AIS 5G

3Q23 Roadshow Presentation

Advanced Info Service Plc.

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The Sustainability Yearbook 2023 S&P Global

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THSI THAILAND SUSTAINABILITY INVESTMENT 2022

ESG100 2022 Environmental • Social • Governance

SET AWARDS 2022

3Q23 Key Highlight

- Thai economy gradually recovered amid global economic headwinds
- Mobile growth from value uplifts in targeted segments and 5G leadership
- Rebounded growth with economic certainty focusing in high-margin services
- Core service revenue growth with quality focus despite low season
- Broadband momentum with quality acquisition and services in capturing new demand
- Sustaining profitability with strong operating performance and cost discipline

9M23 Performance driven by operational efficiency and value-focus

Core Service Revenue (THB Bn)

+2.3% YoY ▶ **+3-5% Guidance**

EBITDA (THB Bn)

+4.2% YoY ▶ **Mid-single digit Guidance**

Net Profit (THB Bn)

18% YoY ▶ **Deliver profit growth**

EBITDA Margin	Net Debt and Lease liability to EBITDA	FCF Yield	Average Cost of Borrowing	ROIC Incl. lease liability
51%	**1.9 x**	**3.3 %**	**3.0%**	**13 %**

Key Updates in the new growth areas

Mobile	Broadband	Enterprise	Digital Business
700MHz Collaboration with NT Strengthen 5G coverage across Thailand	**3BB & JASIF** Scale up broadband business with widening service coverage	**GSA Data Center** Growth opportunity in complimentary service	**Virtual Bank** Digital service beyond connectivity
AIS 5G	AIS Fibre	AIS Business 5G	

Strategic Direction towards becoming Cognitive Tech-Co

Unleash Excellence in Digital Customer Experience

Customers

Mobile
Drive 5G experience & monetization

Fixed Broadband
Growth engine with significant scale

Enterprise Business
Accelerate Digital Transformation for Business

Digital Service
Build digital adjacencies to engage customers

Autonomous Network
Enhance Reliability, Quality and Operation

IT Intelligence
Enhance Agility, Stability and Security

Data Insight & Customer Care
Enhance Interactive, Personalized and Real-time Experience

AIS Ecosystem of Loyalty Program & Partnership

2023 STRATEGIC DELIVERY

MOBILE

Value-based Offerings
5G Monetization
Profitable Market Share

BROADBAND

Expand to new area
Lead with service quality & product bundling
3BB Acquisition

ENTERPRISE

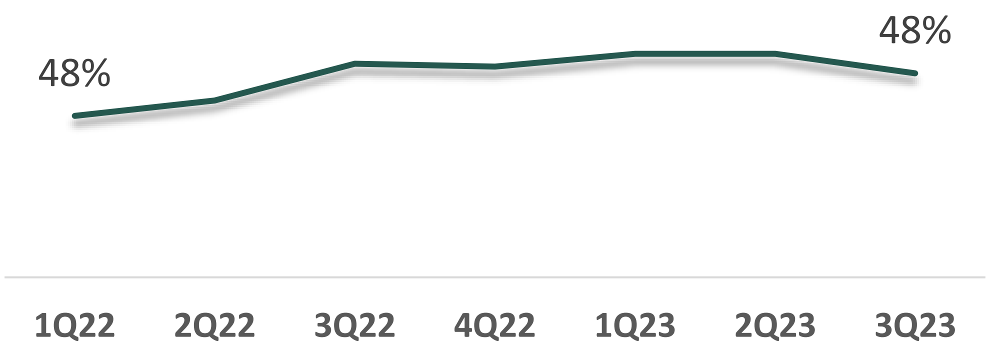
Grow in connectivity
Upsell opportunity in Cloud
Build selected 5G verticals expertise

OPERATIONAL EFFICIENCY

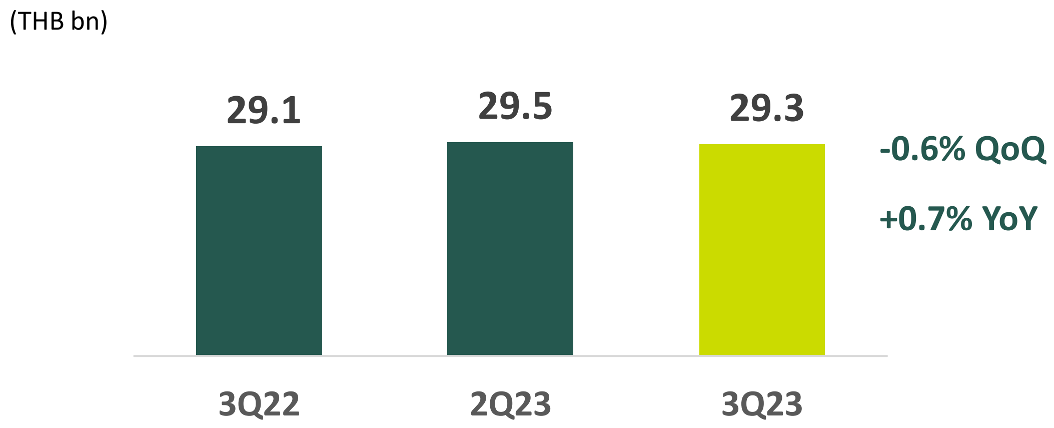
Optimize cost to serve
Drive automation & digitalization

Mobile Business: Drive with quality & value-based offerings

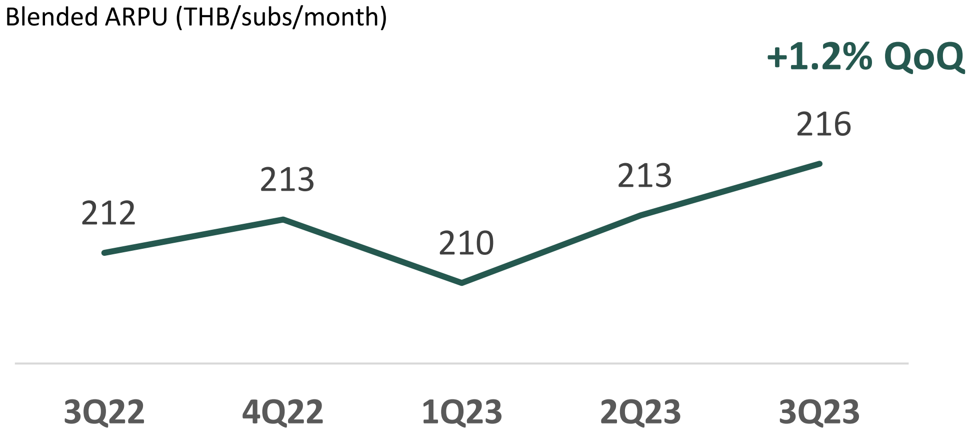
Solid performance in Revenue Market Share



Resilient revenue growth from Quality Acquisition



ARPU bounced back from Cross-sells & Upsells



Expanded 5G adoption & coverage

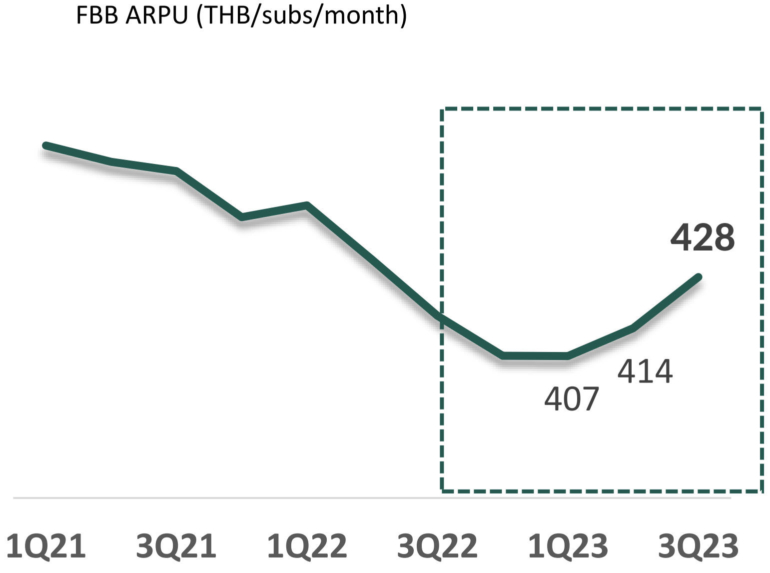
5G Subscriber 8.5mn +54% YoY

19% of mobile subscribers

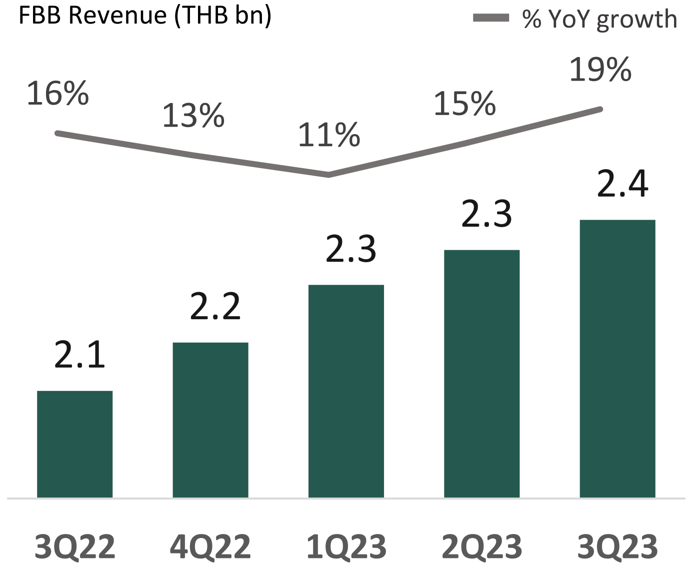
>87% Nationwide Population coverage

Home Broadband: Value-driven ARPU to new areas with scale

Rebounded from value packages and product bundling



Revenue growth boosted by expanded service coverage



Potential growth in broadband penetration & Home pass rate

48% Broadband penetration In Thailand

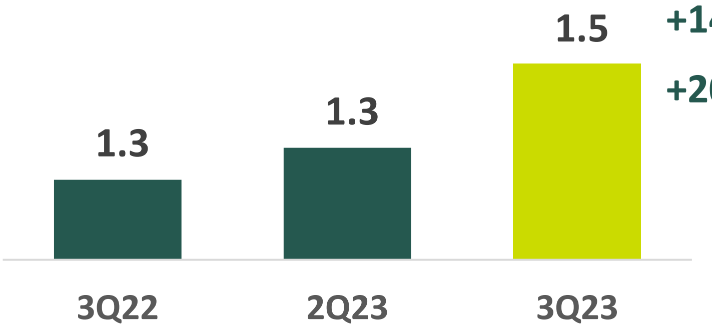
8.8mn AIS home pass FBB footprint

2.4mn AIS Broadband Subscribers

Enterprise Business: Towards multi-product relationship

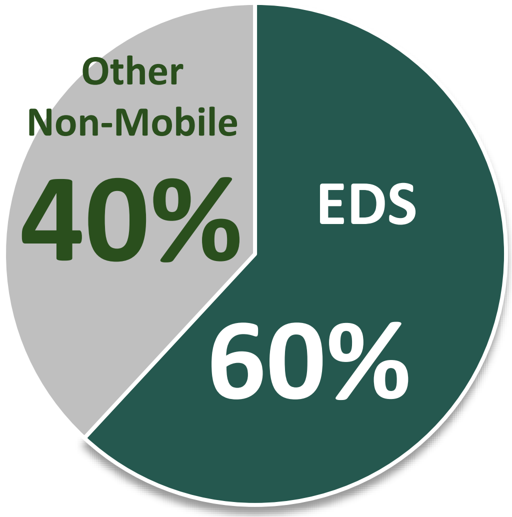
Enterprise Revenue & Revenue mix

Enterprise Revenue (THB bn)



