Stay home.
Stay connected.

1Q2020 Financial Results

Results Briefing

Friday 24th April 2020

COVID-19

Stay home. Stay connected.

Putting people first

Employees

- Executed Maxis Business Continuity Plan
- 89% of Maxis employees are able to work from home
- People safety first: Maxis retail employees and Maxis field staff are well equipped with required PPE
- Staying connected and collaborating through Microsoft Teams
- Virtual employee engagement activities and webinars to strengthen the Maxis community virtually

Customers

- Free 1GB data every data for all Maxis, Hotlink Postpaid, Hotlink Prepaid and Maxis Business users
- Free 20GB with every HotlinkMU purchase
- Up to 30% cashback credit with digital reloads
- SOS top-up for customers in need
- Free internet redemptions on the Hotlink red app
- Free online access to government and news sites
- Free 6 months on the Maxis Managed UC phone system package
- Free 2 months subscription on the Voice connect app

Community

- Accelerated network investment to enhance coverage and capacity for critical sites such as hospitals, government agencies and media centres nationwide
- #KitaSapotKita – collaborating with top tier Malaysian influencers & artists to provide user generated content to spread positivity and inspiration
- Free access and unlimited data usage on eKelas portal for students in rural communities
- Helping Hospital Sg Buloh & Hospital KL to Always Stay Connected during the COVID-19 crisis

Company Vision & Strategy

Our Vision

Committed to being the Leading Converged Solutions Company

Steadfast to our Transformational Strategy

M

Maxis For All Individuals, Homes and Businesses

- Become the no. 1 convergence player
- Continue to lead consumer mobile
- Grow Enterprise exponentially

A

Achieve Differentiated & Digital "Unmatched Personalised Experience"

- Expand digital and omni-channel reach
- Maintain network and technology leadership
- Leverage digitalization to enhance processes & capabilities

X

MaXis Way: World Class Effective and Efficient Organisation

- Accelerating our organisation transformation with the right culture & capabilities
- Fuel4Growth: productivity & working capital initiatives
- Strengthen Maxis' position as a highly reputable corporate citizen

1Q20

Overview

Steady growth in line with management expectations; we have seen an early impact of COVID-19

01

Core mobile business resilient

- Continued growth in postpaid subscribers
- Successful ongoing pre-to-post migration
- Increasing digital adoption of postpaid and prepaid apps

02

Solid convergence growth

- Steady increase in fibre business
- Accelerated adoption of digital business solutions
- 5G use cases: completed virtual reality with eKelas; FWA and smart agriculture

03

COVID-19 impact to 31st March

- Maxis Business Continuity Plan executed
- International Roaming down since border restrictions since January
- Increase in data usage and online top-ups
- Gross Additions and cash collections are impacted due to MCO from 18th March
- Maxis community offerings and data packages

1Q20

Performance Highlights

Pre-to-post migration momentum continues with increasing digital channel adoption

Postpaid subscribers	3.42mn	+1.4% QoQ
Prepaid subscribers	5.88mn	-5.5% QoQ
Fibre subscribers	392k	+6.3% QoQ
TP-NPS	+56	
MyMaxis App Adoption[1]	53%	+4ppts QoQ
Hotlink Red App Adoption[2]	68%	+4ppts QoQ

Note 1: Out of Principal base (primary account holder)
Note 2: Out of Mobile Internet users

1Q20

Financial Highlights

Service Revenue[1] and Postpaid Revenue[1] are resilient despite wholesale and roaming revenue loss

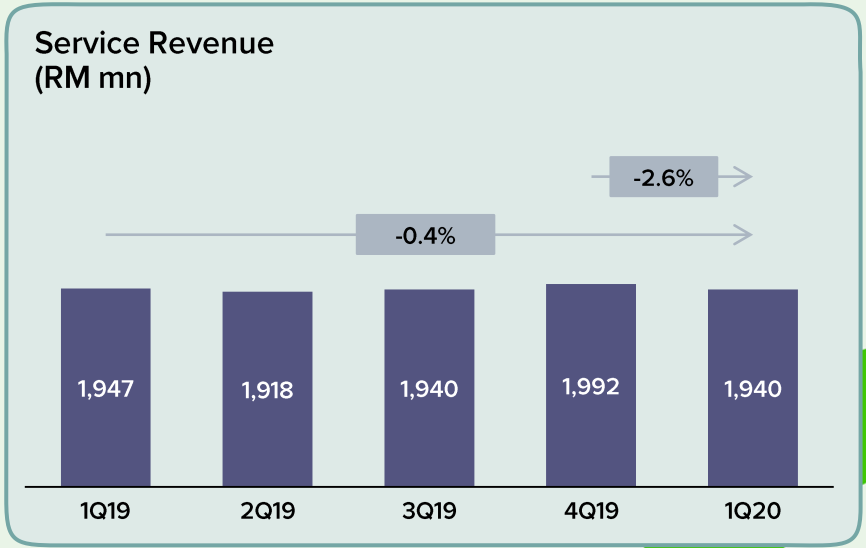
Service Revenue[1]	RM 1,928mn	+2.8% YoY
Postpaid Revenue[1]	RM 972mn	+4.7% YoY
Prepaid Revenue	RM 714mn	-10.4% YoY
Normalised EBITDA	RM 920mn	-3.5% YoY
OFCF	RM 713mn	+26.2% YoY
Capex	RM 163mn	
Dividends	4 sen	

