

MAXIS BERHAD

SOLID PROGRESS FOR MAXIS, Q3 NET PROFIT UP 22% QoQ TO RM514 MILLION

MEDIA RELEASE

For immediate release

Kuala Lumpur, 19 October 2016

Highlights:

- Service revenue grew 2.8% to RM2,113 million from Q2
- EBITDA grew 13.2% to RM1,139 million from Q2
- Clear leadership in 4G LTE network coverage
- Declared third interim dividend of 5 sen net per share

Quarter-on-Quarter (QoQ) – Q3 2016 vs Q2 2016

- Service revenue grew 2.8% to RM2,113 million driven by strong prepaid performance
- Prepaid revenue grew 6.6% to RM1,022 million
- Postpaid added 18k new customers, revenue stable with a slight decline at RM960 million against RM975 million
- Earnings Before Interest, Tax, Depreciation and Amortisation (EBITDA) grew 13.2% to RM1,139 million
- Profit After Tax (PAT) up 22.1% to RM514 million

Year-on-Year (YoY) – Q3 2016 vs Q3 2015

- Service revenue at RM2,113 million, 1.9% lower than Q3 2015
- EBITDA improved 2.5% to RM1,139 million
- PAT improved 0.8% to RM514 million

A solid Q3:

	Q3 2016 RM'm	Q2 2016 RM'm	Change %	Q3 2016 RM'm	Q3 2015 RM'm	Change %
Service Revenue	2,113	2,055	2.8	2,113	2,154	(1.9)
EBITDA	1,139	1,006	13.2	1,139	1,111	2.5
PAT	514	421	22.1	514	510	0.8
Capex	249	333		249	316	

Progress driven by intensified efforts in giving unmatched customer experience:

- The widest 4G LTE coverage in the country, covering 88% of the population and supported by more than 13,000 km fibre
- Strong demand for speeds saw subscription for home fibre customers beyond entry level doubling from last year
- Our Customer Service touch points have achieved greater results in managing immediate resolution, achieving a high 90% at first contact resolution and all time high customer satisfaction
- 60% of all our customer interactions are now on digital and self-care platforms
- Expanded family offers with MaxisONE Kid (watch with safety features) and Pocket WiFi

Comment by Morten Lundal, Chief Executive Officer, Maxis:

“We had a solid operational and financial progress this quarter. It’s again amazing to see how data consumption is exploding. Clearly, Malaysians love data. From an average of 2.5GB of data consumed per month last quarter, our customers are now using 3.1GB per month on average, especially driven by video usage.

We had a great response from our massive auto-upgrade of data for MaxisONE plan (MOP) customers and shareable DataPool introduced last quarter. In the last 12 months alone, we added over 800k MOP customers, with a base now approaching 1.5 million. For prepaid, Hotlink FAST is gaining traction and attracting high ARPU customers. More than 1 million customers are already on this data-rich plan, nearly double the number from a quarter ago.

Quality is becoming critical for so many Malaysians and great customer experience matters, which is why we are building further our 4G leadership, investing more than anyone else in the network.

We are making good progress towards our ambition to be a fully digitalised Maxis to deliver the best digital experience to our customers.”

To view Maxis’ Q3 2016 financial results video release, please click here:

<https://youtu.be/uamViRpG0Ck>

- End -

We Are Maxis

We are the leading communications and internet service provider in Malaysia, enabling over 13 million individuals, families and businesses to do more in an Always On world. As our customers increasingly immerse themselves in an ever expanding universe of connected applications, we are obsessed with providing an unmatched end-to-end internet experience – bringing together advanced always on connectivity and always great tech care. Beyond connecting people with our services, we are passionate about leveraging new technologies to make a positive impact in the community in which we operate.

For more information, please visit: maxis.com.my

For media enquiries, please contact:

<p>Norlaili Mohamad Corporate Affairs Maxis Berhad Tel: 017-3000630 Email: norlaili@maxis.com.my</p>
--