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Let's keep empowering
the diverse *rangkaian*
of communities to be



1Q FY2022 Financial Results

Briefing on Friday 29th April 2022

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Maxis, The Leading Converged Solutions Provider

Our Vision

Be the Leading Converged Solutions Provider in Malaysia

Our Purpose

We exist to bring together the best of technology to help people, businesses and the nation to *Always Be Ahead* in a changing world

Our Strategy



The Leading Converged Solutions Provider – Ubiquitous Access

~400k premise passes to be rolled out over the next 12-18 months, combination of commercial capex and USP clawback CAPEX as part of JENDELA



Consumer Fibre

- Rollout under JENDELA program with USP Clawback
- Rollout via commercial partnerships for new townships, for example:
 - Gamuda Cove with Gamuda
 - Taman Bertam Heights with Teladan Setia



Enterprise Connectivity

- >200 fibre sites to be rolled out, targeting business premises
- Enabling product innovation for fixed access offerings (e.g DIA, DPLC, MPLS, IPLC, VSAT & managed services) over Maxis MEF3.0 certified network



Government Projects

- Maxis is one of 3 service providers awarded Phase 1 tender by KKMM to fiberise 127 schools & ~27k premises in surrounding areas in Southern region
- Larger Phase 2 expected to be tendered soon

The Leading Converged Solutions Provider – Digital IT Systems

Annual investments of ~RM300mn in digital & cybersecurity capabilities



Transformed Sales, Ordering and Billing Systems (Consumer & Enterprise)

- Consumer: Enhanced infrastructure and capabilities to improve billing accuracy and enable product differentiation
- Enterprise: End-to-end tracking of sales funnel from leads to opportunities, digitalising customer fulfilment from order, pricing, delivery and contract management



Revitalised Digital Customer Experience

- Accelerate digital distribution strategy through rapid developments in Maxis Online Stores & increased App adoption
- Enhanced self-service capabilities and redirecting voice calls to mobile app with the use of Virtual Interactive Voice Response



Embarked on Digital Operations

- Investments in self-organising network technology
- Digitalised network monitoring (introducing AI & ML) significantly reduces mean time to escalate and mean time to resolve network issues
- Digitalised procurement platform and workflow

Maxis Performance Highlights

Converged service momentum grows, retaining strong leadership in Mobile while growing Fibre, WBB & Enterprise business



Consumer
Postpaid
Subscribers

3.19mn

QoQ

+1.6%

YoY

+9.2%



Consumer
Fibre & WBB
Connections

615k

+4.1%

+19.2%



Consumer
Prepaid
Subscribers

5.72mn

-4.0%

-6.0%



Enterprise
BRNs¹

87.7k

-0.3%

+4.2%



TP-NPS

+63

+0 pt

+5 pts



Digital Care²
(vs total contacts)

22.8%

-0.8 pp

+14.7 pp










Note:

1 Enterprise Business Registration Numbers (BRNs) refers to number of companies with billable services in the quarter

2 Digital Care refers to customer interactions taken through non-human interactions, including Virtual Interactive Voice Responder, and MaxBOT interactions

Maxis Financial Highlights

Strong Year on Year revenue performance at Enterprise and Consumer Businesses

			QoQ	YoY
	Total Revenue	RM 2,406mn	-2.0%	+7.4%
	Service Revenue	RM 2,030mn	+0.7%	+3.0%
	Consumer Revenue	RM 1,642mn	+1.5%	+2.4%
	Enterprise Revenue	RM 388mn	-2.8%	+5.4%
	EBITDA	RM 930mn	-0.2%	-3.2%
	PAT	RM 298mn	+3.1%	-10.8%
	OFCF ¹	RM 669mn	-43.7%	+11.3%
	Capex	RM 171mn	-71.4%	+25.7%
	Dividends	5 Sen		

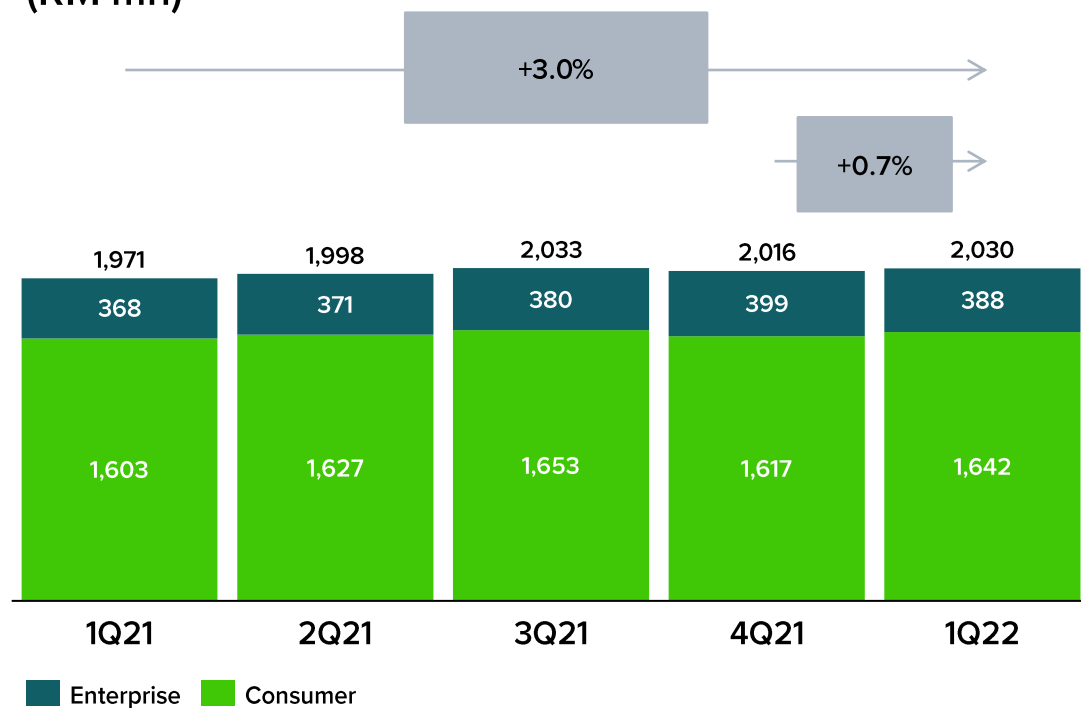


¹ Adjusted OFCF for one-off cash transaction, refer to later slides for details

Maxis Service Revenue

Service revenue continues to be resilient and delivering healthy growth

Service Revenue
(RM mn)



- **Service revenue for 1Q22 at RM2,030mn:**

- Up RM14mn, +0.7% QoQ
- Up RM59mn, +3.0% YoY

- **Robust service revenue YoY and QoQ driven by:**

- **Consumer Business:**
 - Postpaid business growing
 - Resilient Prepaid; and
 - Accelerating growth in Home Fibre and Home WBB
 - Partially offset by weaker ARPUs
- **Enterprise Business:**
 - Growing Mobiles including IOT and e-commerce
 - Accelerating growth in Biz Fibre and Fixed Access
 - Newly introduced ICT & Cloud Solutions

Note: Comparatives were restated (please refer to Bursa for refined presentation)

Maxis Capex

Maintained investment to strengthen our ubiquitous access and platforms to deliver Enterprise solutions