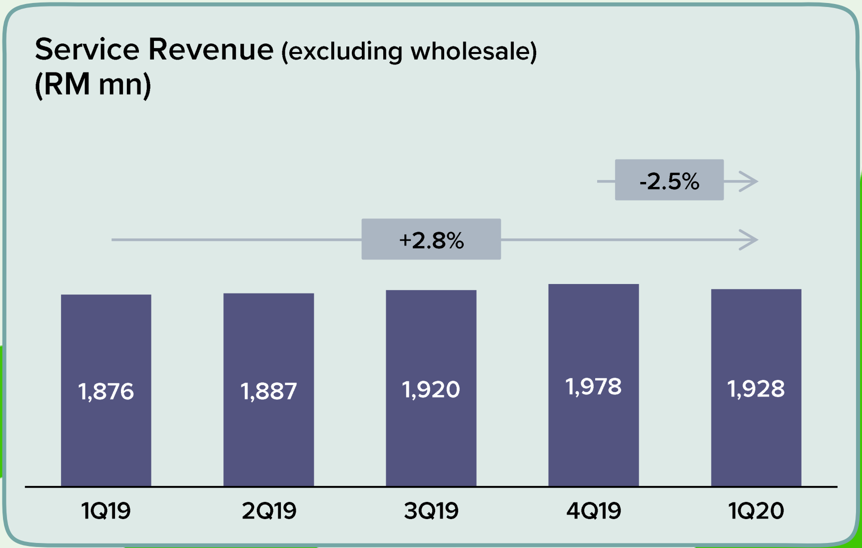
Note 1: Excludes wholesale revenue. See slide 7 & 8 for details on inclusion and exclusion of wholesale

1Q20

Service Revenue

Excluding wholesale, positive service revenue growth of 2.8% YoY





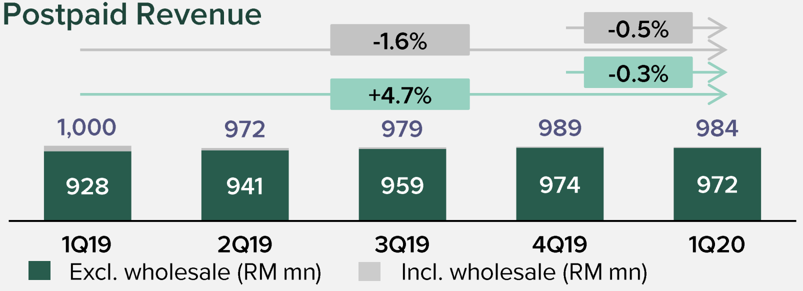
- Lower service revenue in 1Q20 due to: seasonality; drop in the Mobile Terminating Rate; reduced roaming from January and Movement Control Order starting 18th March
- Underlying service revenue, normalised for wholesale contract and roaming, is stable

1Q20

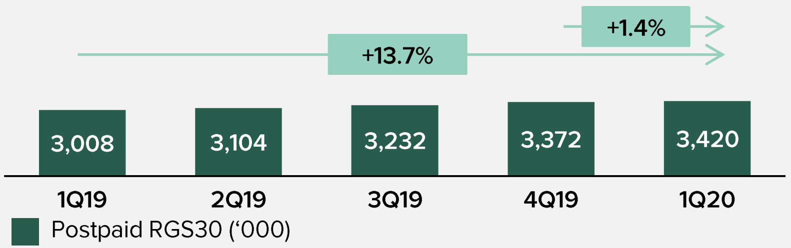
Postpaid

Continued strong positive growth in subscribers living the digital lifestyle with Maxis Postpaid

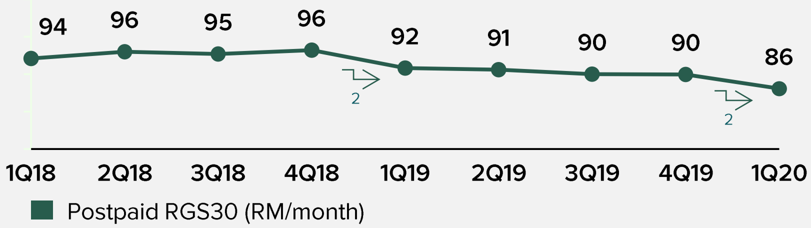
Postpaid Revenue



Postpaid Subscription[1]



ARPU[2]



Increasing pre-to-post momentum

- Strong pre-to-post momentum with value accretive Hotlink Postpaid take-up
- ARPU decreasing due to
  - Loss of inbound & outbound roaming as a result of COVID-19 and MCO
  - Mobile Termination Rate reduction
  - Dilution from entry point Hotlink Flex

