MONTHLY REVIEW

Ooredoo Myanmar

April-2024

19 May 2024

OGPM – DGCEO’s OFFICE

Table of Contents

Executive Summary – Management Monthly Overview

Monthly Snapshot

1. Apr’24 revenue is 53.6bn MoM EDB is increased by 2.5% and growth by 10.2% YoY compare with Apr’2023 mainly driven by Data and Incoming revenue. 10.9% ahead of AOP.
2. Apr’24 GP 43.9bn, GP MoM improved by 4.7% and YoY growth by 7.7% driven by revenue upside.
3. Apr Opex 26.4bn, degrow by 16.7% compare with AOP mainly due to Fuel rate increased by 34% (3,900Ks/ltr Vs 2,916Ks/ltr) , PAT & Edoco rent escalation and FX impact (3,033//2,616).
4. Apr Post EBITDA (abs) 17.5bn, aligned with AOP mainly driven by revenue upside despite FX impact in NW cost.
5. Due to the recent development, CBM online deal rate at 3,178, against prevailing open market rate at 4,000 which is over 26% .

Key Focus Areas

1. To leverage the spirit of Thingyan festival and to increase customer engagement we launched Thingyan festival promotion in Apr’24
2. Launched Unlimited onnet voice packs, with a view to build strongly engaged community of interest and increase onnet penetration,
3. With a view to build a strategic moat to engage customers on payment channels such as Wave Pay and KBZ pay, specific products were tailored and launched on these channels in Apr’24
4. To monetize on data leg, Initiated Data pack benefit revision to while offering optimal value to subscribers
5. Special thrust on High value customers and multiple leg usage continued with regimented campaigns on pack expiry
6. Kept up with flagship Talky Tuesday promotion for Voice and Amazing Friyay promotion for Data
7. Continue development of new features and products in MOA and E-Money merged App.
8. Continue onboarding new customers for B2B ICT products
9. Negotiations with major vendors regarding MMK payments ongoing.

YTD Performance Dashboard

Above Target | *-0.1% to -0.5% (slightly below budget)* | *>-5% (Below budget)*

Service Revenue
208.2
YTD target: 193.8
Prior YTD: 184.3

NPS
51
YTD target: .0
Prior YTD: .0

B2C Revenue (excl. Wholesale)
170.5
YTD target: 160.7
Prior YTD: 152.6

Ooredoo App. User
11.3%
YTD target: .0
Prior YTD: 10.5%

Ebitda
30.6%
YTD target: 37.7%
Prior YTD: 39.6%

Facebook Market Share
NA
YTD target: 00%
Prior YTD: 00%

B2B Revenue (excl. Wholesale)
26.1
YTD target: 24.0
Prior YTD: 23.6

4G Act. Data Subs. Penetration to Smartphones
0.0%
YTD target: .0
Prior YTD: 76.6%

FCF (Free Cash Flow)
55.4
YTD target: 58.0
Prior YTD: 68.0

Excellent Consistency (Network)
0.0%
Prior YTD: 59%

Core Consistency (Network)
0.0%
Prior YTD: 70%

Digital Services Revenue
11.3
YTD target: 6.8
Prior YTD: 5.2

5G Act. Data Subs. Penetration to Smartphones
NA
YTD target: .0
Prior YTD: .0

CapEx (Spent/Committed)
8.2
YTD target: 15.1
Prior YTD: 5.1

Key Insights
…

Financial Health

Variance : Positive | -0.1% to -0.5% | >-5%

	P&L Statement	Mar-24	Apr 2024					YTD 2024			
		Act	Act	BU	vs. BU	MoM	YoY	Act	BU	vs. BU	YoY
	Ex Rate Vs. USD										
Growth	**Revenue**	54.1	53.6	48.4	10.9%	-0.8%	10.2%	208.3	193.8	7.5%	13.0%
Growth	**Service Revenue**	54.0	53.6	48.4	10.9%	-0.7%	10.2%	208.2	193.8	7.5%	13.0%
Growth	*Serv. Rev. % of Total Rev.*	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%
Growth	**B2C Service**	44.7	44.0	40.0	10.1%	-1.4%	8.3%	171	161	6.1%	11.8%
Growth	Mobile Prepaid	44.7	44.0	40.0	10.1%	-1.4%	8.3%	171	161	6.1%	11.8%
Growth	Mobile Postpaid	0.0	0.0	0.0	0.0%	0.0%	0.0%	0	0	0.0%	0.0%
Growth	Fixed	0.0	0.0	0.0	0.0%	0.0%	0.0%	0	0	0.0%	0.0%
Growth	**B2B Service**	**6.8**	**6.8**	**6.1**	**11.2%**	**0.1%**	**8.9%**	**26.1**	**24.0**	8.7%	10.5%
Growth	Mobile (Prepaid+Postpaid)	5.0	5.0	4.3	16.7%	0.3%	15.5%	19.2	17.1	12.3%	16.4%
Growth	Fixed	1.8	1.7	1.8	-2.9%	-0.5%	-7.2%	6.919	7.0	-0.6%	-3.5%
Growth	ICT	0.0	0.0	0.0	0.0%	-0.4%	0.0%	0.042	-	0.0%	0.0%
Growth	IOT	0.0	0.0	0.0	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Growth	**Wholesale Service**	2.6	2.8	2.3	23.7%	8.0%	58.0%	11.6	9.1	27.3%	42.3%
Growth	**Equipment Revenue**	0.0	0.0	0.0	-56.6%	-86.1%	340.7%	0.0	0.0	13.0%	522.0%
Growth	Digital Serv. (Net) Rev.*	2.4	1.8	1.8	4.5%	-24.6%	-14.0%	11.3	6.8	65.3%	116.2%
Efficiency	**Cost of Sales**	-10.7	-9.7	-8.3	-16.4%	9.4%	-23.0%	-40.1	-33.6	-19.4%	-26.0%
Efficiency	Service CoS	-10.7	-9.7	-8.3	-16.4%	9.4%	-23.0%	-40.1	-33.6	-19.5%	-26.0%
Efficiency	**Gross Profit**	43.4	43.9	40.0	9.8%	1.4%	7.7%	168.2	160.3	4.9%	10.3%
Efficiency	Service Gross Profit	43.3	43.9	40.0	9.8%	1.4%	7.7%	168.2	160.3	4.9%	10.2%
Efficiency	*Gross Margin %*	80.2%	81.9%	82.8%	-0.8%	1.7%	-1.9%	80.8%	82.7%	-1.9%	-2.0%
Efficiency	*Service Gross Margin %*	80.2%	81.9%	82.8%	-0.8%	1.7%	-1.9%	80.8%	82.7%	-1.9%	-2.0%
Efficiency	**OPEX**	-24.6	-26.4	-22.6	-16.7%	-7.4%	-41.4%	-104.5	-87.1	-20.0%	-31.6%
Efficiency	Tech & IT OPEX	-18.7	-19.0	-15.8	-20.4%	-1.4%	-24.6%	-74.8	-60.0	-24.6%	-26.4%
Efficiency	*Tech. OPEX % of Serv. Rev.*	76.1%	71.9%	69.7%	2.2%	-4.2%	-9.7%	71.5%	31.0%	2.6%	-2.9%
Efficiency	**EBITDA**	18.7	17.5	17.4	0.7%	-6.5%	-20.8%	63.6	73.1	-13.0%	-12.9%
Efficiency	*EBITDA Margin %*	34.7%	32.7%	36.0%	-3.3%	-2.0%	-12.8%	30.6%	37.7%	-7.2%	-9.1%
Efficiency	Depreciation & Amortization	-12.4	-12.1	-11.8	-2.5%	2.2%	2.3%	-49.2	-47.1	-4.3%	2.0%
Efficiency	**EBITDA after lease liabilities**	18.7	17.5	17.4	0.7%	-6.5%	-20.8%	63.6	73.1	-13.0%	-12.9%
Results	**EBIT**	6.3	5.4	5.6	-3.1%	-15.1%	-44.4%	14.5	26.0	-44.3%	-36.8%
Results	**Net Profit**	-3.7	-7.8	-8.0	2.1%	-110.1%	-106.7%	-96.0	-28.7	-235.0%	-57.0%
Results	**CAPEX**	4.1	1.6	3.8	58.3%	61.7%	0.2%	8.2	15.1	45.4%	-62.7%
Results	*CAPEX % of Serv. Rev.*	7.6%	2.9%	7.8%	-4.9%	-4.7%	-0.3%	4.0%	7.8%	-3.8%	1.2%
Results	*CAPEX % of EBITDA*	21.9%	9.0%	21.7%	-12.7%	-12.9%	1.9%	12.9%	20.6%	-7.7%	6.0%
Results	**FCF 1** (EBITDA-Capex)*	14.6	15.9	13.6	17.0%	8.9%	-22.3%	55.4	58.0	-4.6%	-18.5%
Results	**FCF 2** (Internal Reporting)*	3.6	-13.7	3.3	312%	483%		-37.2	-26.0	43%	

Key Insights & Focus for next period

Apr'24 revenue is 53.6bn MoM EDB is increased by 2.5% and growth by 10.2% YoY compare with Apr'2023 mainly driven by Data and Incoming revenue. 10.9% ahead of AOP.

Apr'24 GP 43.9bn, GP MoM improved by 4.7% and YoY growth by 7.7% driven by revenue upside.

Apr Opex 26.4bn, degrow by 16.7% compare with AOP mainly due to Fuel rate increased by 34% (3,900Ks/ltr Vs 2,916Ks/ltr) , PAT & Edoco rent escalation and FX impact (3,033//2,616).

Apr Post EBITDA (abs) 17.5bn, aligned with AOP mainly driven by revenue upside despite FX impact in NW cost.

Financial Health – Functional segmentation – Revenue – CoS (1/2)

Variance : Positive -0.1% to -0.5% >-5%

LC Bn	Mar-24	Apr 2024					YTD 2024			
	Act	Act	BU	vs. BU	MoM	YoY	Actual	Budget	vs. BUD	YoY
Total Revenue	54.1	53.6	48.4	10.9%	-0.8%	10.2%	208.3	193.8	7.5%	13.0%
Service Revenue	54.0	53.6	48.4	10.9%	-0.7%	10.2%	208.2	193.8	7.5%	13.0%
Serv. Rev. as % of total	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	0.0%
B2C Service Revenue	44.7	44.0	40.0	10.1%	-1.4%	8.3%	170.5	160.7	6.1%	11.8%
Mobile Prepaid *(Excl. Digital)*	42.3	42.4	38.3	10.8%	0.1%	9.7%	159.7	154.0	3.7%	8.2%
Mobile Postpaid *(Excl. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Fixed *(Excl. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2C Digital	2.3	1.7	1.7	-3.6%	-28.9%	-19.4%	10.8	6.6	62.6%	119.1%
B2B Service Revenue	6.8	6.8	6.1	11.2%	0.1%	8.9%	26.1	24.0	8.7%	10.5%
Mobile *(Excl. Digital, A2P Domestic, Bulk SMS)*	4.8	4.7	4.2	14.0%	-1.2%	14.2%	18.4	16.6	11.3%	17.1%
Fixed *(Excl. Digital)*	1.8	1.8	1.8	-2.0%	-0.5%	-6.4%	7.0	7.0	0.0%	-2.9%
ICT *(Exc. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2B Digital	0.2	0.3	0.1	105.4%	40.1%	44.1%	0.7	0.5	45.9%	1.2%
Wholesale Revenue	2.6	2.8	2.3	23.7%	8.0%	58.0%	11.6	9.1	27.3%	42.3%
B2B2C Digital *(Incl. A2P Domestic & International, Bulk SMS)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Equipment Revenue	0.0	0.0	0.0	-56.6%	-86.1%	340.7%	0.0	0.0	13.0%	522.0%
Total Digital Service Revenue (B2C + B2B + B2B2C)	2.5	1.9	1.8	3.9%	-23.8%	-14.3%	11.5	7.1	61.4%	103.9%
Total CoS	-10.7	-9.7	-8.3	-16.4%	9.4%	-23.0%	-40.1	-33.6	-19.4%	-26.0%
Service CoS	-10.7	-9.7	-8.3	-16.4%	9.4%	-23.0%	-40.1	-33.6	-19.5%	-26.0%
Serv. CoS. as % of total	1.0	1.0	1.0	0.0%	0.0%	0.0%	1.0	1.0	0.0%	0.0%
B2C Service CoS	-8.1	-7.2	-6.3	-14.8%	10.3%	-12.9%	-30.3	-25.5	-18.8%	-17.6%
Mobile Prepaid *(Excl. Digital)*	-7.5	-7.0	-6.0	-16.8%	6.4%	-8.1%	-28.4	-24.4	-16.5%	-10.9%
Mobile Postpaid *(Excl. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Fixed *(Excl. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2C Digital	-0.6	-0.2	-0.3	27.0%	61.4%	-364.0%	-1.8	-1.1	-69.5%	-1696.2%
B2B Service CoS	-1.9	-1.7	-1.7	1.7%	12.8%	-33.1%	-7.1	-6.8	-5.1%	-46.6%
Mobile *(Excl. Digital, A2P Domestic, Bulk SMS)*	-0.8	-0.7	-1.0	30.5%	11.7%	24.6%	-2.9	-4.1	29.9%	21.3%
Fixed *(Excl. Digital)*	-0.6	-0.5	-0.6	24.0%	18.0%	-81.3%	-2.2	-2.5	12.7%	-111.1%
ICT *(Exc. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2B Digital	-0.5	-0.5	-0.0	-2071.1%	8.3%	-1458.0%	-2.0	-0.1	-2087.4%	-1695.2%
Wholesale CoS	-0.7	-0.8	-0.3	-144.4%	-9.8%	-262.7%	-2.7	-1.3	-107.1%	-120.9%
B2B2C Digital *(Incl. A2P Domestic & International, Bulk SMS)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Equipment CoS	-0.0	-0.0	-0.0	52.6%	6.7%	-1394.5%	-0.0	-0.0	48.3%	-266.4%
Total Digital Service CoS (B2C + B2B + B2B2C)	-1.1	-0.7	-0.3	-112.9%	36.4%	-1389.5%	-3.8	-1.2	-225.5%	-1695.7%

Key Insights & Initiatives

Apr'24 revenue is 53.6bn MoM EDB is increased by 2.5% and growth by 10.2% YoY compare with Apr'2023 mainly driven by Data and Incoming revenue. 10.9% ahead of AOP.

