# MONTHLY REVIEW

## Ooredoo Myanmar

## April-2024

14 May 2024

OGPM – DGCEO's OFFICE

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# 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 3,375, against prevailing open market rate at 3,655 which is over 8% .

## Key Focus Areas

1. Implemented twin dates cashback campaign
2. Initiated Lucky 7 consumer engagement promo
3. Launched Pyathone Lathone Nasonthone consumer promo
4. Launched Oomanji Ayan Tan
5. 360 degree launch of E-sim
6. Initiated Eain-Thone WBB products
7. Implemented segmented Data offers on Oomanji gamification
8. Introduced exclusive data packs on M-pitesan
9. Revamped HVC campaigns
10. Enhanced Voice Ayan Tan segmented grid
11. Increase Paygo rates for Voice & SMS
12. Continue development of new features and products in MOA and E-Money merged App.
13. Continue onboarding new customers for B2B ICT products
14. 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**
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# 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% |
| | **Service Revenue** | 54.0 | 53.6 | 48.4 | 10.9% | -0.7% | 10.2% | 208.2 | 193.8 | 7.5% | 13.0% |
| | *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% |
| | **B2C Service** | 44.7 | 44.0 | 40.0 | 10.1% | -1.4% | 8.3% | 171 | 161 | 6.1% | 11.8% |
| | Mobile Prepaid | 44.7 | 44.0 | 40.0 | 10.1% | -1.4% | 8.3% | 171 | 161 | 6.1% | 11.8% |
| | Mobile Postpaid | 0.0 | 0.0 | 0.0 | 0.0% | 0.0% | 0.0% | 0 | 0 | 0.0% | 0.0% |
| | Fixed | 0.0 | 0.0 | 0.0 | 0.0% | 0.0% | 0.0% | 0 | 0 | 0.0% | 0.0% |
| | **B2B Service** | **6.8** | **6.8** | **6.1** | **11.2%** | **0.1%** | **8.9%** | **26.1** | **24.0** | 8.7% | 10.5% |
| | Mobile (Prepaid+Postpaid) | 5.0 | 5.0 | 4.3 | 16.7% | 0.3% | 15.5% | 19.2 | 17.1 | 12.3% | 16.4% |
| | Fixed | 1.8 | 1.7 | 1.8 | -2.9% | -0.5% | -7.2% | 6.919 | 7.0 | -0.6% | -3.5% |
| | ICT | 0.0 | 0.0 | 0.0 | 0.0% | -0.4% | 0.0% | 0.042 | - | 0.0% | 0.0% |
| | IOT | 0.0 | 0.0 | 0.0 | 0.0% | 0.0% | 0.0% | - | - | 0.0% | 0.0% |
| | **Wholesale Service** | 2.6 | 2.8 | 2.3 | 23.7% | 8.0% | 58.0% | 11.6 | 9.1 | 27.3% | 42.3% |
| | **Equipment Revenue** | 0.0 | 0.0 | 0.0 | -56.6% | -86.1% | 340.7% | 0.0 | 0.0 | 13.0% | 522.0% |
| | 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% |
| | Service CoS | -10.7 | -9.7 | -8.3 | -16.4% | 9.4% | -23.0% | -40.1 | -33.6 | -19.5% | -26.0% |
| | **Gross Profit** | 43.4 | 43.9 | 40.0 | 9.8% | 1.4% | 7.7% | 168.2 | 160.3 | 4.9% | 10.3% |
| | Service Gross Profit | 43.3 | 43.9 | 40.0 | 9.8% | 1.4% | 7.7% | 168.2 | 160.3 | 4.9% | 10.2% |
| | *Gross Margin %* | 80.2% | 81.9% | 82.8% | -0.8% | 1.7% | -1.9% | 80.8% | 82.7% | -1.9% | -2.0% |
| | *Service Gross Margin %* | 80.2% | 81.9% | 82.8% | -0.8% | 1.7% | -1.9% | 80.8% | 82.7% | -1.9% | -2.0% |
| | **OPEX** | -24.6 | -26.4 | -22.6 | -16.7% | -7.4% | -41.4% | -104.5 | -87.1 | -20.0% | -31.6% |
| | Tech & IT OPEX | -18.7 | -19.0 | -15.8 | -20.4% | -1.4% | -24.6% | -74.8 | -60.0 | -24.6% | -26.4% |
| | *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% |
| | **EBITDA** | 18.7 | 17.5 | 17.4 | 0.7% | -6.5% | -20.8% | 63.6 | 73.1 | -13.0% | -12.9% |
| | *EBITDA Margin %* | 34.7% | 32.7% | 36.0% | -3.3% | -2.0% | -12.8% | 30.6% | 37.7% | -7.2% | -9.1% |
| | Depreciation & Amortization | -12.4 | -12.1 | -11.8 | -2.5% | 2.2% | 2.3% | -49.2 | -47.1 | -4.3% | 2.0% |
| | **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% |
| | **Net Profit** | -3.7 | -7.8 | -8.0 | 2.1% | -110.1% | -106.7% | -96.0 | -28.7 | -235.0% | -57.0% |
| | **CAPEX** | 4.1 | 1.6 | 3.8 | 58.3% | 61.7% | 0.2% | 8.2 | 15.1 | 45.4% | -62.7% |
| | *CAPEX % of Serv. Rev.* | 7.6% | 2.9% | 7.8% | -4.9% | -4.7% | -0.3% | 4.0% | 7.8% | -3.8% | 1.2% |
| | *CAPEX % of EBITDA* | 21.9% | 9.0% | 21.7% | -12.7% | -12.9% | 1.9% | 12.9% | 20.6% | -7.7% | 6.0% |
| | **FCF 1** (EBITDA-Capex)* | 14.6 | 15.9 | 13.6 | 17.0% | 8.9% | -22.3% | 55.4 | 58.0 | -4.6% | -18.5% |
| | **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.

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

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

| 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**

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

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

| 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.