+14% QoQ

+20% YoY



Enterprise non mobile revenue mix as of 9M23

From Telco to Vertical solutions

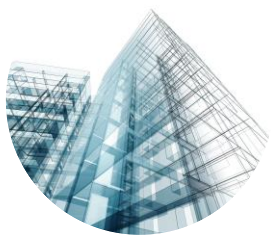
Enterprise Telco and Connectivity service

Platform and Generic Solution

Vertical Solutions in specific 4 industries

Manufacturing

Transportation & Logistics



Property

Retails

INVESTMENT HIGHLIGHT

Leading financial strengths in rationalized market

Opportunity to scale up from M&A and partnership

Efficient cost structure to deliver strong return

Driving Long-term Sustainable Business Operation

SUSTAINABILITY STRATEGY
THRIVING IN A GREENER AND INCLUSIVE DIGITAL WORLD

Drive Digital Economy	Promote Digital Inclusion	Act on Climate
Enable people and businesses to grow in the digital economy	Build inclusive and responsible digital access in our products & services	Shape a greener future of life for consumers and society

4.5% of Enterprise non-mobile Revenue in 3Q23

Grow in the new digital business

AIS อุ่นใจ CYBER — Thailand Cyber Wellness Index (TCWI) by AIS

Thailand Cyber Wellness Index

TCFD — TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

Scope III Assessment

AIS HUB OF E-WASTE

MSCI ESG RATINGS: AA (CCC | B | BB | BBB | A | AA | AAA)

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ESG100 2022 — Environmental • Social • Governance

SET AWARDS 2022

SUSTAINABILITY TARGET

Drive Digital Economy

1. Digital Innovation:
- 8% of revenue generated from new digital by 2027

2. Cyber Security and Customer Privacy Protection
- Uphold security standards equivalent or better than peers by 2027
- Enhance cyber security and data privacy to protect the critical business value chains by 2025

3. Human Resource Management
- 90% of AIS employees are equipped with new digital skills by 2025

Promote Digital Inclusion

4. Social Inclusion
- Improve the socio-economic condition of 5 million people by 2027

5. Digital Wellness
- Empower digital citizenship of 3 million people by 2027

Act on Climate

6. Climate Actions

Short-term target (2023)
- Reduce GHG emissions intensity by 90% compared to the baseline in 2015
- Increase renewable energy usage to 5% of total energy consumption

Long term target
- Net-zero emissions by 2050

7. Waste Management

Short term target (2023)
- Zero e-waste to landfill by 2023

Long term target
- Maintain zero e-waste to landfill

SUSTAINABILITY PROGRESS

Drive Digital Economy

1. Digital Innovation

- 4.1% of revenue generated from new digital services

2. Cyber Security and Customer Privacy Protection

- AIS score in Cyber Resilience Survey was higher than the average score of the listed companies
- Revised supplier assessment on cyber security and data privacy

3. Human Resource Management

- Executive-level employees score higher than global average in digital skills

Promote Digital Inclusion

4. Social Inclusion

- Improve socio-economic condition of 2.20 million people through our digital solutions

5. Digital Wellness

- 210K people participating in AUNJAI CYBER Projects

Act on Climate

6. Climate Actions

- Reduce GHG emissions intensity by 91% (base year 2015)
- 1.73% renewable energy

7. Waste Management

- 0% of non-recyclable e-waste

KEY UPDATE IN 3Q23

AIS E-Waste+

AIS aims to be a **HUB OF E-WASTE** aligns with the goal **zero e-waste to landfill in 2023.** Recently AIS had developed partnership with 190 partners from both public and private organizations to drive sustainable solutions targeting e-waste problems and raise awareness on the importance of recycling e-waste correctly.

e-waste GREEN NETWORK

1

Drive Digital Economy: Enable people and businesses to grow in the digital economy

Digital innovation
Drive digital services for both consumers & enterprises

- Establish unit to innovate Products and Services
- People and Culture Transformation
- Innovation Ecosystem Development
- R&D investment

Data Privacy & Cybersecurity
Maintain resiliency for data security and privacy

Technology & Process improvement

↓

Capabilities & awareness building

↓

Certifications and Standards

Human Capital Development
Nurture AIS human capital to support business growth

Platform

LearnDi by AIS Academy

Digital Knowledge

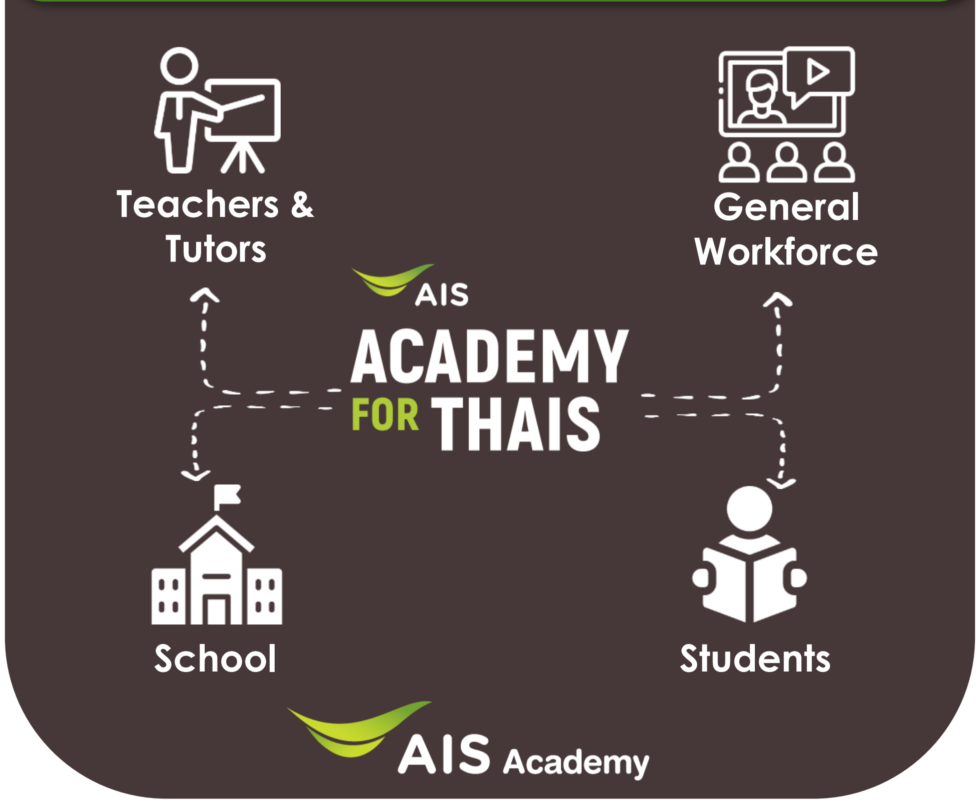
Technical Knowledge Management (TKM)

Lifelong Learning

2 **Promote Digital Inclusion:** Build inclusive and responsible digital access

Social inclusion

Enriching Thai people's knowledge and making it accessible to all



Digital wellness

Empower digital citizenship by providing digital solutions and tools

3 Act on climate: shape a greener future of life for consumers and society

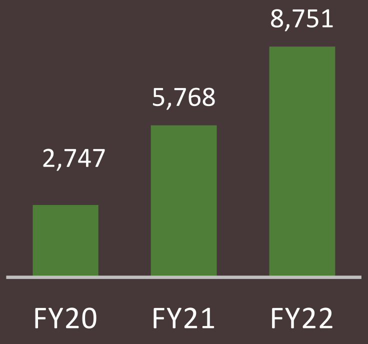
Climate actions
Manage our own network and operation to be light to the environment

Energy Efficiency → Renewable energy → Smart Solutions

13,414 tCO2e

12,094 tCO2e

- Upgrade network equipment
- Use big data to manage network



No. of base stations with solar cell

Machine Monitoring by IoT

Facility Monitoring by IoT sensors

Waste Management
Promote proper waste disposal

Waste separation at office building

Drop-off with postman campaign

Raising awareness

Non-recyclable E-waste from network operation **0%**

E-waste collected from customers **237,880 pieces***

*Data as of Dec 2022

Sustainability Awards & Disclosure Standard

Disclosure Standard

TCFD TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

CDP

SASB SUSTAINABILITY ACCOUNTING STANDARDS BOARD

GRI

ESG Index & Rating

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THSI THAILAND SUSTAINABILITY INVESTMENT 2022

Sustainability Awards

IDC Future Enterprise Awards

SET AWARDS 2022 Sustainability Excellence Highly Commended


Advanced Info Service Public Company Limited
Telecommunication Services

Top 5%
S&P Global ESG Score 2022

90 /100

As of February 7, 2023.
Position and Score are industry specific and reflect exclusion screening criteria. Learn more at spglobal.com/esg/yearbook

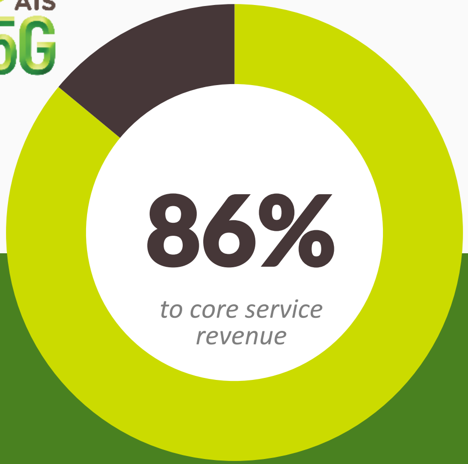
S&P Global Sustainable1

3Q23 Performance

AIS: Towards becoming Cognitive Tech-Co

Unleash Excellence in Digital Customer Experience

Mobile



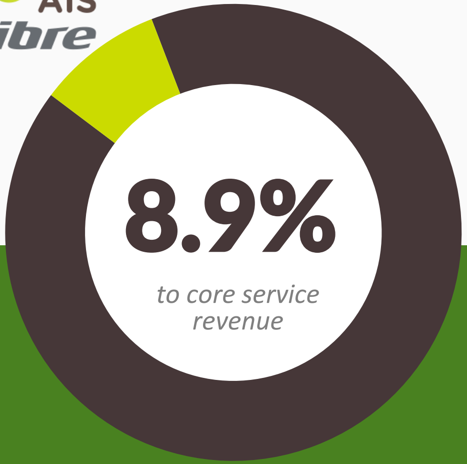
Offering higher value & 5G monetization

Bt29.3bn

As of 3Q23

Growth 0.7% YoY

Fixed Broadband



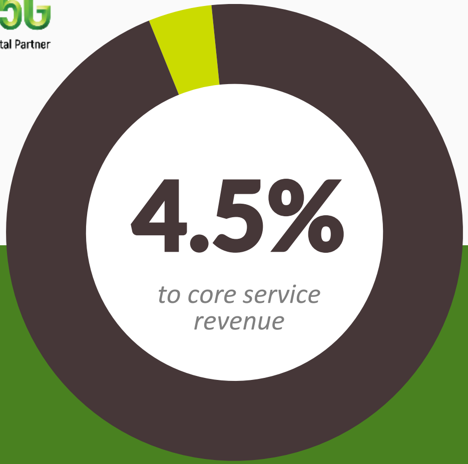
Focusing on high-quality subs acquisition