YTD digital revenue 11.5bn YoY improved by 103% and over AOP 61.4% mainly from coda revenue.

Notes:
Digital Service Revenue: VAS, MFS & Bulk SMS

Financial Health – Functional segmentation – GM (2/2)

Variance : Positive | -0.1% to -0.5% | >-5%

LC Bn	Mar-24	Apr 2024					YTD 2024			
	Act	Act	BU	vs. BU	MoM	YoY	Actual	Budget	vs. BUD	YoY
Total GM	43.4	43.9	40.0	9.8%	1.4%	7.7%	168.2	160.3	4.9%	10.3%
Service GM	43.3	43.9	40.0	9.8%	1.4%	7.7%	168.2	160.2	4.9%	10.2%
Serv. GM. as % of total	100%	100%	100%	0.0%	0.0%	0.0%	100%	100%	0.0%	0.0%
B2C Service GM	36.6	36.8	33.7	9.3%	0.6%	7.4%	140.3	135.2	3.8%	10.6%
Mobile Prepaid *(Excl. Digital)*	34.8	35.4	32.3	9.6%	1.5%	10.1%	131.3	129.7	1.3%	7.6%
Mobile Postpaid *(Excl. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Fixed *(Excl. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2C Digital	1.8	1.4	1.4	1.4%	-18.4%	-32.8%	8.9	5.5	61.3%	85.4%
B2B Service GM	4.8	5.1	4.4	16.2%	5.2%	2.7%	19.0	17.3	10.1%	1.2%
Mobile *(Excl. Digital, A2P Domestic, Bulk SMS)*	4.0	4.0	3.1	28.8%	1.0%	25.9%	15.5	12.4	25.0%	28.9%
Fixed *(Excl. Digital)*	1.2	1.3	1.2	10.2%	8.4%	-21.1%	4.8	4.4	7.3%	-22.4%
ICT *(Exc. Digital)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2B Digital	-0.3	-0.2	0.1	-293.1%	36.4%	-234.8%	-1.3	0.4	-403.9%	-303.7%
Wholesale GM	1.9	2.0	2.0	4.0%	7.3%	29.9%	8.9	7.8	13.9%	28.4%
B2B2C Digital *(Incl. A2P Domestic & International, Bulk SMS)*	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
Equipment GM	0.0	0.0	0.0	-64.6%	-95.7%	-3.3%	0.0	0.0	134.4%	794.9%
Total Digital Service GM (B2C + B2B + B2B2C)	1.4	1.2	1.5	-19.0%	-14.4%	-46.1%	7.7	6.0	28.9%	41.2%
Total GM %	80.2%	81.9%	82.8%	-0.8%	1.7%	-1.9%	80.8%	82.7%	-1.9%	-2.0%
Service GM %	80.2%	81.9%	82.8%	-0.8%	1.7%	-1.9%	80.8%	82.7%	-1.9%	-2.0%
B2C Service GM %	81.9%	83.6%	84.2%	-0.7%	1.6%	-0.7%	82.3%	84.1%	-1.9%	-0.9%
Mobile Prepaid *(Excl. Digital)*	82.3%	83.5%	84.3%	-0.9%	1.2%	0.3%	82.2%	84.2%	-2.0%	-0.4%
Mobile Postpaid *(Excl. Digital)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fixed *(Excl. Digital)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
B2C Digital	75.7%	86.8%	82.5%	4.2%	11.1%	-17.2%	82.9%	83.6%	-0.7%	-15.0%
B2B Service GM %	71.6%	75.3%	72.0%	3.2%	3.7%	-4.5%	72.8%	71.8%	0.9%	-6.7%
Mobile *(Excl. Digital, A2P Domestic, Bulk SMS)*	83.0%	84.8%	75.1%	9.7%	1.8%	7.8%	84.2%	75.0%	9.3%	7.7%
Fixed *(Excl. Digital)*	66.3%	72.2%	64.2%	8.0%	5.9%	-13.4%	68.2%	63.6%	4.6%	-17.1%
ICT *(Exc. Digital)*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
B2B Digital	-172.3%	-78.1%	83.1%	-161.3%	94.2%	-161.7%	-170.6%	81.9%	-252.6%	-255.4%
Wholesale GM %	72.8%	72.3%	86.0%	-13.7%	-0.5%	-15.6%	76.6%	85.6%	-9.0%	-8.3%
B2B2C Digital *(Incl. A2P Domestic & International, Bulk SMS)*	-	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equipment GM %	89.1%	27.4%	33.5%	-6.2%	-61.8%	-97.4%	69.6%	33.5%	36.1%	21.2%
Total Digital Service GM% (B2C + B2B + B2B2C)	57.3%	64.3%	82.6%	-18.2%	7.0%	-38.0%	66.6%	83.5%	-16.8%	-29.6%

Key Insights & Initiatives

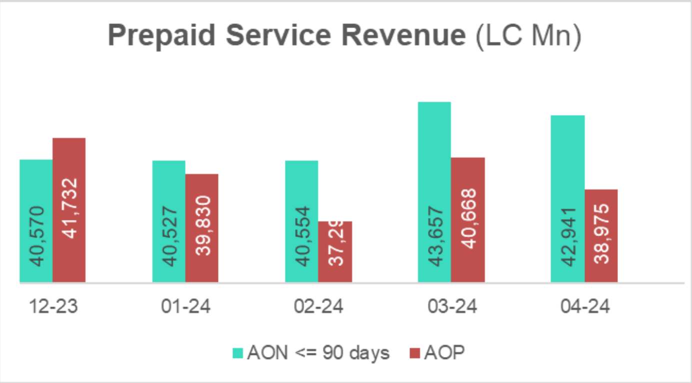
Apr’24 revenue is 53.6bn MoM EDB is increased by 2.5% and growth by 10.2% YoY compare with Apr’2023 mainly driven by Data and Incoming revenue. 10.9% ahead of AOP.

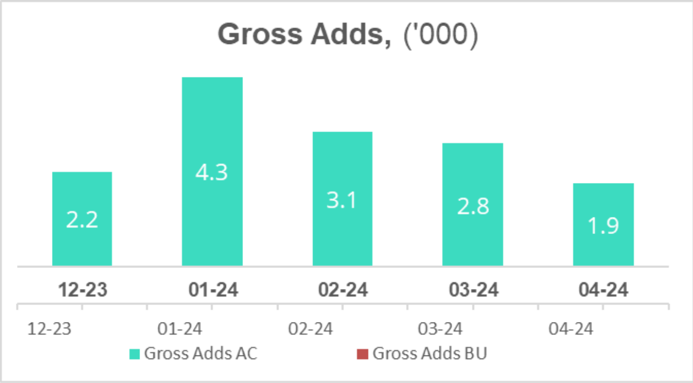
YTD digital revenue 11.5bn YoY improved by 103% and over AOP 61.4% mainly from coda revenue.

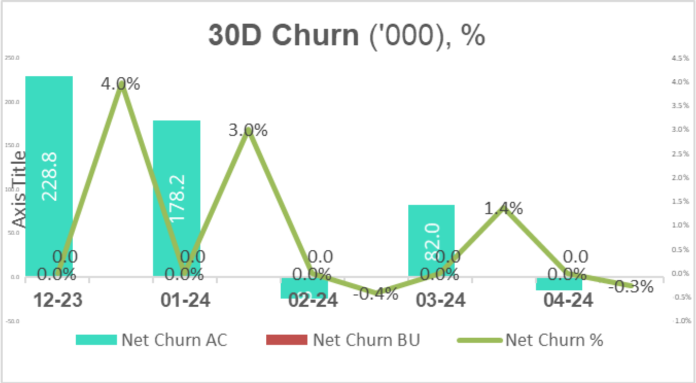
Table of Contents

Mobile Prepaid - Overview

Actuals AOP





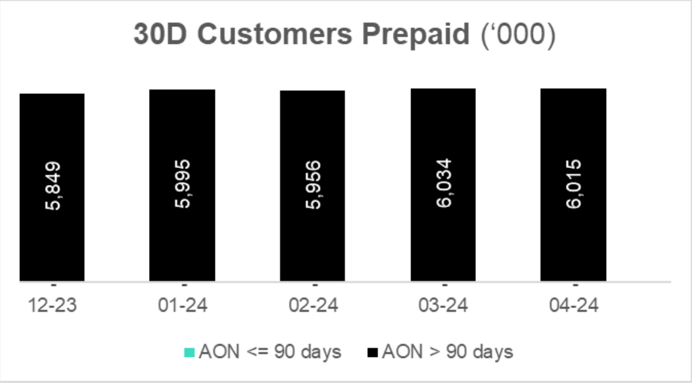


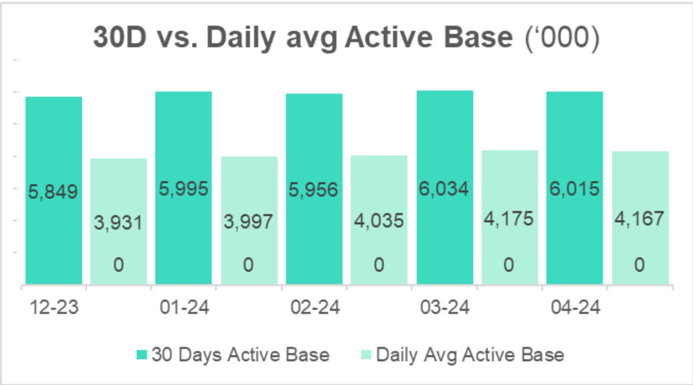
Key Insights & Initiatives

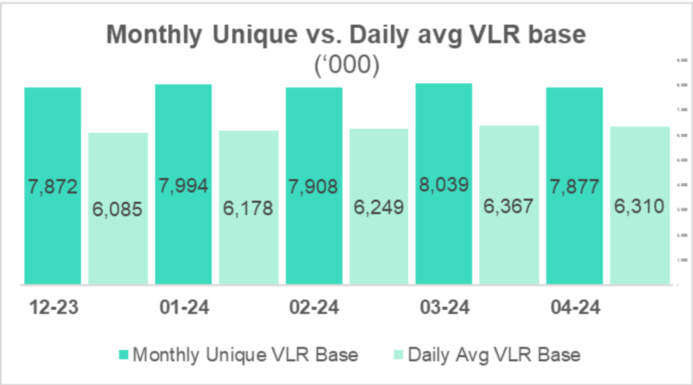
- Ongoing issues wrt to WAR impacting revenues in specific geographies
- Increased Power grid failure across country multiple times during Apr'24
- Thingyan festival impact on specific legs such as Voice, SMS & VAS
- Despite above challenges 1.6% EDB growth on revenue in Apr'24 vs Mar'24
- TMS growth across operators in Apr'24

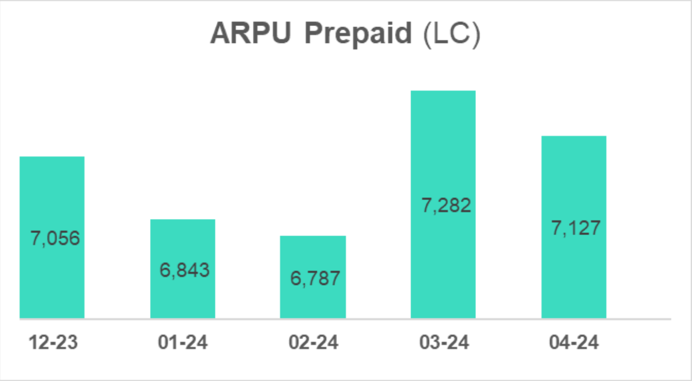
Initiatives:-

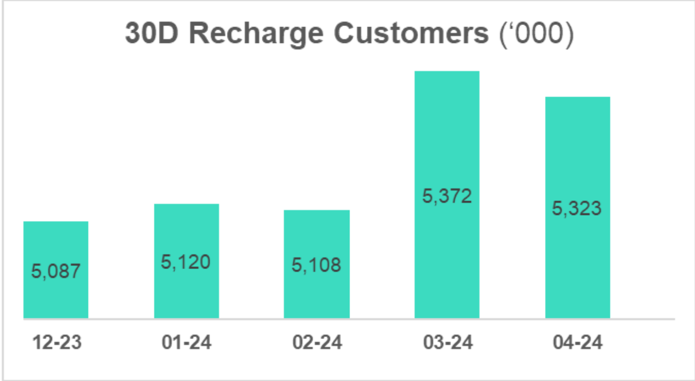
- Implemented Thingyan festival promotions and linked all initiatives with the promotion
- Initiated Unlimited Onnet Voice pack launch on segmented level to push COI and engagement.
- Launched Ooredoo Wave promotions by offering special bonus on Wave Pay channels on Voice offers
- Initiated Data pack benefit revision to offer optimal value to subscribers
- Continued geography specific campaigns with offers specific to geography and channels
- Kept up with Talky Tuesday promotions for Voice & Amazing Friyay offer for Data