Core network capex for best network performance

- Boosting capacity to support digitalisation and Work From Home, maintaining top performance as measured by third parties, Opensignal, Ookla and MCMC
- Capex is targeted using big data analytics for each base station, for Network differentiation and competitive advantage
- Total CAPEX in 1Q22 at RM171mn versus 1Q21 at RM136mn, up +25.7%



Future proofing for Enterprise solutions

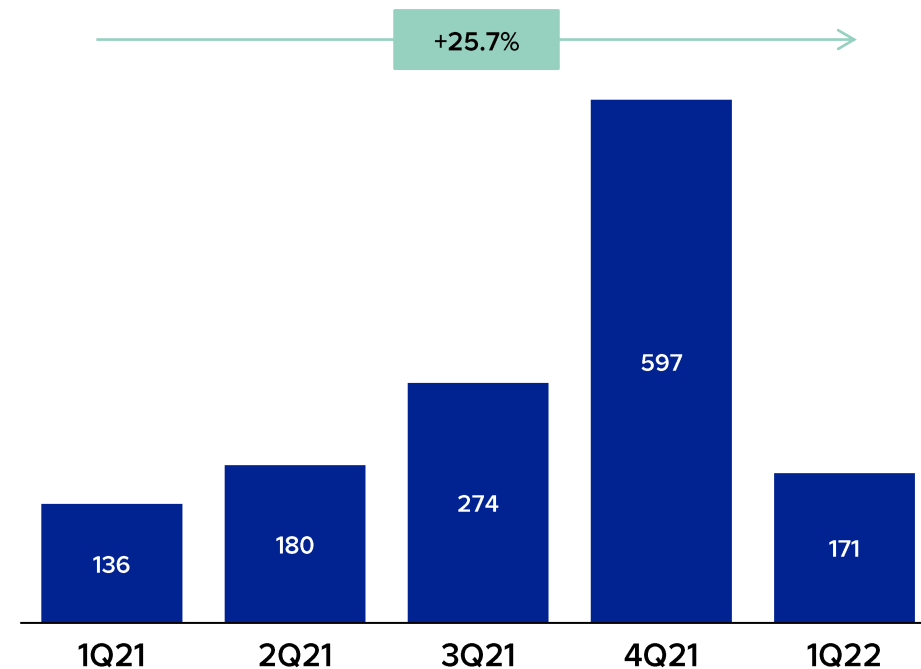
- Incremental Enterprise capex driven by corporate deals
- Completed migration to new Enterprise CRM and Billing platform
- Improving redundancy of fibre network for better network quality, enterprise grade service level and new solutions



Doubling down on Converged Strategy & Jendela

- Combined strength of Jendela USP and commercial capex
- ~400K premise own fibre passes in plan for next 12 to 18 months, majority in 2022

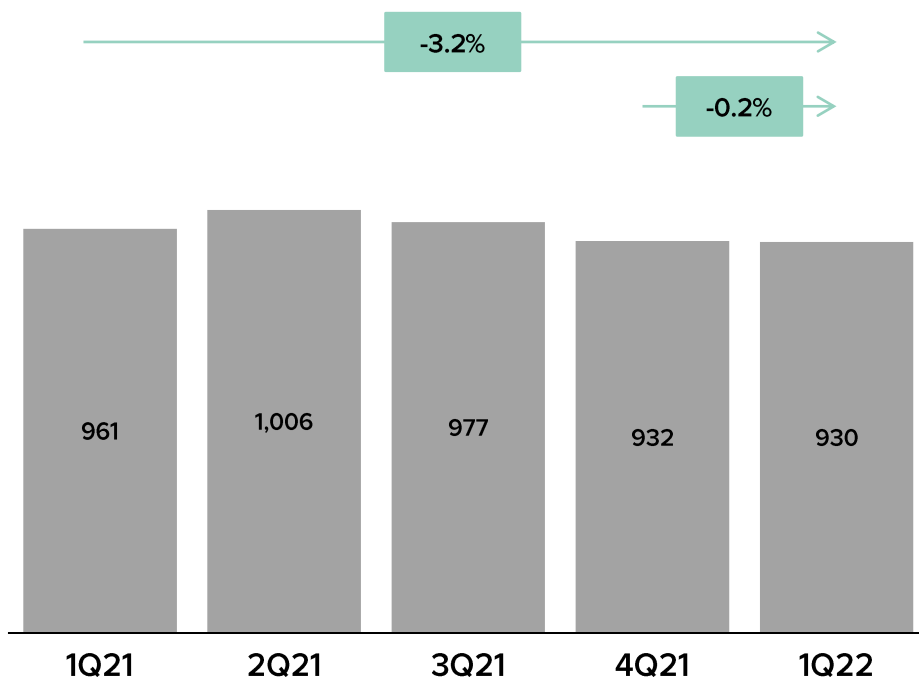
Capex Profile QoQ (RM mn)



EBITDA

EBITDA resilient, driven by strong convergence strategy

EBITDA
(RM mn)



EBITDA lower by 0.2% QoQ and lower by 3.2% YoY

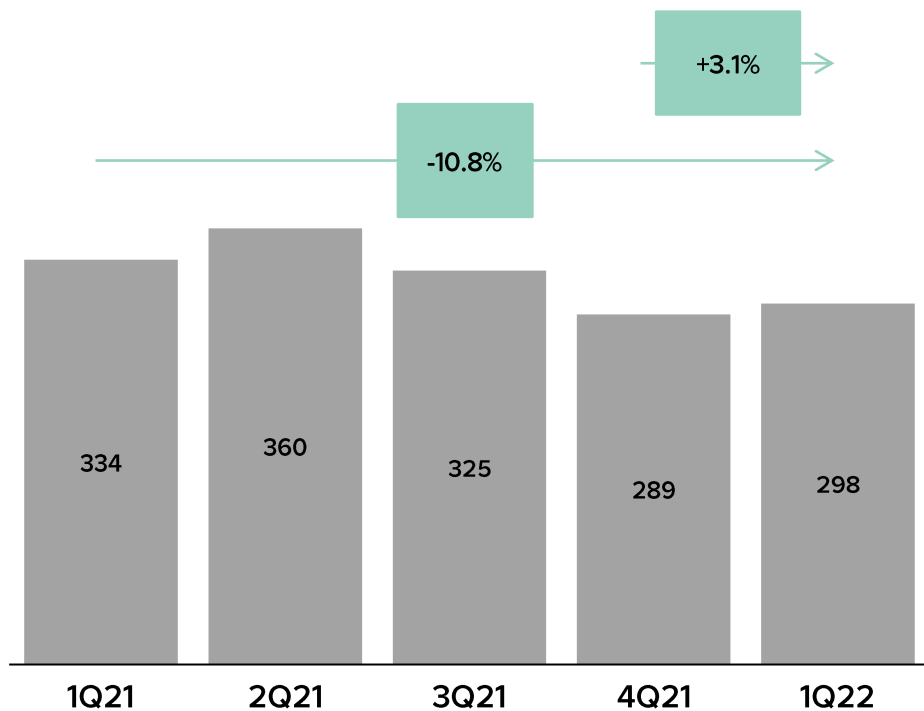
- Ongoing successful device sales campaign in 1Q22 and so higher device costs recorded for the quarter
- PFDD reverting to prudent pre-covid levels, as stimulate postpaid subscriber retention & attraction with handset deals

EBITDA margin at 45.8% (vs 4Q21: 46.2%; 1Q21: 48.8%)