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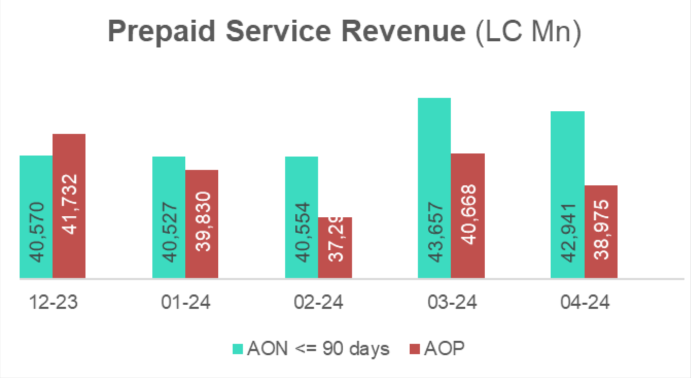
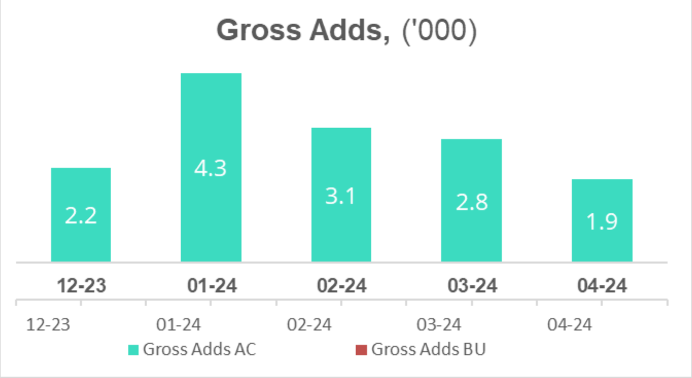
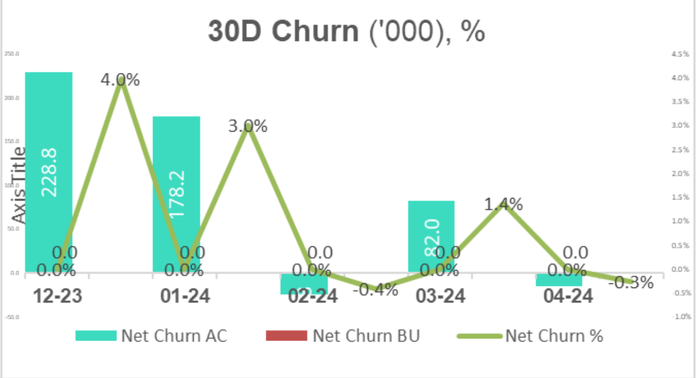
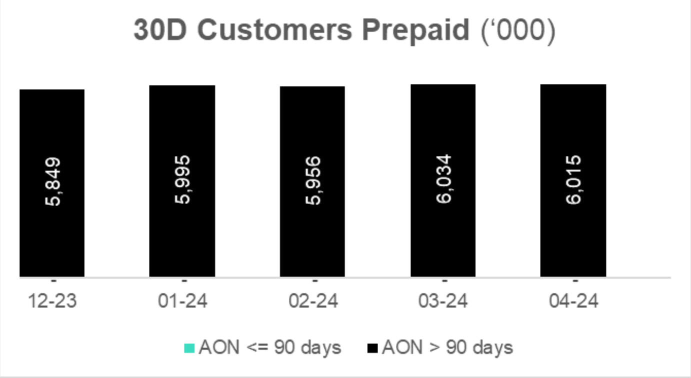
# Mobile Prepaid - Overview