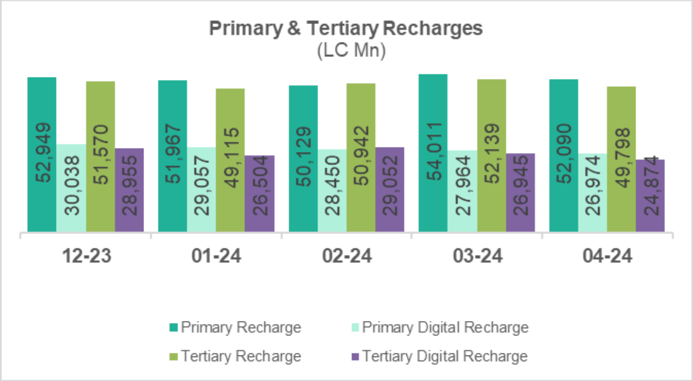






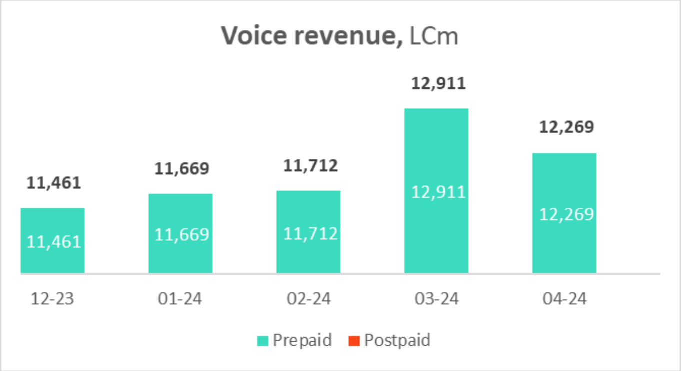


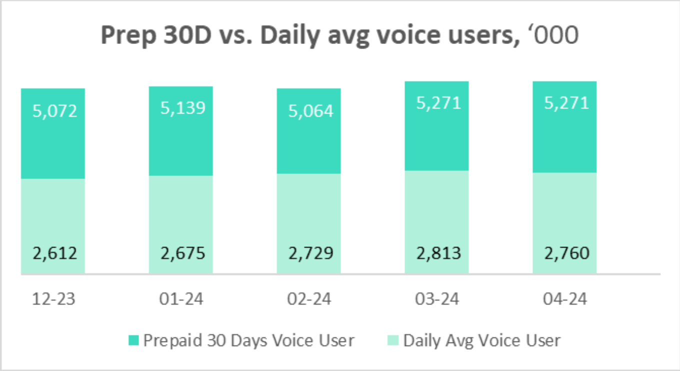


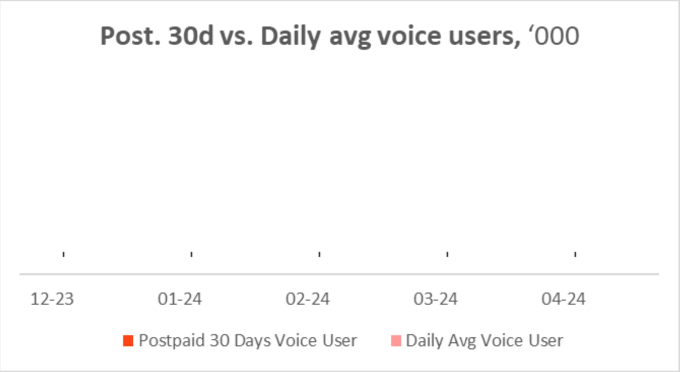


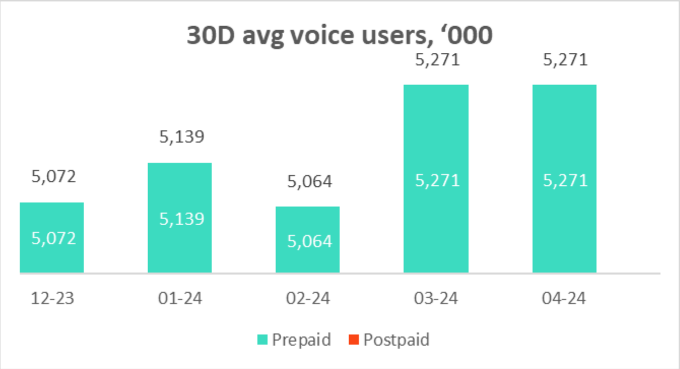
VOICE Usage Breakdown – Prepaid vs Postpaid

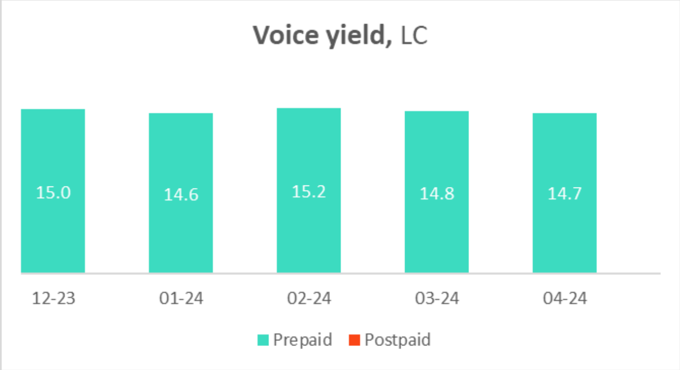
Postpaid Prepaid

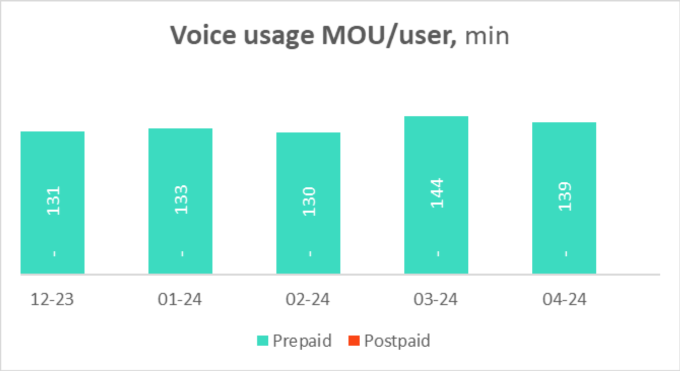


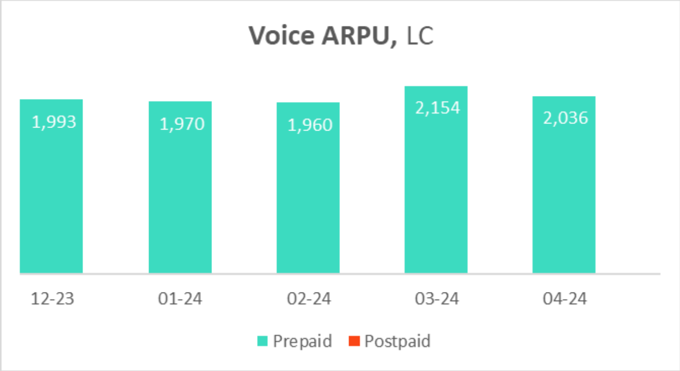


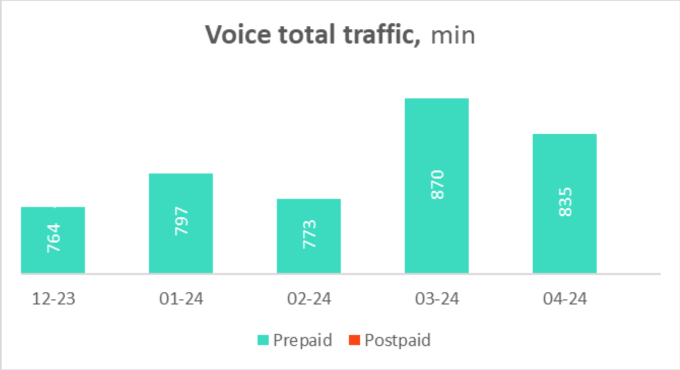












Key Insights & Initiatives

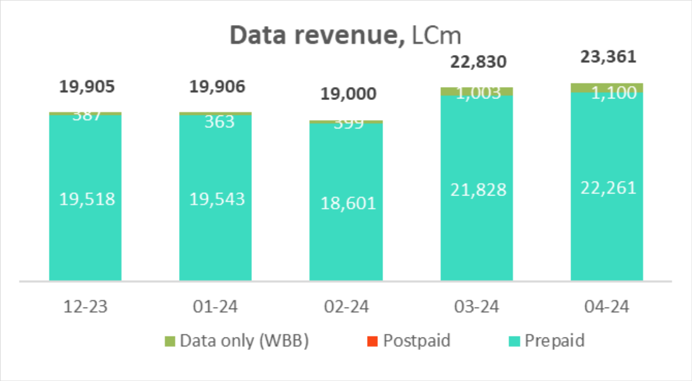
- Ongoing issues wrt to WAR impacting revenues in specific geographies
- Increased Power grid failure across country multiple times during Apr'24
- Thingyan festival impact on Voice performance in Apr'24 impacting offnet usage
- Because of above challenges 1.6% EDB de-growth on Voice revenue in Apr'24 vs Mar'24
- Voice user's remained almost static whereas usage and ARPU plummeted.. 5.7% drop in ARPU largely driven by a 7% drop in offnet usage. MOU/sub dropped by 4%
- TMS growth across operators indicating industry wide phenomenon of offnet drop

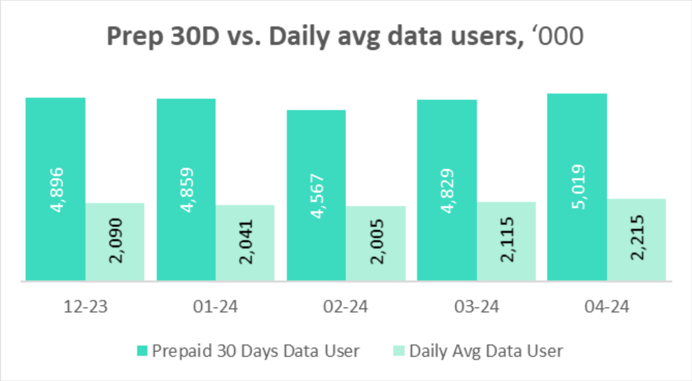
Initiatives:-

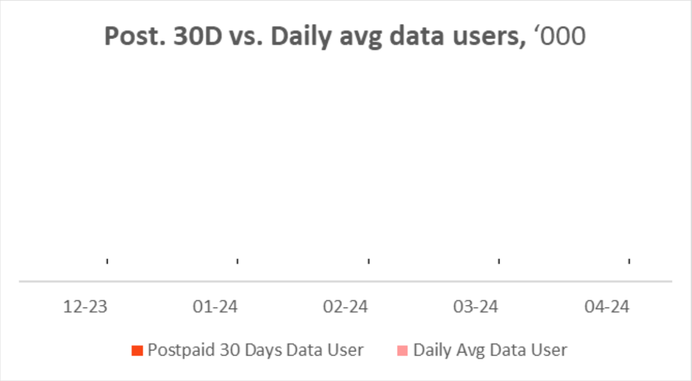
- Implemented Thingyan festival promotions and linked all initiatives with the promotion
- Initiated Unlimited Onnet pack launch on segmented level to push Community of interest and engagement.
- Continued geography specific campaigns
- Continued Talky Tuesday promotions
- Continued pack expiry campaigns with strong focus on High value csutomers

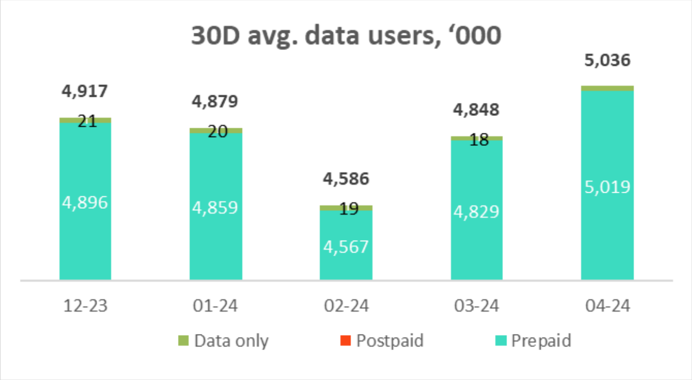
DATA Usage Breakdown – Prepaid vs Postpaid vs Data only