PAT

1Q22 profit higher due to 3G network assets fully depreciated as of 2021

Profit after Tax
(RM mn)



Higher profit QoQ, up +3.1% due to lower depreciation costs

- 3G network shutdown in December 2021 has all 3G assets now fully depreciated, results in a lower depreciation level.
- Migrated legacy 3G customers to 4G/LTE services

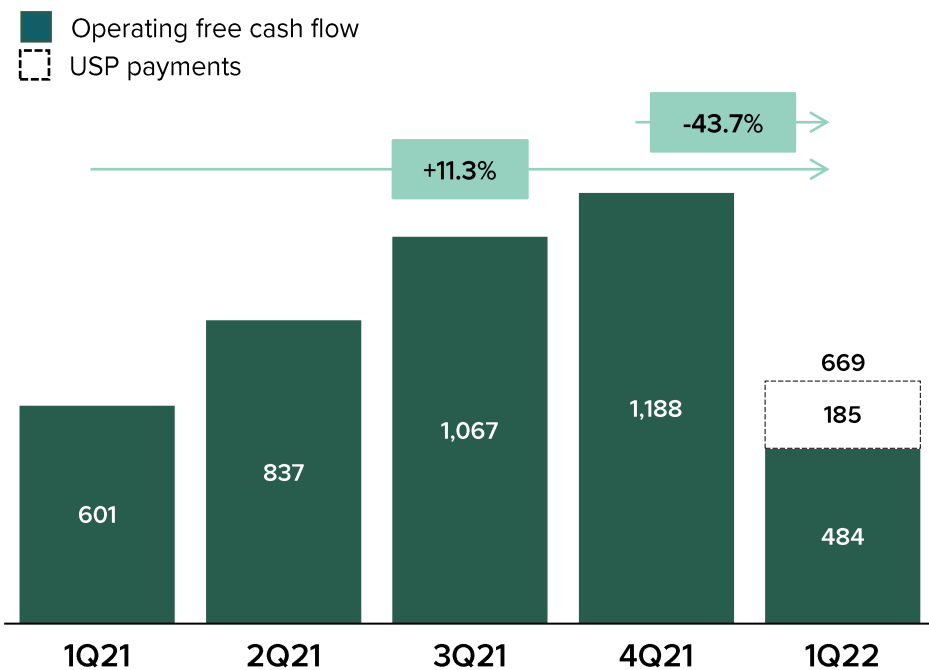
YoY down by 10.8% due to higher amortisation costs:

- Prudent adoption of reduced spectrum life and increased amortisation (Bursa Note 5, from 3Q21)

OFCF

Strong focus on cash flow management

Underlying Operating Free Cash Flow (RM mn)



Adjusting for USP payments in 1Q22, **higher 11.3% YoY** driven by our focus on working capital initiatives & cash flow management.

Adjusting for USP payments in 1Q22, **lower 43.7% QoQ** mainly attributed to:

- Higher payment to suppliers, including handsets
- Supplier payment profile expected to normalise during the year

1Q22 Dividends: 5 Sen (total payout of RM391 mn)

Driving continuous cost & working capital improvement

Our journey to build advanced cost management capability to continually reshape costs to stay competitive

Drive continuous cost improvement discipline



Granular cost visibility



Driver based budgets



Shared ownership & accountability

- Align spend with strategic priorities
- Reinforce accountability via joint ownership of costs
- Investment in new systems & tools for consistent and sustainable monitoring
- Building resource capabilities

Reinforced with our culture – the Maxis Way



- Focus on cost reshaping, more than cost cutting
- Encourage shift in thinking (i.e., challenge status quo)
- Spending focused on:
 - What makes a difference to our customers
 - What increases our competitiveness in the market

Digitally enabled transformation



Collections transformation

- Leveraged analytics to develop customer behavioral model and deploy segment collection treatment strategies
- Next Phase:
 - Strategic capability build to uplift collection capabilities
 - Develop clear future state technology roadmap



Digital customer episodes

- Redesign of customer episodes and channels: shifting sales to digital channels

Consumer Convergence Strategy

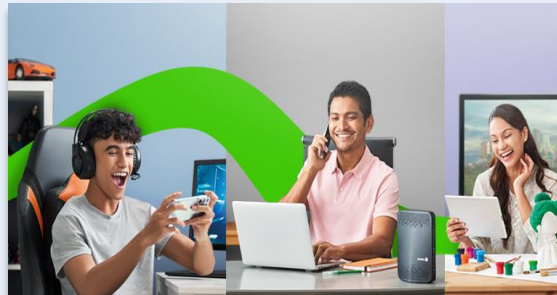
Clear leadership in mobile, superiority of network, services/solutions and No. 1 choice for converged connectivity

Broadening mobile connectivity, geographic reach and device offerings



- Broaden target segments while defending high value base
- Strong customer lifecycle management to enhance value creation
- Win over key geographic areas, especially in under-indexed markets
- Channel expansion, with increased contribution from alternate channels

Key service differentiators with Home Connectivity



- Drive differentiation with converged solutions and wide range of easy to own home devices
- Focus on best in-home wifi experience through Wi-Fi 6 and dedicated Maxperts to win household market share
- Combine fibre own-build & access-seeking strategy to provide home connectivity to more Malaysians

Penetrating Consumer Solutions

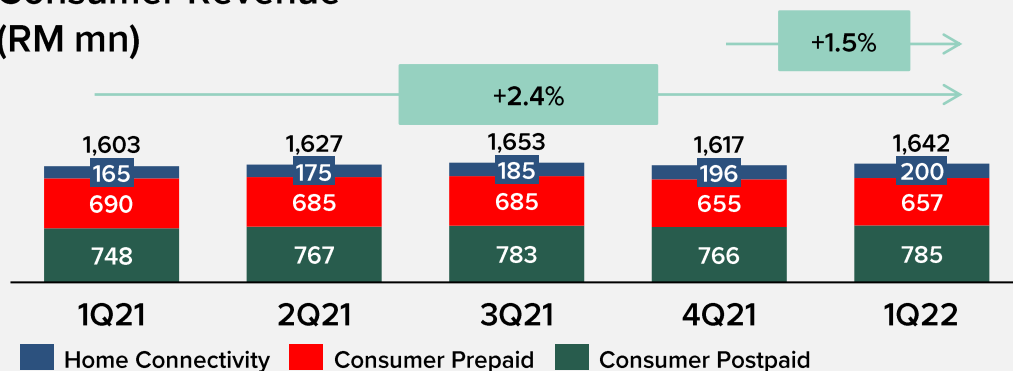


- Differentiate the mobile experience through digital services
- Curate the converged household experience through entertainment, smarthome & productivity solutions
- Enrich the overall experience with payment / credit options & strategic partnerships