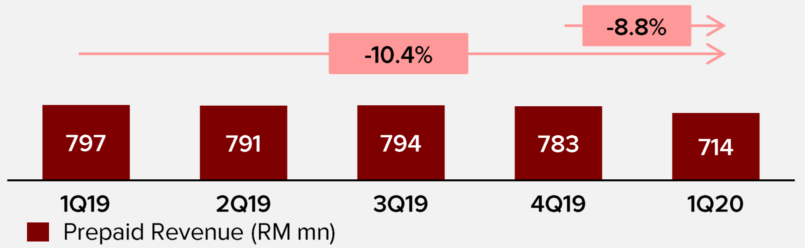
Note 1: excludes M2M
Note 2: ARPU changed due to Mobile Termination Rate drop, seasonal trends and roaming

1Q20

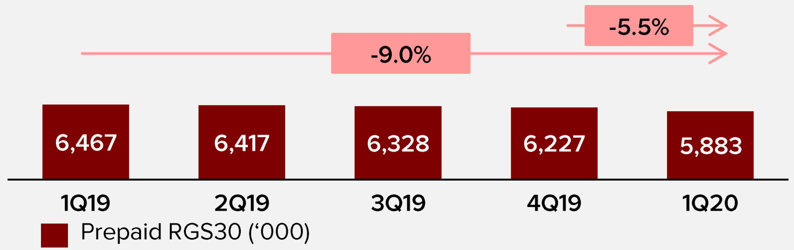
Prepaid

Resilient ARPU and GA impacted by MCO restrictions on distribution

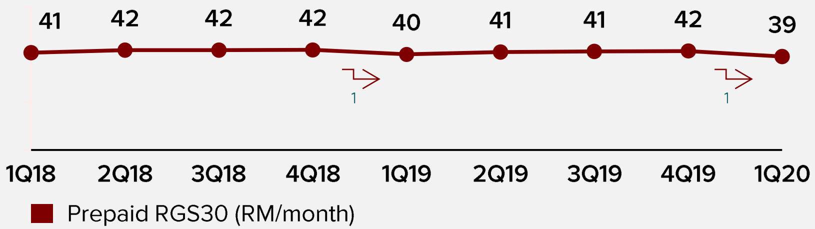
Prepaid Revenue



Prepaid Subscriptions



ARPU



Slowed prepaid sales due to early COVID-19 impacts

- Drop in overall prepaid revenue due to decrease in subscribers and ARPU
- COVID-19 and MCO challenges in physical retail channels and field staff at home
- Immediate mitigation enhancing our digital channels for top-ups

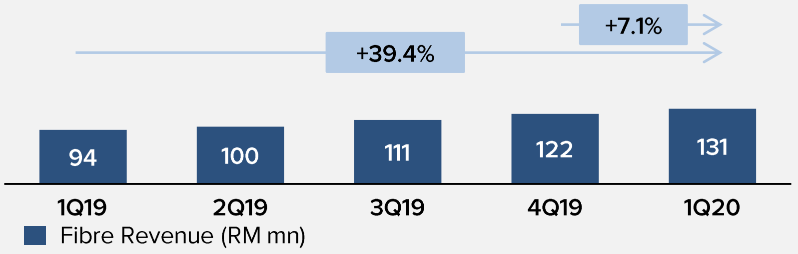
Note 1: ARPU changed due to Mobile Termination Rate drop

1Q20

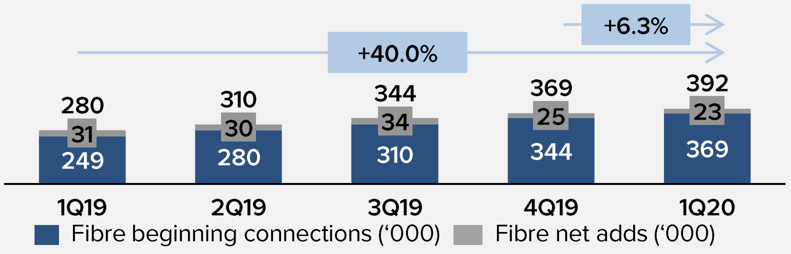
Fibre

Solid growth in convergence with stable fibre ARPU

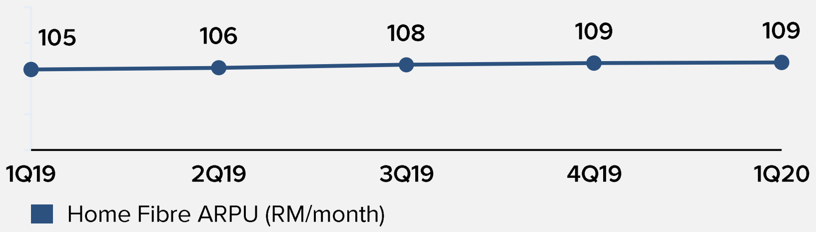
Fibre Revenue



Fibre Connections



Home Fibre ARPU



Maintaining growth momentum in fibre

- Strong adoption of MaxisONE Prime converged packages
- Lower fibre connections due to installation deferment with MCO
- Healthy back-log of orders, offering a temporary 4G/LTE dongle
- Steady ARPU with increasing Superfast fibre packages (300, 500 & 800Mbps)

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Enterprise

Focused on empowering Malaysian businesses; capabilities transformation near completion