Bt3.0bn

As of 3Q23

Growth 19% YoY

Enterprise non-mobile Business



Providing end-to-end solutions for industry

Bt1.5bn

As of 3Q23

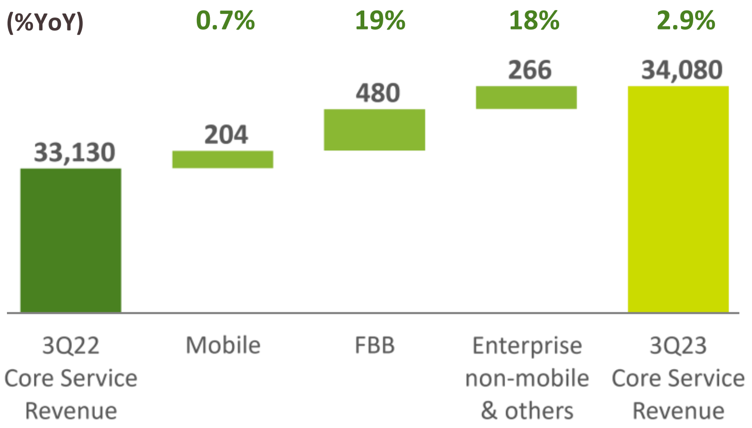
Growth 20% YoY

Digital Services

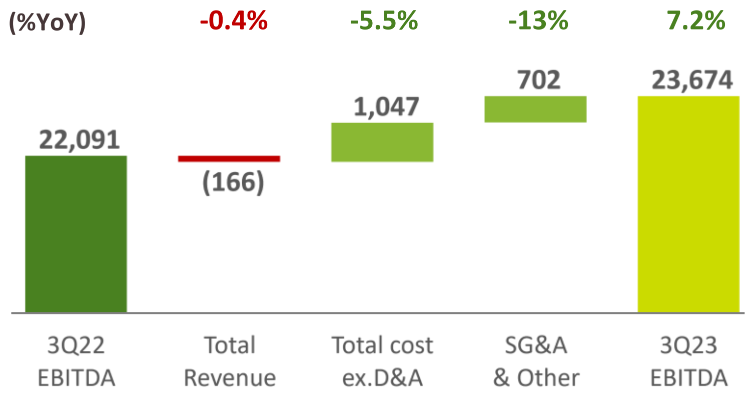
Building digital adjacencies to engage customers

3Q23: Bottom-line growth from profitability focus in all areas

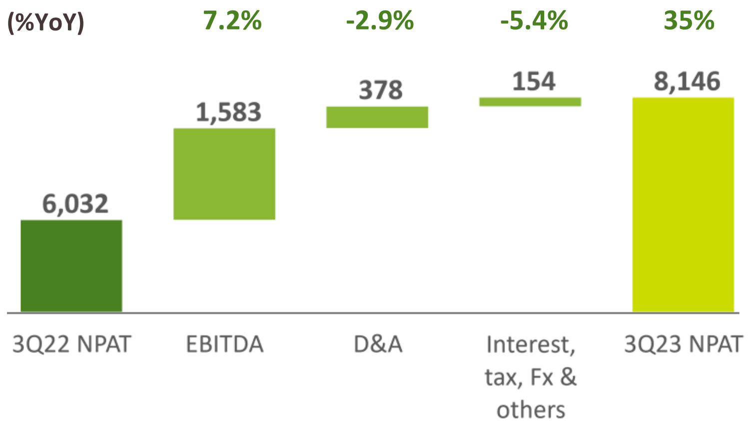
Core service revenue (Bt mn)



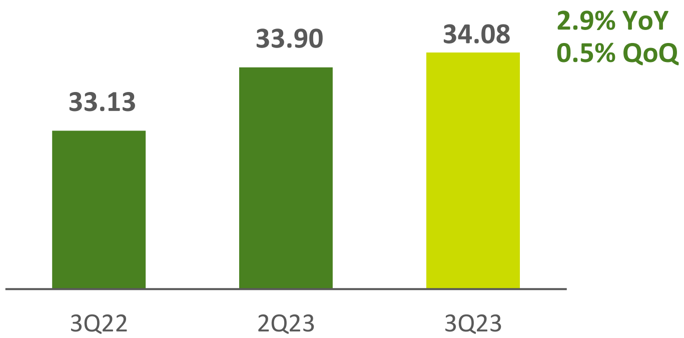
EBITDA (Bt mn)



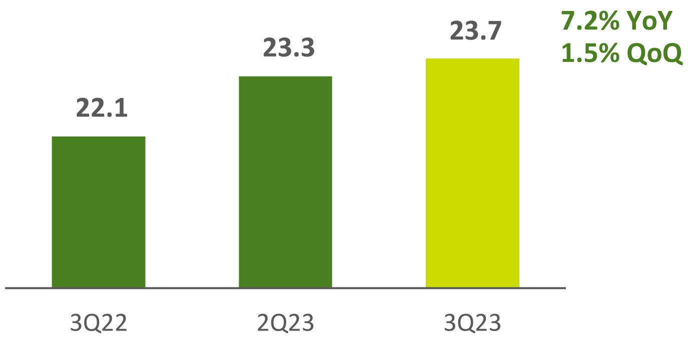
NPAT (Bt mn)



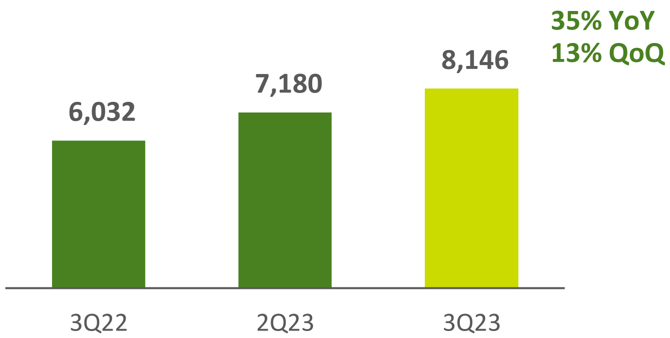
Core service revenue (Bt bn)



EBITDA (Bt bn)



NPAT (Bt mn)



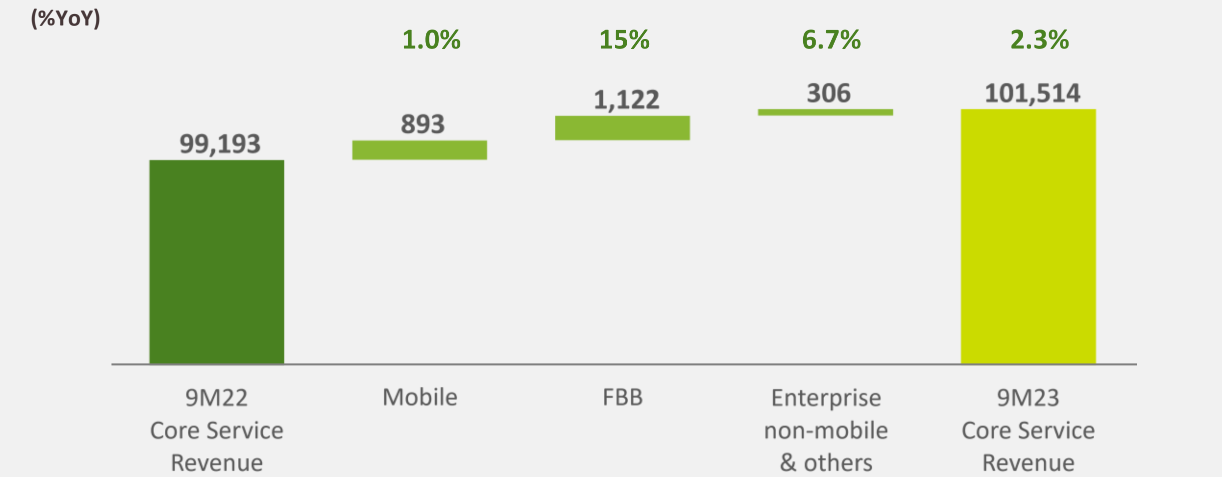
Core Service Revenue increasing 2.9% YoY and 0.5% QoQ from a quality growth of fixed broadband business and a rebound in non-mobile enterprise business.

EBITDA increasing 7.2%YoY and 1.5% QoQ with a healthy margin of 51% from service revenue growth, lower pressure in utility cost, as well as efficient cost management in marketing expenses.

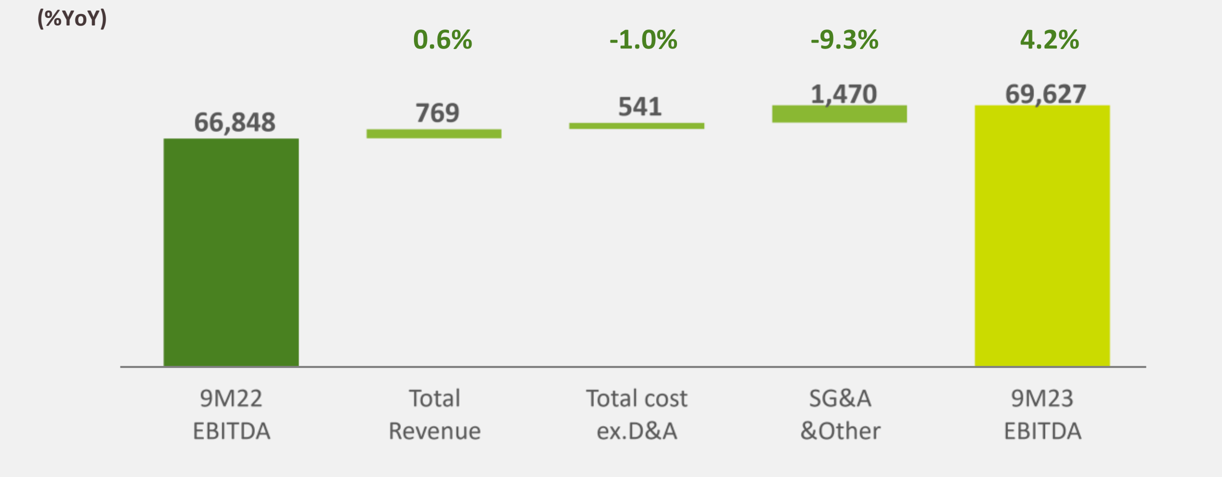
NPAT increasing 35% YoY and increasing 14% QoQ benefited from a better operating performance, fully depreciated 3G assets, and one-time gain recognized in this quarter.