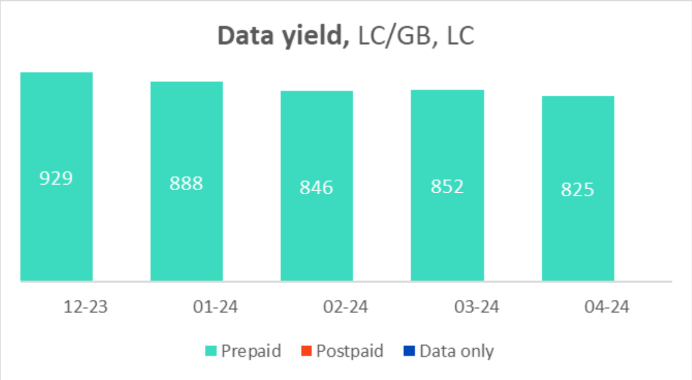
Postpaid Prepaid
Data only

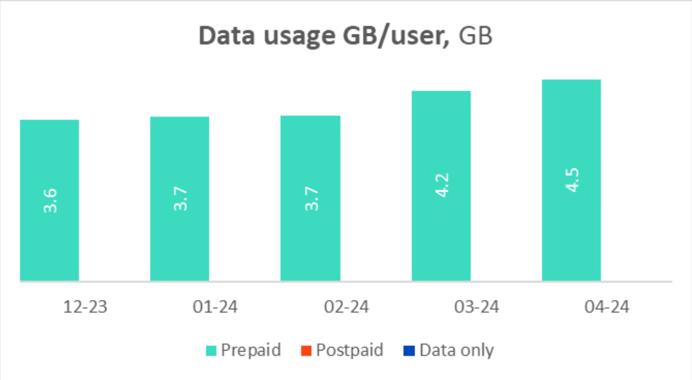


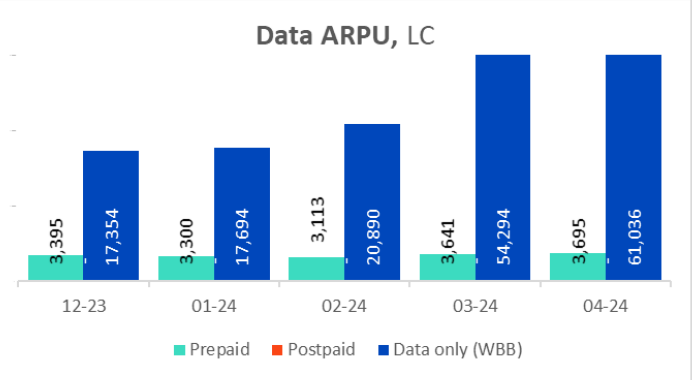


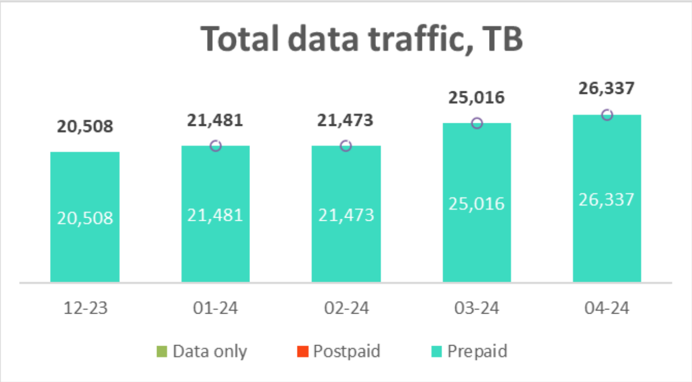


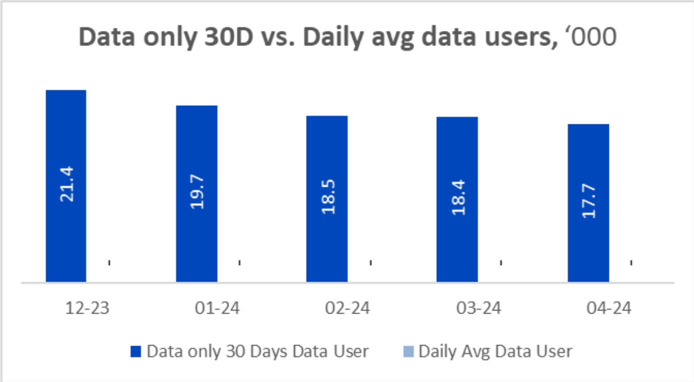












Key Insights & Initiatives

- Ongoing issues wrt to WAR impacting revenues in specific geographies
- Increased Power grid failure across country multiple times during Apr'24
- Despite challenges 6% EDB growth on Data revenue in Apr'24 vs Mar'24
- 3.9% growth on Data User's and 1.5% growth on ARPU propelled Data revenue in Apr'24 vs Mar'24
- Growth in both absolute user base and DAU's indicating higher customer level engagement
- 6% increase in data usage GB/user

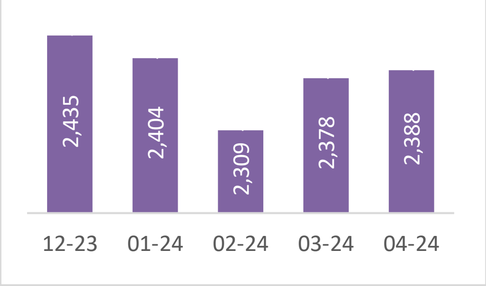
Initiatives:-

- Implemented Thingyan festival promotions and linked all initiatives with the promotion
- Launched Ooredoo Wave promotions by offering special bonus on Wave Pay channels on data offers
- Initiated Data pack benefit revision to offer optimal value to subscribers
- Continued geography specific campaigns
- Continued Amazing Friyay promotions
- Regimented campaigns on pack expiry continued with special focus on HVC

Ooredoo App

App users

MAU, 000



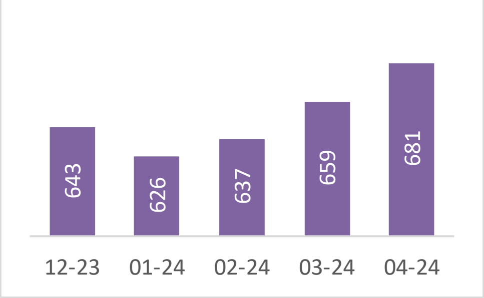
MoM

1%

Prepaid BU

Prepaid Ac

DAU, 000

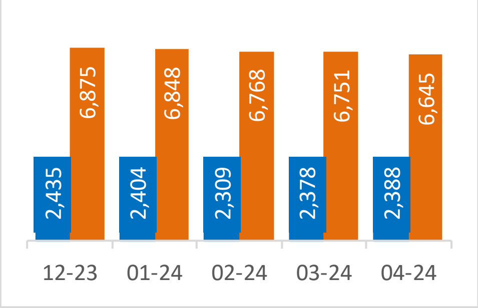


MoM

+7%

Prepaid

Unique users in smartph. base '000



MoM

-1%

1%

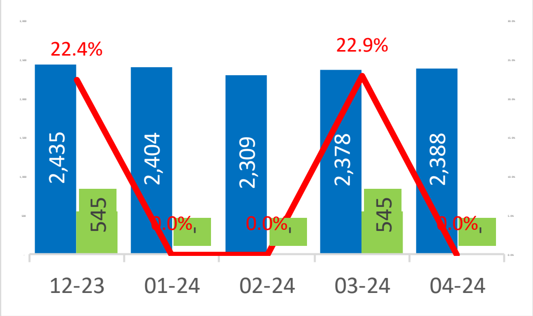
App unique users

Smartphone base

App users %

Recharge and pack purchase of app users

Recharg. unique users UU, 000



MoM

1%

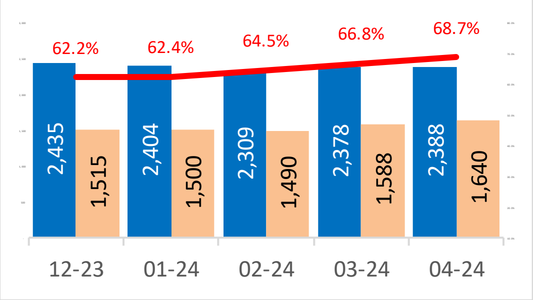
+7%

App UU

Recharge UU

Recharge UU %

Pack purchase UU, 000



MoM

1%

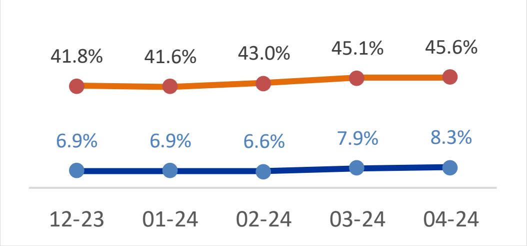
+4%

App user

Pack purchase UU

Pack purchase UU %

App users recharge & Pack purchase value as % of total



MoM

-0.4%

+0.4%

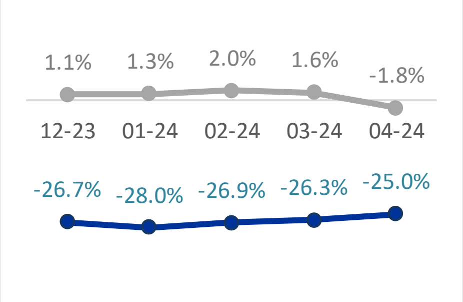
App users:

Recharge value % of total

Pack purchase % of total

Churn & ARPU of app users

Churn % of app users vs base



MoM

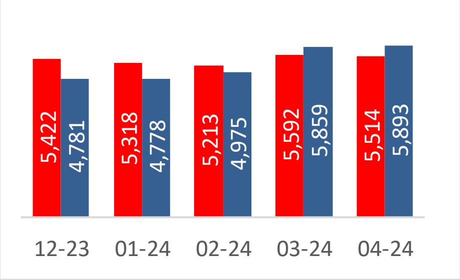
+1%

+1%

App users

Total base

ARPU of app users vs base, LC



MoM

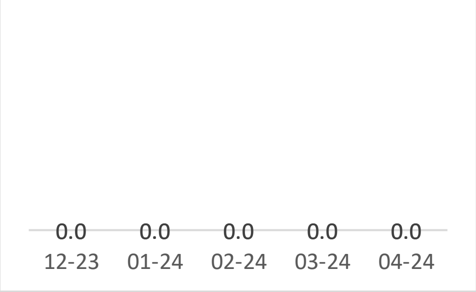
-5%

-3%

App users

Total base

DTU, - Count

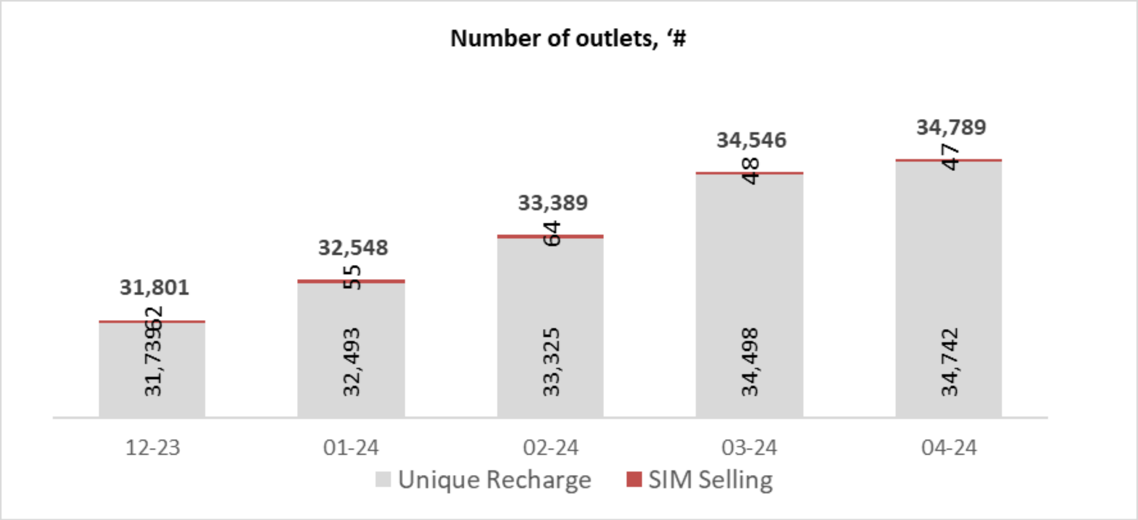


MoM	YoY
+1%	-1%
+1%	-1%

DTU AC

DTU BU

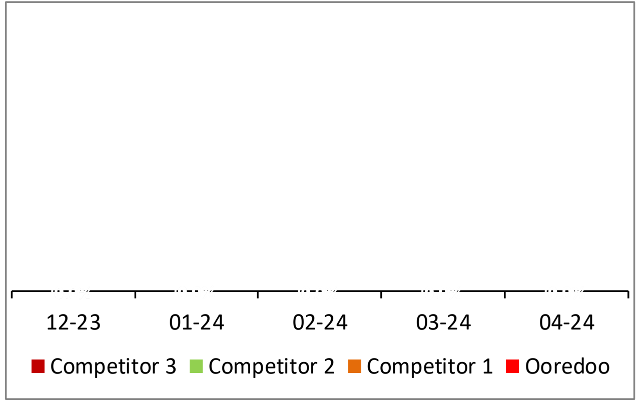
Prepaid - Sales / Distribution / Acquisition quality



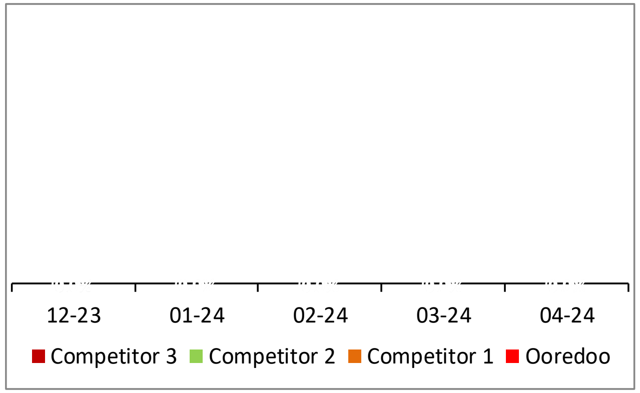
Key Insights & Initiatives

Market Share (B2C + B2B) - RMS, CMS

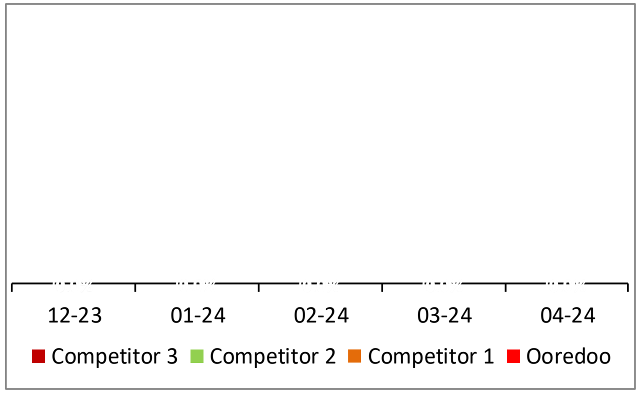
RMS - (Mobile + Fixed)



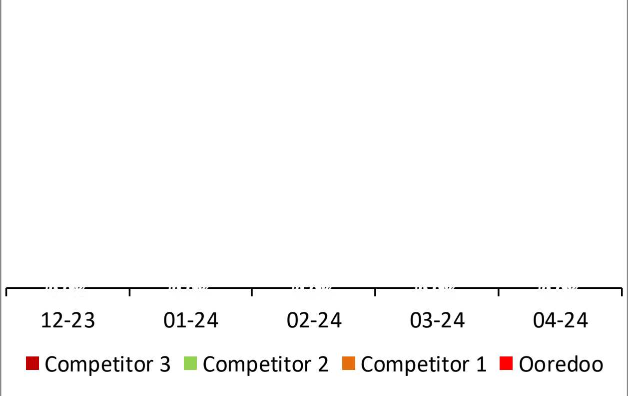
RMS – Mobile



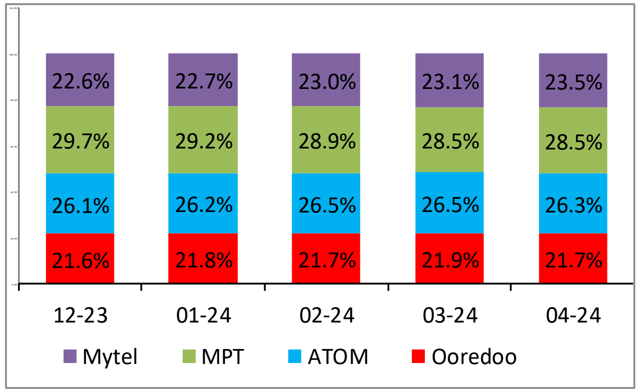
RMS – Fixed



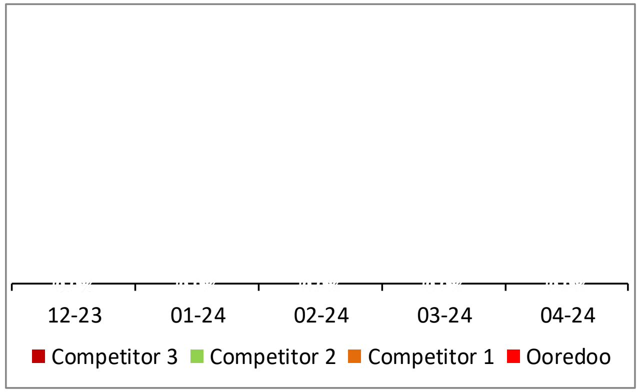
CMS - (Mobile + Fixed)