Strategic Partnerships
Tech Partners

aws

- Continuous engagement in potential Cloud solutions
- ~ 106 accreditations to date in Technical and Business with plans for more

Microsoft

- MoU signed on 15th Jan on strategic collaboration around IoT solutions, modern workplace solutions and cloud

Solutions
Highlights

AmBank

- Ambank Maxis SME-in-a-box solution soft launch

5G MCMC

- Supporting 5G launch in Langkawi with IoT solutions (smart street lighting and smart agriculture)

Leveraging connectivity & solutions to help businesses navigate during the MCO

- **Micro SME**
  - ➢ Targeted to ensure smaller businesses remain connected to their customers
- **Managed Unified Communications – Microsoft Teams**
  - ➢ A collaboration tool that enables businesses to fully operate remotely
- **Voice Connect App**
  - ➢ Fixed business line calling feature

Capabilities & Capacity
Internal Capabilities

- Over 500-strong headcount to deliver
- Program to fully transform, automate and manage the end to end customer journey is being implemented successfully in phases
- New Sales Operating Model in full execution and operationalised across all segments

Acqui-hire of Cloud Business

- Infrastructure Consulting & Managed Services (ICMS) acqui-hire strengthens Enterprise's technical workforce expertise in Microsoft cloud solutions

1Q20

Capex

Maintaining the health of our network and IT systems

Core network capex for best network performance

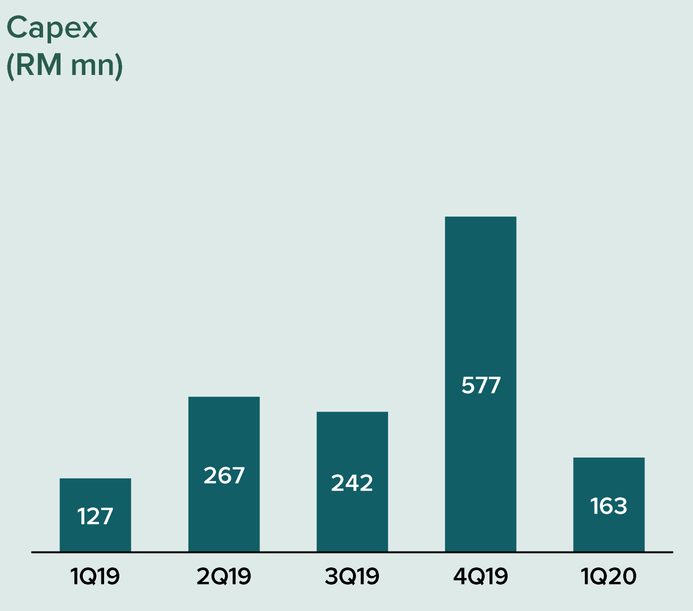
- Seasonal as usual, 1Q20, lower than later quarters
- Network differentiation and competitive advantage maintained with reconfiguration of network
- Capacity build brought forward, reflecting MCO boost to data usage

Future proofing for Enterprise solutions

- Growth capex linked to Enterprise order book

5G pilots & trials

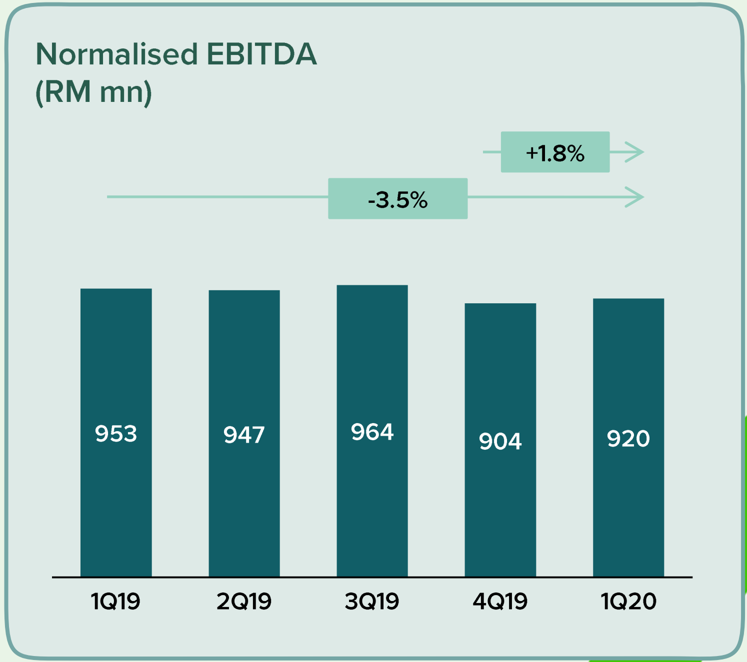
- 5G use cases: Fixed Wireless Access (FWA) and smart agriculture in progress
- Limited capex for 5G pilots and trials