9M23: Top-line expansion brought in strong profit delivery

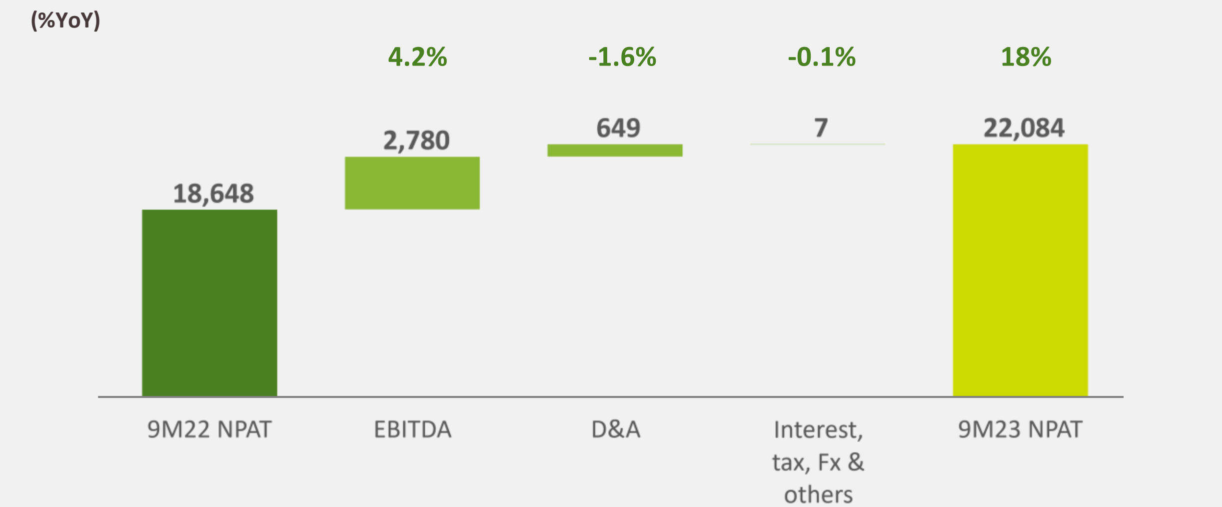
Core service revenue (Bt mn)



EBITDA (Bt mn)



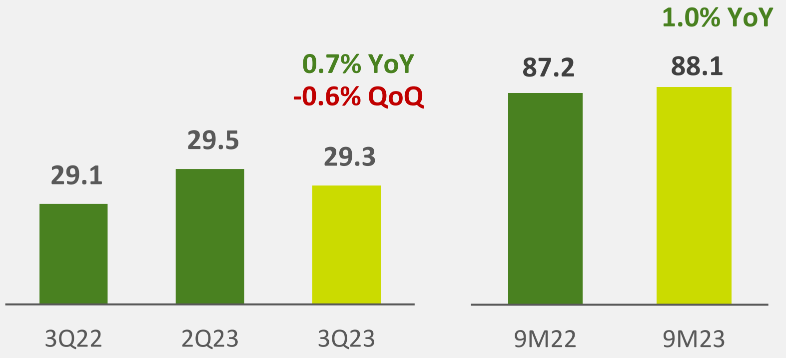
NPAT (Bt mn)



- **Core Service Revenue increased 2.3% YoY** driven by growth in mobile and FBB following improved economy especially in tourist related sectors and focused on quality acquisition, while enterprise business grew mid-single digit from focus on high-margin services.
- **EBITDA improved 4.2% YoY**, following the profitable focus together with efficiency cost management.
- **NPAT showed 18% growth YoY** following better operating performance, lower depreciation cost, and one-time item.

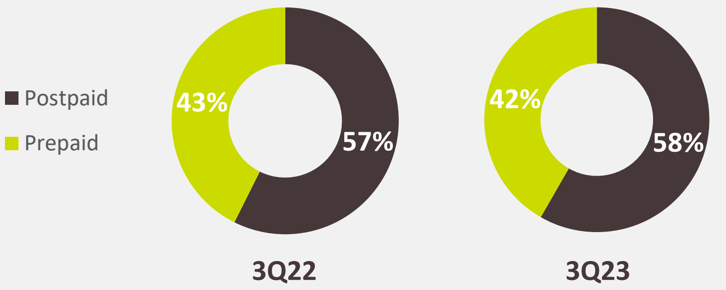
Mobile: positive momentum with quality focus in targeted segment

Mobile revenue (Bt bn)



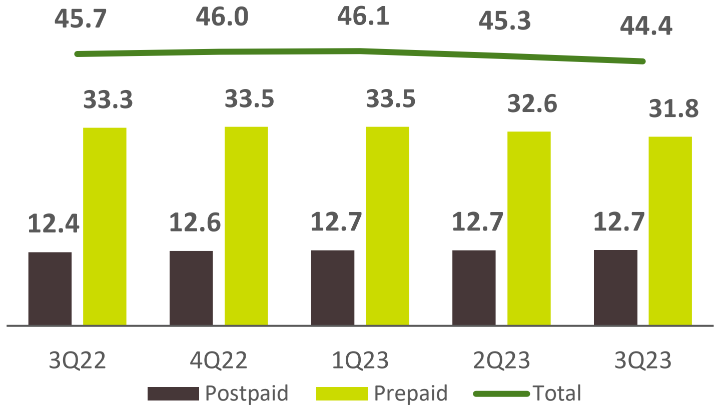
- 3Q23 revenue improved YoY from increased tourist-related revenue and efforts to provide value uplifting services, while softened QoQ from seasonality.

% Mobile Revenue Contribution

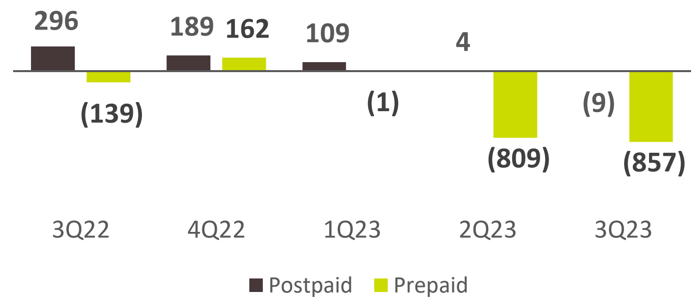


- Postpaid revenue mix continued growing from upselling strategy.

Total subscriber (mn)

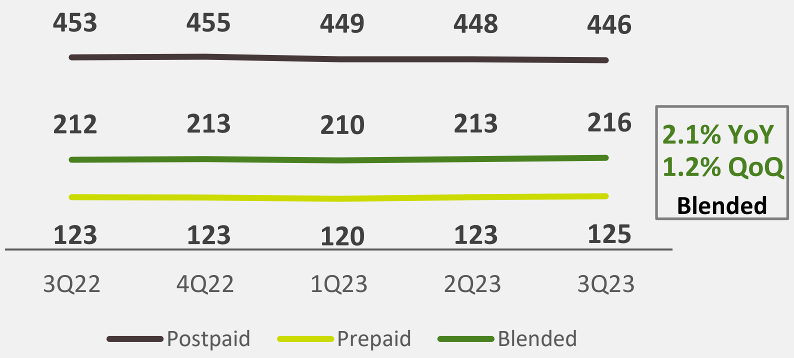


Net additional subscriber ('000)



- Net loss in 3Q23 was affected by the reduction of gross additional subs from the strict prepaid identification process and quality focus, while churn subs remained stable.

Mobile ARPU (Bt/sub/month)



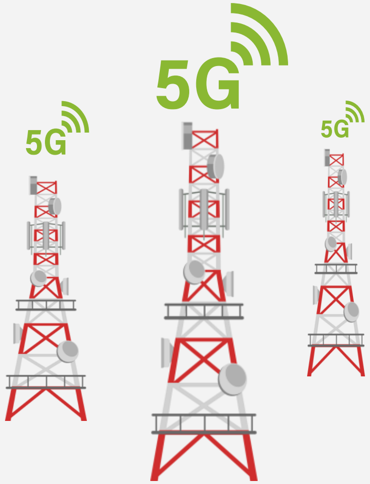
- ARPU increased YoY and QoQ from continuous value uplifting efforts in cross-sells and upsells.

Data Consumption

- Data consumption increased with genuine customer demand and higher 5G adoption.

AIS and NT Partnership to strengthen 5G services

NT signed telecommunication equipment rental from AWN



13,500 sites

- NT rents 5G network equipment and roaming service from AIS for their customers.
- AIS receives rental and roaming revenues.

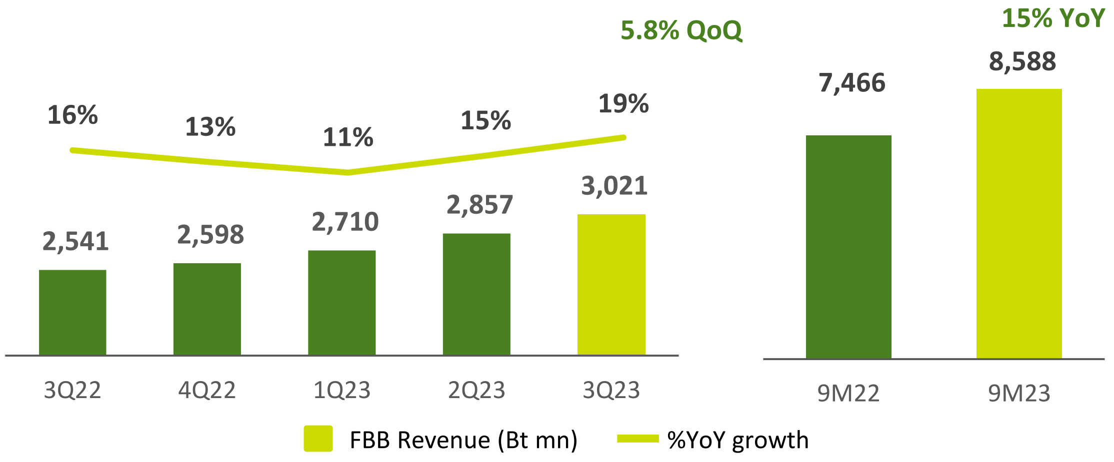
AWN acquired 5MHz bandwidth of 700MHz from NT

700MHz

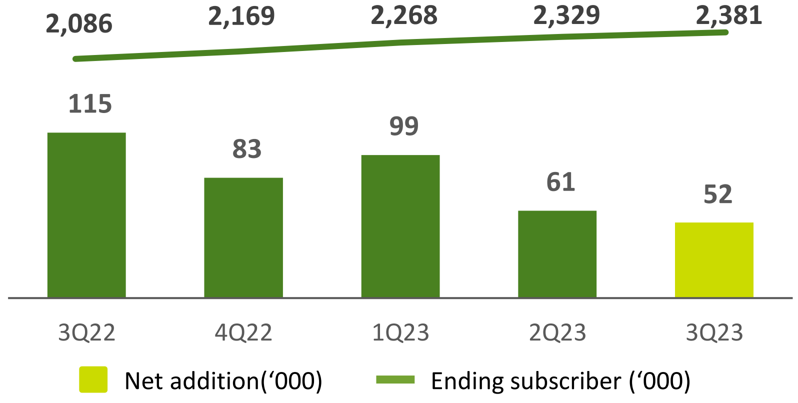
- Acquire 5MHz to make up 20MHz in total bandwidth to strengthen 5G coverage and capacity.