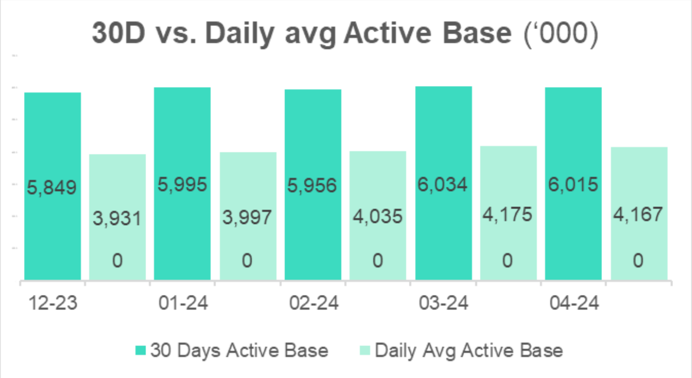
Actuals AOP

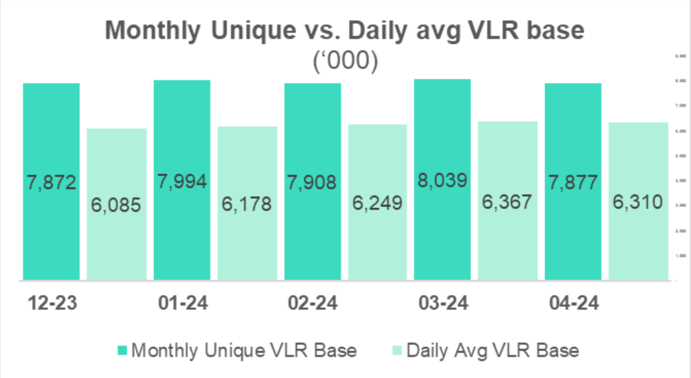


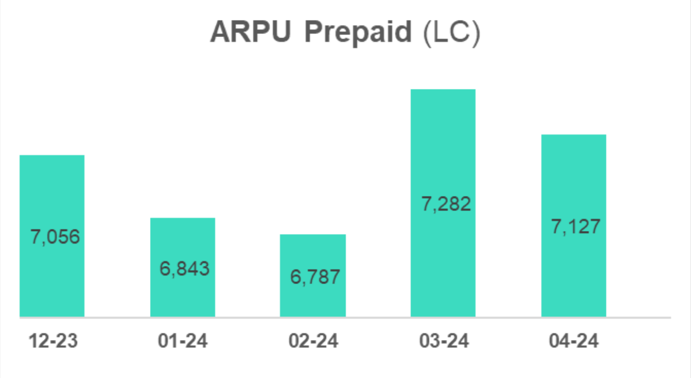



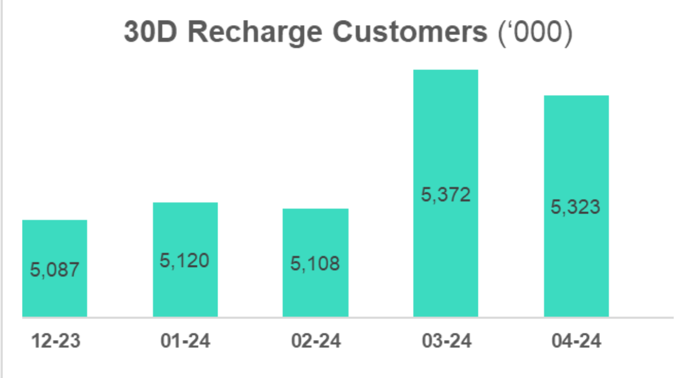



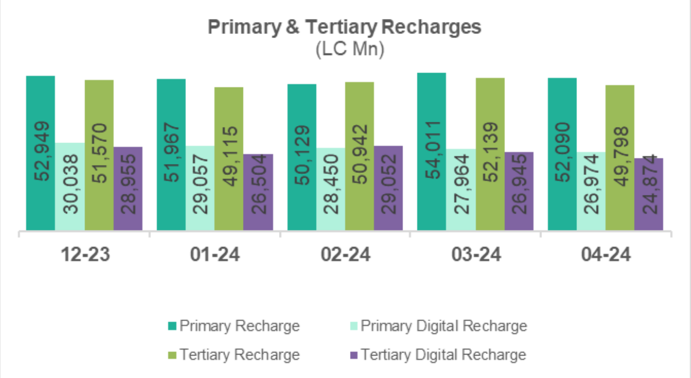




## Key Insights & Initiatives

Insights:-

To be update

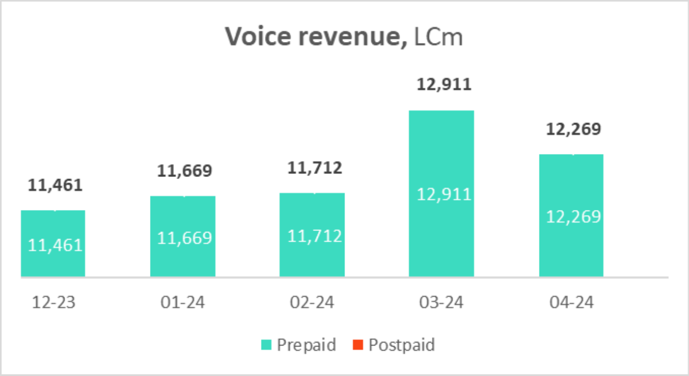
- Power grid failure across country multiple times during Q1'24
- Despite challenges 4.9% growth on Voice revenue in Q1'24 vs Q4'23 with 106% AOP achievement
- 3.2% growth on prepaid customers & 6.1% growth on DAU's
- 1.5% growth on prepaid ARPU Q1'24 vs Q4'23
- 6% growth on recharging subs

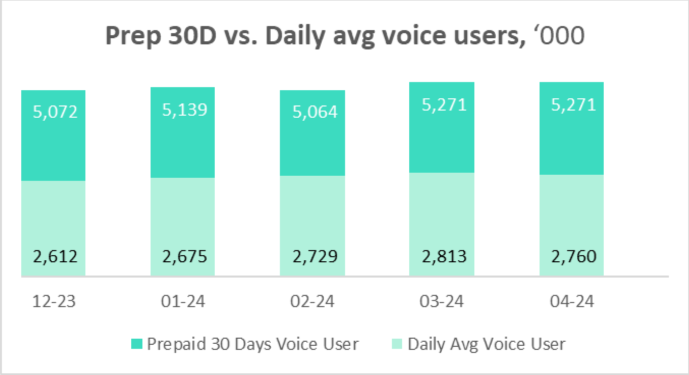
Initiatives:-

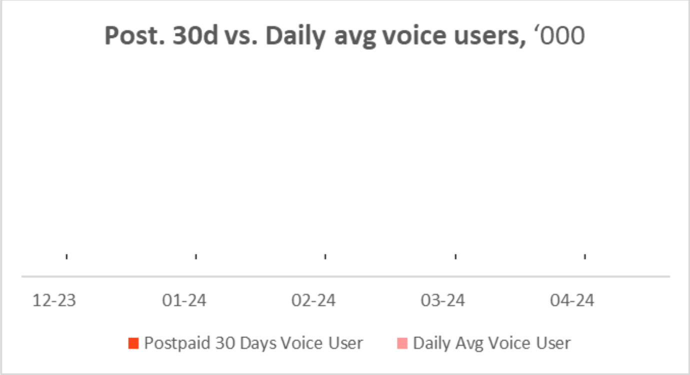
- Implemented twin dates cashback campaign
- Initiated Lucky 7 consumer engagement promo
- Launched Pyathone Lathone Nasonthone consumer promo
- Launched Oomanji Ayan Tan
- 360 degree launch of E-sim
- Initiated Eain-Thone WBB products
- Implemented segmented Data offers on Oomanji gamification
- Introduced exclusive data packs on M-pitesan

