAD**

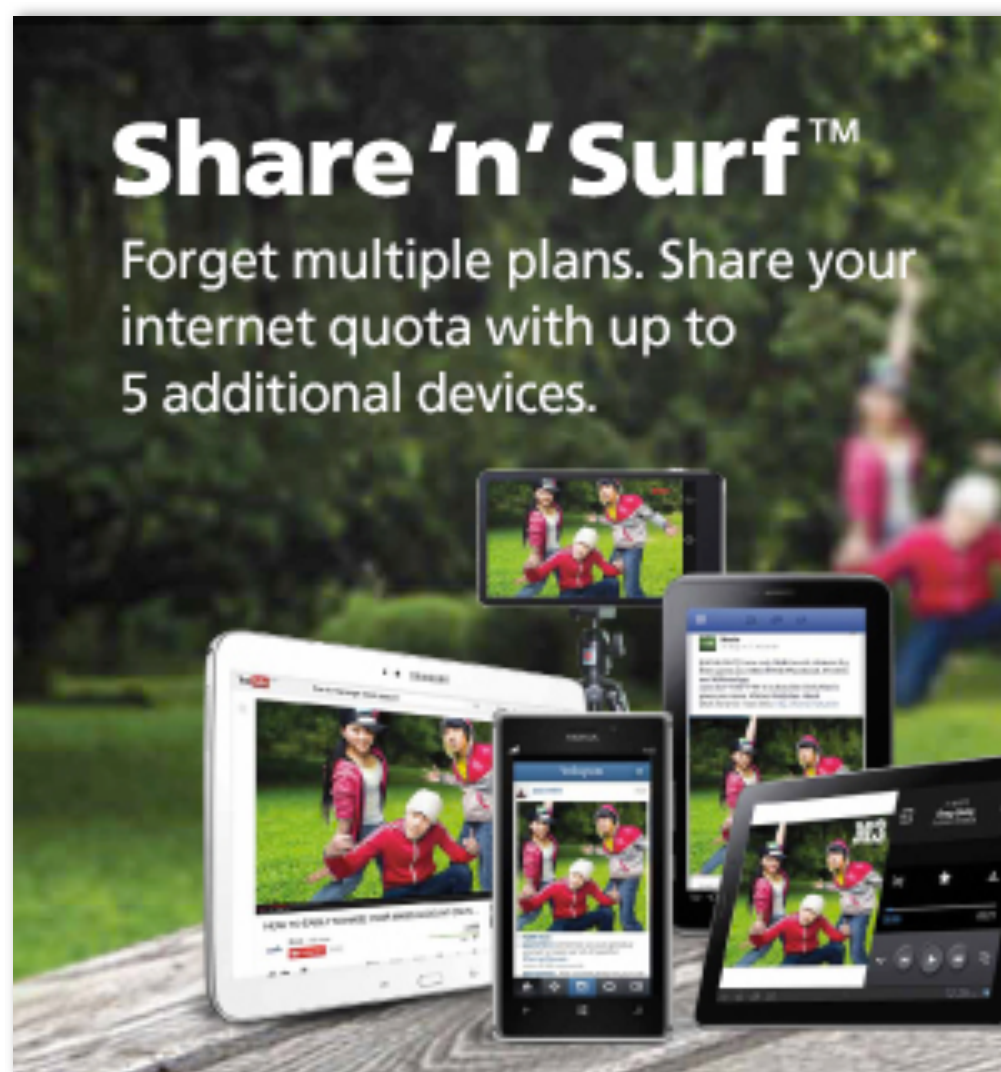
**3Q 2013 RESULTS**

**12 NOVEMBER 2013**

Move with the music



# YTD SEPT13 KEY HIGHLIGHTS



Stable revenue base; non-voice key contributor

**+3.0% total revenue**

**+1.9% service revenue\***

**+4.5% EBITDA excluding CTS# costs**

**+14.6% non-SMS internet & data revenue**

*Non-voice revenue at 46.9% of mobile revenue*

Continuous investment in future data revenue

**Widest 4G LTE coverage footprint & device offerings**

**Further expansion & enhancements of 3G infrastructure**

Dividend declared

**Third interim dividend of 8 sen/share**

\* Service revenue defined as total revenue less device revenue

# CTS defined as Career Transition Scheme offered by Maxis as part of its recent reorganisation (one-time impact in 3Q13 & YTD13)

# 3Q13 & YTD13 KEY NUMBERS

RM mn

	2Q13	3Q13	Growth QoQ	YTD12	YTD13	Growth YTD
Total Revenue	2,294	2,239	-2.4%	6,661	6,860	+3.0%
Service Revenue	2,199	2,196	-0.1%	6,473	6,597	+1.9%
EBITDA#	1,165	1,154	-0.9%	3,294	3,441	+4.5%
EBITDA Margin#	50.8%	51.5%	+0.7pp	49.5%	50.2%	+0.7pp
PAT*	560	550	-1.8%	1,570	1,631	+3.9%
Normalised PAT Margin	24.4%	24.6%	+0.2pp	23.6%	23.8%	+0.2pp