Home Broadband: Sustaining growth with superior value-enhancing services

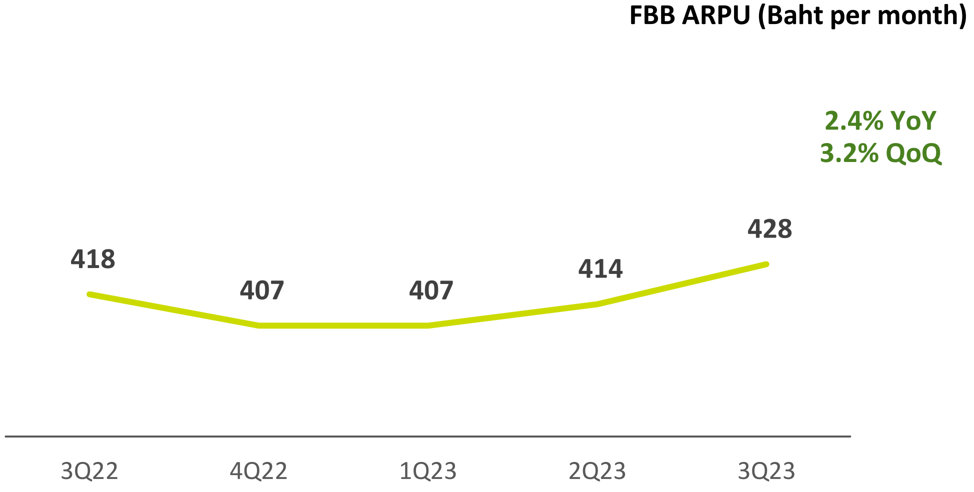
Revenue growth from genuine customer demand



Quality new subscribers from under-penetrated areas



ARPU growth driven by valued packages

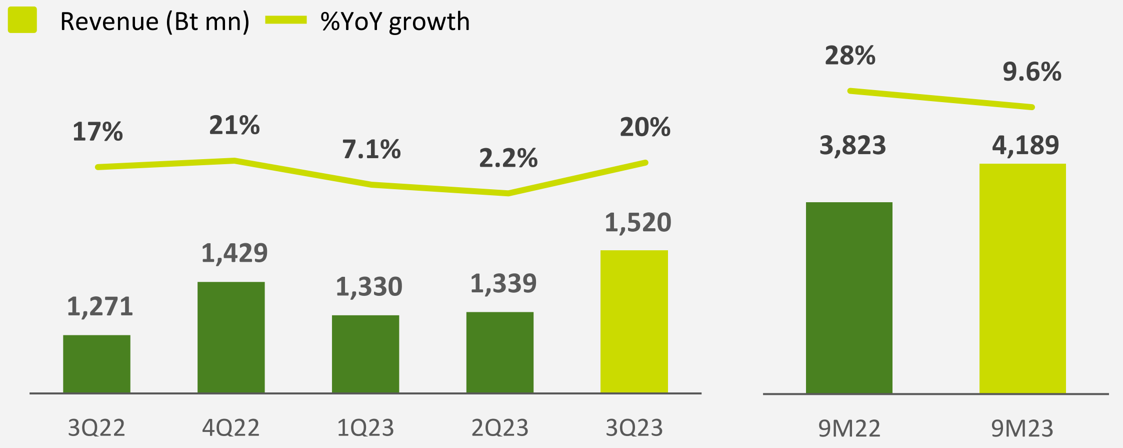


Value-added services with superior products

Value Uplift from Cross-sell & Upsell	Innovation-Led Product Differentiation	Service Quality Excellence In 24Hrs

Enterprise non-mobile: Rebounded with a focus in high-margin products

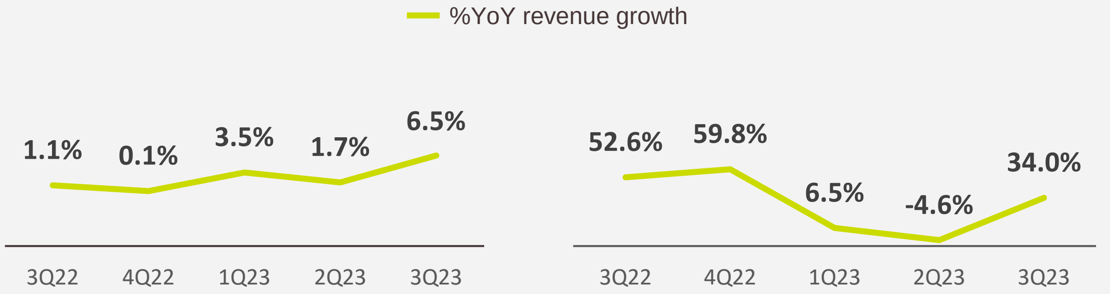
Selective growth in targeted industries and products



Stable demand in connectivity with a rebound from Cloud

Enterprise Data service (EDS)

Cloud, Data center Cybersecurity, IOT & ICT solutions*



Product offerings to deepening relationship with clients

1. **Core Connectivity Service**
   - Airtime
   - FBB, Link EDS
   - Cloud, Datacenter

2. **Platform and Solutions**
   - Mobile PBX
   - AIS Paragon Platform
   - IT Outsource
   - IoT
   - Network Security
   - M2M
   - Automation
   - Data Analysis Service
   - VDO Analytics

3. **Vertical Solution**
   - Property
   - Manufacturing
   - Logistics
   - Retail

FY23 Guidance : maintained with positive outlook

	Guidance	9M23	Rationale
Core service revenue	Around 3-5%	+2.3%	• **Mobile business focusing on profitable market share** through superior 5G experience in quality and coverage, value-based differentiation of partnership privileges ecosystems, and personalized real-time offering. • **Fixed broadband maintains the growth momentum** focusing on mid-to-high-end segments and underserved areas led by quality acquisition and services. • **Enterprise non-mobile to focus on profitable products in targeted industries** growing EDS business, vertical solution with 5G Paragon Platform and CloudX.
EBITDA	Mid-single digit growth	+4.2%	• **Focus on profitability and higher efficiency** through process optimization and lower cost to serve by enhancing autonomous network and IT process & systems. • **Optimal capital allocation** to ensure market leadership and deliver distinctive customer experiences.
CAPEX *exclude spectrum	Bt27-30bn (depending on foreign exchange rate)	19bn	• **Sustain 5G leadership** and network quality management. • **Expand AIS Fibre coverage** to capture untapped demand. • **Enhance our enterprise business** and digital services with high growth potential. • **Network optimization** through reducing low-value traffic, shifting traffic towards 5G while ensuring sufficient network deployment.

(FY23 Guidance excluding 3BB impact)

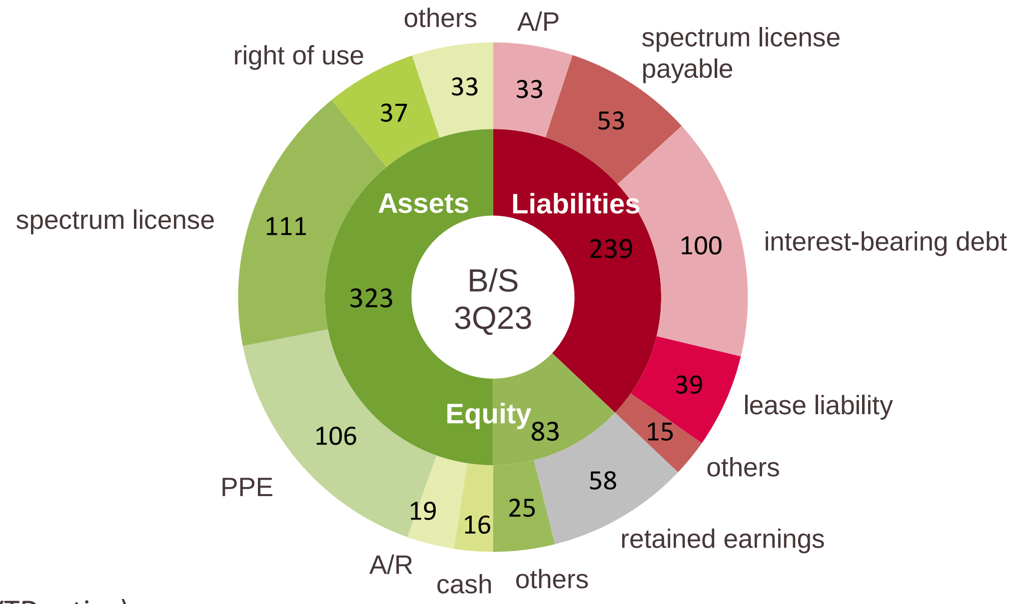
Financial Highlights

Bt mn	3Q22	2Q23	3Q23	%YoY	%QoQ	9M22	9M23	%YoY
Mobile revenue	29,107	29,495	29,311	0.7%	-0.6%	87,171	88,064	1.0%
FBB revenue	2,541	2,857	3,021	19%	5.8%	7,466	8,588	15%
Other revenues	1,481	1,551	1,748	18%	13%	4,556	4,862	6.7%
Core service revenue	33,130	33,903	34,080	2.9%	0.5%	99,193	101,514	2.3%
IC and NT partnership	3,171	3,413	3,313	4.5%	-2.9%	9,603	9,981	3.9%
Service revenue	36,301	37,315	37,393	3.0%	0.2%	108,796	111,495	2.5%
SIM and device sales	9,934	7,459	8,675	-13%	16%	27,990	26,060	-6.9%
Total revenue	46,234	44,774	46,069	-0.4%	2.9%	136,786	137,555	0.6%
Cost of service	21,863	22,334	21,789	-0.3%	-2.4%	65,030	66,074	1.6%
SG&A	5,633	4,910	4,957	-12%	1.0%	16,861	15,437	-8.4%
EBITDA	22,091	23,317	23,674	7.2%	1.5%	66,848	69,627	4.2%
EBIT	8,869	10,181	10,830	22%	6.4%	27,064	30,492	13%
NPAT	6,091	7,180	7,713	27%	7.4%	18,648	21,650	16%
Sales margin	1.0%	1.2%	1.8%			0.9%	1.6%	
EBITDA margin	47.8%	52.1%	51.4%			48.9%	50.6%	
EBIT margin	19.2%	22.7%	23.5%			19.8%	22.2%	
NPAT margin	13.0%	16.0%	17.7%			13.6%	16.1%	

Healthy balance sheet and cash flow to support investment

Balance Sheet

(Bt bn)



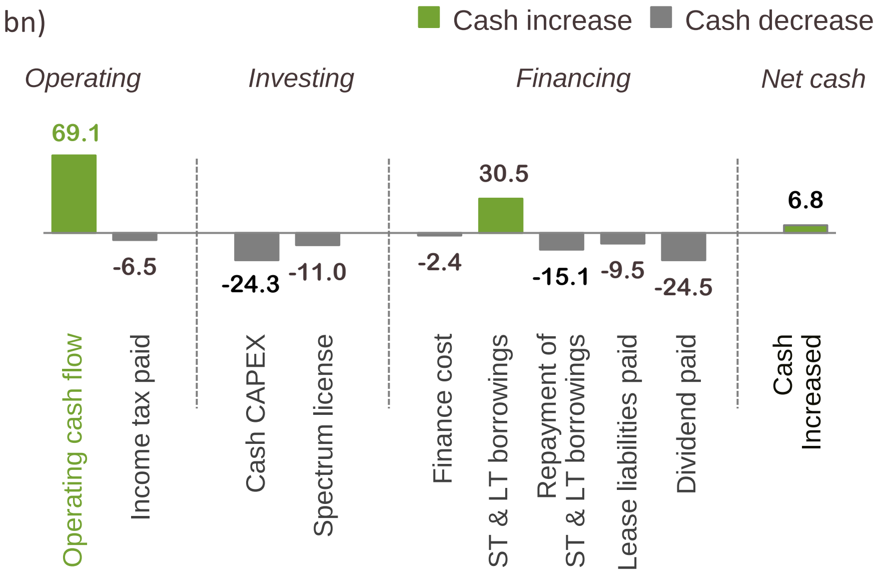
(9M23 YTD ratios)

0.9x	**1.9x**	**1.0x**
Net debt to EBITDA	Net debt to EBITDA incl. lease liabilities & spectrum	Interest bearing debt to Equity

0.4x	**35%**
Current ratio	Return on Equity

9M23 Cash Flow

(Bt bn)



Operating cash flow remained healthy to support ongoing CAPEX, spectrum payment, and dividend payment.