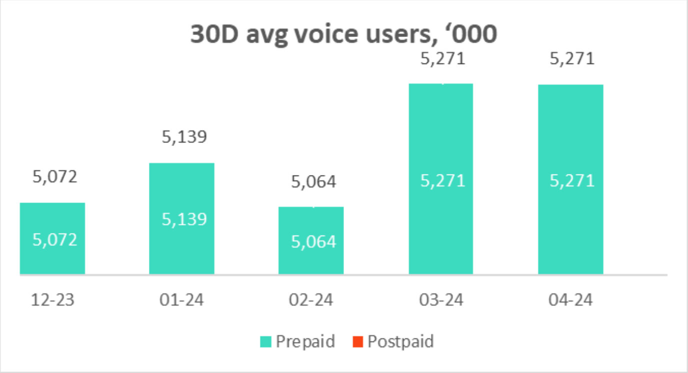
# VOICE Usage Breakdown – Prepaid vs Postpaid

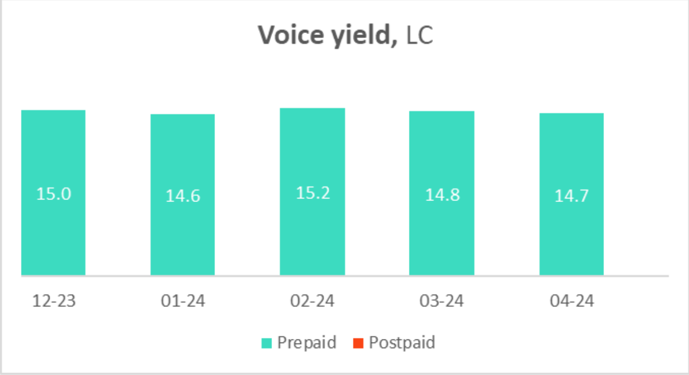
Postpaid Prepaid

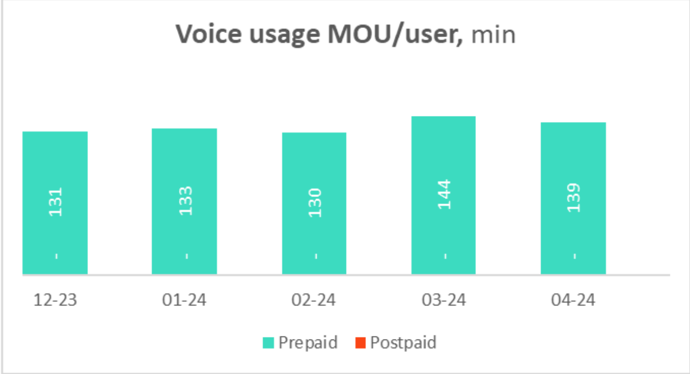


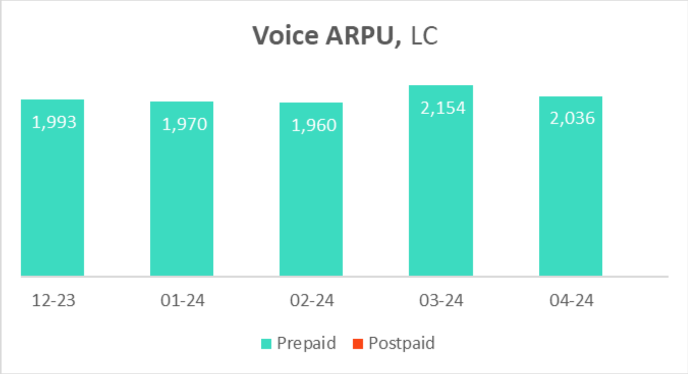



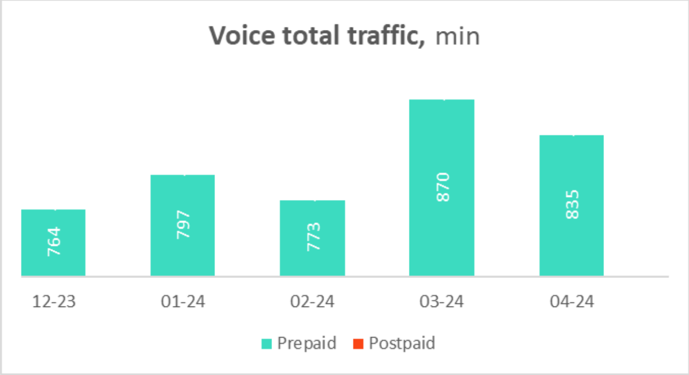




## Key Insights & Initiatives

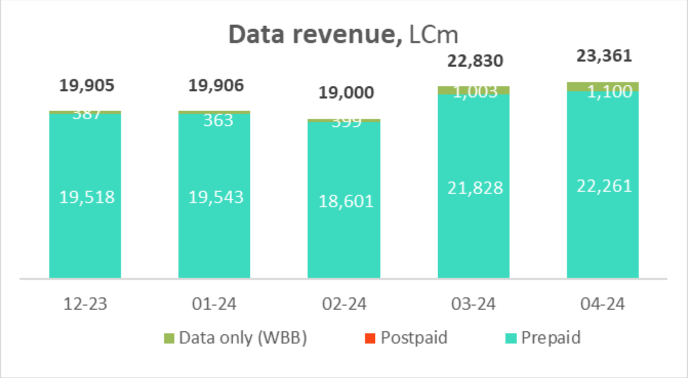
To be update

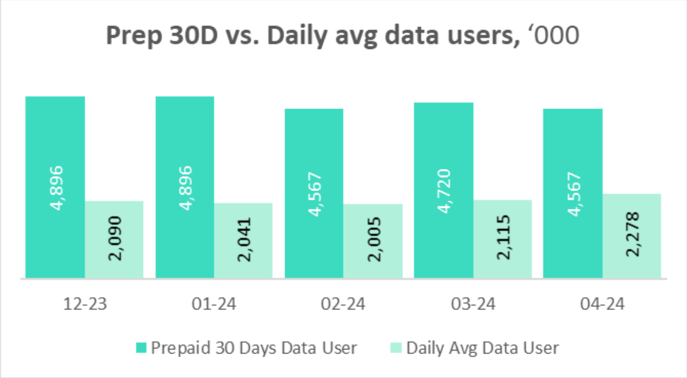
Insights:-
- ...AR ... in
- Power grid failure across country multiple times during Q1'24
- Despite challenges 8% growth on Voice revenue in Q1'24 vs Q4'23
- 3.9% QoQ growth on Voice users and 7.7% growth on DAU's
- 4.6% growth on QoQ Voice ARPU
- 8% growth on MOU/Sub in Q1'24 vs Q4'23
- Growth in TMS across operators