Maxis Consumer

Solid growth in consumer revenue driven by convergence strategy

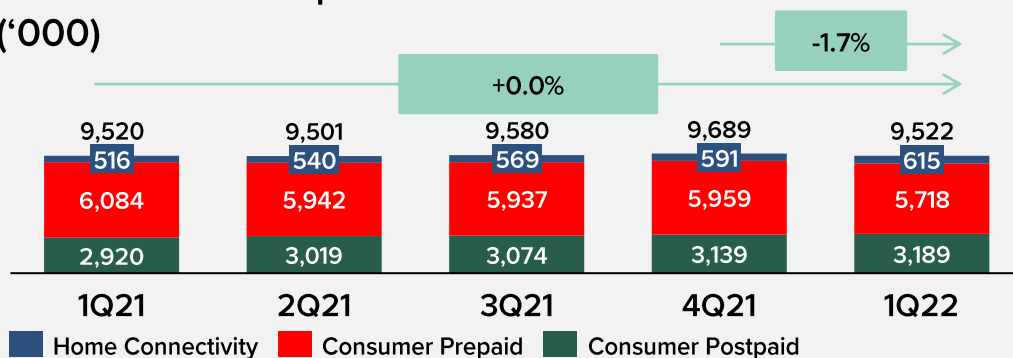
Consumer Revenue
(RM mn)



Consumer revenue up 1.5% QoQ

- QoQ growth in key areas: postpaid, prepaid and home connectivity
- YoY growth in Home connectivity and postpaid subscribers
- Prepaid is declining in line with weaker prepaid market and continuous pre-to-post migration

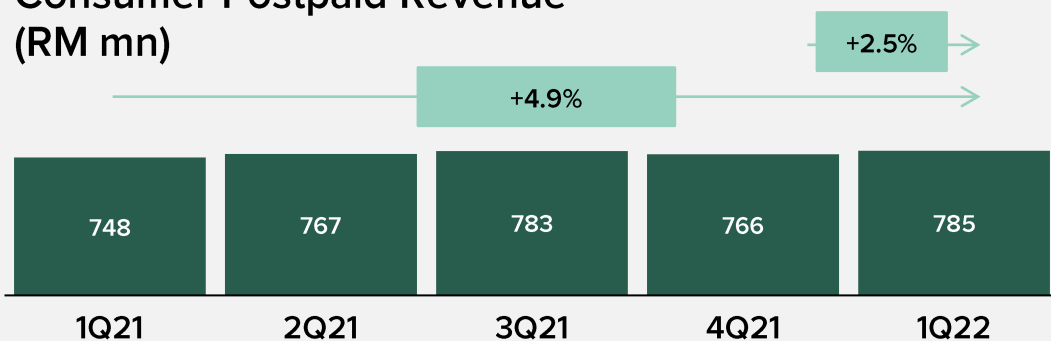
Consumer Subscription
(‘000)



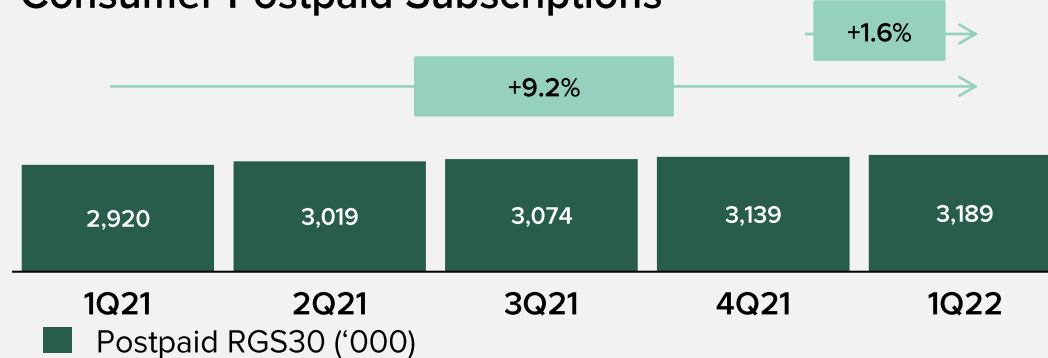
Consumer Postpaid

YoY growth in subscribers of 9.2% and revenue of 4.9% driven by convergence

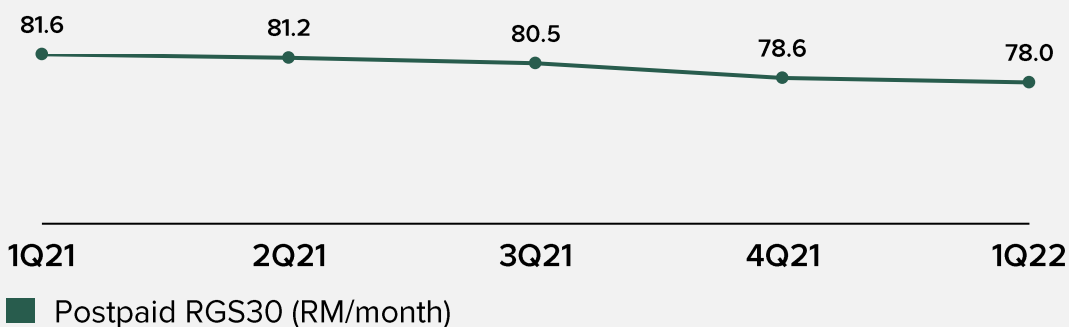
Consumer Postpaid Revenue¹ (RM mn)



Consumer Postpaid Subscriptions



Consumer Postpaid ARPU²



Higher Postpaid revenue QoQ and YoY due to:

- Robust growth in Maxis Postpaid, both primary and shared lines with attractive ARPA and Hotlink Postpaid subscribers
- Strong Prepaid to Postpaid migration, entry level Hotlink Postpaid:
 - Hotlink Postpaid is value accretive and has positive ARPU growth
 - Favourable response to device campaigns
- ARPU QoQ down RM0.6, YoY down RM3.6
 - ARPU dilution due to Hotlink Postpaid and increased shared lines

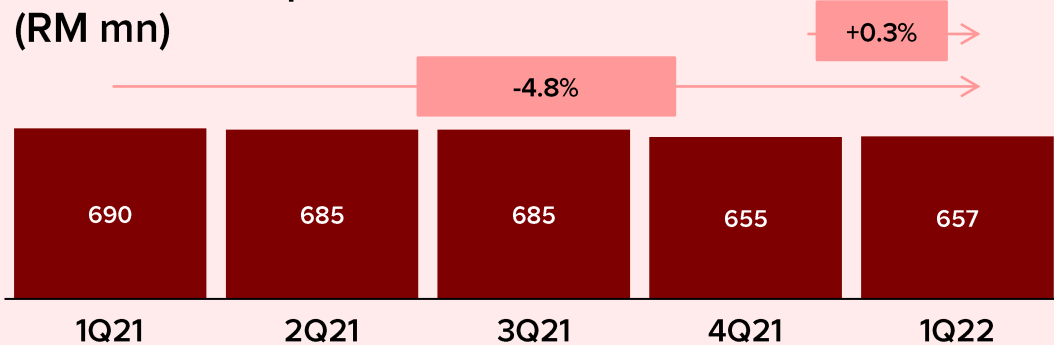
Note 1: ARPU changed due to lack of international roaming starting March 2020 due to MCO