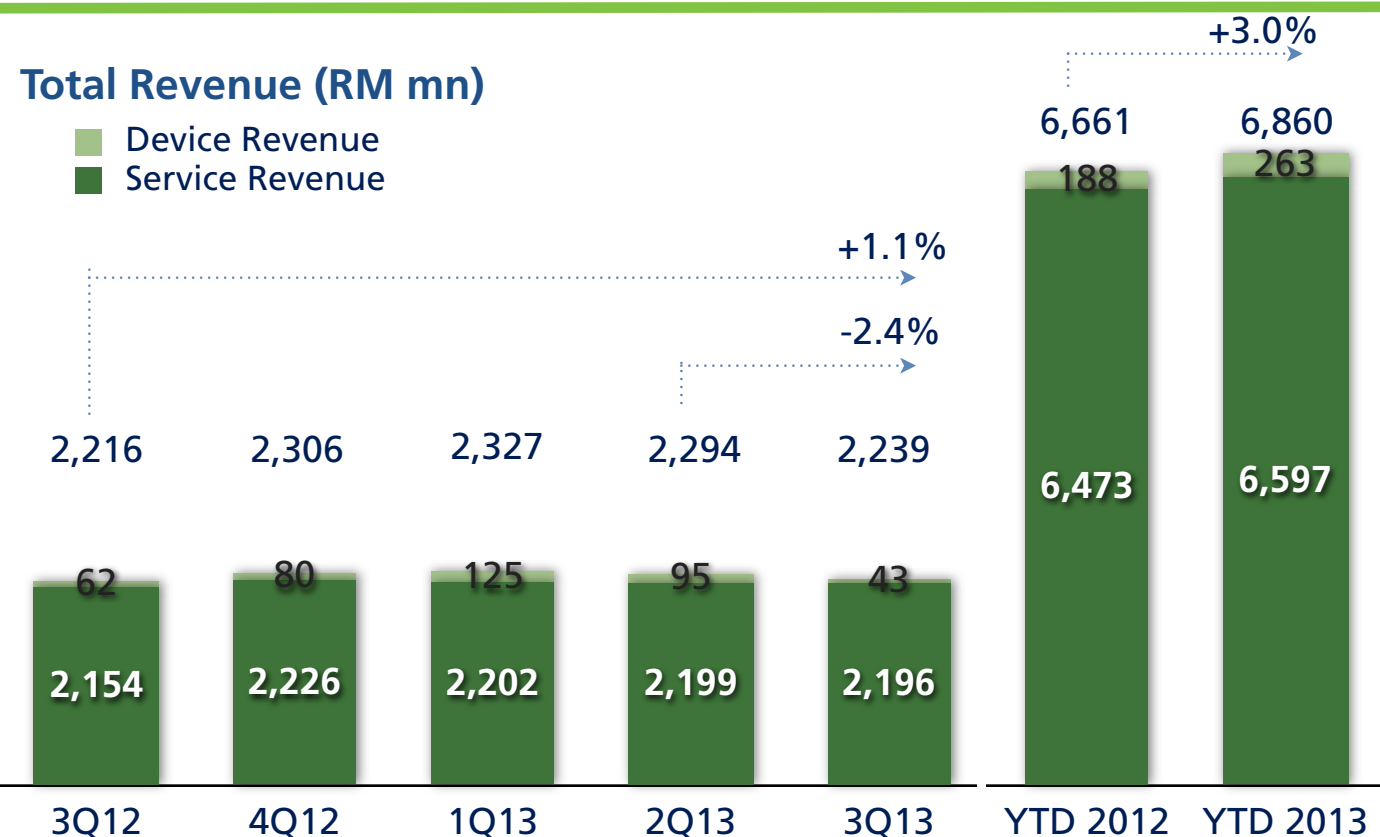
# EBITDA normalised for one-time Career Transition Scheme (CTS) costs totaling RM102m in 3Q13 and YTD13

\* PAT normalised for net CTS costs of RM76m in 3Q13 and YTD13, accelerated depreciation of RM30m, RM75m and RM27m in 2Q13, YTD13 and YTD12 respectively, PPE write-off of RM97m in YTD12 and last mile broadband tax incentive of RM32m in YTD12



# REVENUE

## Grew YTD revenue across all business segments



Service revenue +1.9% YTD

Strong mobile internet growth offset voice and messaging decline

+14.6% non-SMS mobile internet and data revenue

Non-voice continued to be primary revenue contributor

YTD contribution at 46.9% of mobile revenue (YTD12: 45.4%)

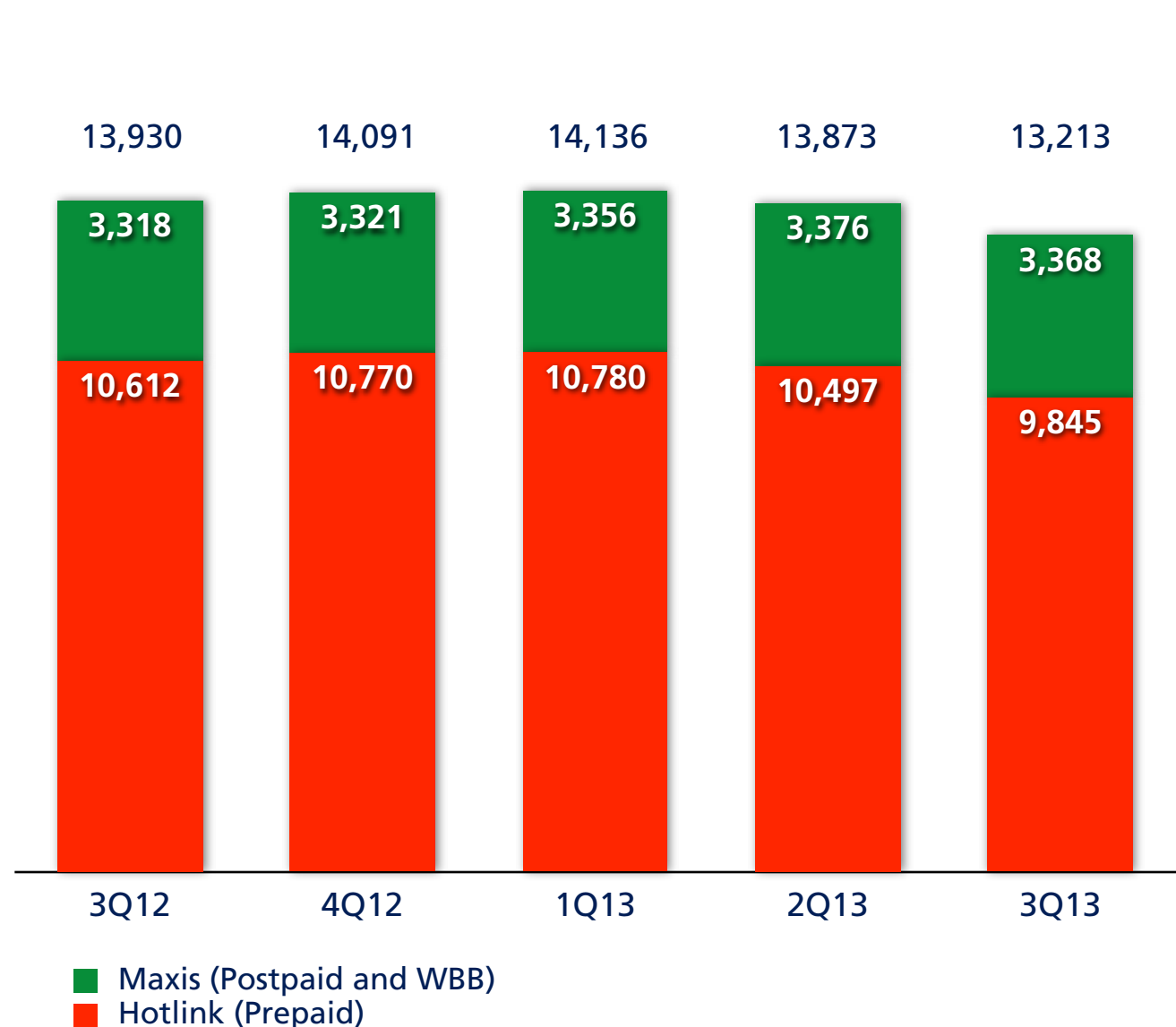
RM mn	3Q12	4Q12	1Q13	2Q13	3Q13	Growth QoQ	Growth YTD
Mobile	2,120	2,183	2,184	2,151	2,086	-3.0%	+1.1%
Enterprise Fixed	53	55	63	58	58	0.0%	+20.9%
Home	9	11	14	16	18	+12.5%	>100%
International Gateway	34	57	66	69	77	+11.6%	+52.5%
<b>Total Revenue</b>	<b>2,216</b>	<b>2,306</b>	<b>2,327</b>	<b>2,294</b>	<b>2,239</b>	<b>-2.4%</b>	<b>+3.0%</b>
<b>Service Revenue*</b>	<b>2,154</b>	<b>2,226</b>	<b>2,202</b>	<b>2,199</b>	<b>2,196</b>	<b>-0.1%</b>	<b>+1.9%</b>