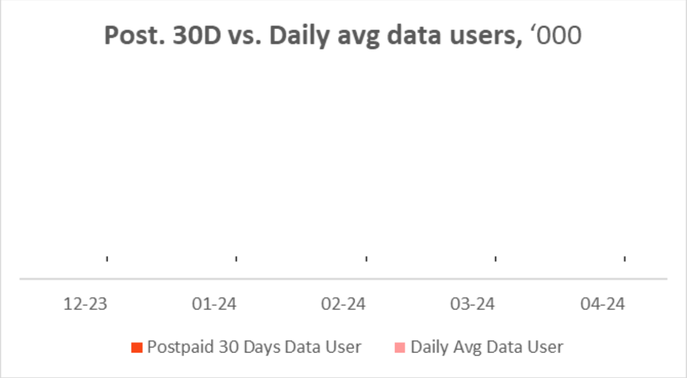
Initiatives:-
- Implemented twin dates cashback campaign
- Initiated Lucky 7 consumer engagement promo
- Launched Launched Pyathone Lathone Nasonthone consumer promo
- Enhanced Voice Ayan Tan segmented grid
- Upward revision of Paygo rates for Voice
- Regimented campaigns on pack expiry reminders to increase pack to pack conversions
- Continued Talky Tuesday Promotion special day for Voice offer

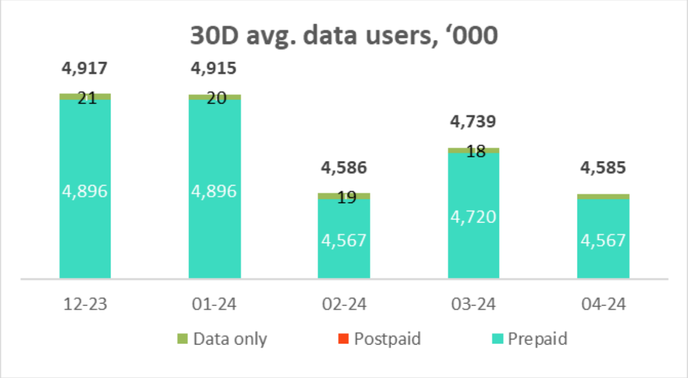
# DATA Usage Breakdown – Prepaid vs Postpaid vs Data only