CMS – Mobile



CMS – Fixed



Key Insights & Initiatives

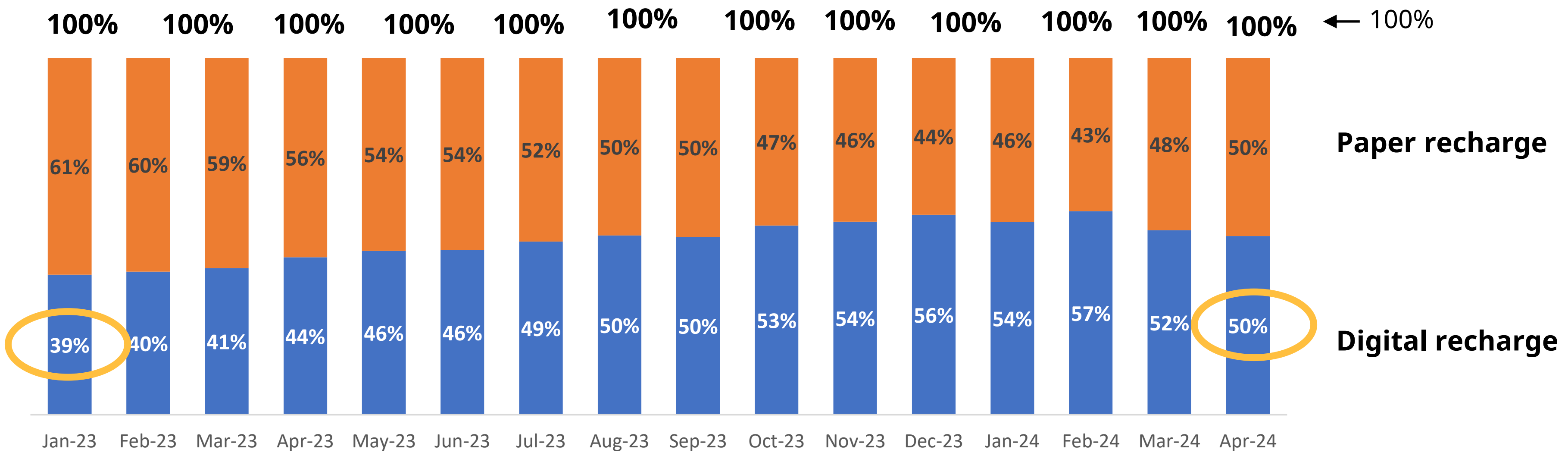
SnD Update

Ooredoo Myanmar

UPGRADE YOUR WORLD

ooredoo

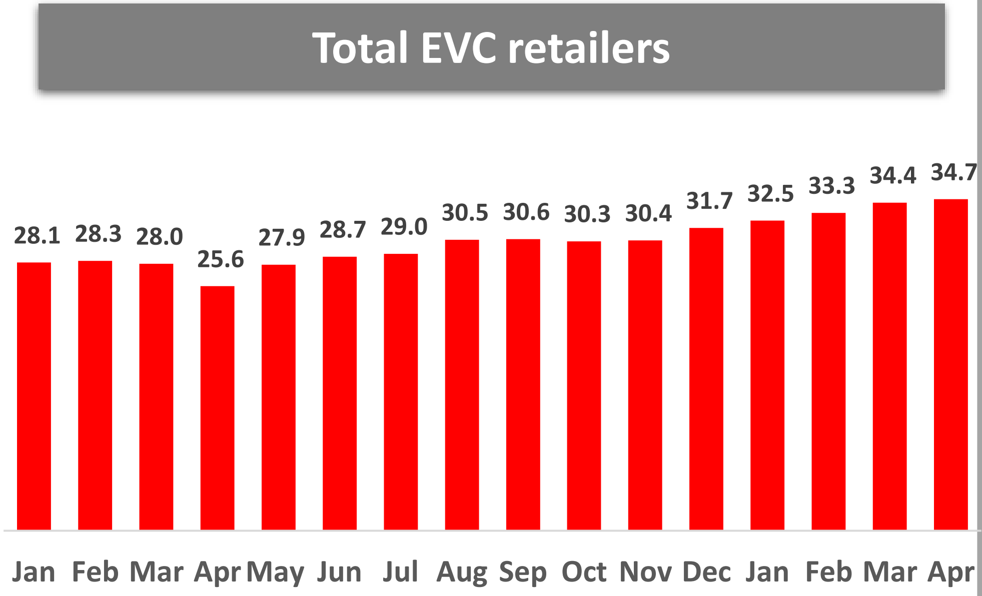
Digital vs paper recharges| Consistently changing the mix towards digital recharge channels. Now reaching 50%

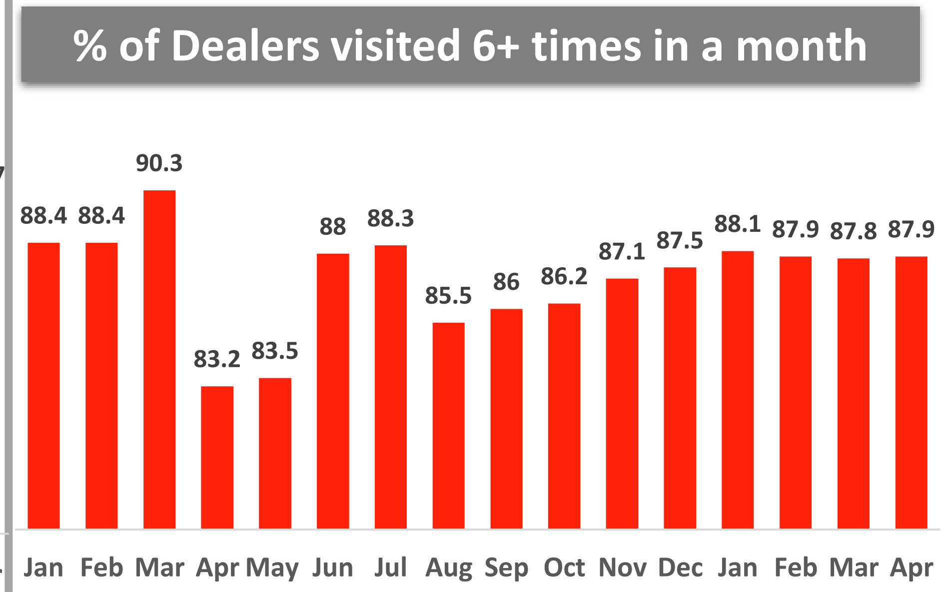


- **Focus on stringent DSR Beat plan governance.**
- **Increased EVC commission incentive with same total payout.**
- **Focused on EVC Secondary targets and CVM through retail.**
- **All incentives linked to EVC (Employees / Channel)**
- **Leveraging Gaming dealers**

- **Better control and availability with primary > tertiary (consistently +2%) driven by clear target setting & incentives.**
- **Enhanced retailer experience and advocacy.**
- **Lesser customer complains.**
- **Opportunity to drive CVM at retailer.**
- **Lesser dependency in conflict areas.**

Dealer reach| EVC retailers continuously growing while keeping high servicing standards

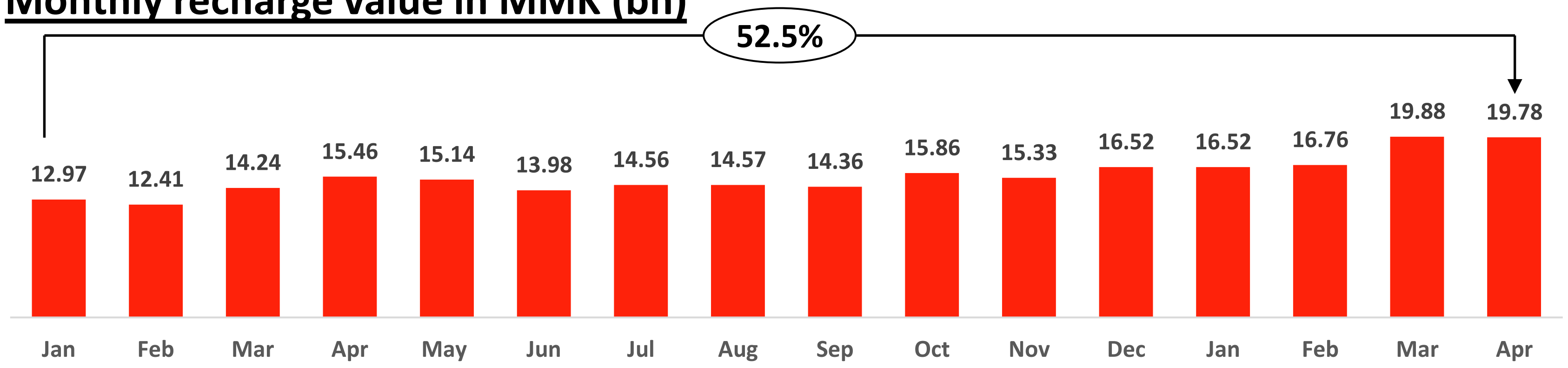


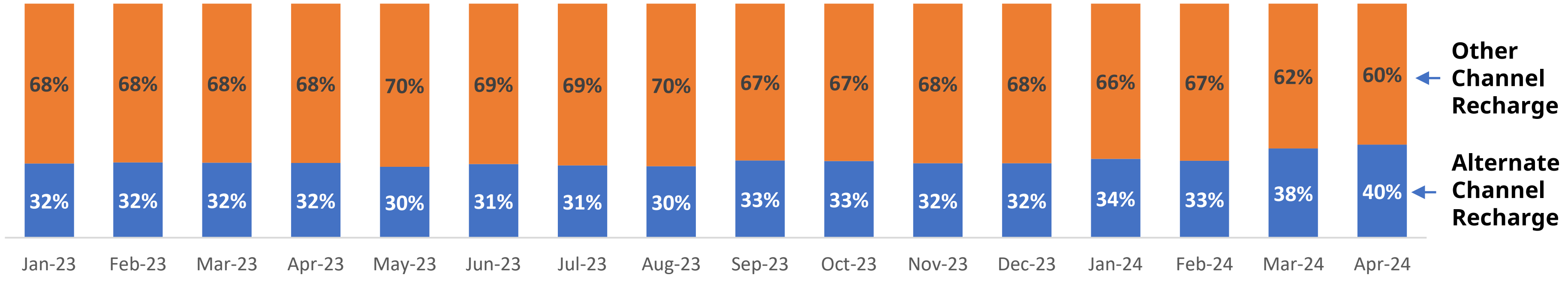


- **Total Dealers = 41K (EVC + UVC)**
- **EVC Dealers = 34.7K**
- **Serious EVC Dealers = 30.4 K (+>=20K Secondary + Visited at least 1x in the month)**
- **--------------------**
- **90%+ Dealers are getting served**
- **88%+ Dealers are getting served min 6 times in a month**
- **Serious URO growing from 22K in Jan’23 to 31K in Apr’24**
- **War Zone and No Data Off is getting monitored through EVC secondary.**

Alternate channels| Mainly driven by recharges from banks and MFS players. Now contributing to 40% of total

Monthly recharge value in MMK (bn)

