



CELCOMDIGI BERHAD

1Q2024 Results Announcement

28 May 2024
Kuala Lumpur





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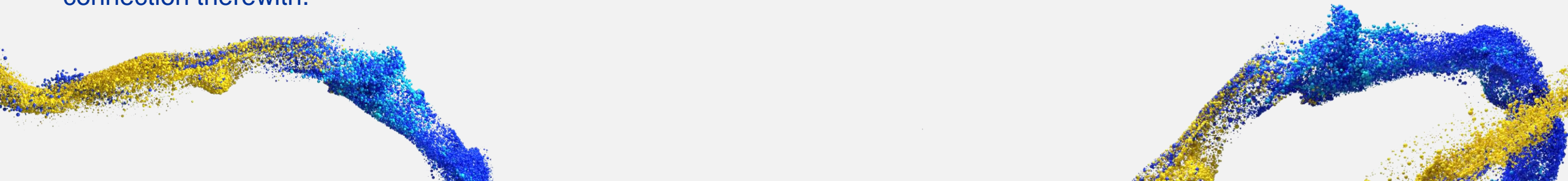
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Presented by:



Datuk Idham
CEO



Albern Murty
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AGENDA

1. Overview
2. Market Performance
3. Financial Review
4. Guidance & Synergy
5. Q&A





Overview



1Q2024: Resilient performance as we build stronger fundamentals post-merger initial phase

- 1** Continue to accelerate integration and transformation, especially on technology and organisation
 - 2** Streamlined product portfolio, enterprise solutions and partnerships for 5G leadership
 - 3** Transforming to deliver next-gen customer experience
 - 4** On track with guidance and synergy
- 

1Q2024: Resilient with strong underlying performance

Total Subscribers

20,465k

▲ 174k Y-Y, ▼ 87k Q-Q

Total Revenue

RM3,154m

▼ 0.8% Y-Y, ▼ 3.7% Q-Q

Service Revenue

RM2,671m

▼ 1.2% Y-Y, ▼ 2.4% Q-Q

EBIT

RM557m

▼ 6.2% Y-Y, ▼ 30.2% Q-Q

PAT

RM371m

Underlying: RM482m

▲ 15.6% Y-Y, ▼ 15.5% Q-Q
(Underlying: ▲ 50.2% Y-Y, ▲ 9.7 Q-Q)

CAPEX

RM318m

CAPEX intensity of 10.1%

Declared first interim dividend per share of 3.5 sen

Network integration and modernisation improving customer experience

Integration and Modernisation Journey

Modernised

> **7,200**
sites

Phased Out

> **2,716**
sites

Ready to Rollout 5G!



Close to 90% sites
are 5G ready

Improved Customer Experience in Post-consolidated Areas

Signal quality
>80%
experienced
improvement

Average speed
>**67 Mbps**

Data traffic
uptake
up to
+17%

Monthly data
consumption

celcom	32.2 GB/U 18.1% Y-Y
digi	27.4 GB/U 17.0% Y-Y

Customer
complaints
69%
reduction

Building a progressive and efficient organisation, transforming operating models

Day-1



+3,000 inspired employees

Top 400 leaders placement

**Integrated Channels
and Sales team**

Innovation team

Operating Model



Unified customer care

New distribution channel

Building Competencies



**Talent and competencies
development**

Organisation refresh

AI & analytics



Market Performance



Transforming to reach and serve our customers better

Products



Complete portfolio of new CelcomDigi Prepaid and Postpaid products

Retail



Nationwide transformation delivering single experience across stores

Distribution



New distribution operating model driving channel growth and efficiency

Postpaid & Prepaid: Q1 focus area

Postpaid

Best value 5G Postpaid plan with ultra-fast Fibre & 5G phone

ALL-IN-ONE FOR ONLY
RM **201** /MONTH



CelcomDigi Postpaid 5G (SE)
Essential 5G & 4G, affordably yours
From RM **40**/mth

- New converged offering for ARPU uplift
- Allow customers to right-size plan / retention
- Value creation through Family & convergence
- Open channels to serve corporate individuals