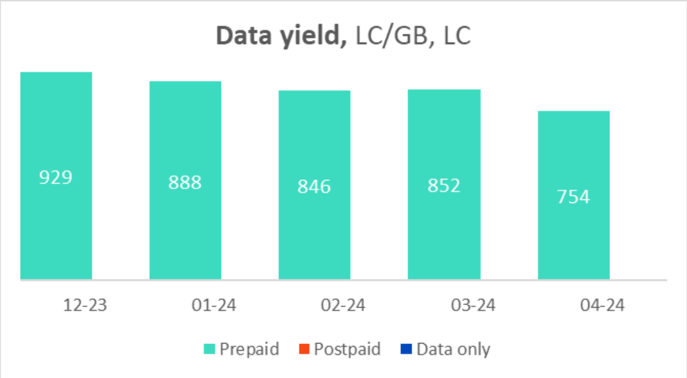
Postpaid Prepaid
Data only

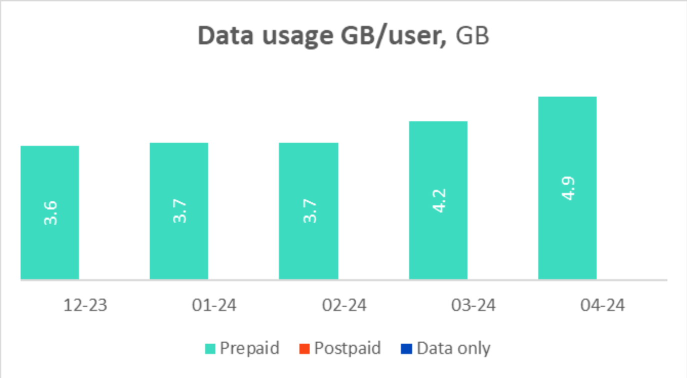


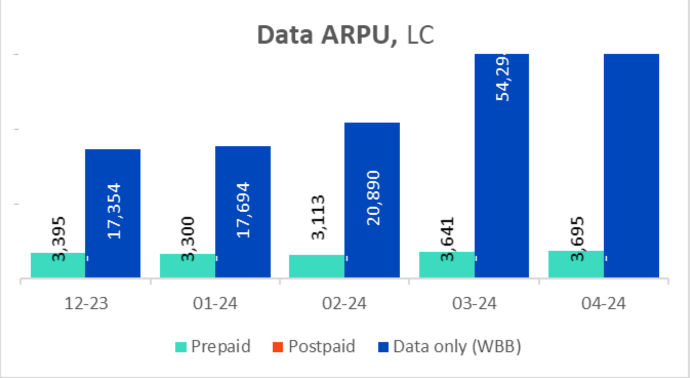



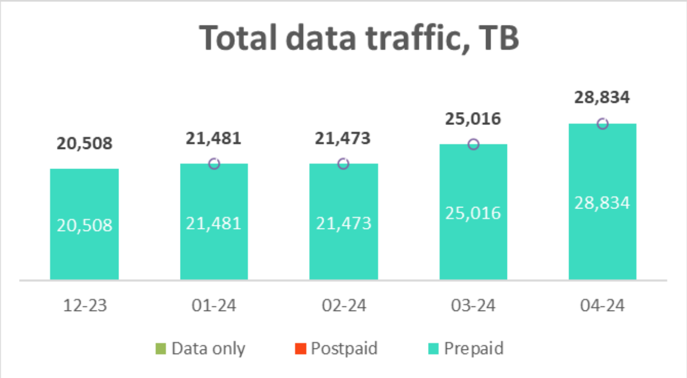



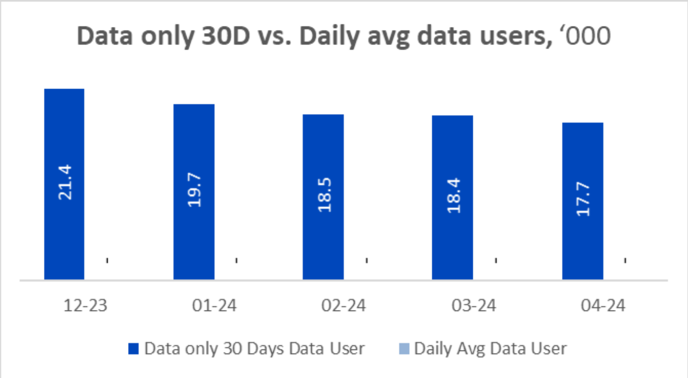




## Key Insights & Initiatives

To be update

- Ongoing issues wrt to WAR ... in
- ...oss country multiple times during Q1'24
- Despite challenges 8% growth on Data revenue in Q1'24 vs Q4'23
- 3.7% growth on Data ARPU and ½% growth on DAU's QoQ
- 19% growth on Data usage in Q1'24 vs Q4'23

Initiatives:-

- Implemented twin dates cashback campaign
- Initiated Lucky 7 consumer engagement promo
- Launched Launched Pyathone Lathone Nasonthone consumer promo
- Launched Oomanji Ayan Tan
- HVC Pilot campaign launch to engage HVC customers and increase HVC ARPU
- 360 degree launch of E-sim
- Initiated Eain-Thone WBB products
- Implemented segmented Data offers on Oomanji gamification
- Introduced exclusive data packs on M-pitesan
- Revamped HVC campaigns
- Persisted with Data CVM Continued Segmented offer push through MOA

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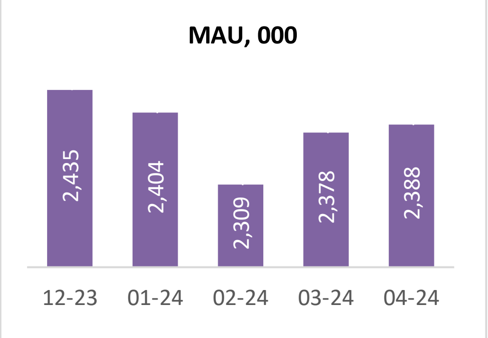
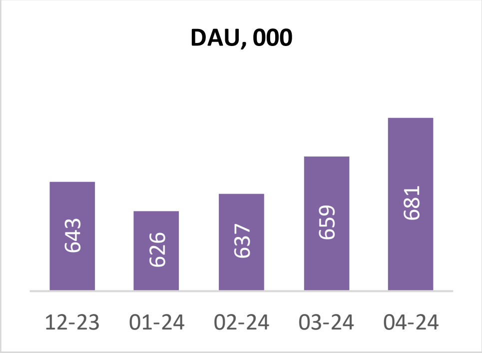
# Ooredoo App

## App users



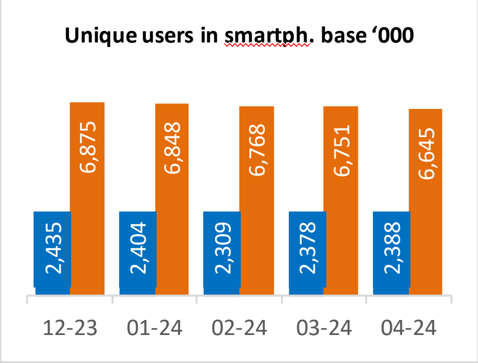

MoM
1%

Prepaid BU
Prepaid Ac




MoM
+7%

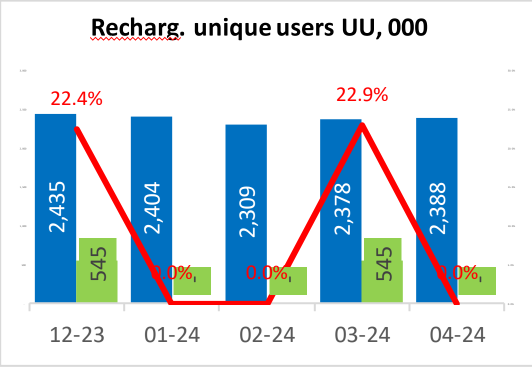
Prepaid




MoM
-1%
1%

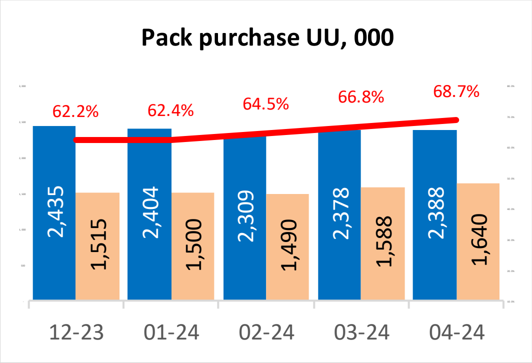
App unique users
Smartphone base
App users %