1Q20

Normalised EBITDA

Underlying EBITDA growth



Underlying EBITDA growth

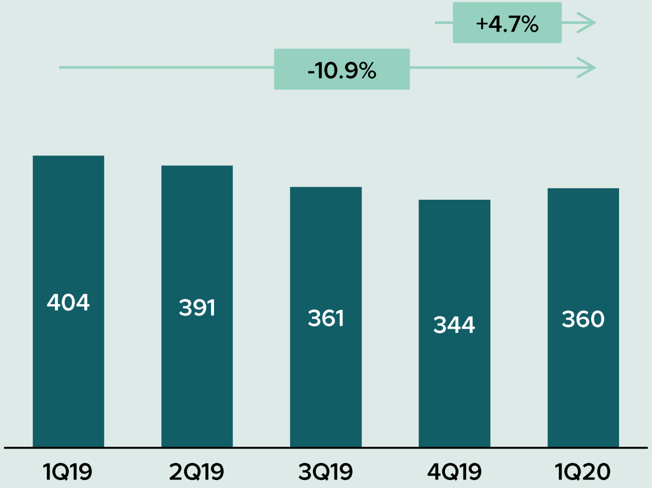
- QoQ underlying EBITDA growth
  - Encouraging growth in fibre and enterprise revenue
  - Delivery of Fuel4Growth productivity
  - Increased digitalisation across workforce and customer service channels
- YoY stable underlying EBITDA
  - Impact from termination of wholesale agreement, affecting YoY comparisons

1Q20

NPAT

Underlying profit growth of 4.7% QoQ, despite early COVID-19 impact

Normalised Profit after Tax (RM mn)



Underlying growth in NPAT after rebasing year

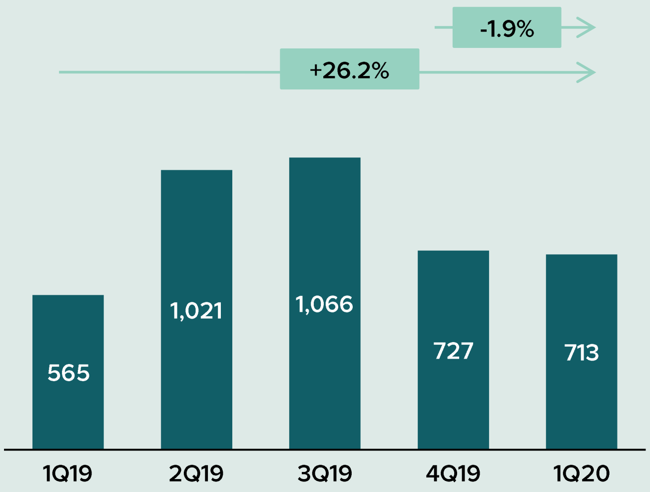
- QoQ underlying growth of 4.7%
  - In line with EBITDA
  - Stable momentum from our core mobile, and growth in Enterprise and fibre solutions
- YoY after the 2019 rebasing year
  - Underlying profit stable after wholesale agreement loss driving impact on PAT in 2019 rebasing year

1Q20

OFCF

Resilient OFCF, yet being more focused and prudent in cash management and allocation

Operating Free Cash Flow (RM mn)



OFCF sustained

- Productivity programme delivering, improving capital efficiency
- Working capital programme on track for strong cash flow
- Ongoing improvements to collections process
- Despite early impact of MCO on cash collections

Dividend

- In view of the unprecedented uncertainties of COVID-19 we declare a prudent dividend to ensure the preservation of cash
- Allows protection of the core business in preparation for the opportunities from the recovery
- 4 sen dividend payout

COVID-19 & MCO

Initial Impacts

Mitigation steps in place to manage COVID-19 impact to operations

Early observations to date

- Increasing demand on home broadband
- Retail stores closed nationwide, but some Maxis stores slowly reopening
- Payments and collections from customers slowing
- Roaming revenue significantly reduced, but not material part of business
- Restricted field workforce for network maintenance, upgrades and installation
- Temporary devices shortages

Quick steps taken so far

- Network remains superior with additional capacity brought forward
- Increased retail distribution through modern trade outlets
- Improving collections process using analytics
- Increase in doubtful debts, now provisioned for
- High adoption on digital channels and payments – app penetration for MyMaxis is 53% and Hotlink Red is 68%
- Router & 4G dongles for interim broadband connection for deferred fibre activation customers
- Proactive health and safety measures, including PPE provided for front-line employees

2020 Outlook

Guidance

The COVID-19 pandemic continues to raise concern. At this stage, it is hard to reliably predict how long it will take to contain the virus, the impact it has on Malaysia and the global economy, the impact on the demand for the services and solutions provided by the Group, locally and internationally and hence the Group's business operations throughout and following the MCO.

Given these uncertainties, the Group considered it prudent to withdraw its previously advised FY20 guidance until there is more clarity around the longevity and impact of the pandemic.

The Group is closely monitoring and assessing the impact of COVID-19 and when it becomes appropriate to disclose any material information, it will be made in accordance with the Main Market Listing Requirements.

We remain confident in our vision of being the leading converged solutions company driven by the commitment of our people, customers and our superior differentiated network.