Note 2: Comparatives were restated

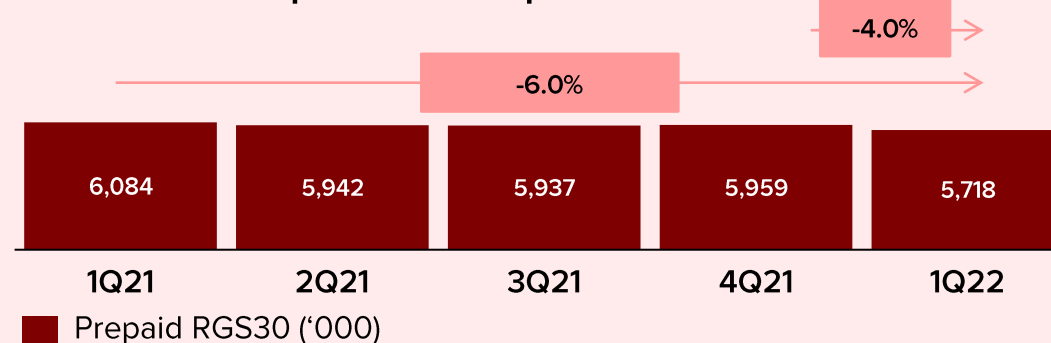
Consumer Prepaid

Holding revenue with adoption of new Prepaid plans supporting higher ARPU

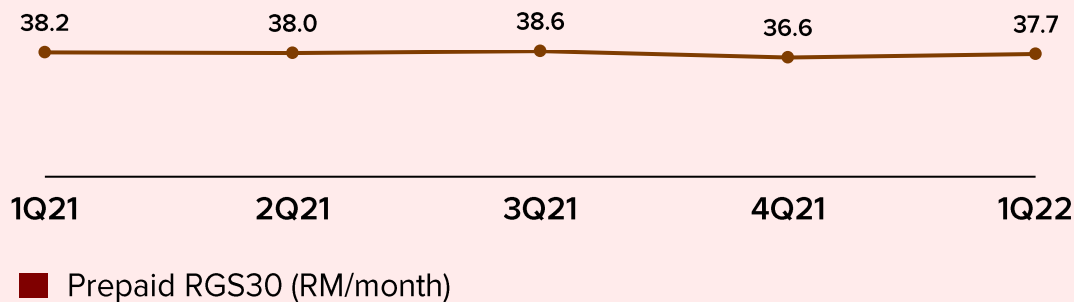
Consumer Prepaid Revenue
(RM mn)



Consumer Prepaid Subscriptions



Consumer Prepaid ARPU



Resilient adoption of attractive Hotlink Prepaid Unlimited & Hotlink Prepaid Pantas

- Stable revenue QoQ +0.3% with higher ARPU
- Subscribers lower by -4.0% QoQ largely due to periodic clean-out of non-revenue SIM cards impacting RGS
- Successful targeting of under-served markets (B40, youth and foreign workers)

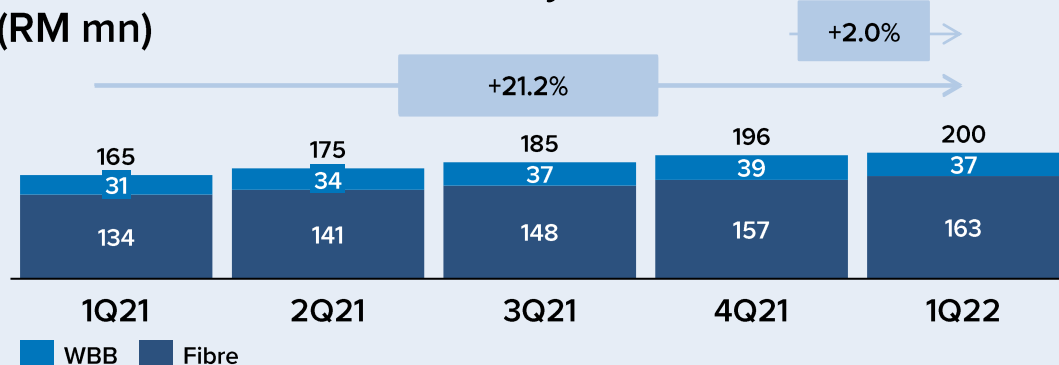
Resilient ARPU management

- ARPU 1Q22 at RM37.7, up RM1.1 vs 4Q21 at RM36.6

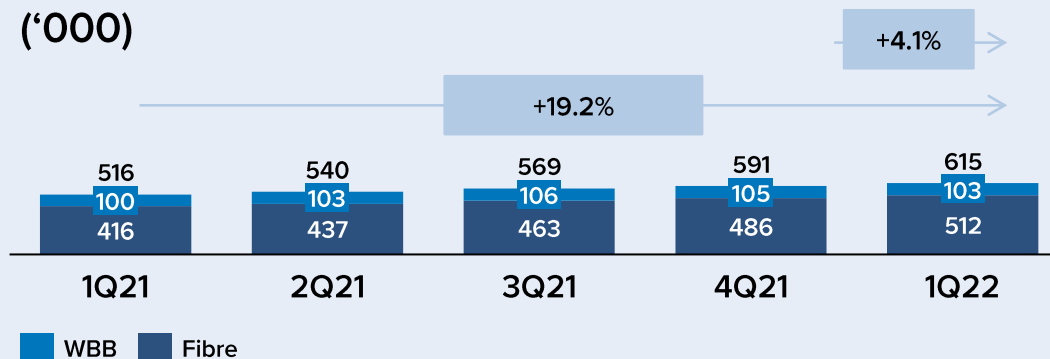
Consumer Home Connectivity

YoY Home Connections up 19.2% and Revenue up 21.2%

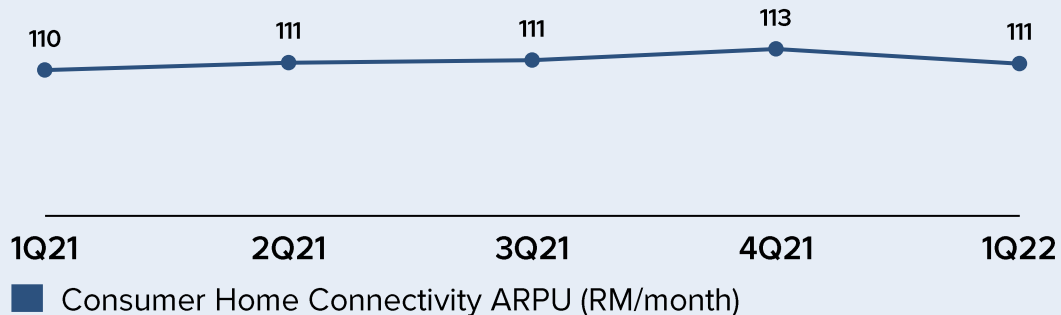
Consumer Home Connectivity Revenue (RM mn)



Home Connections ('000)