Service Revenue Y-Y **▼2.6%** Q-Q **▼1.6%** ARPU **RM64**



Prepaid

CelcomDigi Prepaid 5G
Unleash biggest quota Lightning-fast Internet



CelcomDigi Prepaid 5G
5G Always On with Unlimited & High-speed Internet



- Products refresh to enhance value for customers
- Continued focus in building more sustainable and quality base

Service Revenue Y-Y **▼1.5%** Q-Q **▼2.3%** ARPU **RM28**

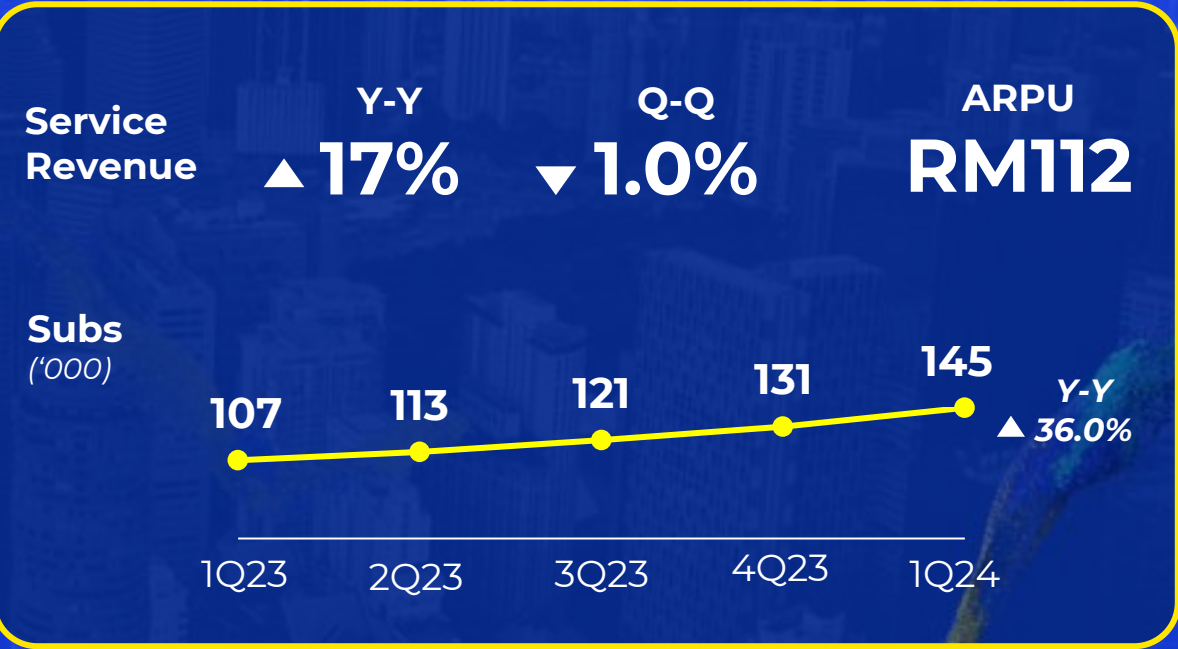


Home & Fibre: Strong performance across revenue and subscriber growth

Fibre & Wireless Connections



- Strong start, with monthly fibre gross adds offering opportunities to scale further
- Home Reimagined campaign continues to drive consideration with new solutions add-ons



Enterprise Business: Continue to deliver solutions and key wins for public and private sector

KEY WINS



- Major solutions win in key verticals – oil & gas, financial services, media and government with 5G, connectivity solutions and M2M
- Launched a new Digital SME marketplace to capture and address the needs of mSMEs
- Shifting focus to company mobile plans for Enterprises and SMEs. Streamlining plans for the corporate employees with consumer offering
- Introduced new SME bundles with mobile, fiber and solutions. Leveraging the Madani SME grant

5G innovation for public and private sector

Integrated Digital Cities Powered By 5G



Partnership with MPAJ to sandbox and implement smart city solutions in Hulu Kelang, Selangor

Private 5G LTE Network & Digital Solutions Offshore



Partnership with Petronas to power up Kasawari platform, the first Private 4G & 5G Offshore Platform in S.E.A.