## Recharge and pack purchase of app users



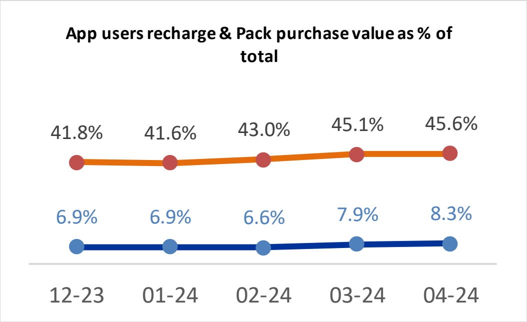

MoM
1%
+7%

App UU
Recharge UU
Recharge UU %




MoM
1%
+4%

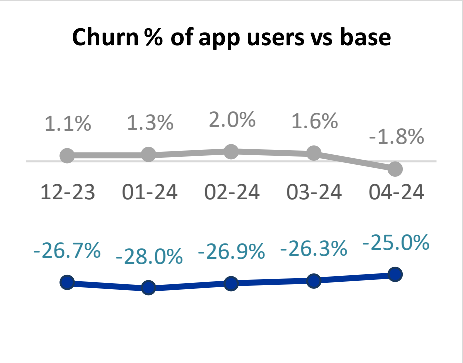
App user
Pack purchase UU
Pack purchase UU %




MoM
-0.4%
+0.4%

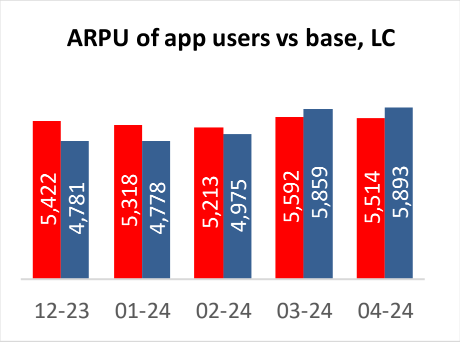
App users:
Recharge value % of total
Pack purchase % of total

## Churn & ARPU of app users



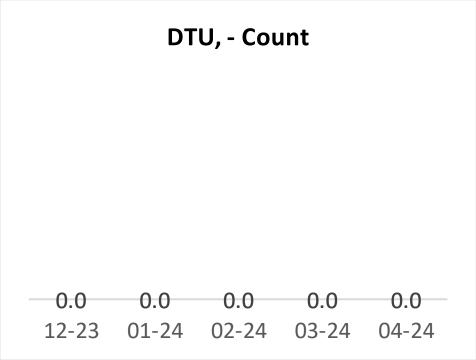

MoM
+1%
+1%

App users
Total base




MoM
-5%
-3%

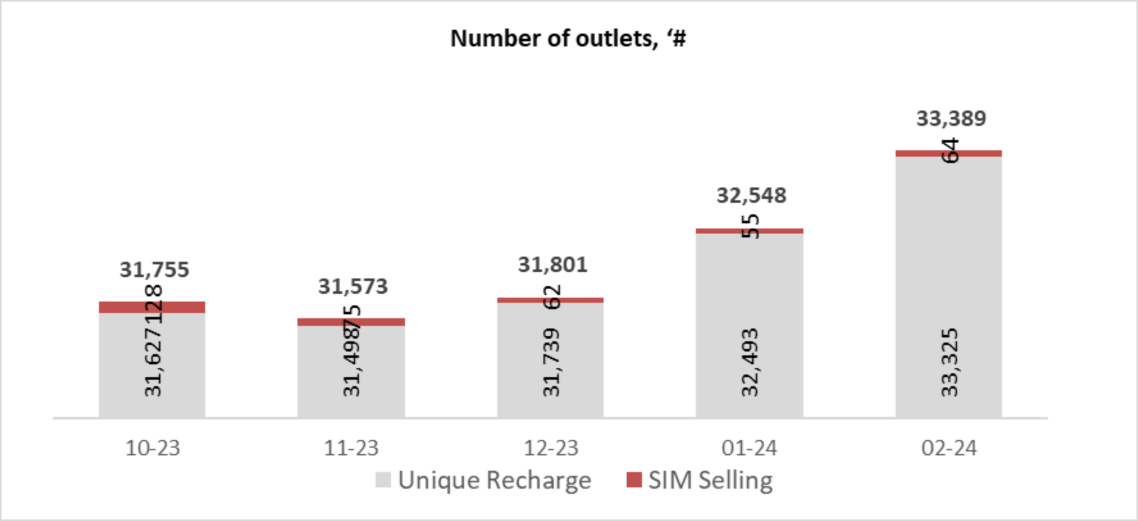
App users
Total base




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

DTU AC
DTU BU

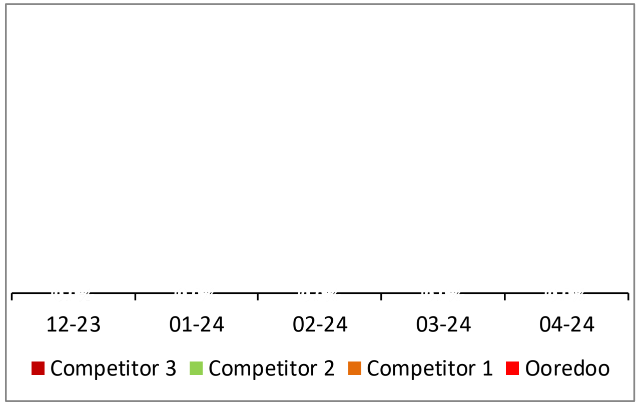
# **Prepaid** - Sales / Distribution / Acquisition quality