\* Service revenue defined as total revenue less device revenue

# MOBILE SUBSCRIPTIONS Impacted by high churn on legacy plans



Market Definition Mobile Subscriptions ('000)



High prepaid churn from Hotlink Youth Club SIM expiry & legacy plans

Mainly non-active non-revenue generating SIMs

Postpaid base excluding WBB grew by 19k QoQ

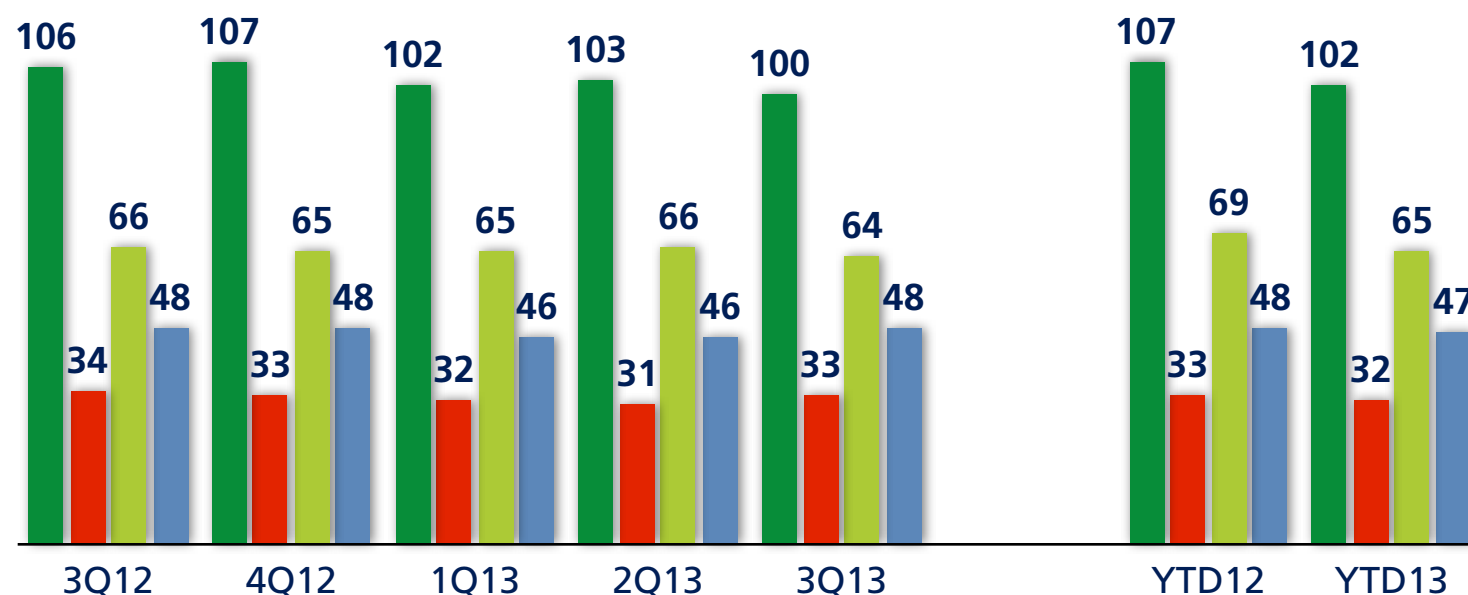
## ARPU & MOU

# Data substitution gaining momentum



### ARPU\* (RM/month)

■ Postpaid ■ Prepaid ■ WBB ■ Blended

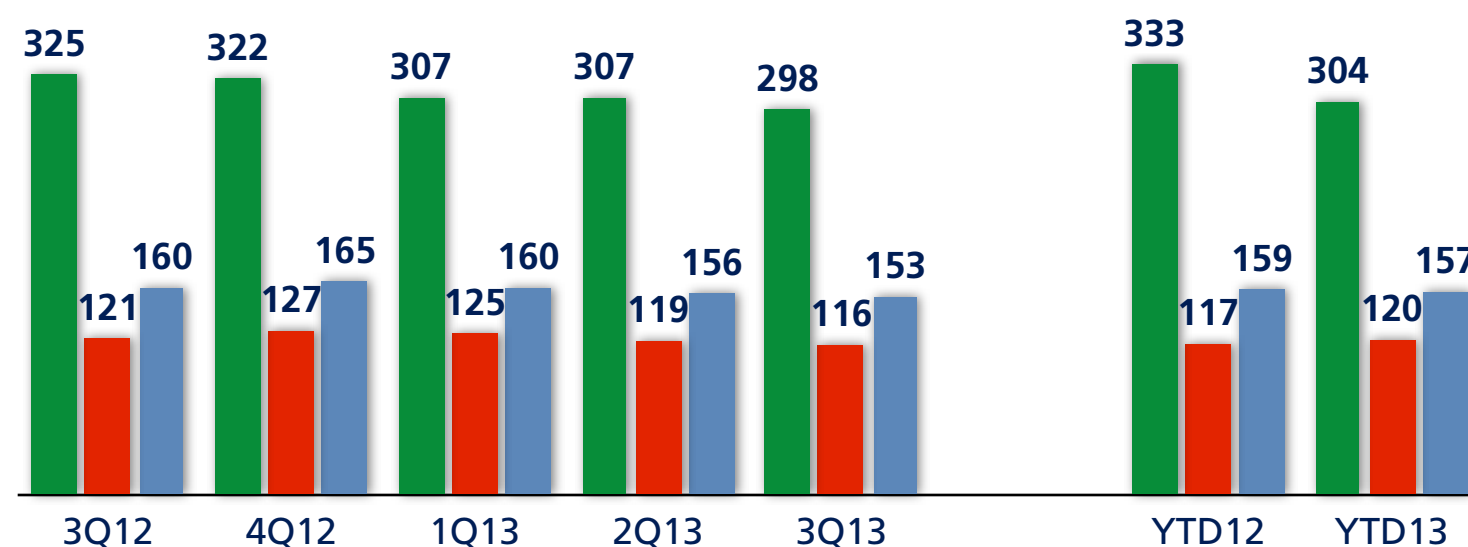


Blended ARPU stable

\* Postpaid, prepaid & blended ARPUs restated retrospectively to reflect market definition subscriptions as base