Steadfast Leadership and Priorities:

- Putting the health and safety of our people first
- Maintaining leadership in core mobile business
- Offering more digital and converged solutions to individuals, homes and businesses
- Developing new Enterprise solutions and broadband offerings
- Achieving differentiated and unmatched personalised experience
- Maintaining the health of our network and systems
- Accelerating our digital transformation to be a leader in the new post COVID-19 world – a world-class digital organisation
- Focusing on cash management, liquidity and productivity

Q&A

Appendix 1

Maxis For All

Individuals, Homes and Businesses

Maxis to connect your homes and families

The Converged Strategy

Connectivity Only
- Mobile or Fibre

Connectivity Bundle
- Fibre
- Mobile

Converged Families
- Shared Lines
- Fibre
- Mobile

Connected Families
- Home Automation
- Media & Content
- Fibre
- Mobile

Addressable FTTH market[1]
- ~7.7mn Homes
- ~4.0mn Homepasses
- ~1.6mn Homeconnect

MaxisONE Plan

MaxisONE Share

FIBRE NATION for Homes and Businesses

MAXIS One PRIME

zerOlution360

MAXPERTS THE INTERNET EXPERTS

Note 1: Maxis' estimation, external reports (October 2019)

Maxis For All

Individuals, Homes and Businesses

Value escalator strategy guides enterprise expansion

The Value Escalator

	Mobile Connectivity	Fixed Connectivity	Managed Services	Cloud Services	IoT Solutions	Digital Business Solutions	Addressable ICT Market
Malaysia's Market Size[1] at 2023 (RM bn)	2.5-3	4-4.5	6-7	3-4	5-6	1.5-2	20-25
Maxis Proposition	World class mobile connectivity solutions	Provide robust fixed connectivity set-up, with best-in-class SLAs	End-to-end management and protection of ICT set-up	Enable business scale through range of cloud services	Sophisticated IoT solutions to advance business productivity	Offer innovative digital solutions	Opportunity Areas • Offer converged services • Cloudification of network • Increase fixed infrastructure access
	Roaming SIM Bulk SMS BYOD	Fixed connectivity FMC + UCaaS SD WAN/LAN	Managed bundles Automated network services Security	IaaS & PaaS Hybrid Cloud Multi Cloud	IoT offers eg. fleet manage-ment asset tracking	E-Commerce Analytics Payments	

Note 1: Estimation based on Gartner Report and IDC

Appendix 1

Important definitions/notations

- **Revenue:** Service Revenue plus device, network income and others
- **Service Revenue:** Telecommunications and Digital services
- **EBITDA margin on Service Revenue:** EBITDA as percentage of service revenue
- **Normalised EBITDA**: Adjusting for unrealised forex losses or gains and upfront spectrum assignment fees
- **Operating Free Cash Flow:** Cash Flow from Operating Activities
- **Revenue generating subscriber/subscription (RGS30):** Defined as active line subscriptions and exclude those that do not have any revenue generating activities for more than 30 days

Product list definitions/notations (1/2)

- **MaxisONE Plan:** The Internet Plan which offer limitless voice, SMS and bundle with Mobile Internet for Maxis postpaid customers
- **MaxisONE Share:** A plan for supplementary line (a.k.a share line)
- **MaxisONE Prime:** A Maxis Home Fibre Plan layered with MaxisONE Plan that offers endless internet for both home and mobile
- **Maxperts:** A group of highly skilled tech support team that offers solution expertise such as the end-to-end resolution of issues, basic setup and configurations, password resets, product navigational assistance and remote troubleshooting for our range of selected Maxis solutions
- **Zerolution:** A smartphone program that allows customers to purchase a device with RM0 upfront payment and pay for the phone over 24 monthly payments at 0% interest
- **Machine to Machine (M2M):** A direct communication between devices using a wireless network

Product list definitions/notations (2/2)

- **ONEBusiness Voice:** A business grade voice service which uses Voice Over IP (VOIP) technology to enable your business to receive phone calls or make outgoing calls through a single converged network
- **Cloud POS:** An easy-to-use point-of-sale software for business owners who want to capture, track and view real-time analytics and reports of their business easily anytime, anywhere
- **mDrive:** A solution encompassing the hardware, software, services and connectivity to enable you to manage your fleet

Key Financials

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20	QoQ	YoY
Service Revenue	1,947	1,918	1,940	1,992	1,940	-2.6%	-0.4%
EBITDA*	953	947	964	904	920	+1.8%	-3.5%
EBITDA margin on service revenue*	48.9%	49.4%	49.7%	45.4%	47.4%	+2.0pp	-1.5pp
Profit after tax*	404	391	361	344	360	+4.7%	-10.9%
Operating free cash flow	565	1,021	1,066	727	713	-1.9%	+26.2%
Prepaid Revenue	797	791	794	783	714	-8.8%	-10.4%
Postpaid Revenue	1,000	972	979	989	984	-0.5%	-1.6%
Capex	127	267	242	577	163	-71.8%	+28.3%
Dividend per share (sen)	5	5	5	5	4	-	-