Metaversity™ Reimagines Tertiary Education



Collaboration with 10 universities to enable students with “hands-on” digital learning experience via Metaverse, XR, AI, robotics and 5G

Medical and Digital SME Platform

Launched new Digital Healthcare Bundle as one-stop digitalisation touchpoint



MY5G SME Digital Workshop 2024 to guide SMEs to digitalise businesses



Financial Review



Voluntary severance costs impacted 1Q2024 PAT, reflecting the Company's forward-looking organisational adjustments. Underlying PAT grew 9.7% Q-Q and 50.2% Y-Y.

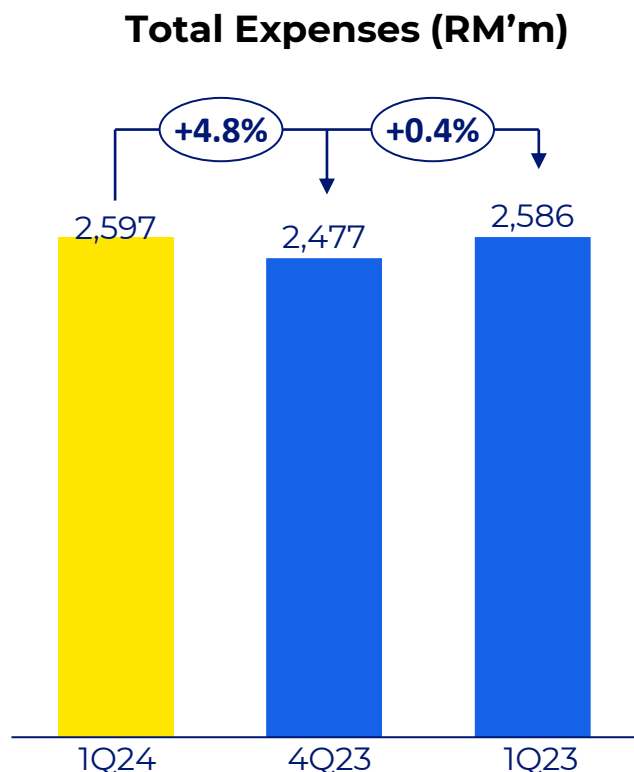
	1Q2024	4Q2023	1Q2023	Q-Q	Y-Y
<i>RM'm</i>					
Total Revenue	3,154	3,275	3,180	-3.7%	-0.8%
Service Revenue	2,671	2,737	2,703	-2.4%	-1.2%
EBIT	557	798	594	-30.2%	-6.2%
PAT	371	439	321	-15.5%	15.6%
Capex	318	1,010	108	-68.5%	> 100%
(1) Underlying PAT	482	439	321	9.7%	50.2%

Note:

(1) Underlying PAT to exclude one-off severance packages in 1Q2024

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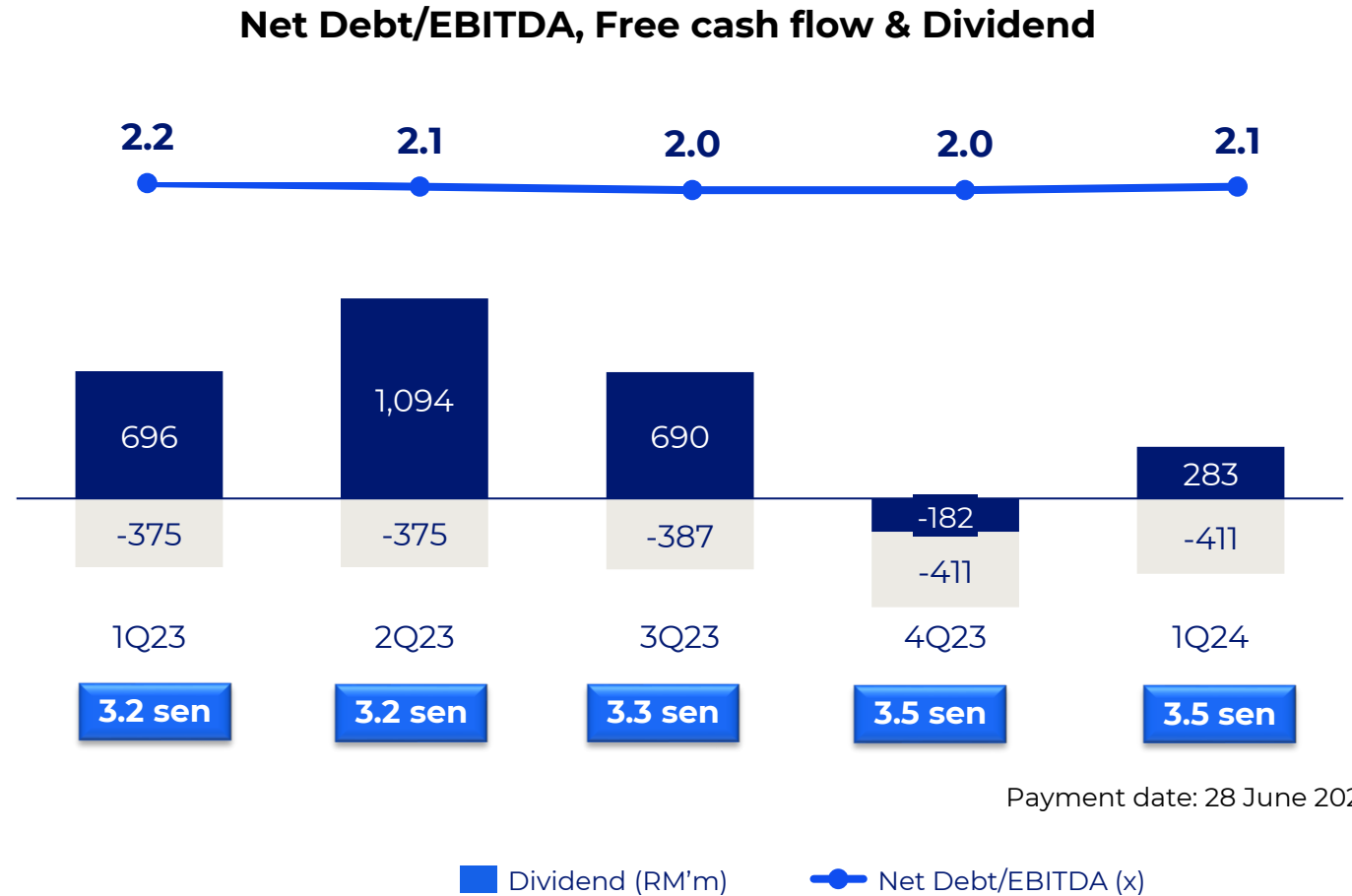
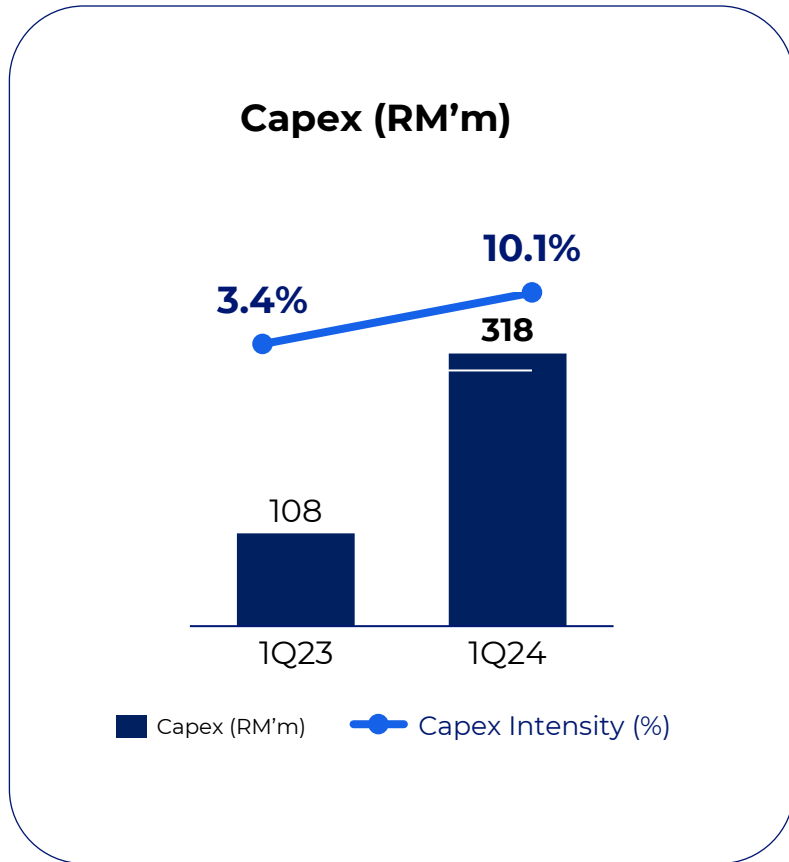
Underlying costs improve as the Company prioritises delivering synergies and scaling efficiency, backed by operational excellence