### Minutes of Usage\*

■ Postpaid ■ Prepaid ■ Blended



MOUs reflecting continuous data substitution; higher impact on postpaid MOU

\* Minutes of Usage (MOU): Maxis' on-net MOU is calculated based on outgoing calls only

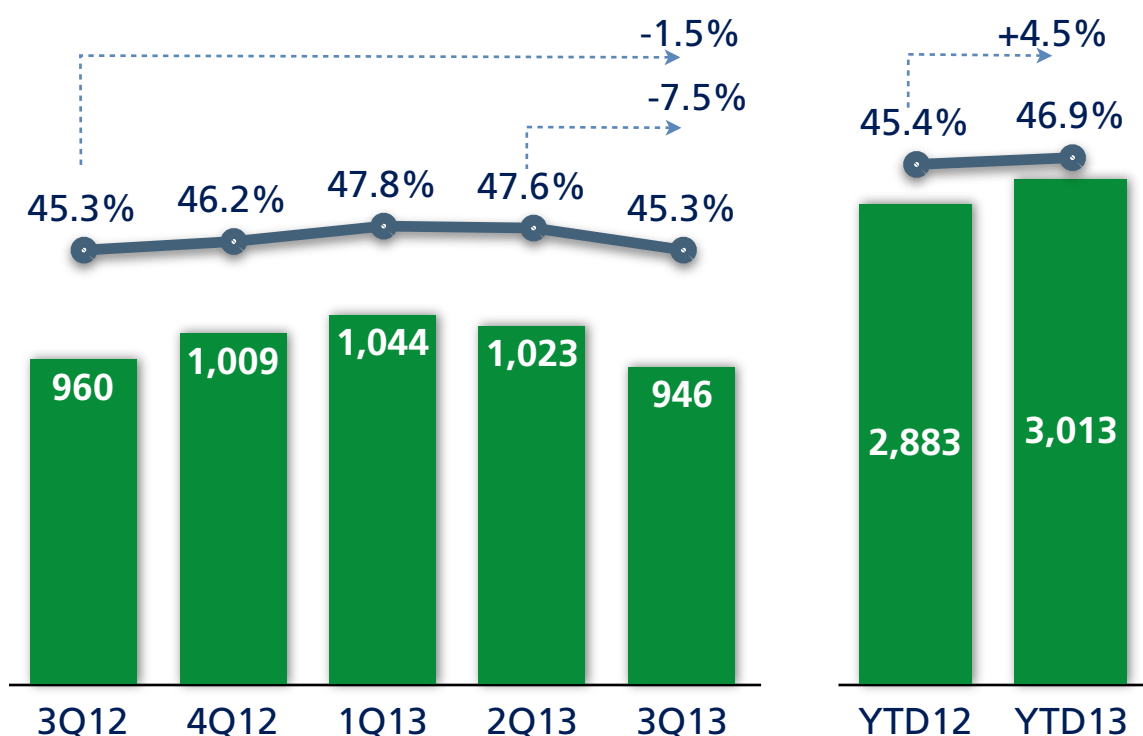
\* MOUs restated retrospectively to reflect market definition subscriptions as base

# NON-VOICE REVENUE

## Mobile internet key growth driver



Non-Voice Revenue\* (RM mn)



○ Non Voice Revenue as a % of Mobile Revenue  
 ■ Non Voice Revenue

\* Non-voice revenue refers to non-voice mobile revenue

Non-voice service revenue net of devices grew +2.0% YTD

+14.6% internet & data revenue (non-SMS) net of devices YTD; now at 62% of non-voice revenue (YTD12: 56%)

YTD non-voice contribution at 46.9% of mobile revenue:

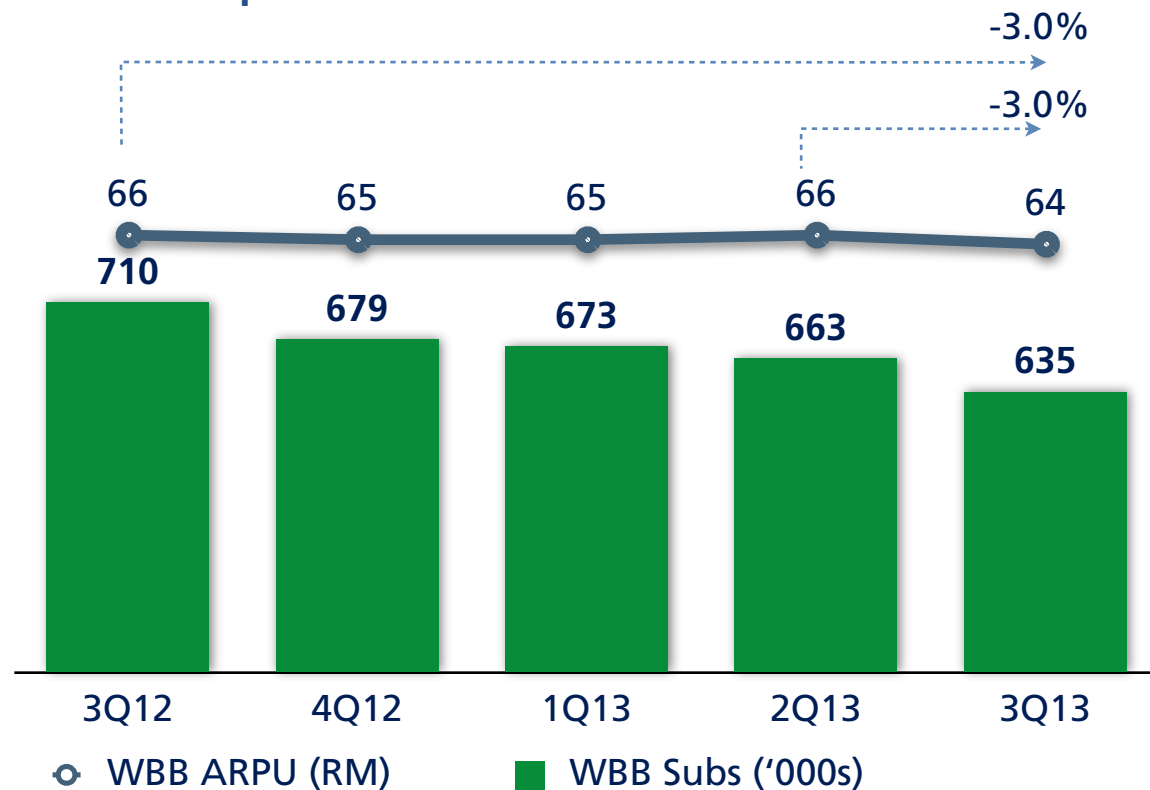
	2Q13	3Q13
Mobile Internet/VAS	23.0%	24.3%
Messaging	13.9%	13.2%
WBB	6.3%	5.8%
Devices	4.4%	2.0%