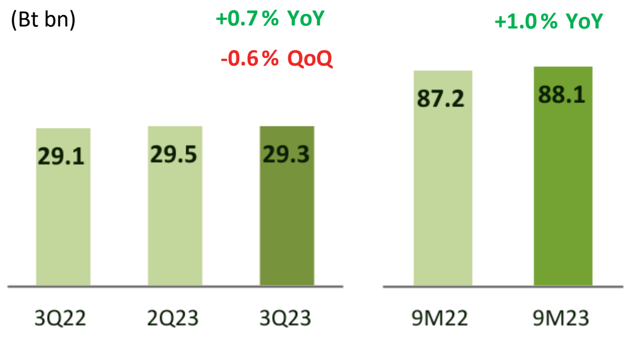
Free cash flow after lease liabilities paid of Bt17.6bn to deliver returns to shareholders.

Average finance costs for 3Q23 = 3.2% p.a.

- AIS prudently managed currency and interest rate risk with hedging instruments where applicable.
- Maintained investment-grade credit ratings;
  - Fitch: national rating AA+ (THA), outlook stable
  - S&P: BBB+, outlook stable

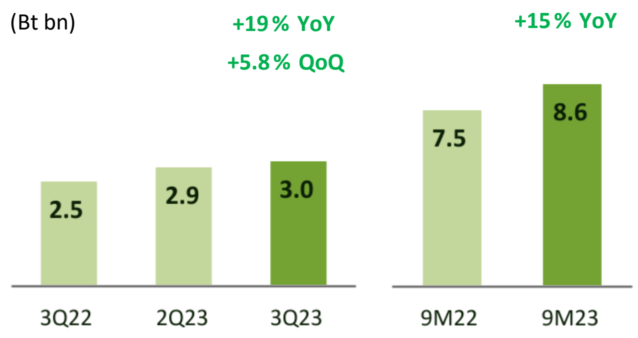
3Q23 & 9M23 Revenue Breakdown

Mobile revenue



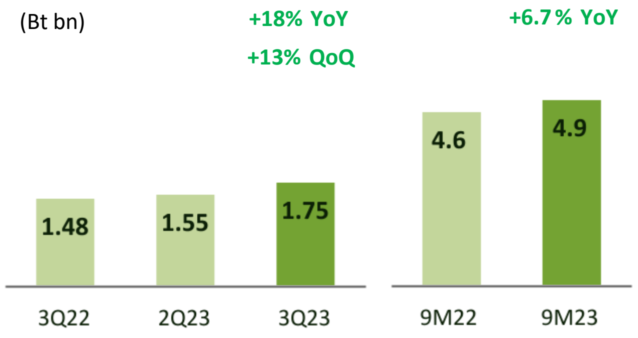
- Improved YoY from quality focus with cross-sell & upsell efforts, while softened QoQ from seasonality.

Fixed broadband revenue



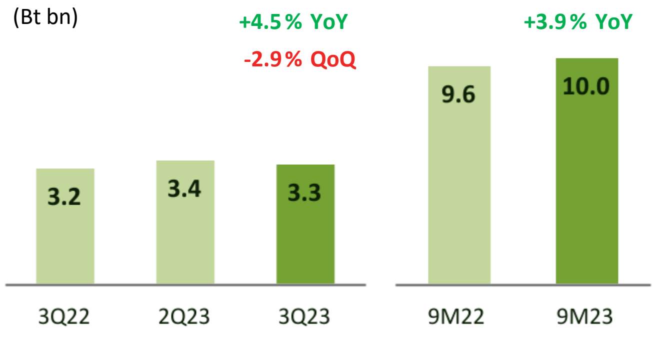
- Continue the growth momentum from quality acquisition with value-package offerings leading to ARPU growth.

Enterprise and Other revenues



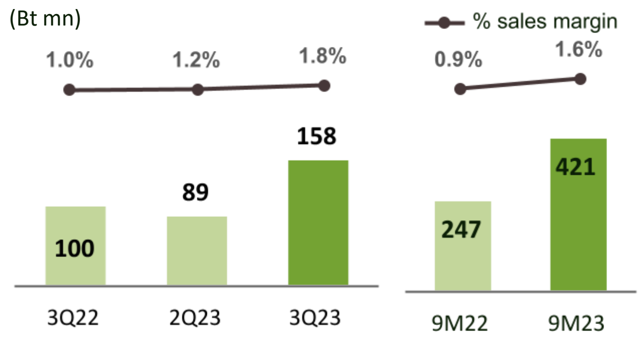
- Returned to double digits growth from a sizable project closed in the quarter and resumed customer spending in ICT solutions.

IC and NT partnership



- Higher YoY aligned with increased usage from NT despite lower IC charge but softened QoQ mainly from lower NT usage.

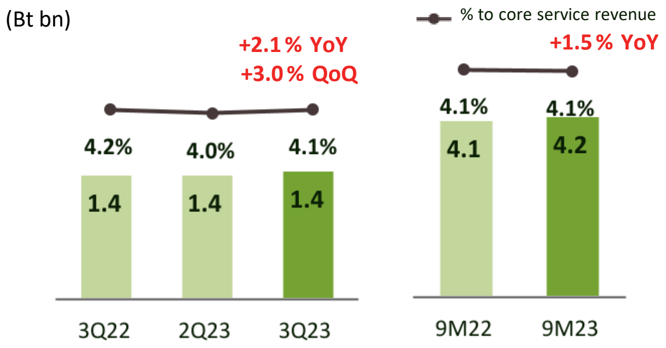
Net Sales & margin



- Rebounded sales volume from new model launched in this quarter, the sales margin improved from profitability focus.

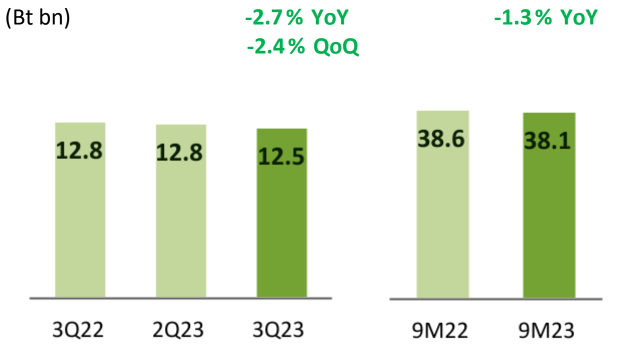
3Q23 & 9M23 Cost Breakdown

Regulatory fee



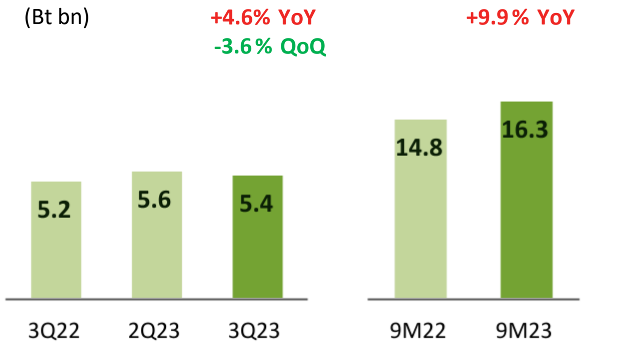
- Regulatory fee increased YoY following the core service revenue growth. It stayed approx. 4% of core service revenue.

D&A



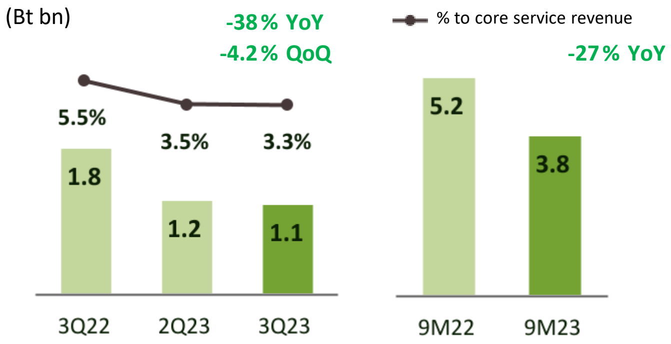
- D&A declined due to fully depreciated part of 3G network equipment despite continuously investing in 5G network.

Network OPEX and NT partnership



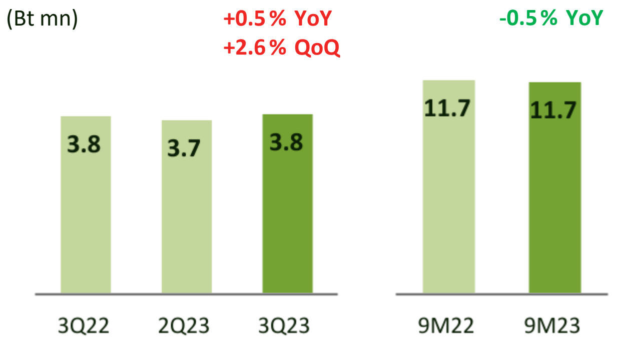
- Softened QoQ benefited from lower FT rate, while increased YoY due to higher utility price and higher NT partnership cost.

Marketing expense



- Marketing expense declined continuously from cost control and reduced advertisement and campaign costs.

Admin & others



- Admin & others expense slightly increase YoY and QoQ in line with revenue growth.

Company Background

33 Years as a Leading Company in Thai Telecom Industry

Past

Telecom Service Provider
AIS, the leader of Thailand Telecom company with a strong foundation and well-established excellence service quality.

New Growth Opportunities

Capabilities to scale up and expand beyond telco business while maintaining good financial performance and return.

1991 – 2015

2015
FBB Establishment

2020
Enterprise Business

2020 - Now
5G Era

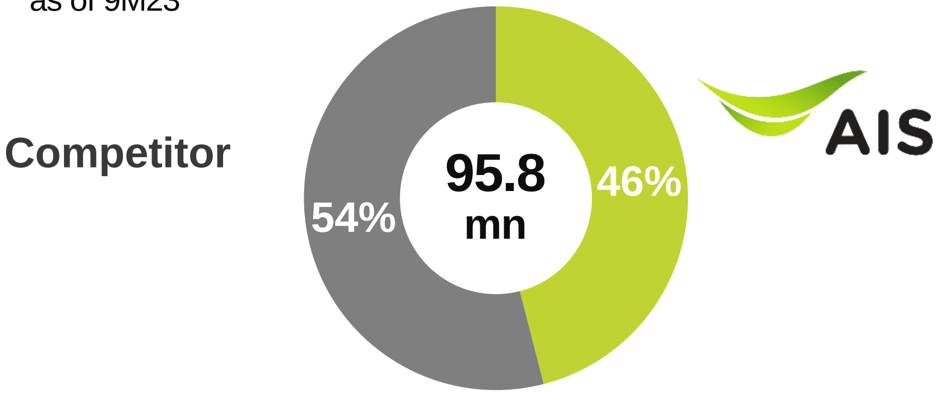
Present

Cognitive Tech-Co
Delivering values to customer through a strong foundation of Network, IT , and Data driven to improve efficiency, capability, and quality of services.