* EBITDA, EBITDA margin and Profit After Tax on normalised basis

Normalised Consolidated Income Statement

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20	QoQ	YoY
Revenue	2,232	2,206	2,285	2,590	2,341	-9.6%	+4.9%
Expenses	(1,279)	(1,259)	(1,321)	(1,686)	(1,421)	-15.7%	+11.1%
EBITDA	953	947	964	904	920	+1.8%	-3.5%
EBITDA Margin	48.9%	49.4%	49.7%	45.4%	47.4%	+2.0pp	-1.5pp
Depreciation	(296)	(295)	(346)	(306)	(324)	+5.9%	+9.5%
Amortisation	0	0	0	(22)	(10)	-54.5%	-
Others	(5)	(6)	(23)	1	(4)	>100%	-20.0%
Upfront Spectrum Assignment	(15)	(15)	(15)	(15)	(15)	0.0%	0.0%
EBIT	637	631	580	562	567	+0.9%	-11.0%
Interest Expenses	(114)	(115)	(115)	(125)	(112)	-10.4%	-1.8%
Interest Revenue	15	15	20	20	23	+15.0%	+53.3%
PBT	538	531	485	457	478	+4.6%	-11.2%
Tax	(134)	(140)	(124)	(113)	(118)	+4.4%	-11.9%
PAT	404	391	361	344	360	+4.7%	-10.9%

Reported Consolidated Income Statement

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20	QoQ	YoY
Revenue	2,232	2,206	2,285	2,590	2,341	-9.6%	+4.9%
Expenses	(1,288)	(1,266)	(1,340)	(1,686)	(1,439)	-14.7%	+11.7%
EBITDA	944	940	945	904	902	-0.2%	-4.4%
EBITDA Margin	48.5%	49.0%	48.7%	45.4%	46.5%	+1.1pp	-2.0pp
Depreciation	(296)	(295)	(346)	(306)	(324)	+5.9%	+9.5%
Amortisation	0	0	0	(22)	(10)	-54.5%	-
Others	(5)	(6)	(23)	1	(4)	>100%	-20.0%
EBIT	643	639	576	577	564	-2.3%	-12.3%
Interest Expenses	(114)	(115)	(115)	(125)	(112)	-10.4%	-1.8%
Interest Revenue	15	15	20	20	23	+15.0%	+53.3%
PBT	544	539	481	472	475	+0.6%	-12.7%
Tax	(135)	(142)	(123)	(117)	(117)	0.0%	-13.3%
PAT	409	397	358	355	358	+0.8%	-12.5%

Cash Flow Statement

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20
Cash flow from operating activities	565	1,021	1,066	727	713
Cash flow used in investing activities	(140)	(331)	(257)	(648)	(178)
- Purchase of PPE	(140)	(328)	(255)	(648)	(178)
- Proceeds from disposal of PPE	0	0	1	0	0
- Purchase of financial assets as fair value over comprehensive income	0	0	0	0	0
- Maturities of deposits	0	(3)	(3)	0	0
Cash flow before financing activities	425	690	809	79	535
Cash flow used in financing activities	(552)	(526)	(568)	(341)	(169)
- Dividends paid	(391)	(391)	(391)	(391)	0
- Debt drawdown	0	0	0	200	0
- Payment of finance costs	(130)	(101)	(131)	(107)	(132)
- Others	(31)	(34)	(46)	(43)	(37)
Net change in cash & cash equivalents	(127)	164	241	(262)	366
Opening cash & cash equivalents	536	409	573	814	552
Closing cash & cash equivalents*	409	573	814	552	918

* The difference between cash & cash equivalents and deposits, cash and bank balances represent deposits with banks that have maturity periods of more than 3 months

Financial Ratios

(RM mn)	4Q19	1Q20
Debt[1]	8,953	8,990
Deposits, cash & bank balances[2]	(582)	(948)
Net debt	8,371	8,042
Total equity	7,070	7,034

(RM mn)	4Q19	1Q20
Net debt to EBITDA[3]	2.24x	2.18x
Net debt to Equity	1.18x	1.14x

Note 1: Includes derivative financial instruments designated for hedging relationship on borrowings
Note 2: The difference between cash & cash equivalents and deposits, cash and bank balances represent deposits with banks that have maturity periods of more than 3 months
Note 3: EBITDA calculated using rolling 12 months EBITDA

Revenue Composition

(RM mn)	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
Revenue	2,237	2,246	2,264	2,445	2,232	2,206	2,285	2,590	2,341
Service Revenue	1,980	2,013	2,027	2,048	1,947	1,918	1,940	1,992	1,940
- Mobile	1,834	1,863	1,876	1,898	1,797	1,763	1,773	1,772	1,698
- Enterprise Fixed*	71	71	71	70	70	69	72	116	129
- Home Fibre	75	79	80	80	80	86	95	104	113
Non Service Revenue	257	233	237	397	285	288	345	598	401
- Device	236	212	216	371	264	268	322	576	377
- Network Income	21	21	21	26	21	20	23	22	24

(RM mn)	1Q18	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
Mobile Revenue	1,834	1,863	1,876	1,898	1,797	1,763	1,773	1,772	1,698
- Prepaid	849	854	851	845	797	791	794	783	714
- Postpaid	985	1,009	1,025	1,053	1,000	972	979	989	984

* Includes Biz Fibre and others

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Normalised Financials and Costs