## WIRELESS BROADBAND

# Access shifting to smart-phones & tablets



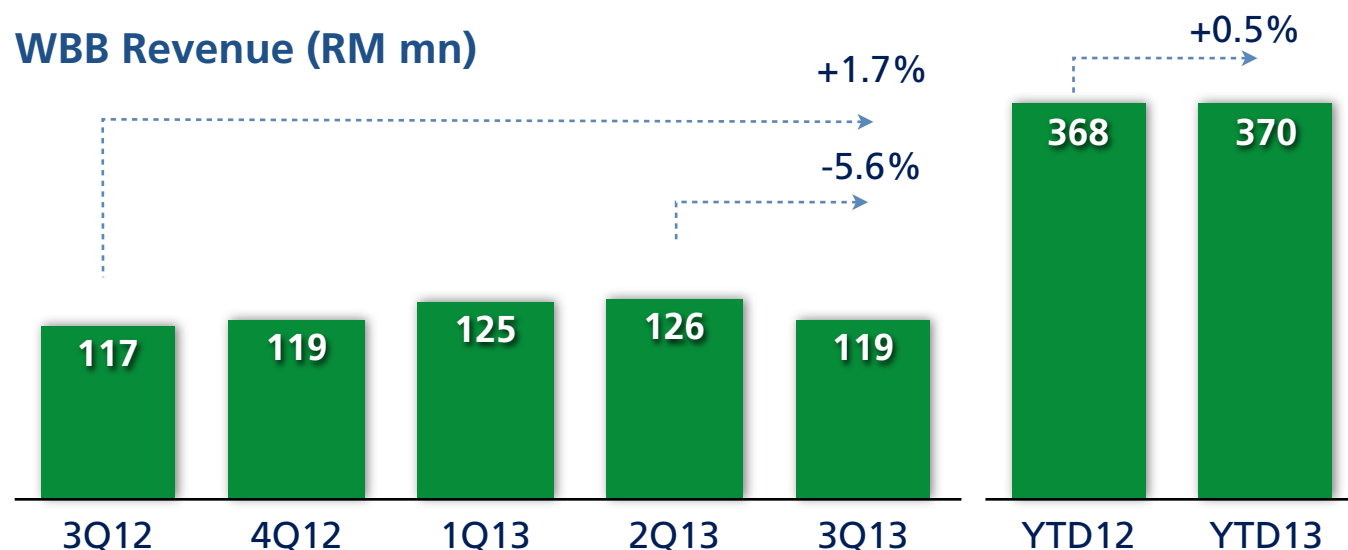
WBB Subscription & ARPU



Internet adoption increasingly driven by smart-phones & tablets

Blended smart-phone penetration at 53%

WBB Revenue (RM mn)



WBB subscriptions are defined as subscriptions on postpaid data plans using USB modem and tablets

WBB subscriptions restated retrospectively to reflect market definition as base

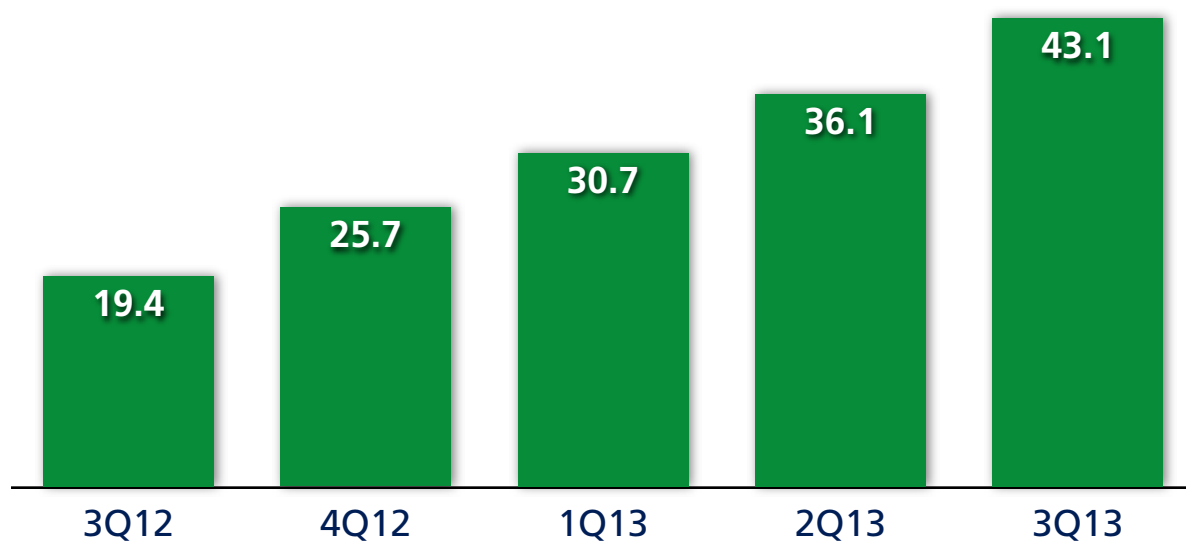
WBB revenue restated retrospectively to reflect service revenue & re-class of prepaid broadband to prepaid mobile revenue



## HOME SEGMENT Steady growth



Home Subscriptions ('000)



Steady growth in subscriptions to 43.1k home connected as at end 3Q13

Link your Maxis and Astro accounts to enjoy Astro Select Video-On-Demand.