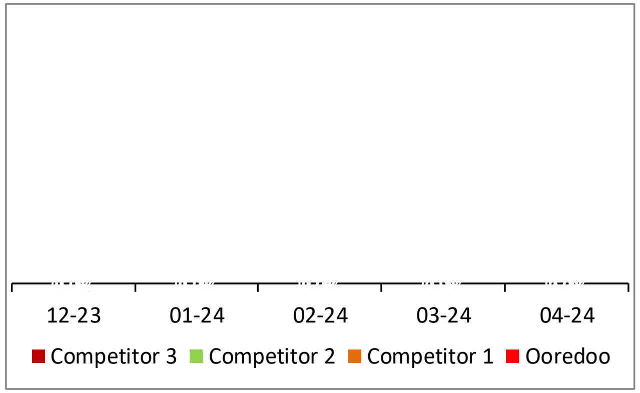

**Key Insights & Initiatives**

# Market Share (B2C + B2B) - RMS, CMS

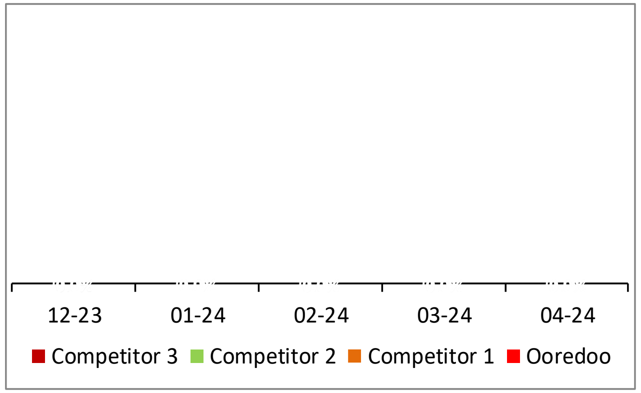
### RMS - (Mobile + Fixed)



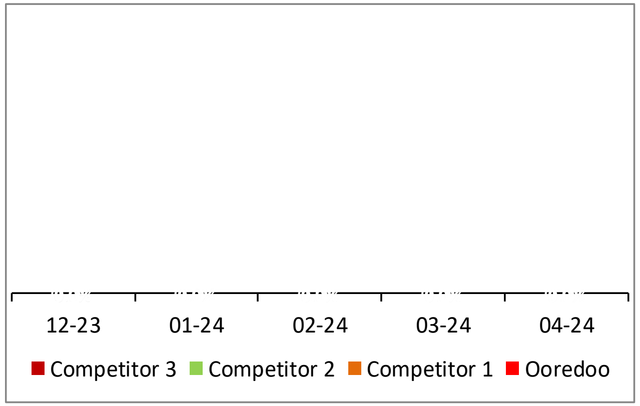

### RMS – Mobile



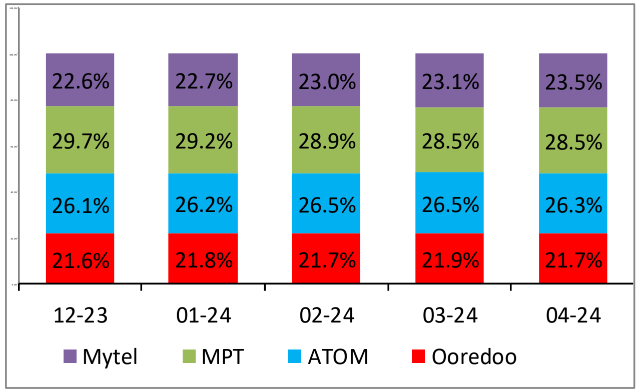

### RMS – Fixed



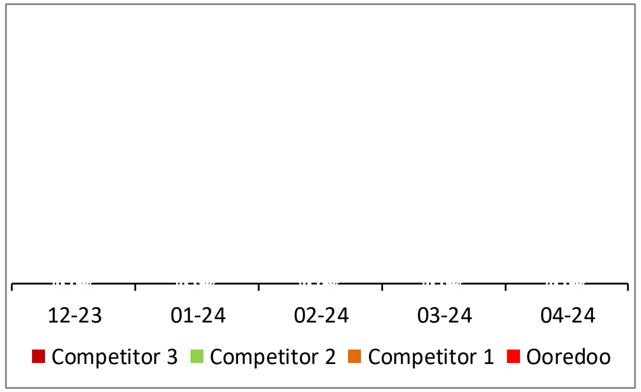

### CMS - (Mobile + Fixed)




### CMS – Mobile




### CMS – Fixed




## Key Insights & Initiatives

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# 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 @ 6.6% 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 9.7% 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 12.1% compare with AOP driven by revenue upside despite BW cost fully charged 300GB since January.

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# 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

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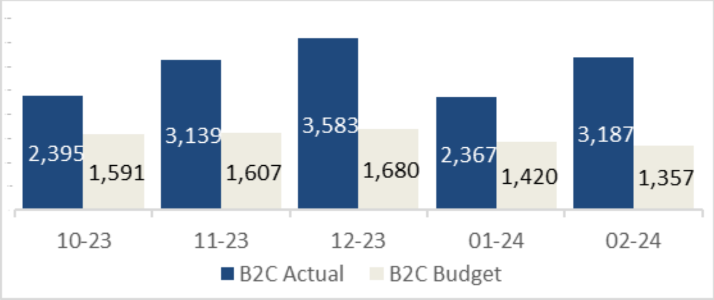
# Digital Services & Partnerships - Overview (1/2)

**Net Revenue,** LC Mn

**Customers / Accounts / Traffic*** (#)

**Complaints** (# and % of total)

**B2C**




TBC

… … … … … … … … …

TBC

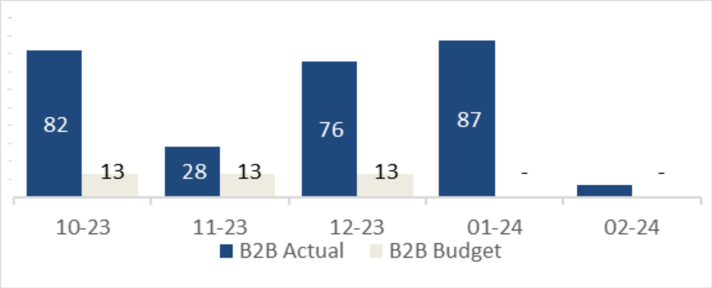
… % of total B2C mobile complaints

**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**

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

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# 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:**

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# 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)

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# 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

ooredoo

# 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.

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

NA

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# CapEx Status YTD - [Month]

NA

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# 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