Home Blended (Fibre and WBB) ARPU



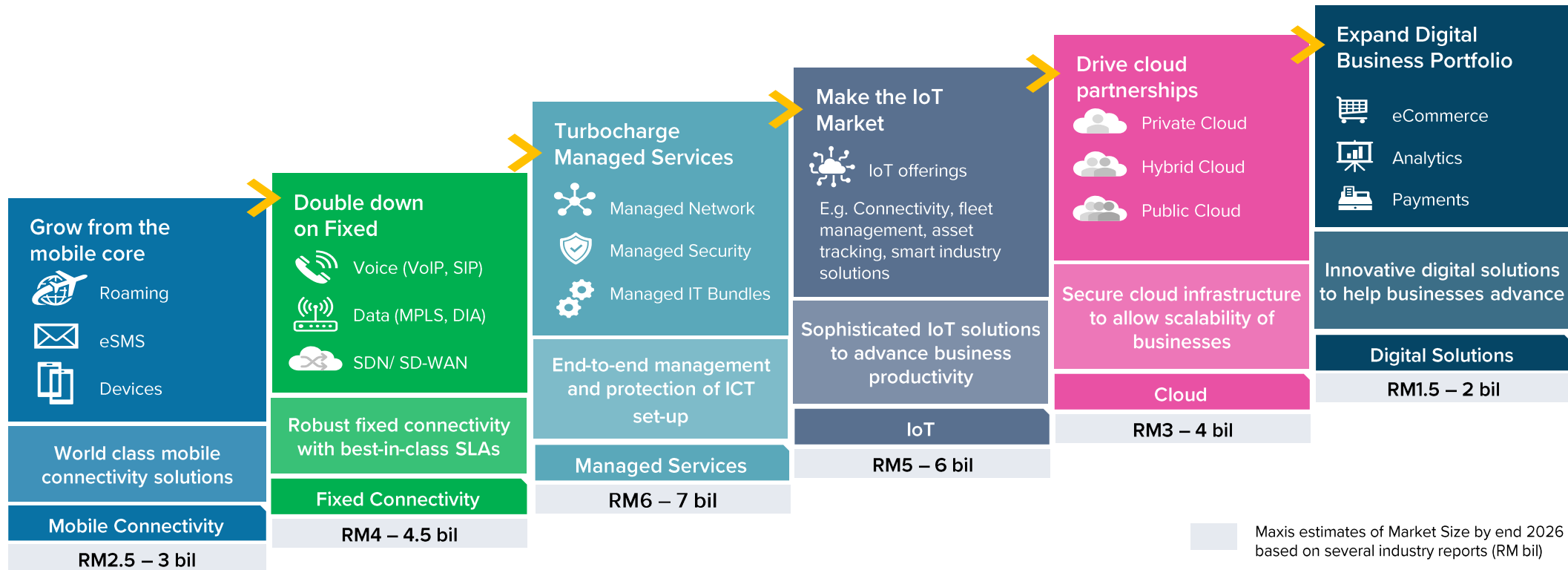
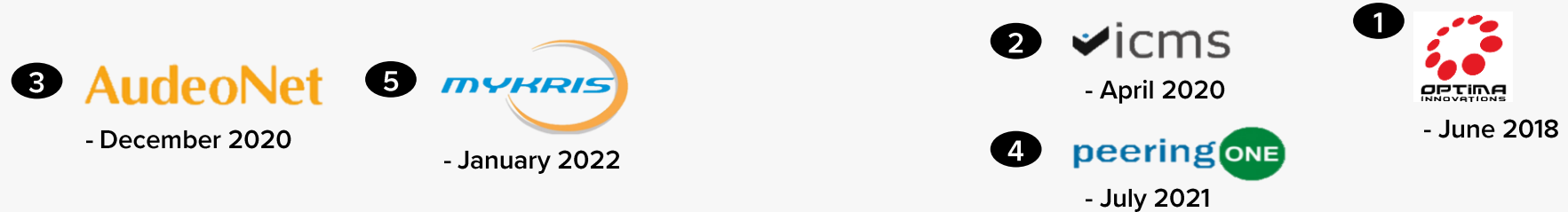
Home Connectivity continues to deliver healthy customer growth

- Home connections up +4.1% QoQ representing 24k additional connections
- Strong adoption of Maxis Unlimited Postpaid converged packages
- Marketing success to drive more converged penetration & first-time broadband users

Home ARPU remains stable

Reinforcing Maxis as Leading Converged Solutions Provider

Accelerating Maxis' strategy and growth via M&A and strategic joint ventures



Maxis estimates of Market Size by end 2026 based on several industry reports (RM bil)

Enterprise Business

Moving from '**Transformation**' to '**Execution**' – Maxis Business ready to serve the market with our holistic converged ICT offerings and unmatched customer experience

Maxis Business as the industry partner of choice



Maxis-MIMOS-Huawei: 5G Innovation Hub

- Collaboration to build a 5G and AI Innovation Hub to **accelerate industrial use-cases** enabled by 5G, AI and other advanced technologies
- The hub will also be a **co-creation testbed** for Research & Development (R&D) and **incubator** for innovative solutions



Maxis-Teladan Setia Signing Ceremony

- Maxis was selected by Teladan Setia to connect more individuals and families with the **best fibre connectivity**
- Initial phase to connect >2K homes in Taman Bertam Heights, Melaka

Positive achievements evidenced by industry awards and recognitions from Technology partners

✓ 7 awards from Asia eCommerce Awards 2021 –

- 4 Gold
- 1 Silver
- 2 Bronze



✓ Commvault – First Cloud Managed Service Provider in Malaysia



✓ Microsoft

- Awarded Maxis as their **FY22 Managed Partner**
- Maxis achieved the **Gold competency** for Security



✓ Hewlett Packet Enterprise (HPE) – Awarded as the 2021 Strategic Service Provider



Driving digital engagements and thought leadership across businesses



Spark Let's Talk: 4 episodes with 8 leaders of homegrown brands



Webinar on building digital resiliency to future proof businesses

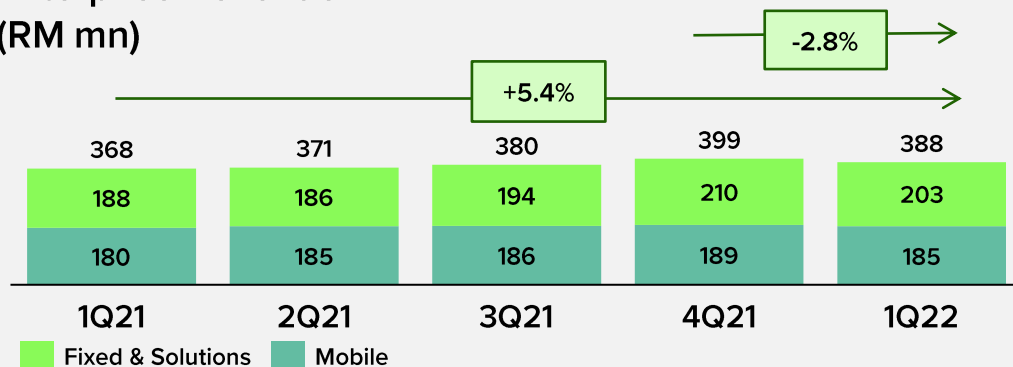


Tech discussion Series on Backup as a Service (BaaS)

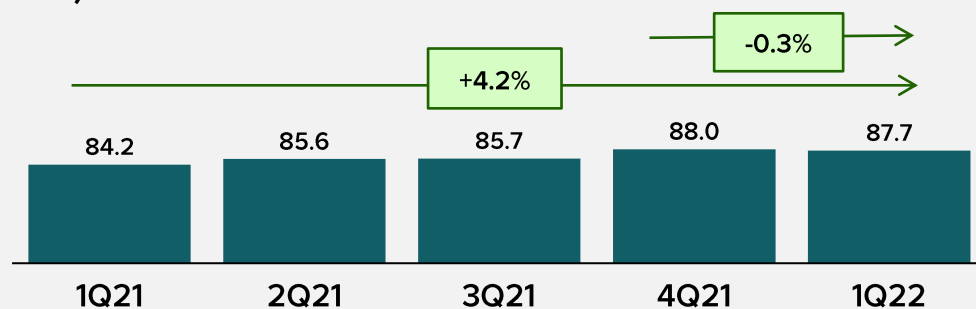
Enterprise Business

Building a strong foundation of accounts, YoY 4.2% for Revenue growth 5.4%

Enterprise Revenue¹
(RM mn)



Enterprise BRNs
(‘000)



Enterprise Revenue YoY 5.4%

- Foundation of Enterprise BRNs up YoY 4.2% and QoQ flat
- BRNS in Malaysia over 80k, opportunity to grow
- Stable sales of Fixed & Solutions and Postpaid Mobiles services
- Opportunity to grow as Malaysia moves into post Covid recovery
- Opportunity for revenue uplift with the return of international travel and mobile roaming

Note:

1 Enterprise Fixed & Solutions revenue includes WBB

2 Enterprise Business Registration Numbers (BRNs) refers to number of companies with billable services in the quarter

Maxis Outlook



Guidance

Please refer to Bursa 1Q22 Results Announcement, Note 17 for full details

Given the uncertainties, around the commercial 5G launch of DNB and COVID-19 the Group considered it prudent not to disclose a financial outlook for FY2022.