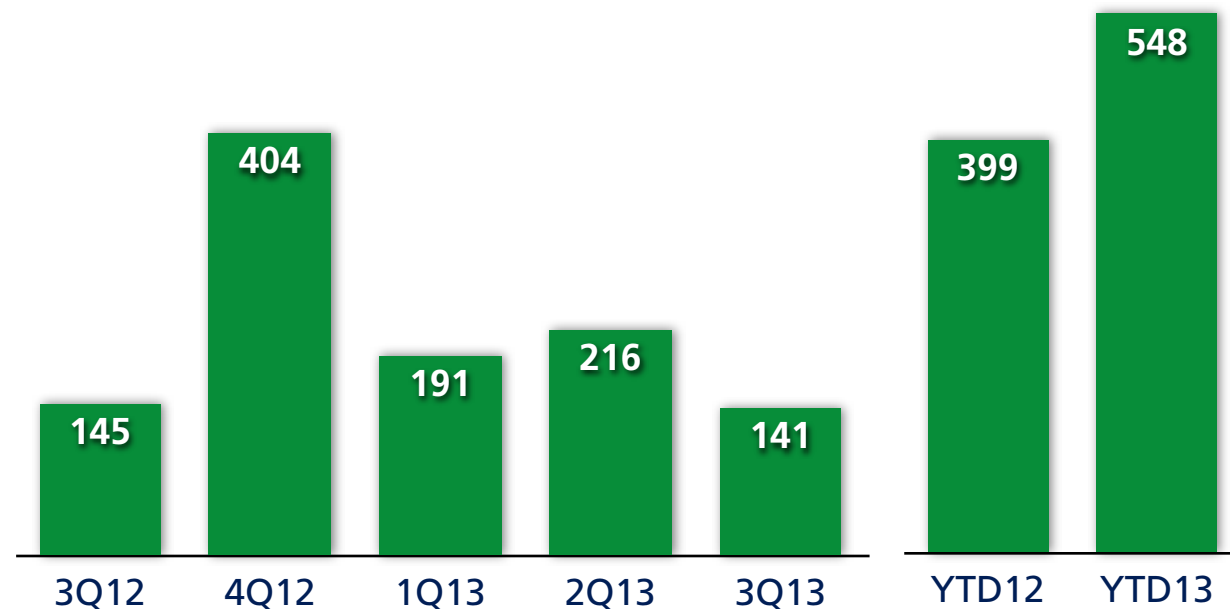
**EXCLUSIVELY FOR MAXIS CUSTOMERS**

# INVESTING IN FUTURE DATA REVENUE

## Maintained 4G LTE leadership



Capex (RM mn)



Widest 4G LTE coverage footprint and device offerings

**335k LTE enabled devices**

Continuous expansion & enhancements of 3G infrastructure

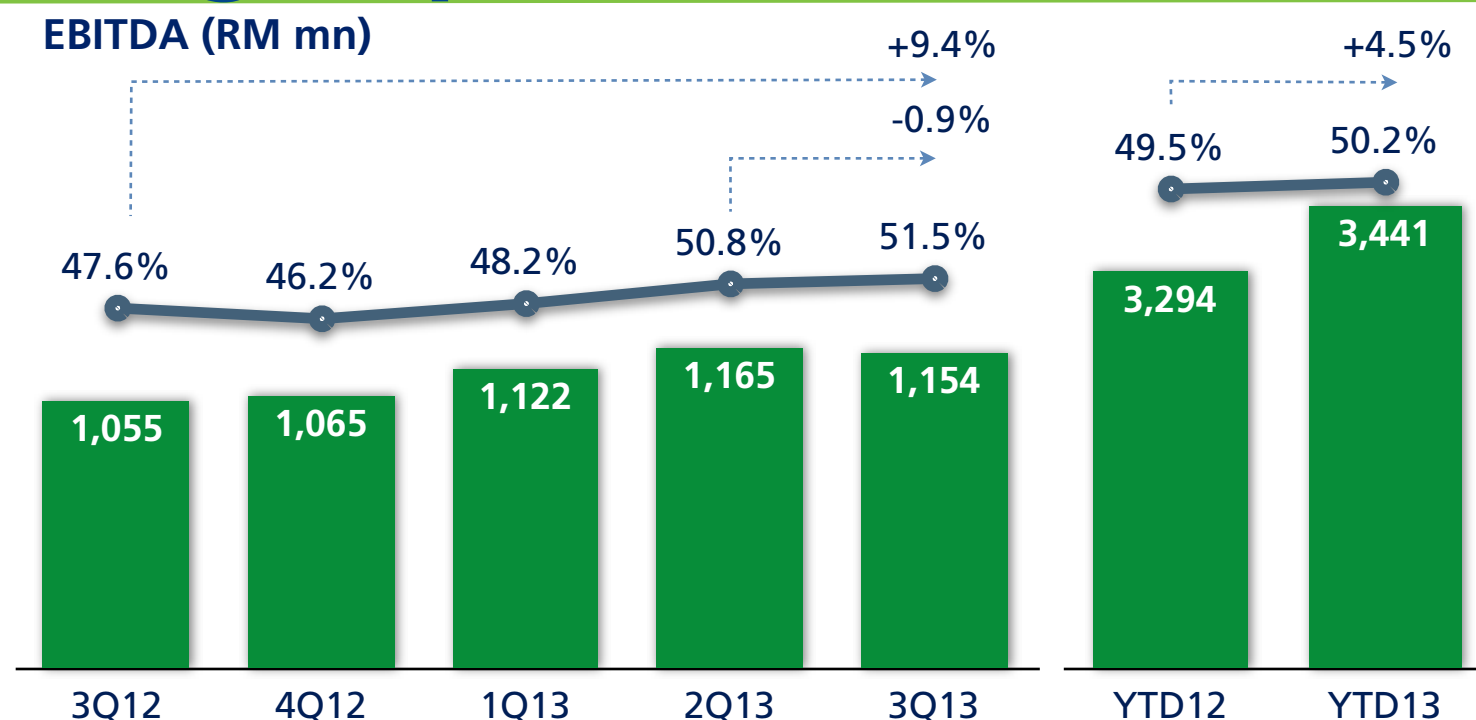
**3G HSPA+ sites increased to almost 5,500 sites; of which more than 4,100 are capable of up to 42Mbps**