Mobile Industry: Background

Mobile industry subscribers

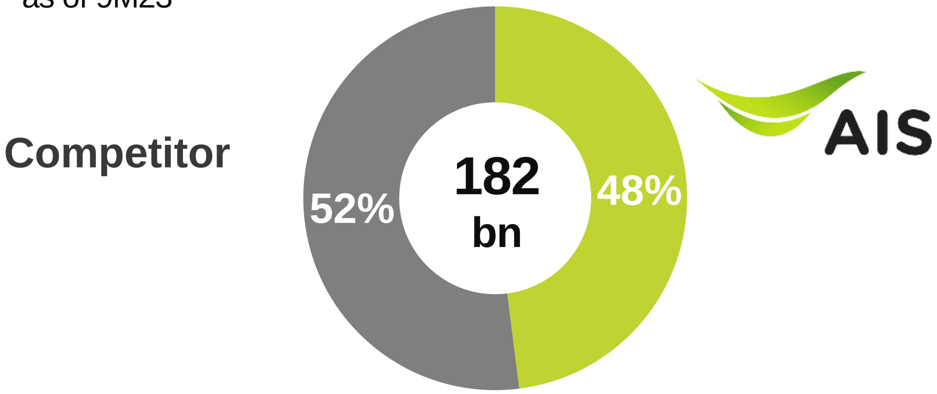
as of 9M23



Subscribers Mixed (Postpaid : Prepaid) : **30% : 70%**

Mobile industry revenue

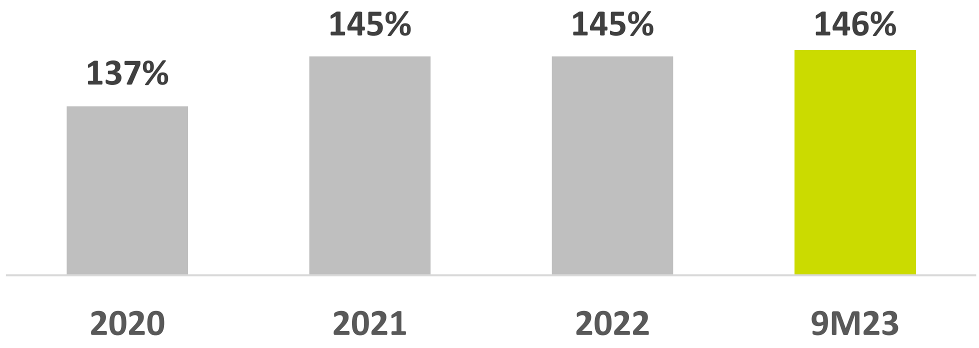
as of 9M23



Revenue Mixed (Postpaid : Prepaid) : **61% : 39%**

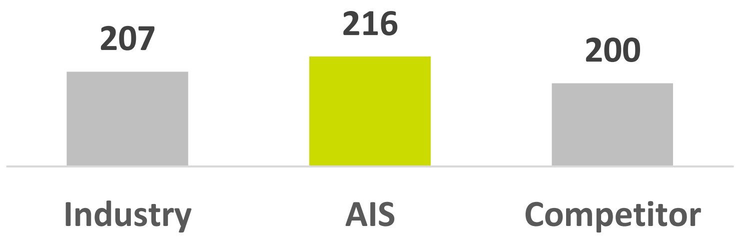
Mobile Thailand penetration rate

as of 9M23



Mobile industry ARPU

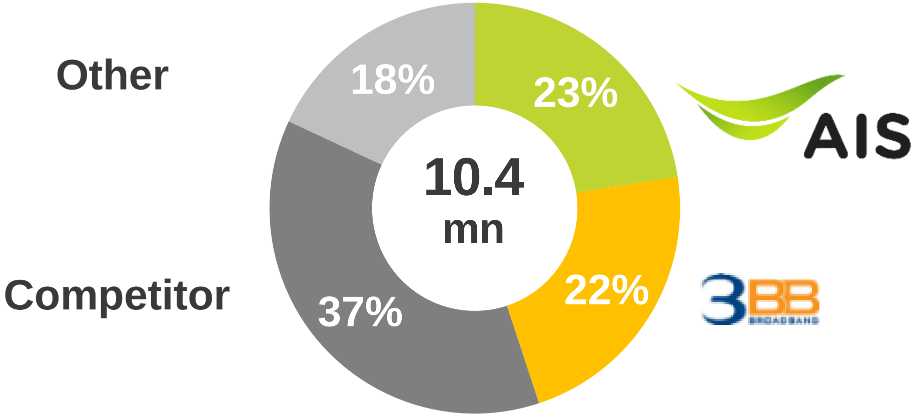
as of 9M23



Fixed broadband industry : Background

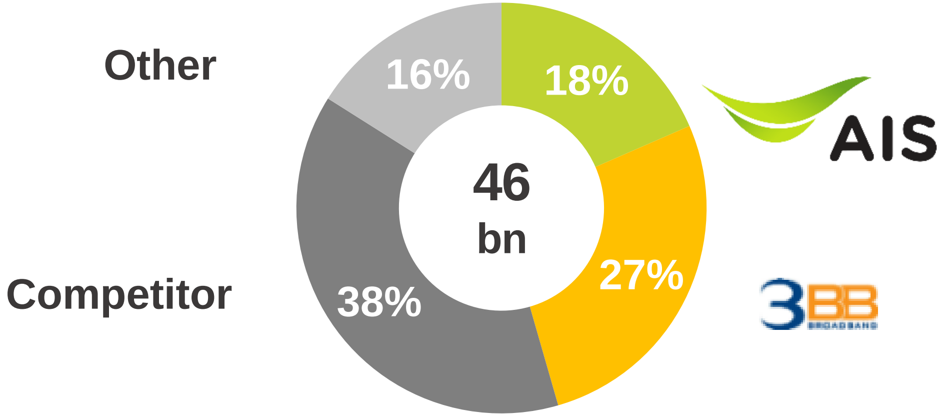
FBB industry subscribers market share

as of 9M23



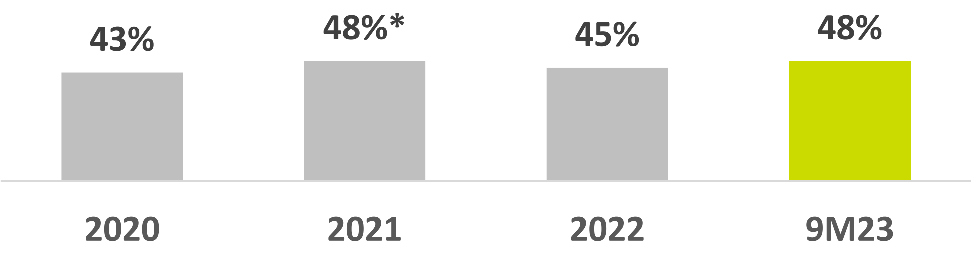
FBB industry revenue market share

as of 9M23



FBB Thailand penetration rate

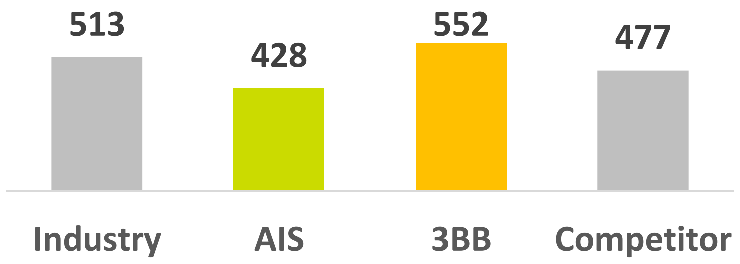
as of 9M23



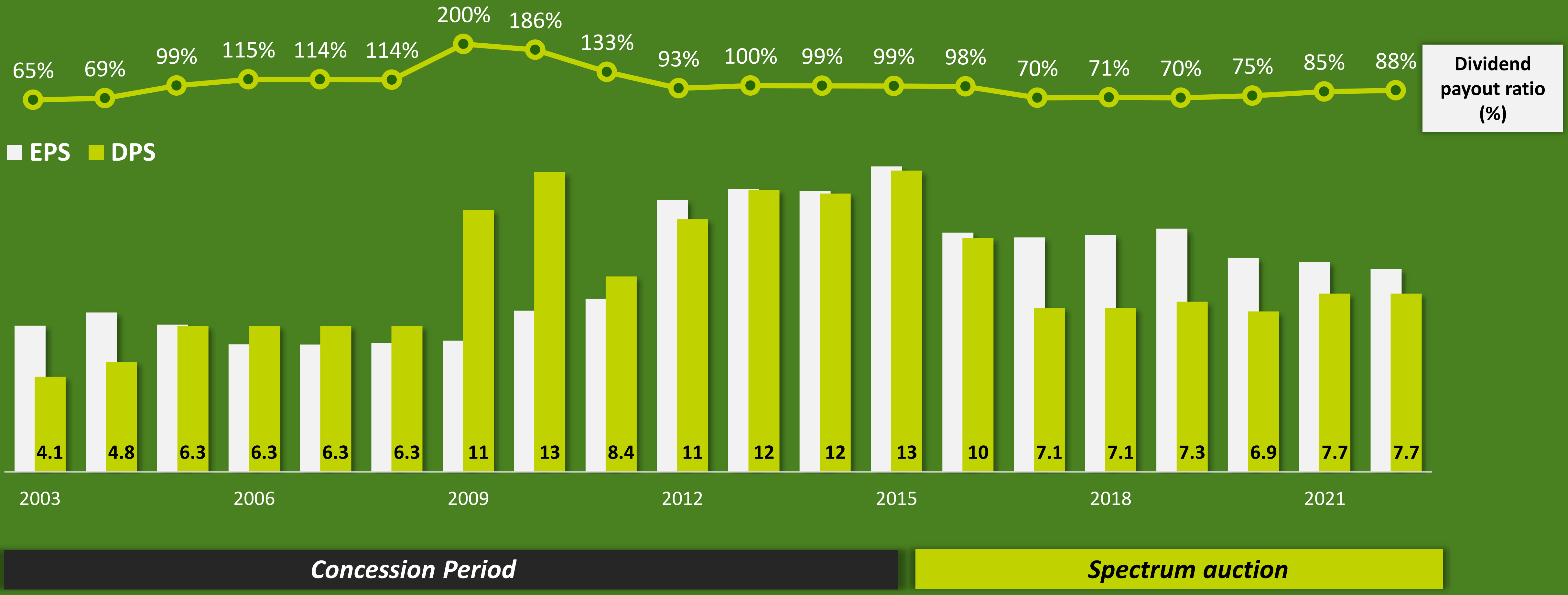
* Before TRUE revised their FBB subs

FBB industry ARPU

as of 9M23



Consistent profit generated with high dividends paid



Constant dividend paid

Continuously Delivering Profit with Positive Free Cash Flow

Proven track record of experienced managements

Superior return with efficient capital management

Profitability Ratio 'FY22
- High cashflow generated
- Consistent dividend paid

EV/EBITDA	Dividend Yield	FCF Yield	ROIC
8.1 x	**4.0 %**	**6.7 %**	**19 %**
ASEAN Peers: **7.1X***	ASEAN Peers: **3.5 %***	ASEAN Peers: **6.2%***	ASEAN Peers: **9.2%***

Leverage Ratio 'FY22
- High Debt repayment capability
- Low Gearing
- Low cost of debt