The Group is closely monitoring and assessing the impact of 5G commercial launch and COVID-19 and when it becomes appropriate to disclose any material information, it will be made in accordance with the Main Market Listing Requirements.



Steadfast Leadership and Priorities:

- Maintaining leadership in core mobile business
- Leading the Consumer Convergence in Malaysia with fiber and digital solutions
- Developing new Enterprise solutions and converged broadband offerings
- Achieving differentiated and digital Unmatched Personalised Experience
- Maintaining the health and leadership 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 flow management, liquidity and productivity

Instructions: Please raise your virtual hand.
We will manage the Q&A queue and unmute you when it is your turn.
Please announce your name and then ask the question(s). Thank you.

Q&A



After this session, for any clarifications please contact Paul Zaman
Head of IR: paulzaman@maxis.com.my & HP +60 14 7212 986

Summary Financial and Operating Statistics

Appendix



Important definitions/notations

- **Revenue:** Service Revenue plus device, network income and others
- **Service Revenue:** Group revenue excluding sale of devices
- **EBITDA margin on Service Revenue:** EBITDA as percentage of service revenue
- **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
- **SOP:** Standard Operating Procedure
- **MCO:** Movement Control Order

Product list definitions/notations (1/2)

- **Maxis Postpaid:** The Internet Plan which offer limitless voice, SMS and bundle with Mobile Internet for Maxis postpaid customers
- **Maxis Postpaid Share 48:** A plan for supplementary line (a.k.a share line)
- **Maxis Unlimited Postpaid:** A Maxis Home Fibre Plan layered with Maxis Postpaid 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 phone programme that allows customers to purchase a device with RM0 upfront payment and pay for the phone over 24 to 36 monthly payments at 0% interest
- **Machine to Machine (M2M):** A direct communication between devices using a wireless network

Product list definitions/notations (2/2)

- **Maxis Business Voice Connect:** 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
- **FWA:** Fixed Wireless Access
- **WBB:** Wireless Broadband
- **USP:** Universal Service Provision programme
- **SDWAN:** Software-defined Wide Area Network. A virtual WAN architecture that allows enterprises to leverage any combination of transport services to securely connect users to applications

Reported Consolidated Income Statement

(RM mn)	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ	YoY
Revenue	2,240	2,274	2,271	2,456	2,406	-2.0%	+7.4%
Expenses	(1,279)	(1,268)	(1,294)	(1,524)	(1,476)	-3.1%	+15.4%
EBITDA	961	1,006	977	932	930	-0.2%	-3.2%
EBITDA Margin	48.8%	50.4%	48.1%	46.2%	45.8%	-0.4ppt	-3.0ppt
Depreciation	(365)	(362)	(369)	(372)	(350)	-5.9%	-4.1%
Amortisation	(21)	(31)	(66)	(63)	(67)	+6.3%	+>100%
Others	(1)	(9)	6	(10)	10	->100%	->100%
EBIT	574	604	548	487	523	+7.4%	-8.9%
Interest Expenses	(125)	(125)	(112)	(111)	(99)	-10.0%	-20.8%
Interest Revenue	4	5	5	8	8	0.0%	+100%
PBT	453	484	441	384	432	+12.5%	-4.6%
Tax	(119)	(124)	(116)	(95)	(134)	+41.1%	+12.6%
PAT	334	360	325	289	298	+3.1%	-10.8%
Capex	136	180	274	597	171	-71.4%	+25.7%
Dividend per share (sen)	4	4	4	5	5		

Note: Comparatives were restated (please refer to Bursa for refined presentation)

Cash Flow Statement

(RM mn)	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						RM mn	%	RM mn	%
Cash flow from operating activities	601	837	1,067	1,188	484	(704)	-59.3%	(117)	-19.5%
Cash flow used in investing activities	(88)	(179)	(431)	(729)	(406)	323	-44.3%	(318)	+>100%
- Purchase of PPE and intangible assets	(154)	(236)	(422)	(821)	(299)	522	-63.6%	(145)	+94.2%
- Government grant received	66	57	0	90	0	(90)	-100%	(66)	-100%
- Consideration paid for business combinations	0	0	(10)	0	(107)	(107)	-100%	(107)	-100%
- Proceeds from disposal of PPE	0	1	0	(1)	0	1	-100%	0	0.0%
- Placement of deposits with maturity of more than three months	0	(1)	1	3	0	(3)	-100%	0	0.0%
Cash flow before financing activities	513	658	636	459	78	(381)	-83.0%	(435)	-84.8%
Cash flow used in financing activities	(297)	(241)	(791)	(478)	(738)	(260)	+54.4%	(441)	+>100%
- Dividends paid	(391)	(313)	(313)	(313)	(391)	(78)	+24.9%	0	0.0%
- Debt drawdown	700	900	700	0	1,100	1,100	+100%	400	+57.1%
- Debt repayment	(400)	(650)	(1,000)	0	(1,250)	(1,250)	-100%	(850)	+>100%
- Payment of finance costs	(139)	(113)	(100)	(104)	(99)	5	-4.8%	40	-28.8%
- Shares acquired pursuant to incentive arrangement	0	0	(7)	0	0	0	0.0%	0	0.0%
- Others	(67)	(65)	(71)	(61)	(98)	(37)	+60.7%	(31)	+46.3%
Net change in cash & cash equivalents	216	417	(155)	(19)	(660)	(641)	+>100%	(876)	->100%
Opening cash & cash equivalents	705	921	1,338	1,183	1,164	(19)	-1.6%	459	+65.1%
Closing cash & cash equivalents*	921	1,338	1,183	1,164	504	(660)	-56.7%	(417)	-45.3%

* 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)	4Q21	1Q22	QoQ	
			RM mn	%
Debt ¹	10,098	9,936	(162)	-1.6%
Deposits, cash & bank balances ²	(1,191)	(531)	660	-55.4%
Net debt	8,907	9,405	498	+5.6%
Total equity	6,725	6,640	(85)	-1.3%

(RM mn)	4Q21	1Q22
Net debt to EBITDA ³	2.32x	2.45x
Net debt to Equity	1.32x	1.42x