Capex spend in 2H 2013 as planned; supporting network and major IT initiatives

## EBITDA



# Margin uplift continues from cost discipline



YTD EBITDA +4.5% excluding CTS costs

EBITDA margin +0.7pp to 50.2%

Sequential QoQ EBITDA margin above 50% excluding CTS costs

Contributed by stable opex & lower outright device sales

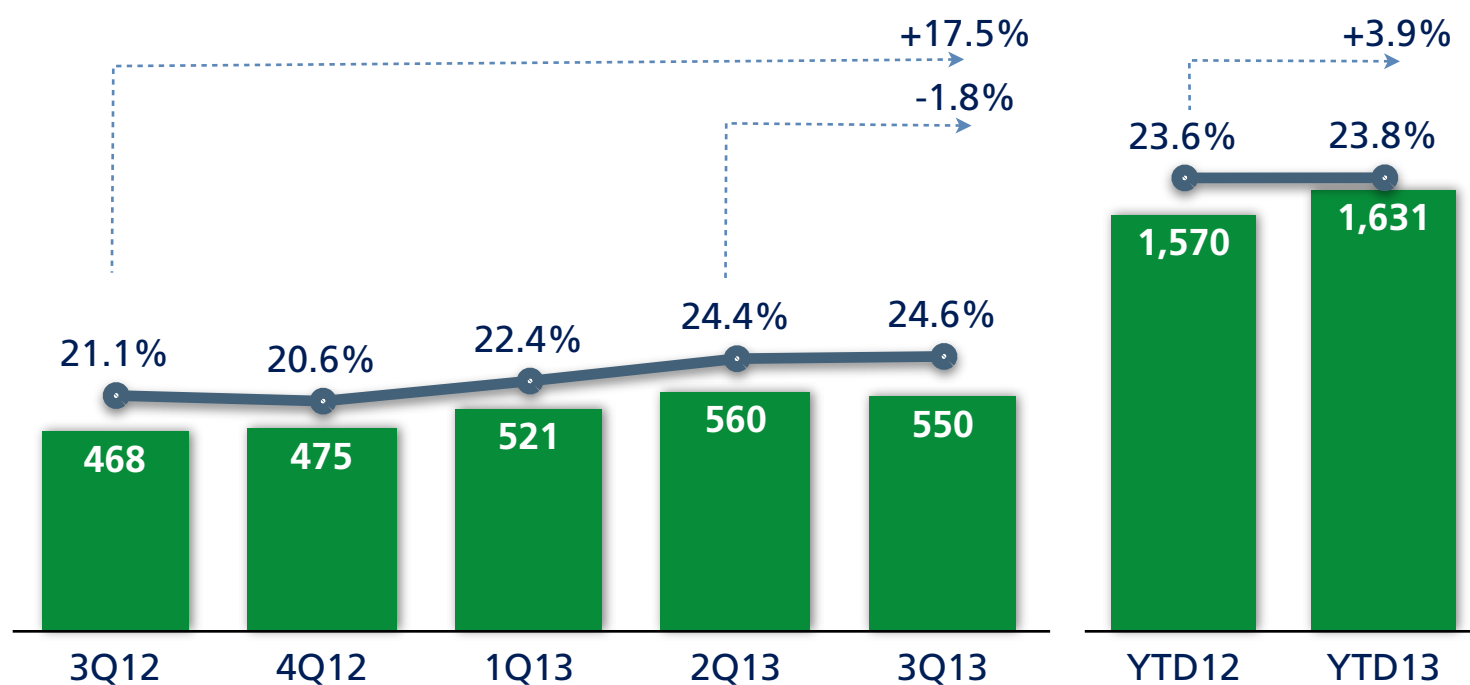
## COST COMPOSITION (excluding CTS)

% of Revenue	3Q12	4Q12	1Q13	2Q13	3Q13	YTD12	YTD13
Direct Expenses	33.5%	35.3%	34.4%	34.3%	33.0%	32.9%	33.9%
Sales & Mktg	4.3%	4.6%	3.9%	3.2%	3.6%	4.2%	3.6%
Staff-Related Costs	5.7%	5.6%	5.8%	4.8%	5.2%	5.5%	5.2%
Bad Debts	1.0%	0.4%	0.9%	0.7%	0.4%	1.1%	0.6%
G&A and Others	7.9%	7.9%	6.8%	6.2%	6.3%	6.8%	6.5%
<b>Total Expenses</b>	<b>52.4%</b>	<b>53.8%</b>	<b>51.8%</b>	<b>49.2%</b>	<b>48.5%</b>	<b>50.5%</b>	<b>49.8%</b>
<b>EBITDA Margin</b>	<b>47.6%</b>	<b>46.2%</b>	<b>48.2%</b>	<b>50.8%</b>	<b>51.5%</b>	<b>49.5%</b>	<b>50.2%</b>
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# PAT Comparable QoQ; higher YTD



Normalised PAT (RM mn)



YTD PAT +3.9% or RM1,631m;  
after accounting for one-offs:

CTS costs RM76 million

Accelerated depreciation RM75 million

Higher financing & amortisation costs



# CASH FLOWS



RM mn	1Q13	2Q13	3Q13	YTD12	YTD13
Cash flow from operating activities	727	1,189	908	2,561	2,824
Cash flow used in investing activities	(192)	(179)	(161)	(604)	(532)
Purchase of property, plant & equipment	(115)	(121)	(90)	(401)	(326)
Purchase of intangible assets	(77)	(58)	(71)	(203)	(206)
Cash flow before financing activities	535	1,010	747	1,957	2,292
Cash flow used in financing activities	(715)	(1,263)	(104)	(1,646)	(2,082)
Dividends paid	(600)	(1,200)	-	(2,400)	(1,800)
Debt drawdown	-	-	-	2,450	-
Debt repayment	-	(4)	-	(1,450)	(4)
Payment of finance costs	(115)	(60)	(115)	(243)	(290)
Others	-	1	11	(3)	12
<b>Net change in cash</b>	<b>(180)</b>	<b>(253)</b>	<b>643</b>	<b>311</b>	<b>210</b>
Opening Cash Balance	967	787	534	838	967
<b>Closing Cash Balance</b>	<b>787</b>	<b>534</b>	<b>1,177</b>	<b>1,149</b>	<b>1,177</b>

RM mn	2Q13	3Q13
Gearing Level		
Debt #	7,464	7,390
Cash	534	1,177
Net debt	6,930	6,213
<b>Total equity</b>	<b>6,286</b>	<b>6,254</b>

## Ratios

Net debt to EBITDA *	1.49x	1.48x
Net debt to Equity	1.10x	0.99x

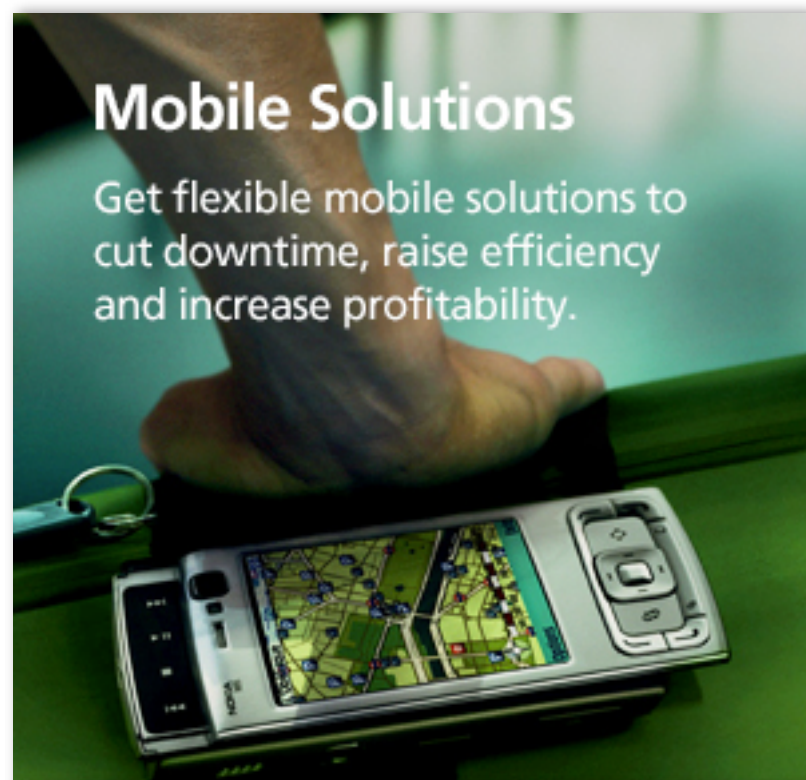
# Incl. derivative financial instruments for hedging