RM'm	1Q24	4Q23	1Q23	Q-Q	Y-Y
Cost of goods sold	749	802	735	-6.6%	1.9%
Sales & marketing	170	185	172	-8.1%	-1.2%
Staff costs	354	246	218	43.9%	62.4%
Operations & maintenance	222	244	247	-9.0%	-10.1%
Other operating expenses	329	200	296	64.5%	11.1%
Total Cost	1,824	1,677	1,668	8.8%	9.4%
Depreciation & amortization	769	546	916	40.8%	-16.0%
Others	4	253	1	-98.4%	>100.0%
Total Expenses	2,597	2,477	2,586	4.8%	0.4%

- Higher staff costs mainly due to one-off severance packages of RM139m
- Higher Other operating expenses in 1Q24 primarily due to higher credit allowance from one-off adjustments in the preceding quarter

Most of the capex is allocated for ongoing network integration and modernisation, keeping Net Debt/EBITDA intact. Interim dividend declared at 3.5 sen per share. 21



Payment date: 28 June 2024



Guidance & Synergy



On track with guidance and synergy

2024 Guidance

YTD2024

Service Revenue Growth

Low single digit increase

In Progress

EBIT

Similar level to 2023

On Track

Capex Intensity

Around 15% - 18%

On Track

Synergy: Striving towards RM8bn net NPV synergies by 2027

YTD2024

2024 Gross Synergy

RM700m

RM426m

Q&A SESSION WITH MANAGEMENT



Datuk Idham



Albern



Lucy



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28 May 2024

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APPENDICES



Net Debt/EBITDA Reconciliation

RM'm	1Q23	2Q23	3Q23	4Q23	1Q24
Borrowings	8,291	7,429	7,430	7,642	7,644
Term Loan (Islamic)	4,290	2,479	2,480	2,780	2,781
Islamic Medium-Term Note (IMTN)/ Sukuk	3,248	4,250	4,247	4,247	4,247
Revolving Credit (Islamic)	-	-	-	-	-
Term Loan (Conventional)	749	694	697	609	610
Revolving Credit (Conventional)	-	1	1	1	1
Banker's Acceptance	4	4	5	5	5
Lease Liabilities	5,888	6,112	5,847	5,354	5,172
Total Debt	14,179	13,541	13,278	12,996	12,816
Cash and Bank Balances	965	834	747	397	269
Net Debt	13,214	12,707	12,530	12,599	12,547
4Q Rolling EBITDA	6,007	5,997	6,114	6,155	5,979
Net Debt/EBITDA	2.2x	2.1x	2.0x	2.0x	2.1x

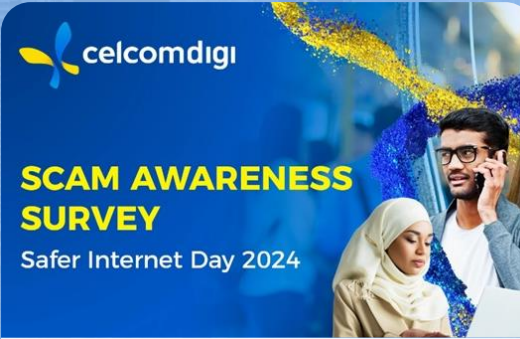
Becoming a trusted brand in the age of 'digital-everything'



Launched **CelcomDigi Metaversity™** - Malaysia's first **experiential & immersive learning environment**



Hosted a **majlis berbuka puasa** for special guests from five orphanage homes



SCAM AWARENESS SURVEY
Safer Internet Day 2024

Nationwide survey to probe public knowledge of scams, essential to guide future intervention strategies



Contributed **flood relief aids** worth RM 670,000, benefitting **~6,000 affected families**