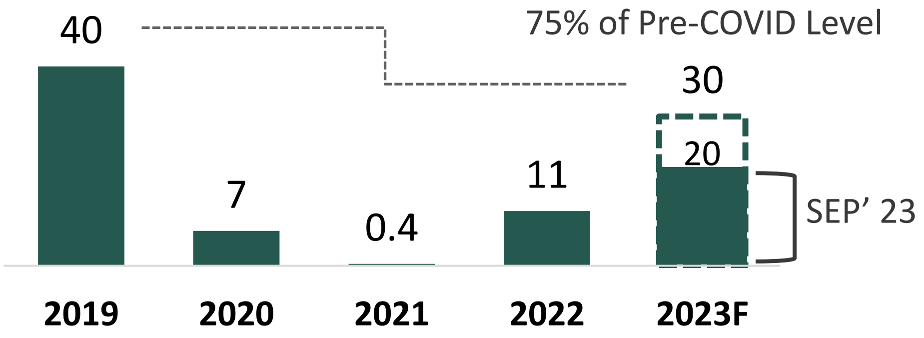
Net Debt to EBITDA	Net Debt and Lease liability to EBITDA	Interest bearing debt to Equity	Average Cost of Borrowing
0.8 x	**2.0 x**	**1.0 x**	**2.8%**
ASEAN Peers: 1.7x*	ASEAN Peers: 2.2x*	ASEAN Peers: 1.3x*	ASEAN Peers: 4.6%*

*ASEAN peers source: multiple researches and company source

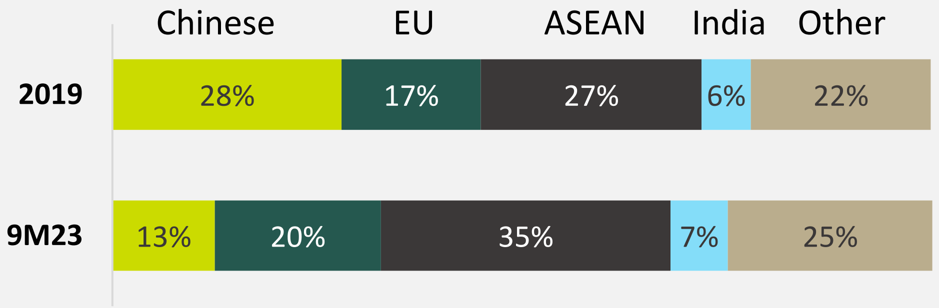
Supporting Information

Thailand Tourism Sector- Upside from Chinese and India arrivals with high-quality focusing

Thailand's tourist arrival (mn)



Thailand's tourist by country (%)



Key Initiation and Driving Factors from related parties aim to increase volume and spending of Thailand's arrival tourists.

Government: Regulatory support by VISA fee campaign target to boost Chinese, Indian, and Taiwan visitors.

Airline: Expand flight routes more to key cities of China and maximize seat capacity to create the chance of uplifting the volume of passenger.

Airport: Capacity expansion to reduce crowd of arrival. (Expansion plan under AOT-operated airports).

Hotel and Hospitality: Open selling channel of Hotel and service reservations with a strategy to attract high-quality tourists by value-added service i.e., Medical tourism and wellness traveling.

Source: Company Presentation (AAV, BA), TH Focus seminar, Research Paper KKPS, TISCO,TNS

Marathon MAX

SIM Yearly Package. Pay Once

THE ONE SIM

Entertainment Sim Unlimited fun with 5G Internet

SUPER SOCIAL SIM

Unlimited Social + Free Calls

ZEED 5G SIM

All-in-one SIM for Teen

Number numchok SIM

SIM number with a sum that brings luck to your life

Super Net SIM

Unlimited Internet and Free call

SIM2FLY SIM 399 Baht

Asia & Australia

SIM2FLY SIM 899 Baht

Global

SIM2FLY SIM 2799 Baht

Global

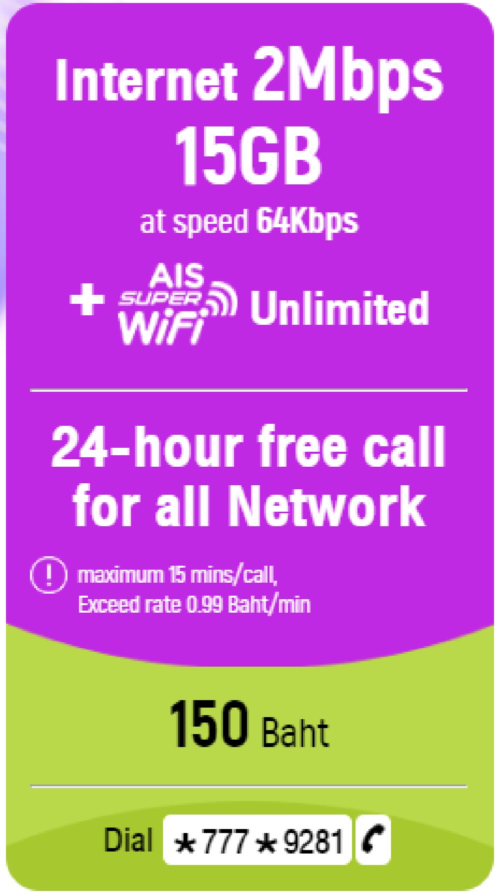
KOOMVER

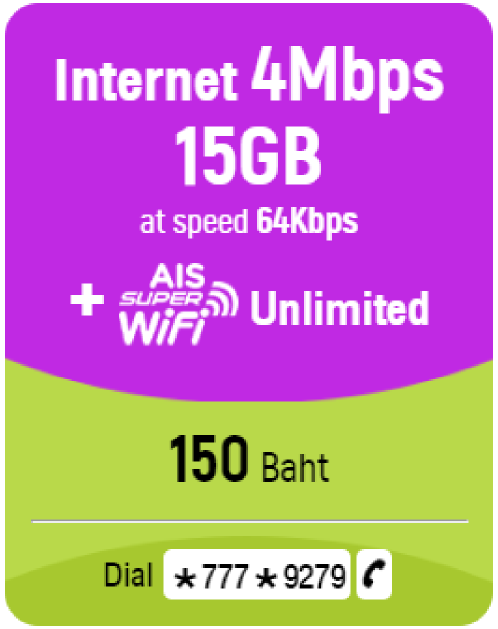
The Best value SIM

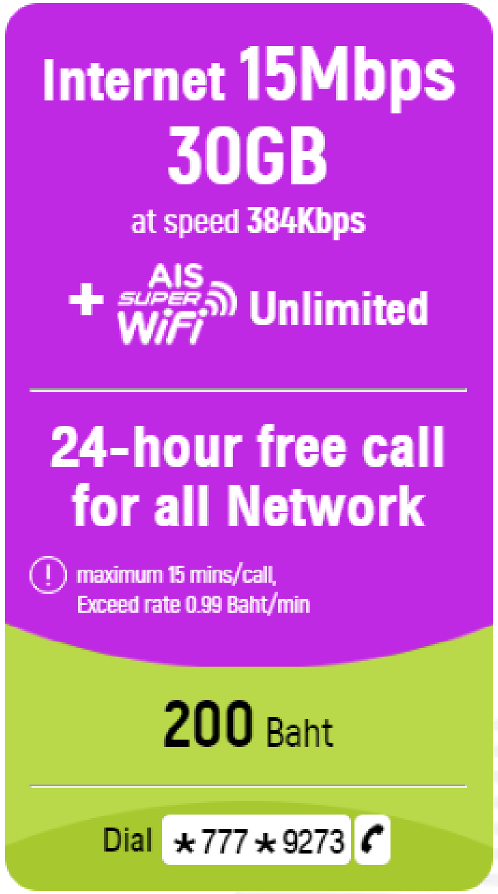
Myanmar SIM

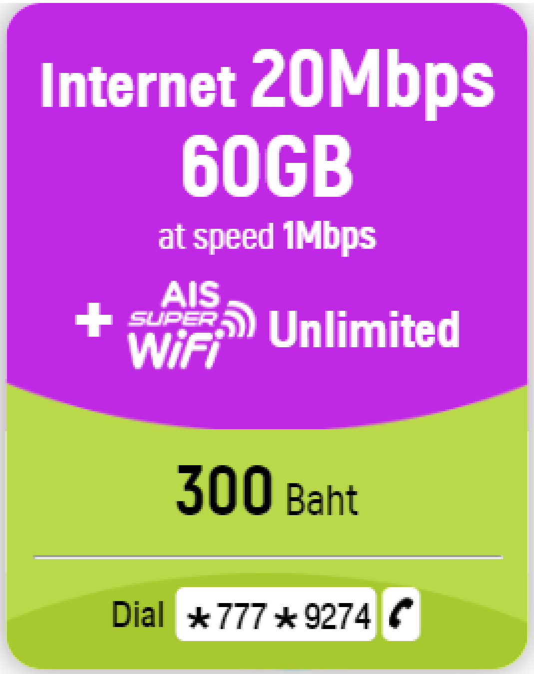
Cambodia SIM

Mobile Prepaid Package:









Mobile Prepaid Package:

AIS

Internet 5G 5GB
at speed 384Kbps
+ AIS SUPER WiFi Unlimited

150 Baht

Dial ★777★7608

Internet 5G 10GB
at speed 384Kbps
+ AIS SUPER WiFi Unlimited

200 Baht

Dial ★777★7609

Internet 5G 20GB
at speed 1Mbps
+ AIS SUPER WiFi Unlimited

300 Baht

Dial ★777★7610

Internet 5G 10GB
at speed 15Mbps 45GB
+ AIS SUPER WiFi Unlimited

24-hour free call for all Network

maximum 15 mins/call,
Exceed rate 0.99 Baht/min

Free PLAY FAMILY
119 Baht

250 Baht

Dial ★777★9284

Internet 5G 20GB
at speed 15Mbps 60GB
+ AIS SUPER WiFi Unlimited

24-hour free call for all Network

maximum 15 mins/call,
Exceed rate 0.99 Baht/min

Free PLAY FAMILY
119 Baht

300 Baht

Dial ★777★9272

Mobile Postpaid Package:

AIS 5G MAX Experience	AIS 5G MAX Experience	AIS 5G MAX Experience	AIS 5G MAX Experience
5G Easy Pack	5G Max Speed	5G Max Play	5G Max Play
399 baht per month	**499 baht** per month	**699 baht** per month	**899 baht** Per month
5G Internet **20 GB** (data usage continue at 1Mbps)	5G Internet **40 GB** (data usage continue at 4 Mbps)	5G Internet **60 GB** (data usage continue at 6 Mbps)	5G Internet **80 GB** (data usage continue at 6 Mbps)
Free call all networks **100 mins**	Free call all networks **250 mins**	Free call all networks **300 mins**	Free call all networks **300 mins**
AIS Super WiFi **Unlimited**	AIS Super WiFi **Unlimited**	AIS Super WiFi **Unlimited**	AIS Super WiFi **Unlimited**

Fixed Broadband Package:

500 Baht per month

Home broadband internet for fast installation service, contact us easily and get your problem fixed within 24 hours

Speed (Upload/Download)
500Mbps/500Mbps

More info

599 Baht per month

Entertainment Package Powerful home internet Extensive Content

Speed (Upload/Download)
500Mbps/500Mbps

More info

699 Baht per month

Hi-speed home internet with ulitimate contents, MESH Wifi Router and Mobile Internet 10GB

Speed (Upload/Download)
500Mbps/500Mbps

More info

1,099 Baht per month

High speed internet package for AIS Serenade customers plus premium entertainment

Speed (Upload/Download)
1.5Gbps/500Mbps

More info

Fixed Broadband Package:

1,199 Baht per month

~~1,399~~

A new home network solution with Fiber optic technology. One Home, One Fiber and One Network.

Speed (Upload/Download)

1Gbps/1Gbps

More info

1,399 Baht per month

Experience the amazing 2Gbps speed plus premium entertainment

Speed (Upload/Download)

2Gbps/1Gbps

More info

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