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20
Total Revenue	2,232	2,206	2,285	2,590	2,341
Expenses	(1,279)	(1,259)	(1,321)	(1,686)	(1,421)
- Traffic, device, commissions & other direct costs	(736)	(766)	(835)	(1,146)	(856)
- Spectrum license fees	(46)	(48)	(48)	(53)	(52)
- Network	(189)	(183)	(170)	(146)	(153)
- Staff & resource	(152)	(166)	(153)	(180)	(158)
- Marketing	(42)	(43)	(42)	(46)	(40)
- Operation & maintenance	(110)	(57)	(86)	(129)	(107)
- Others	(4)	4	13	14	(55)
- Allowance for doubtful debts, net	(33)	(28)	(30)	(29)	(99)
- Government grants & other income, net	29	32	43	43	44
EBITDA	953	947	964	904	920
PBT	538	531	485	457	478
PAT	404	391	361	344	360
EBITDA margin	48.9%	49.4%	49.7%	45.4%	47.4%
PAT margin	18.1%	17.7%	15.8%	13.3%	15.4%

Reported Financials and Costs

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20
Total Revenue	2,232	2,206	2,285	2,590	2,341
Expenses	(1,288)	(1,266)	(1,340)	(1,686)	(1,439)
- Traffic, device, commissions & other direct costs	(736)	(766)	(835)	(1,146)	(856)
- Spectrum license fees	(61)	(63)	(63)	(68)	(67)
- Network	(189)	(183)	(170)	(146)	(153)
- Staff & resource	(152)	(166)	(153)	(180)	(158)
- Marketing	(42)	(43)	(42)	(46)	(40)
- Operation & maintenance	(104)	(49)	(90)	(114)	(110)
- Others	(4)	4	13	14	(55)
- Allowance for doubtful debts, net	(33)	(28)	(30)	(29)	(99)
- Government grants & other income, net	29	32	43	43	44
EBITDA	944	940	945	904	902
PBT	544	539	481	472	475
PAT	409	397	358	355	358
EBITDA margin	48.5%	49.0%	48.7%	45.4%	46.5%
PAT margin	18.3%	18.0%	15.7%	13.7%	15.3%

Normalised Financials and Costs

(RM mn)	1Q19	2Q19	3Q19	4Q19	1Q20
Total Revenue	2,232	2,206	2,285	2,590	2,341
Expenses	(1,279)	(1,259)	(1,321)	(1,686)	(1,421)
- Traffic, device, commissions & other direct costs	(736)	(766)	(835)	(1,146)	(856)
- Spectrum license fees	(46)	(48)	(48)	(53)	(52)
- Network	(189)	(183)	(170)	(146)	(153)
- Staff & resource	(152)	(166)	(153)	(180)	(158)
- Marketing	(42)	(43)	(42)	(46)	(40)
- Operation & maintenance	(110)	(57)	(86)	(129)	(107)
- Others	(4)	4	13	14	(55)
- Allowance for doubtful debts, net	(33)	(28)	(30)	(29)	(99)
- Government grants & other income, net	29	32	43	43	44
EBITDA	953	947	964	904	920
PBT	538	531	485	457	478
PAT	404	391	361	344	360
EBITDA margin	48.9%	49.4%	49.7%	45.4%	47.4%
PAT margin	18.1%	17.7%	15.8%	13.3%	15.4%

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RGS30 and ARPU

	1Q19	2Q19	3Q19	4Q19	1Q20
Mobile Subscription ('000)					
Total Mobile Subscriptions (incl. M2M)	9,828	9,883	9,925	9,967	9,681
- Prepaid	6,467	6,417	6,328	6,227	5,883
- Postpaid (incl. M2M)	3,247	3,356	3,491	3,641	3,704
- WBB*	114	110	106	99	94
ARPU (RM/month)					
Blended ARPU (excl. M2M)	57	58	58	59	56
- Prepaid	40	41	41	42	39
- Postpaid (excl. M2M)	92	91	90	90	86

* WBB subscriptions defined as subscriptions on data plans using USB modems and tablets . Postpaid is shown as phone based and non-phone based subscriptions, that is Machine to Machine (M2M)

Market Definition Subscription and ARPU

	1Q19	2Q19	3Q19	4Q19	1Q20
Mobile Subscription ('000)					
Total Mobile Subscriptions (incl. M2M)	10,885	11,016	11,153	11,234	11,320
- Prepaid	7,444	7,463	7,461	7,375	7,388
- Postpaid (incl. M2M)	3,321	3,438	3,581	3,755	3,833
- WBB*	120	115	111	104	99
Mobile Internet Users (mil)	8.4	8.4	8.5	8.7	8.3
Home Connections ('000)	251	276	305	327	348
Biz Fibre Connections ('000)	29	34	39	42	44
ARPU (RM/month)					
Blended ARPU (incl. M2M)	51	51	51	51	49
- Prepaid	35	35	35	35	32
- Postpaid (incl. M2M)	88	86	85	84	81
Home Fibre	105	106	108	109	109

* WBB subscriptions defined as subscriptions on data plans using USB modems and tablets

Data usage

	1Q19	2Q19	3Q19	4Q19	1Q20
Data usage (GB/month)					
Blended	11.70	13.67	15.16	14.99	16.81
- Prepaid	11.47	13.72	15.21	14.75	16.89
- Postpaid	12.17	13.59	15.06	15.42	16.68

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