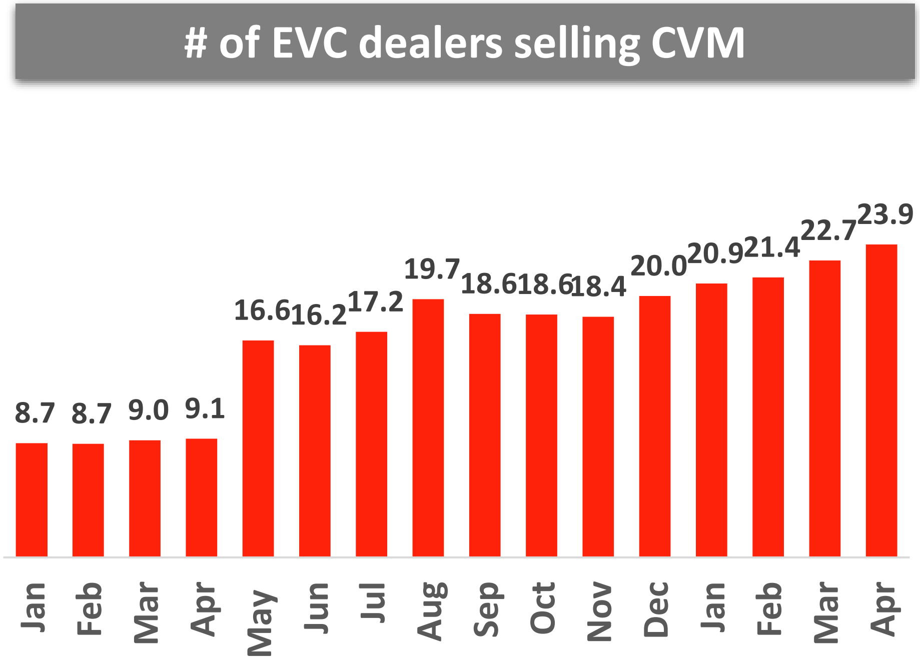


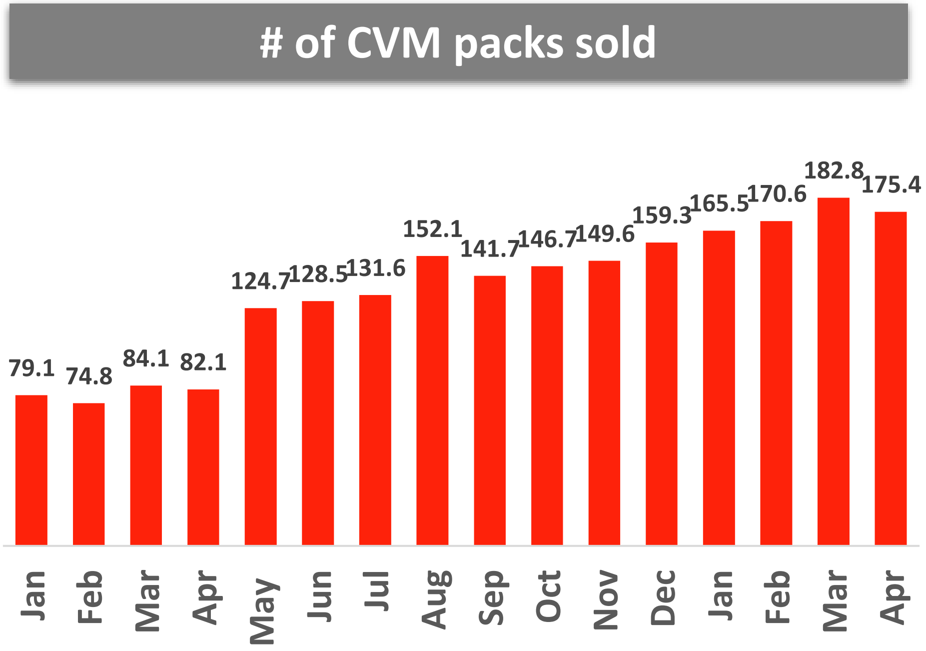


- **Alternate channel growing 52.5% Jan'23 vs Apr'24, now contributing to 40% of total recharges.**
- **Growth driven by channel expansion and efficient engagement.**
- **Aiming to accelerate growth via CVM and wider product portfolio.**

- **Availability not an issue.**
- **Enhanced customer experience**
- **Access to higher purchases and ARPU uplift**
- **Positive impact on P&L with average cost of 2% vs 4% in traditional.**

CVM at retail | Dealer participation consistently growing reaching 23.9 in Apr'24





- **Total EVC Dealers selling CVM products = 23.9K (65.8%)**
- **Total bundles sold growing +122% Apr'24 vs Jan'23.**

Opportunities:

- **Drive higher transactions per retailer**
- **Increase customer awareness**
- **Expand CVM portfolio to increase customer adoption.**

SnD Initiative : Micro Distribution

After the successful launch of Pilot, we have extended our Micro to Phase 1.

Micro Pilot

Regions Shortlisted Count	: 02
Regions Shortlisted	: SM1 and SM2
Sites to be mapped with RDTR	: 61
Population Mapped with RDTR	: 7.3 Lakhs
RDTR Appointed	**: 33**

Micro Phase 1

Regions Shortlisted Count	: 04
Regions Shortlisted	: SM1, SM2, UM1 and UM2
Sites to be mapped with RDTR	: 229
Population Mapped with RDTR	: 19.47 Lakhs
RDTR Plan to Appoint	**: 120**

Micro Distribution : Update: Snapshot Apr Exit

KPI	Nov_23	Dec_23	Jan_24	Feb_24	Mar_24	MTD | Apr'24	MTD Vs LMTD
RGE 30	201,749	210,416	212,616	215,347	222,883	236,496	6.11%
Total Revenue	1,781,680,298	1,950,938,079	1,938,149,736	1,891,718,912	2,322,226,335	2,362,691,581	1.74%
Total Revenue(net of CODA)	1,711,687,143	1,863,427,011	1,862,514,693	1,824,694,222	2,237,389,328	2,291,723,713	2.43%
Total OG Revenue	1,554,630,456	1,698,021,165	1,695,419,112	1,662,483,101	2,053,077,804	2,117,661,839	3.15%
Total Voice Revenue	270,108,761	283,780,924	280,074,302	278,034,323	317,344,222	314,234,808	-0.98%
Total Data Revenue	1,154,757,894	1,269,567,803	1,275,192,211	1,243,739,126	1,572,841,518	1,642,075,700	4.40%
Tertiary	234,815,596	170,403,001	176,195,384	188,102,428	189,215,576	189,421,533	0.11%
Secondary	-	161,195,557	171,343,560	186,916,571	174,767,221	205,694,545	17.70%
URO	665	779	1,065	1,241	1,299	2,240	72.44%
WB_UAO	593	674	869	1,010	995	1,567	57.49%
WB_FR>999	6,635	7,446	7,446	15,564	19,506	26,526	35.99%
Pack_Sale count	5,446	5,926	5,926	7,667	8,425	11,358	34.81%

Table of Contents

B2B P&L - Excluding FTTX

B2B (excl FTTX) P&L Statement	Mar-24	Apr 2024					YTD 2024			
LC Bn	Act	Act	BU	vs. BU	MoM	YoY	Act	BU	vs. BU	YoY
B2B Service Revenue	**7.171**	**7.300**	**6.372**	**14.6%**	**1.8%**	**13.1%**	**28.062**	**25.196**	**11.4%**	**13.6%**
B2B % of Total Serv. Rev.	*13%*	*14%*	*13%*	*0.4%*	*0.3%*	*0.3%*	*13.5%*	*13.0%*	*0.5%*	*0.1%*
Mobile B2B	5.080	5.133	4.322	18.8%	1.1%	16.4%	18.591	16.830	10.5%	11.1%
Voice B2B	1.517	1.333	1.550	-14.0%	-12.1%	13.0%	5.661	6.192	-8.6%	21.3%
Data B2B	3.063	3.161	2.436	29.8%	3.2%	12.5%	11.838	9.653	22.6%	12.2%
SMS B2B	0.274	0.300	0.246	21.8%	9.4%	23.7%	1.092	0.985	10.9%	20.1%
Fixed B2B	2.076	2.152	1.996	7.8%	3.6%	5.1%	8.478	7.826	8.3%	6.3%
ICT	0.015	0.015	0.054	-72.6%	-0.4%	0.0%	0.042	0.183	-76.8%	0.0%
IOT	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2B Service CoS	**-1.887**	**-1.727**	**-1.614**	**-7.0%**	**8.5%**	**-54.8%**	**-7.106**	**-6.432**	**-10.5%**	**-64.7%**
Mobile B2B	-1.363	-1.234	-1.077	-14.5%	9.5%	-25.9%	-5.058	-4.308	-17.4%	-33.0%
Fixed B2B	-0.517	-0.487	-0.496	1.7%	5.7%	-259.1%	-2.024	-1.988	-1.8%	-296.0%
ICT	-0.007	-0.006	-0.041	85.0%	12.3%	0.0%	-0.024	-0.136	82.6%	0.0%
IOT	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2B Service Gross Margin	**5.284**	**5.573**	**4.758**	**17.1%**	**5.5%**	**4.3%**	**20.956**	**18.764**	**11.7%**	**2.7%**
Mobile B2B	3.717	3.900	3.245	20.2%	4.9%	13.7%	14.484	12.880	12.5%	12.0%
Fixed B2B	1.559	1.664	1.500	10.9%	6.7%	-12.9%	6.454	5.837	10.6%	-13.6%
ICT	0.008	0.009	0.013	-32.6%	10.2%	0.0%	0.019	0.047	-60.1%	0.0%
IOT	-	-	-	0.0%	0.0%	0.0%	-	-	0.0%	0.0%
B2B Service Gross Margin %	***73.7%***	***76.3%***	***74.7%***	***1.7%***	***2.7%***	***-6.4%***	***74.7%***	***74.5%***	***0.2%***	***-7.9%***
B2B OPEX	**-2.084**	**-2.127**	**-1.881**	**-13.0%**	**-2.0%**	**-24.5%**	**-7.964**	**-7.496**	**-6.2%**	**-25.7%**
B2B EBITDA	**3.200**	**3.446**	**2.877**	**19.8%**	**7.7%**	**-5.1%**	**12.992**	**11.268**	**15.3%**	**-7.6%**
B2B EBITDA Margin %	***44.6%***	***47.2%***	***45.1%***	***2.1%***	***2.6%***	***-9.1%***	***46.3%***	***44.7%***	***1.6%***	***-10.6%***

Key Insights & Initiatives

Monthly summary

Mobile

YTD Mobility revenue Gth @ 11.1% compare with AOP driven by voice revenue

Positive Net add month on driving revenue

Market storming activity & enhanced SME coverage enabling Gross adds growth

Fixed

YTD FL Revenue Gth 8.3% compare with AOP driven by large BW acquisition & New SME accounts acquisition Efficient Account management controlling churn at <1%

Competition

FL Submarine cable of Campana live Singapore to Yangon

IP Transit price drop by Campana in the market to 0.8 dollars per Mb

Other

YTD B2B Ebitda higher than 15.3% compare with AOP driven by revenue upside despite BW cost fully charged 300GB since January.

International Wholesale

LC Bn	Apr 2024					YTD 2024			
International Wholesale revenue	Actual	Budget	vs BU	MoM	YoY	Actual	Budget	vs BU	YoY
International Inbound voice	0.48	0.30	56%	24%	2045%	1.55	1.22	27%	31%
International Data & Connectivity	0.05	0.07	-25%	0%	-22%	0.19	0.26	-26%	-61%
International A2P SMS	1.01	0.82	22%	4%	27%	4.00	3.26	23%	40%
International Inroaming	0.02	0.01	62%	23%	84%	0.79	0.05	1576%	2066%
Total International Wholesale Revenue	**1.55**	**1.21**	29%	10%	84%	**6.54**	**4.79**	36%	43%

International Roaming	Apr 2024					YTD 2024			
	Actual	Budget	vs BU	MoM	YoY	Actual	Budget	vs BU	YoY
Outroaming Revenue	0.16	0.08	108%	22%	74%	0.51	0.29	73%	62%
In-roaming revenue	0.02	0.01	62%	23%	84%	0.79	0.05	1576%	2066%
Total Roaming Revenue	0.18	0.09	102%	22%	75%	1.30	0.34	283%	273%
Roaming cost	-0.09	-0.02	-311%	13%	-166%	-0.34	-0.12	-194%	-214%
Net Position Roaming	0.09	0.07	32%	110%	29%	0.96	0.23	328%	300%
Net Position Roaming%	49.0%	74.9%	-25.9%	20.5%	-17.6%	74.0%	66.1%	7.9%	4.9%

International Voice	Apr 2024					YTD 2024			
	Actual	Budget	vs BU	MoM	YoY	Actual	Budget	vs BU	YoY
Outgoing International Voice Revenue	0.50	0.35	44%	-2%	60%	1.79	1.39	28%	71%
Inbound International Voice	0.48	0.30	56%	24%	2045%	1.55	1.22	27%	31%
Total International Voice Revenue	0.98	0.65	50%	9%	239%	3.34	2.62	27%	50%
Outgoing International Voice Cost	-0.38	-0.13	-200%	-9%	-229%	-1.32	-0.51	-162%	-53%
Net Position International Voice	0.60	0.53	14%	9%	245%	2.01	2.11	-5%	48%
Net Position International Voice%	61.3%	80.6%	-19.4%	0.0%	1.2%	60.3%	80.7%	-20.4%	-0.9%

International Data & Connectivity	Apr 2024					YTD 2024			
	Actual	Budget	vs BU	MoM	YoY	Actual	Budget	vs BU	YoY
Data and Connectivity Revenue	0.05	0.07	-25%	0%	-22%	0.19	0.26	-26%	-61%
Data and Connectivity Cost	-0.30	-0.16	-86%	-23%	-456%	-0.99	-0.64	-54%	-353%
GM Data & Connectivity	-0.25	-0.10	-163%	-29%	-2914%	-0.79	-0.38	-109%	-382%
GM Data & Connectivity %	-515.1%	-146.1%	-369.1%	-116.9%	-529.3%	-407.5%	-144.7%	-262.8%	-463.8%

Key Insights & Initiatives

Table of Contents

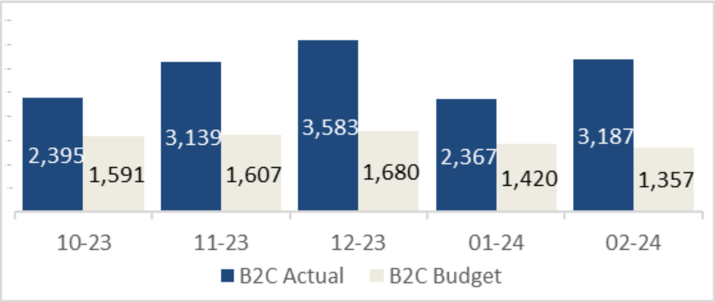
Digital Services & Partnerships - Overview (1/2)

Net Revenue, LC Mn

Customers / Accounts / Traffic* (#)

Complaints (# and % of total)

B2C



TBC

… … … … … … … … …

TBC

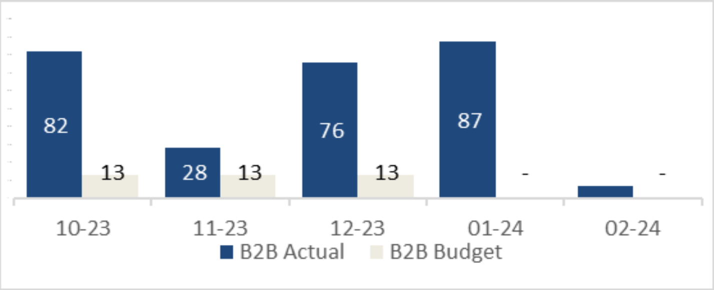
… % of total B2C mobile complaints

B2B2C

… … … … … … … … …

… % of total B2C mobile

B2B (Bulk sMS)