\* YTD13 annualised

**Third interim dividend of RM600m (8 sen per share)**



# YTD13 SUMMARY



Stable revenue base; non-voice key contributor

**+3.0% total revenue**

**+1.9% service revenue\***

**+4.5% EBITDA excluding CTS# costs**

**+14.6% non-SMS internet & data revenue**

***Non-voice revenue at 46.9% of mobile revenue***

Continuous investment in future data revenue

**Widest 4G LTE coverage footprint & device offerings**

**Further expansion & enhancements of 3G infrastructure**

8 sen third interim dividend

**YTD dividend pay-out maintained at RM1.8bn including third interim dividend**

\* Service revenue defined as total revenue less device revenue

# CTS defined as Career Transition Scheme offered by Maxis as part of its recent reorganisation (one-time impact in 3Q13 & YTD13)

*It's not the pale moon that excites me,  
the way you make me feel... relax,  
let's go slow, I ain't got nowhere to go...*

**THANK YOU**

Move with the music





# DISCLAIMER



This presentation by Maxis Berhad ("Maxis") contains forward-looking statements. Forward-looking statements can be identified by the use of forward-looking terminology such as the words "may", "will", "would", "could", "believe", "expect", "anticipate", "intend", "estimate", "aim", "plan", "forecast" or similar expressions and include all statements that are not historical facts.

Forward-looking statements made in this presentation involve known and unknown risks, uncertainties and other factors which may cause actual future performance, outcomes and results to differ materially from those expressed or implied in such forward-looking statements. Such forward-looking statements are based on numerous assumptions and reflect Maxis' current views with respect to future events and are not a guarantee of future performance. Maxis cannot give any assurance that such forward-looking statements will be realized.

Factors which could affect actual future performance, outcomes and results include (without limitation) general industry and economic conditions, interest rate trends, cost of capital and capital availability, availability of real estate properties, competition from other companies and avenues for the sale/distribution of goods and services, shifts in customer demands, customers and partners, changes in operating expenses, including employee wages, benefits and training, governmental and public policy changes and the continued availability of financing in the amounts and the terms necessary to support future business.

Forward-looking statements made in this presentation are made only as at the date of this presentation and Maxis and its subsidiaries, affiliates, representatives and advisers expressly disclaim any obligation or undertaking to release, publicly or otherwise, any updates or revisions to any such forward-looking statements to reflect any change in Maxis' expectations, new information, future events, change in conditions or circumstances or otherwise.

This presentation has been prepared by Maxis. The information in this presentation, including forward-looking statements, has not been independently verified. Without limiting any of the foregoing in this disclaimer, no representation or warranty, express or implied, is made as to, and no reliance should be placed on, the fairness, accuracy or completeness of such information. Maxis and its subsidiaries, affiliates, representatives and advisers shall have no liability whatsoever (whether in negligence or otherwise) for any loss, damage, costs or expenses howsoever arising out of or in connection with this presentation.

# **APPENDICES**

# Consolidated Income Statement

RM mn	2Q13	3Q13	QoQ chg	YTD12	YTD13	YoY chg
<b>REVENUE</b>	<b>2,294</b>	<b>2,239</b>	<b>-2.4%</b>	<b>6,661</b>	<b>6,860</b>	<b>+3.0%</b>
Direct Expenses	(787)	(738)		(2,196)	(2,326)	
Indirect Expenses	(342)	(449)		(1,171)	(1,195)	
Total Opex	(1,129)	(1,187)		(3,367)	(3,521)	
<b>EBITDA</b>	<b>1,165</b>	<b>1,052</b>	<b>-9.7%</b>	<b>3,294</b>	<b>3,339</b>	<b>+1.4%</b>
Margin	50.8%	47.0%		49.5%	48.7%	
Depreciation	(277)	(239)		(792)	(829)	
Amortisation	(63)	(64)		(133)	(184)	
Others	(9)	0		(129)	(16)	
<b>EBIT</b>	<b>816</b>	<b>749</b>		<b>2,240</b>	<b>2,310</b>	
Interest Expense	(88)	(89)		(251)	(265)	
Interest Income	7	7		40	23	
<b>PBT</b>	<b>735</b>	<b>667</b>		<b>2,029</b>	<b>2,068</b>	
Tax	(205)	(193)		(547)	(588)	
<b>PAT</b>	<b>530</b>	<b>474</b>	<b>-10.6%</b>	<b>1,482</b>	<b>1,480</b>	<b>-0.1%</b>
Margin	23.1%	21.2%		22.2%	21.6%	



# Presentation changes from 3Q13

## Subscriptions

- Change to market definition subscriptions to be in line with market practice

## ARPU

- Restated to reflect change in subscription base to market definition

## WBB Revenue

- Restated to exclude device revenue
- Reclassification of prepaid broadband revenue to prepaid mobile

# Historical data arising from presentation changes (restated to FY2011)



	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13
TOTAL SUBS ('000)	14,115	14,113	14,224	13,995	13,830	13,827	13,930	14,091	14,136	13,873	13,213
POST SUBS ('000)	3,316	3,324	3,382	3,393	3,385	3,312	3,318	3,321	3,356	3,376	3,368
PRE SUBS ('000)	10,799	10,789	10,843	10,602	10,445	10,515	10,612	10,770	10,780	10,497	9,845
WBB SUBS ('000)	636	665	711	717	708	687	710	679	673	663	636
WBB REV (RM mn)	113	118	128	133	128	143	117	119	125	126	119

*WBB subscriptions is included in postpaid subscriptions*

# Historical data arising from presentation changes (restated to FY2011)



	1Q11	2Q11	3Q11	4Q11	1Q12	2Q12	3Q12	4Q12	1Q13	2Q13	3Q13
POST ARPU (RM)	104	107	108	108	105	109	106	107	102	103	100
PRE ARPU (RM)	31	31	33	33	33	33	34	33	32	31	33
BLENDED ARPU (RM)	45	46	47	47	47	47	47	47	45	45	47
WBB ARPU (RM)	61	63	63	65	64	67	66	65	65	66	64
POST MOU (mins)	343	348	345	345	334	340	325	322	307	307	298
PRE MOU (mins)	124	125	124	119	116	115	121	127	126	119	115
BLENDED MOU (mins)	167	168	166	162	158	158	160	165	161	156	153