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 reported EBITDA

Reported Financials and Costs

(RM mn)	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						RM mn	%	RM mn	%
Total Revenue	2,240	2,274	2,271	2,456	2,406	(50)	-2.0%	166	+7.4%
Expenses	(1,279)	(1,268)	(1,294)	(1,524)	(1,476)	48	-3.1%	(197)	+15.4%
- Traffic, commissions & other direct costs	(464)	(453)	(516)	(477)	(477)	0	0.0%	(13)	+2.8%
- Device costs	(328)	(376)	(290)	(568)	(492)	76	-13.4%	(164)	+50.0%
- Spectrum license fees	(70)	(62)	(68)	(71)	(66)	5	-7.0%	4	-5.7%
- Network	(118)	(117)	(125)	(119)	(132)	(13)	+10.9%	(14)	+11.9%
- Staff & resource	(183)	(178)	(183)	(191)	(210)	(19)	+9.9%	(27)	+14.8%
- Marketing	(41)	(42)	(49)	(48)	(39)	9	-18.8%	2	-4.9%
- Operation & maintenance	(99)	(86)	(102)	(114)	(87)	27	-23.7%	12	-12.1%
- Others	24	46	39	64	27	(37)	-57.8%	3	+12.5%
- Allowance for doubtful debts, net	(13)	(6)	0	2	(34)	(36)	->100%	(21)	+>100%
- Government grants & other income, net	37	52	39	62	61	(1)	-1.6%	24	+64.9%
EBITDA	961	1,006	977	932	930	(2)	-0.2%	(31)	-3.2%
PBT	453	484	441	384	432	48	+12.5%	(21)	-4.6%
PAT	334	360	325	289	298	9	+3.1%	(36)	-10.8%
EBITDA margin	48.8%	50.4%	48.1%	46.2%	45.8%	NA	-0.4ppt	NA	-3.0ppt
PAT margin	14.9%	15.8%	14.3%	11.8%	12.4%	NA	+0.6ppt	NA	-2.5ppt

Revenue Composition

(RM mn)	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						RM Mn	%	RM mn	%
Total Revenue	2,240	2,274	2,271	2,456	2,406	(50)	-2.0%	166	+7.4%
Service Revenue	1,971	1,998	2,033	2,016	2,030	14	+0.7%	59	+3.0%
Consumer Converged Revenue	1,603	1,627	1,653	1,617	1,642	25	+1.5%	39	+2.4%
- Postpaid	748	766	783	766	785	19	+2.5%	37	+4.9%
- Prepaid	690	685	685	655	657	2	+0.3%	(33)	-4.8%
- Fibre	134	141	148	157	163	6	+3.8%	29	+21.6%
- WBB	31	34	37	39	37	(2)	-5.1%	6	+19.4%
Enterprise Converged Revenue	368	371	380	399	388	(11)	-2.8%	20	+5.4%
- Mobile	180	185	186	189	185	(4)	-2.1%	5	+2.8%
- Fixed & Solutions	188	186	194	210	203	(7)	-3.3%	15	+8.0%
Non Service Revenue	269	276	238	440	376	(64)	-14.5%	107	+39.8%
- Device	269	276	238	440	376	(64)	-14.5%	107	+39.8%

(RM mn)	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						RM Mn	%	RM mn	%
<i>Included within Service Revenue</i>									
Postpaid Revenue	974	1,002	1,030	1,019	1,031	12	+1.2%	57	+5.9%
Prepaid Revenue	690	685	685	655	657	2	+0.3%	(33)	-4.8%

Note: Comparatives were restated (please refer to Bursa for refined presentation)

RGS30 and ARPU

Maxis Consumer	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						Δ	%	Δ	%
Total Consumer Subscriptions ('000)	9,520	9,501	9,580	9,689	9,522	(167)	-1.7%	2	+0.0%
- Consumer Postpaid	2,920	3,019	3,074	3,139	3,189	50	+1.6%	269	+9.2%
- Consumer Prepaid	6,084	5,942	5,937	5,959	5,718	(241)	-4.0%	(366)	-6.0%
- Consumer Fibre	416	437	463	486	512	26	+5.3%	96	+23.1%
- Consumer WBB*	100	103	106	105	103	(2)	-1.9%	3	+3.0%
Consumer ARPU (RM/month)									
- Consumer Postpaid	81.6	81.2	80.5	78.6	78.0	(0.6)	-0.8%	(3.6)	-4.4%
- Consumer Prepaid	38.2	38.0	38.6	36.6	37.7	1.1	+3.0%	(0.5)	-1.3%
- Consumer Fibre & WBB*	110	111	111	113	111	(2)	-1.8%	1	+0.9%

Maxis Consumer and Enterprise	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						Δ	%	Δ	%
Total Mobile Subscriptions (incl. M2M) ('000)	10,092	10,090	10,188	10,353	10,138	(215)	-2.1%	46	+0.5%
- Postpaid (incl. M2M)	3,870	3,981	4,054	4,182	4,213	31	+0.7%	343	+8.9%
- Prepaid	6,084	5,942	5,937	5,959	5,718	(241)	-4.0%	(366)	-6.0%
- WBB*	138	167	197	212	207	(5)	-2.4%	69	+50.0%
ARPU (RM/month)									
Blended ARPU (excl. M2M)	54.8	54.8	55.3	53.5	54.3	0.8	+1.5%	(0.5)	-0.9%
- Postpaid (excl. M2M)	81.8	81.2	80.5	78.9	78.1	(0.8)	-1.0%	(3.7)	-4.5%
- Prepaid	38.2	38.0	38.6	36.6	37.7	1.1	+3.0%	(0.5)	-1.3%

* 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

	2Q20	3Q20	4Q20	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
									Δ	%	Δ	%
Mobile Subscription ('000)												
Total Mobile Subscriptions (incl. M2M)	11,734	11,116	11,261	11,516	11,671	11,651	11,842	11,640	(202)	-1.7%	124	+1.1%
- Prepaid	7,830	7,147	7,193	7,365	7,360	7,334	7,359	7,092	(267)	-3.6%	(273)	-3.7%
- Postpaid (incl. M2M)	3,801	3,855	3,939	4,006	4,133	4,107	4,259	4,324	65	+1.5%	318	+7.9%
- WBB*	103	114	129	145	178	210	225	224	(1)	-0.4%	79	+54.5%
Home Connections ('000)	371	383	402	423	444	470	494	520	26	+5.3%	97	+22.9%
Biz Fibre Connections ('000)	40	41	42	42	43	42	42	40	(2)	-4.8%	(2)	-4.8%
ARPU (RM/month)												
Blended ARPU (incl. M2M)	47.0	48.7	48.3	47.4	47.0	46.6	45.9	46.2	0.3	+0.7%	(1.2)	-2.5%
- Prepaid	30.6	33.1	32.4	31.6	31.0	30.5	29.7	30.2	0.5	+1.7%	(1.4)	-4.4%
- Postpaid (incl. M2M)	79.5	78.4	77.3	76.0	75.4	75.0	73.4	72.5	(0.9)	-1.2%	(3.5)	-4.6%
Home Fibre	105	102	107	108	109	108	110	108	(2)	-1.8%	0	0.0%

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

Data usage

	1Q21	2Q21	3Q21	4Q21	1Q22	QoQ		YoY	
						Δ	%	Δ	%
Data usage (GB/month)									
Blended	21.6	24.4	25.0	24.4	24.2	(0.2)	-0.8%	2.6	+12.0%
- Prepaid	20.9	23.7	23.2	22.6	22.3	(0.3)	-1.3%	1.4	+6.7%
- Postpaid	22.8	25.6	28.0	27.4	27.2	(0.2)	-0.7%	4.4	+19.3%

Thank You



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