TBC

… … … … … … … … …

TBC

… % of total B2B fixed complaints

Key Insights & Initiatives: B2C / B2B2C / B2B / Competition / Other / Focus for next quarter

Note: B2C – customers, B2B – accounts, B2B2C – domestic A2P/bulk SMS accounts, B2C - customers

Table of Contents

Lead Technology KPIs: Executive Summary (1/2)

Service Availability & Major Incidents

Explain degradations/changes in availability trend, root cause and actions for improvement.
Describe major networks or IT outages/Incidents causing services disruptions, complaints or degradations in Voice/Data CSAT (if any)

- *OML purchased 500 batteries, Batch-1(246 units) had arrived on 29th Jan 2024 and remaining (254 units) arrived on 14th Feb 2024. 77 sites had been deployed out of 130 sites till end of Feb'24 and the remaining sites will be finished in March'24. Edotco purchased 1400 batteries had been arrived and deployed at 260 sites in the regions and 70 DG replacement done in Feb'24.*
- *Network Critical Outages continue especially Rakhine and Sagaing due to linear fiber cuts whereas protection paths are not recoverable. Access restriction and fuel delivery restriction is still challenging in Rakhine and RAW3082- RAW3042 fiber link is still down due to the bridge had been blasted during ongoing war which affected 34 sites.*
- *Mandalay ISP path is still linear due to Eager DWDM link between SHW1263-SHW1094 was down on 28th Feb 2024 inside the military compound and couldn't able to access.*
- *Yangon ISP path is also linear due to Eager DWDM link between KNW6032-KNW6041 was down since 23rd Nov 2023 in the conflict area.*
- *25 sites in Sagaing down for 211 hours due to fiber cut between SAW0235-SAW0232 in the war zone area.*
- *Yangon and Mandalay Non DG 500+ sites were down nearly 10 hours on 23rd Feb 2024 due to nationwide grid system breakdown.*
- *Kayah sites were still down since 13th Nov 2023 due to war zone area.*

TT IDI8I12A1:I16A1:I9A1:I11A1:I21I12A1:I16A1:I33	Fault First Occur Time	Fault Recovery Time	Outage Minutes	Hub Site ID	Down Site Count	Bucket	RCA	Mitigation Plan	TT Status
TT202404201824	4/20/2024 13:12	4/21/2024 9:10	1198	YAW4382	518		Nation Wide Grid failed	National Grid.	Closed
TT202404301439	4/30/2024 9:04	5/1/2024 9:06	1442	Multi Hub	220	Campana	Site was down due to fiber issue. Observing 10G DPLC_Campana link down between MDL-DC-IPBB-18S-PE-02 (0/12/1/10) <> KCW0092 (0/7/0/4) CID: MMR-10G227 and protection link down , Observing OML-Eager Link down between SAW0307(80km) To MAW2243(80km) at 2024-04-25 09:02:27 . After link restored(10G DPLC_Campana link restored between MDL-DC-IPBB-18S-PE-02 (0/12/1/10) <> KCW0092 (0/7/0/4) CID: MMR-10G227 and protection link restored) , site got restored.	_As last couple months status, Fiber Supplier can't support our fiber demands for MKN protection due to ground situations. _We have released WO to install protection link between SAW0307(80km) To MAW2243(80km), installation is pending because of power issue.	Closed
TT202404011533	4/1/2024 14:22	4/2/2024 15:45	1523	KCW0092	184	Campana	Site was down due to fiber issue. Observing 10G DPLC_Campana link down between MDL-DC-IPBB-18S-PE-02 (0/12/1/10) To KCW0092 (0/7/0/4) CID: MMR-10G227 and Protection link Optima sharing TML-MGT link down between SAW0087(80km) To SAW0498(80km) at 2024-03-31 16:55:12.Site got restored after 10G DPLC_Campana link Up between MDL-DC-IPBB-18S-PE-02 (0/12/1/10) To KCW0092 (0/7/0/4) CID: MMR-10G227 .Awaiting root cause from Global-Net Team. Sites restored SAW0087 and SAW0498 lin restored	_As last couple months status, Fiber Supplier can't support our fiber demands for MKN protection due to ground situations. _We have released WO to install protection link between SAW0307(80km) To MAW2243(80km), installation is pending because of power issue.	Closed
TT202404062029	4/6/2024 14:00	4/7/2024 10:42	1242	SAW0273	78	MFOCN/ MGT	Site was down due to fiber issue. Sites are coming up after SAW0252-SAW0273 DWDM & IP link got restored .Awaiting detail RCA from fiber team	Already in ring	Closed
TT202404283585	4/28/2024 19:11	4/29/2024 8:07	776	SAW0065	87	MFOCN/FLM	Site was down due to fiber issue. Site was down due to DWDM Link fail between SAW0065 and SAW0273 & OVER_BRD_TMP at SAW0034 (Boards broken & Need spare).After team replaced it with a new DWDM card. Issue closed permanently.	Already in ring	Closed
TT202404230086	4/23/2024 0:16	4/24/2024 7:57	1901	SHW1158	33	Eager	SHW1094<>SHW1275 (20G),SHW1158<>SHW1978 (10G) P link down due to DWDM link fail between SHW1158 and SHW1094. Protection EAGER Fiber link down between SHW1275(80km) and SHW1195(80km) since 2024-04-20 11:55:27 due to SFNOCP faulty , Bend location 51.2 km from SH0168 (ATOM) (51.km from SHW1195) after fiber solving link still down and SFP faulty at SHW1275 and FSO team team change new SFP	Already implemented new fiber with MFOCN. Released WO to ZTE to swap fiber from Eager to MFOCN	Closed
TT202404091433	4/9/2024 10:30	4/9/2024 16:45	376	KCW0092	141	Campana	Site was down due to fiber issue.Observing 10G DPLC_Campana link down between MDL-DC-IPBB-18S-PE-02 (0/12/1/10) To KCW0092 (0/7/0/4) CID: MMR-10G227.Sites got restored after 10G DPLC_Campana link restored between MDL-DC-IPBB-18S-PE-02 (0/12/1/10) To KCW0092 (0/7/0/4) CID: MMR-10G227 Awaiting detail RCA from Fiber team.	_As last couple months status, Fiber Supplier can't support our fiber demands for MKN protection due to ground situations. _We have released WO to install protection link between SAW0307(80km) To MAW2243(80km), installation is pending because of power issue.	Closed
TT202404220939	4/22/2024 7:45	4/23/2024 16:31	1966	MAW2116	25	FLM	Observing OML-MGT fiber link down between MAW2113(80km) To MAW2119(80km), after link restored MAW2113-MAW2119 , 25 sites data services are restored	Ring already protected with MW	Closed
TT202404171471	4/17/2024 12:30	4/17/2024 16:59	270	YAW4461	163		Nation Wide Grid failed	National Grid.	Closed
TT202404060973	4/6/2024 8:33	4/7/2024 12:37	1684	KCW0300	26	MGT	Site was down due to fiber issue.Site got restored after KCW0300 - SAW0501 and SAW0501-SAW0372 fiber link restored. Awaiting detail RCA .	ring opened due to fiber prolong cut. Already issue PO to KNET for Mansi - Namhkam fiber implementation but can't continue due to ground situation.	Closed
TT202404131780	4/13/2024 12:57:34 PM	still down		SAW0019	10	MFOCN	MFOCN fiber cut between SAW0019-SAW0297 and team still cannot access the fault area due to landmine and military blocked the access route.	ring was opened due to prolong fiber cut.	Open

NW & IT projects execution

Describe RAN, Tx, Fiber and IT projects rollout progress (explain delays/challenges versus plan or ahead of plans) and Impact in Tech Capex/Tech Opex versus budgets.

RAN Projects:

- *Number of cumulative YTD RAN physical sites integrated = 5836*
  Total new sites planned for 2023 = 9
  - *3/9 : On air (BAW5666 – 08 June, SAW0771 – 29 Sep, KCW0370 – 29 Dec)*
  - *6/9 : TC approved on 24 Aug. PO released 22 Sep. Delayed as currently in unsafe area*

  Total new sites planned for 2024 = 40
  - *15 sites : 3/15 – TC approved & PO released, 12/15 sites : Business case preparation ongoing*
  - *3 sites :*
    - *Yoma bank (B2B request). Solution confirmed by customer. TSSR completed. Target May 2024*
    - *Golden city (VIP complaint) : TSSR completed. Leasing contract ongoing. Target May 2024*
    - *Sky suite (VIP complaint) : Negotiation ongoing. Target May 2024*
- *Capacity expansions*
  Layer upgrade existing sites – Equipment Reuse : 127 completed. 21 planned
  Batch 4 : 51/55 completed, 04/55 pending. Delay to due volatile safety situation. Target : TBD depending on site access
  Batch 6 : 33/50 completed, 17/51 pending. Equipment will be reuse from data lock sites as per OG instructions (dismantle from data lock sites and install in congested sites. Target May 2024 (depending on site access)
  Dismantle activity : Batch 1 - 22/50 sites completed. Rest on hold due to safety issues.
  Batch 2 (L1800 RRU recovery only) : 10 sites PO released. Activity will start Wk19

  Layer upgrade existing sites – New equipment ordering : 50 sites CVD & TC approved. PO released

  HOS existing sites – New equipment ordering : [1] 8 HOS sectors CVD & TC approved. PO released.
  : [2] 20 HOS sectors OG & TC approved. PO released
- *IBS reactivation :*
  Batch – 1 : 10 locations planned - 10/10 sites on air - Closed
  Batch – 2 : 08 locations planned - 3/8 site on air, 2/8 WIP, 1/8 TC on week19. 2/8 under negotiation by sourcing.
- *Nokia RAN software upgrade*
  4G Megaplexer migration completed (3/3)
  RNC software upgrade (20C →22R3) : Total 3/5 completed. 2/5 planned. Target May 2024.
  SBTS software upgrade (21B →22R3) : Planned after RNC software upgrade. Target May 2024
- *POC power comparison (ZTE vs Nokia)*
  Type 3B (like to like) : 1/2 sites rollback completed to bare minimum Nokia configuration. Power consumption increased by ~28% in Nokia as compared to ZTE - Closed
  Type 1 (like to like) : 2/2 sites completed. Power consumption reduced by ~21% in ZTE as compared to Nokia - Closed

Tx, FIBER NW and/or FTTX/FWA Projects:

- *100G DWDM link set up with HTI (B2B) was done.*
- *10G PNI with Zenlayer was done, to improve user experience.*
- *40G Metro Ring over DWDM between Thaton and Mawlamyaing was done to solve high utilization.*
- *New SSU cards I&C is ongoing for synchronization modernization. Estimated to be done by Q2_2024.*
- *Planned to restore the Cesium Clock faulty in YGN and MDY DC. Estimated to be done by Q2_2024.*
- *Firewall Modernization is ongoing , estimated to be done by end of April,_2024.*
- *Additional fiber adding in TCL ISP Path is ongoing , to be done by Q2-2024.*
- *100G DWDM/ IPBB Expansion is ongoing, to be done b y Q2-2024.*
- *100G Expansion along MDY-TCL ISP path is ongoing, to be done by Q2-2024.*
- *10G Card Expansion for IP Metro Network is ongoing , to be done by Q3, 2024.*

CORE & IT/Digitalization Projects:

- *VoLTE Platform started FUT for selected users. Under profiling for go launch plan.*
- *vDC setup completed for new Enterprise market. Now doing POC for vDC solution with open-stacks solution.*
- *OML inhouse software developments delivered 60% of the total business Change requests and configuration change request via inhouse team in Jan.*
- *In-house Subscription loan project is completed and UAT completed. Awaiting business green-light.*
- *No critical/major incident.*

TECH CAPEX:

- *Total CAPEX Spend YTD is 45.4% below budget. Delay on project delivery time in difference*

TECH OPEX:

- *•Tech OPEX YTD for NW is above budget YTD by 28.4% mainly due to Fuel rate increase by 34% (3,900Ks/ltrVs 2,916Ks/ltr) and FX impact (3,073//2,616).•Tech OPEX YTD for IT is below budget YTD by 3.1%.*

Lead Technology KPIs: Executive Summary (2/2)

Traffic trends:

Explain changes in Voice traffic and Data volume trends (% growth/decrement and reasons), tendencies per technology and seasonality effects

Voice:

- *Voice traffic degraded to -2%.*

Data:

- *There is a 4.1% Incremented in data traffic compared to day on day of previous month, Observed 3G+4G Traffic played major hike compared to Mar month.*

Voice Performance

Describe degradations/changes in voice performance (Accessibility, Congestion, Drop, audio quality)

2G:

- *2G CSSR is majorly impacted for BSC104 due to ongoing incidents in Rakhaine area and 4 sites working on VSAT are having very high congestion in both RAN & TX.*
- *Also 2G CSSR is normally low due to data lock region top failure sites having high congestion due to capacity limitation and coverage issue due to high inter site distance & Prolong site down issue cause non continues coverage.*
- *Working on top cell analysis and action plan on daily basic to improve the CSSR % & raise the other domain related issue on time with WO.*
- *TCH Congestion cells increased mainly due to Nation wide grid failures started from Feb-24 and continuous outages increased in all the regions since 19-Mar.*
- *Also there is traffic growth in most of the areas of Sagaing that lead to more congestion cells . Whereas overall NW availability is also impacted. Actions are ongoing for data lock/high congestion regions for congestion mitigation.*
- *TCH drop started increasing since Apr-23 with increase in 900 Band interference across NW and got worst in Jul-23 and continuously increasing.*

3G:

- *3G CSSR is majorly impacted with high availability dip & Magway data lock sites & Rakhine area for having high congestion and fails as compared to last months.*
- *Top failure sites having high congestion due to over occupied compare available capacity and coverage issue due to high inter site distance & Prolong site down issue cause non continues coverage.*
- *CS RAB Congestion cells increased mainly due to Nation wide grid failure increased since last month.*

VOLTE:

Data Performance

Describe degradations/changes in Data performance (Accessibility, Congestion, Drop, Tutela ECQ/CCQ)

4G (In case of OP this is still 3G):

- *Increase in 900 Band interference across NW and got worst in Jul-23 and continuously increasing. In Sep-23, high interference cell count further increased*
- *Also data volume is increasing in NW across all regions.*
- *During water festival time traffic also increased, now coming back to normal trend.*

5G:

Access Monthly Technology KPIs using the link below:
https://app.powerbi.com/links/4AI7J6Q0Fn?ctid=35ce61ea-2a69-4c72-837c-f38de143a7a3&pbi_source=linkShare

Table of Contents

HR Lead KPIs

	Metrics	Actuality	Units	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Financials	Staff cost (FTE+TE, contr), LCm	AC	LCmn	4,006	4,345	5,329	5,028	3,996
	Staff cost (FTE+TE, contr), LCm	BU	LCmn	3,751	3,372	3,378	3,396	3,403
Headcount & Diversity	Actual Headcount	AC	#	726	728	732	734	735
	Nationalization (%)	AC	%	97%	97%	97%	97%	97%
	Nationals in L1 and L2 YtD, %	AC	%	0%	0%	0%	0%	0%
	% of Female Employed	AC	%	47%	47%	48%	48%	48%
	% of Female in Senior Management	AC	%	1%	1%	1%	1%	1%
Attrition	Employee attrition %	AC	%	1%	1%	1%	1%	1%
	Attrition in key roles (FTE+TE, contr)	AC	#	0	0	0	0	1
People and Culture	Employees with IDP, %	AC	%	99%	99%	99%	99%	99%
	Training hrs / employee	AC	#	6	2	1	0	0

Key Insights & Initiatives

* Reported twice a year (new methodology is under consideration for 2023)

Table of Contents

Cost of Sales

Cost of Sales, LC Mn	Mar-24	Apr-24					YTD 2023	YTD 2024			
	Actual	Actual	Bud	Variance	MoM	YoY	Actual	Actual	Budget	Variance	YoY
Domestic Interconnect	-7,605	-7,054	-6,064	-16.3%	7.2%	-7.1%	-26,134	-28,409	-24,611	-15.4%	-8.7%
Cost per Minute of Domestic Interconnect	18	18	18	0.7%	0.5%	0.4%	18	18	18	0.2%	0.1%
International Interconnect	-347	-379	-126	-199.6%	-9.1%	-228.7%	-863	-1,324	-506	-161.8%	-53.4%
Cost per Minute of International Interconnect	59	64	33	-97.5%	-10.1%	-110.5%	48	65	33	-98.9%	-34.2%
SMS Interconnect	-276	-244	-207	-17.7%	11.8%	-2.7%	-939	-1,031	-846	-21.9%	-9.9%
Cost per SMS of Interconnect	7	7	7	1.9%	2.1%	-3.0%	7	7	7	0.4%	-4.0%
Roaming Cost	-108	-94	-23	-310.7%	13.1%	-166.5%	-108	-339	-115	-193.7%	-214.0%
% Roaming Revenue	71.5%	51.0%	25.1%	-25.9%	20.5%	-17.6%	31.0%	51.4%	34.1%	-17.3%	-20.4%
Content Cost	-563	-216	-272	20.6%	61.6%	390.0%	-125	-1,840	-999	-84.2%	-1377.8%
% of VAS Revenue	23.1%	11.8%	16.3%	4.6%	11.3%	-15.3%	4.1%	16.4%	15.3%	-1.1%	-12.3%
Commission on Recharge Cards	0	0	0	0.0%	0.0%	0.0%	0	0	0	0.0%	0.0%
% of Prepaid Revenue	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equipment Cost	-2	-2	-3	52.6%	6.7%	1394.5%	-2	-7	-14	48.3%	-266.4%
% of Handset Revenue	10.9%	72.6%	66.5%	-6.2%	-61.8%	-97.4%	41.5%	57.9%	66.5%	8.5%	-16.5%
Other / SAC	-1,796	-1,703	-1,633	-4.3%	5.2%	-73.9%	-3,639	-7,137	-6,472	-10.3%	-96.1%
Other per Gross Adds	482,914	731,054	464,020	-57.5%	-51.4%	-45.8%	284,585	518,036	456,342	-13.5%	-82.0%
Total Cost of Sales	-10,696	-9,690	-8,328	-16.4%	9.4%	-23.0%	-31,809	-40,088	-33,565	-19.4%	-26.0%
Equipment Subsidy											
Revenue from Equipment Sale	16	2	5	-56.6%	113.9%	340.7%	4	23	21	13.0%	522.0%
Equipment Cost	-2	-2	-3	52.6%	6.7%	1394.5%	-2	-7	-14	48.3%	-266.4%
Subsidy (Revenue - Cost)	14	1	2	64.6%	95.7%	3.3%	2	16	7	-134.4%	-794.9%
Other / SAC											
Dealer Commission on Activation (Post IFRS 15)	-	-	-	0.0%	0.0%	0.0%	0	0	0	0.0%	0.0%
B2B Dealer Commission on Activation (Pre IFRS 15)	-150	-105	-96	-10.1%	29.8%	7.0%	-313	-502	-383	-31.2%	-60.2%
Per Gross Add (Pre IFRS 15)	2,386	1,182	2,900	59.2%	50.5%	57.7%	2,420	1,852	2,900	36.1%	23.5%
Other Commission (4GBB & Recharge Donation)	-6	-5	-19	73.5%	12.1%	43.4%	-57	-22	-73	69.4%	60.4%
SIM Card Costs	-34	-53	-60	12.5%	-54.4%	-49.9%	-263	-194	-240	19.3%	26.2%
Other SAC											
B2C Other Variable Commission	-686	-683	-576	-18.7%	0.3%	-57.8%	-1,453	-2,915	-2,287	-27.5%	-100.6%

	Mar-24	Apr-24	MoM
SIM Card Cost	34	53	-54.4%
Total Commission	841	794	5.7%
Logistic	75	62	17.0%
Fixed Cost	524	494	5.8%
FTTX Cost	320	299	6.4%
MFS Cost	3	2	22.7%
Others/ SAC	**1,796**	**1,703**	**5.2%**

Key Insights & Initiatives

Apr CoS 9.7bn, MoM lower by 9.4% mainly driven by

- Interconnect cost lower by 7.2% from lower offnet revenue.
- VAS cost is lower by 347mn from 320mn oneoff in March for AL JABOR EC SERVICE payment

OPEX

OPEX, LC Mn	Mar-24	Apr-24					YTD 2023	YTD 2024			
	Actual	Actual	Bud	Variance	MoM	YoY	Actual	Actual	Budget	Variance	YoY
Network Maintenance & Utilities	-17,884	-17,803	-14,416	-23.5%	0.5%	-26.8%	-54,366	-70,120	-54,618	-28.4%	-29.0%
% of Revenue	33.1%	33.2%	29.8%	-3.4%	-0.1%	-4.4%	29.5%	33.7%	28.2%	-5.5%	-4.2%
Per Sub (Post+Pre 90d+Fixed)	1,999	2,013	1,699	-18.5%	-0.7%	-20.0%	6,645	7,964	6,453	-23.4%	-19.9%
Site Maintenance Cost per Site	-3	-3	-2	-24.4%	0.5%	-26.4%	0	-3	-2	-29.3%	-8482.6%
IT Operation & Maintenance	-849	-1,191	-1,362	12.5%	-40.3%	0.8%	-4,776	-4,646	-5,406	14.1%	2.7%
% of Revenue	1.6%	2.2%	2.8%	0.6%	-0.6%	0.2%	2.6%	2.2%	2.8%	0.6%	0.4%
Per Sub (Post+Pre 90d+Fixed)	95	135	160	16.1%	-41.9%	6.1%	586	529	639	17.2%	9.8%
Regulatory/Govt	300	-2,008	-1,634	-22.9%	769.2%	-14.3%	-6,531	-5,418	-6,567	17.5%	17.0%
% of Revenue	-0.6%	3.7%	3.4%	-0.4%	-4.3%	-0.1%	3.5%	2.6%	3.4%	0.8%	0.9%
Marketing & Communication	-568	-674	-1,061	36.5%	-18.5%	-25.4%	-2,056	-2,727	-3,914	30.3%	-32.6%
% Revenue	1.1%	1.3%	2.2%	0.9%	-0.2%	-0.2%	1.1%	1.3%	2.0%	0.7%	-0.2%
Per Gross Add	152,858	289,356	301,543	4.0%	-89.3%	-5.1%	641,775	772,391	1,103,759	30.0%	-20.4%
Per Net Add	4,175	-6,460	61,357	110.5%	254.7%	145.8%	21,764	9,491	265,509	96.4%	56.4%
Billing & Collection	-69	-159	-66	-142.3%	-128.8%	-144.1%	-340	-296	-261	-13.4%	13.0%
Per Postpaid Revenue	2,204	4,939	1,867	-164.5%	-124.1%	-142.4%	10,633	9,284	7,527	-23.3%	12.7%
Employee & Related	-5,028	-3,996	-3,403	-17.4%	20.5%	-720.1%	-9,480	-18,698	-13,549	-38.0%	-97.2%
% of Revenue	9.3%	7.5%	7.0%	-0.4%	1.9%	-6.4%	5.1%	9.0%	7.0%	-2.0%	-3.8%
Per FTE	6,850	5,437	4,587	-18.5%	20.6%	-667.6%	14,013	25,536	18,259	-39.9%	-82.2%
Other G&A	-510	-593	-692	14.4%	-16.3%	1.2%	-1,908	-2,628	-2,803	6.3%	-37.7%
% of Revenue	0.9%	1.1%	1.4%	0.3%	-0.2%	0.1%	1.0%	1.3%	1.4%	0.2%	-0.2%
Per FTE	694	807	933	13.5%	-16.2%	7.5%	2,808	3,589	3,778	5.0%	-27.8%
Total Operational Expenses	**-24,609**	**-26,423**	**-22,633**	**-16.7%**	**-7.4%**	**-41.4%**	**-79,457**	**-104,533**	**-87,116**	**-20.0%**	**-31.6%**

Key Insights & Initiatives

Apr Opex 26.4bn, degrow by 16.7% compare with AOP mainly due to

- Fuel rate increased by 34% (3,900Ks/ltr Vs 2,916Ks/ltr) , PAT & Edoco rent escalation and FX impact (3,033//2,616).
- Regulatory cost is increased with higher revenue.

Table of Contents

Maverick Program - Deep-dive into 2023 status and pipeline of initiatives

NA

Table of Contents

CapEx Status YTD - [Month]

NA

Table of Contents

Table of Contents

MYANMAR – Q1'24 - Q&A and deep dives

COMMERCIAL

CONSUMER

- No question

BUSINESS SERVICES

B2B

Overall B2B performed 8% above budget (YoY @ 11%) in Q1'24.
Mobile revenue exceeded budget @ 11% (YoY 17%) whereas Fixed revenue (excl FTTx and ICT) exceeded budget by 9% (YoY @ 7%)
ICT revenue behind budget -79% due to slower launch of new products and services
Cost of sales exceeding budget by 7% (due to BW cost charged) however absolute GM higher than budget by 8% (YoY @ 1%). QoQ EBITDA dropped by -5%
Overall mobile sub-base increased by 1%
No. of accounts dropped by -8% on MoM basis (QoQ @ 10%)
ARPU & ARPA continue to decline due to low value acquisitions by -7% & -15% respectively on QoQ basis.

- **Q1: The no. of accounts:** dropped by -8% on MoM basis. Total accounts have dropped in mar'24 by 2169, while overall quarter is positive. Looks like it is correction for Feb'24 jump of 3000 accounts.
  - ***Q:** Clarifications?*
  - *A: To be clarify which line No in B2B KPI sheet*

- **Q2: QoQ EBITDA:** drop @ -5%. The cost allocation methodology was changed a while back and the expectation is that trends would have stabilized by now.
  - ***Q:** Clarifications?*
  - *A: QoQ EBITDA margin drop 5% mainly due to fixedline capacity cost increased because in 2024, charged fully consume 300GB under COS however last year charged actual usage 187GB.*

WHOLESALE

- Driven by A2P and In-roaming revenue (one off adjustment) overall international wholesale exceeding Q1'24 budget by 39% (YoY 34%)

FINANCE

- No question.

GRAFM

- No question.

SMART CAPEX

- No question.

MYANMAR – Q1'24 - Q&A and deep dives

TECHNOLOGY

- **Q1: NW complaints** (source Xcel)**:** 27% increase in Mar'24 vs Feb'24 (+1,203 CC).
  - ***Q:** Any known issue? Please explain.*
  - *A:* Mainly increased in FTTH, due to firewall activity and DNS issues. Issues resolved.
  - Grid outage becoming worse in Mandalay.
  - Interference on 900 is increasing.

- **Q2: IT Complaints** (source Xcel)**:** continue increasing despite the actions taken by OML.
  - ***Q:** What is required to restore the trend?*
  - *A:* Supernet Eainthone was designed not to deduct from payg and can use only in 12 cell IDs. Complaint came from customers who purchased only Eainthone pack and do not have other data pack. It is more related to understanding of product nature rather than system issue.

- **Q3: 2G CSSR** (source Excel)**:** continues to degrade, reaching in Mar'24, 66.6%.
  - ***Q:** What caused the further dip in Mar'24?*
  - *A:* BSCYA0104 version upgrade activity impact the CSSR and it is slowly recovering as per Nokia BSC behavior.
  - A***ct.:** To provide the mitigation plan to recover.*

- **C2: Reporting Incompleteness:** Few missing indicators highlighted already to OML.

STRATEGY

- No question

HR

- **C1:** HR Headcount is within the budget (734 vs 742)
- **C2:** The HR to headcount ratio is 1: 46
- **C3:** Staff cost is at the budget for Q1 2024.
- **C4:** Attrition is at 1%

OPEN ACTIONS / WATCH OUT POINTS:

- None

THANK YOU

ooredoo