



# 3Q24 FINANCIAL RESULT

Advanced Info Service Plc.

**DISCLAIMER:**

Please be informed that this meeting is being recorded. By participating in this meeting, you have allowed AIS to collect, use, or disclose any personal data shared during this meeting by any means. Please do not copy, edit, or modify any content shared during this meeting for any purpose.



# BUSINESS HIGHLIGHTS



# 3Q24 Sustain business growth aligned with economic stability



Thai economy grew modestly from government stimulus and tourist arrivals



Flood impact in Sep-Oct and cautious outlook on consumer sentiment



Resilient performance with operational efficiency and profitability focus



Mobile momentum grew healthily with increased data consumption



FBB as a growth engine with scale, quality acquisition, and value-added services



Enterprise rose on economic certainty and connectivity demand for digital transformation

# Flooding impact- Prudently manage to ensure service continuity



## 2024 Thai flood situation



### 13 Provinces

In Northern and North-Eastern of Thailand since Aug-24



### >200K Households

Were impacted during flooding



### ~30 bn(0.2% of GDP)

Estimated impact to Thai GDP from FY24 flood\*

## AIS Actions

- ✓ Minimal impact to network as AIS proactively conducts risk management and raised base stations and electricity generators above potential flood level to avoid damage to AIS network.
- ✓ Closely monitor situation to maintain network quality.
- ✓ Extend payment period to flood-impacted customers.
- ✓ Actively supporting communities by providing essential supplies.

\* Estimation from Thai Chamber of Commerce, 28 Sep24

# Sustainable Finance: Successful launch of sustainability bond



3Q24 marked the starting point of Green funding initiatives including Green Bond and Green Loan

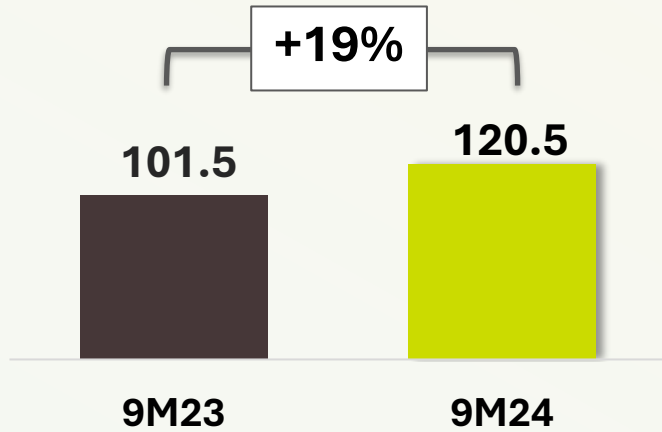
Proceeds will be spent on sustainable-related projects such as 5G network expansion in upcountry areas

This aligns with capital structure plan to diversify AIS debt portfolio to includes ESG and Retail

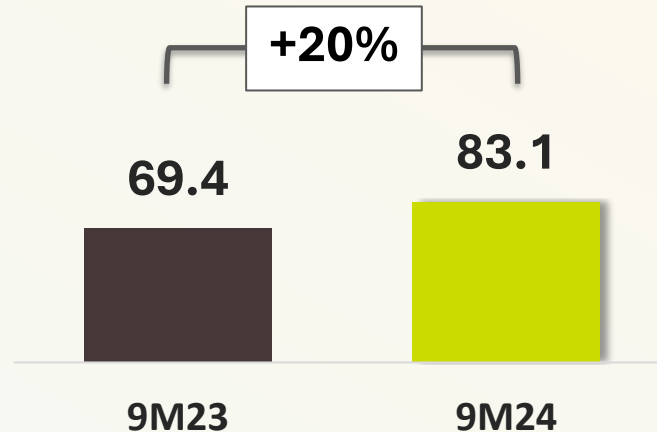
For further detail of Sustainable Finance: [investor.ais.co.th/sustainable\\_finance](https://investor.ais.co.th/sustainable_finance)

# Resilient 9M24 benefited from stabilized economy and profit focus

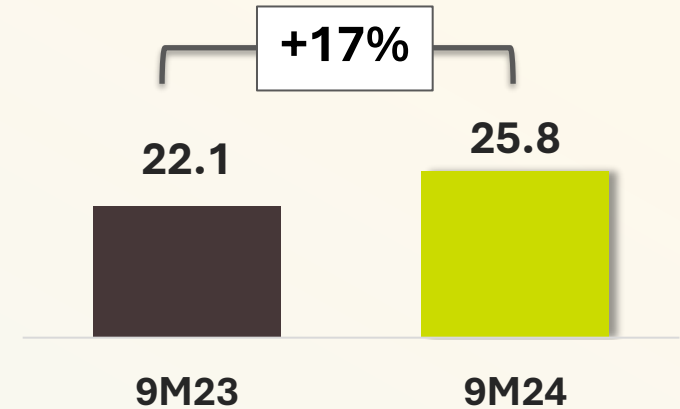
## Core Service Revenue (THB Bn)



## EBITDA (THB Bn)



## Net Profit (THB Bn)



## +13-15% Guidance      +14-16% Guidance      CAPEX 25-26 bn Guidance

EBITDA Margin

---

**53%**

ROIC

---

**11%**

Net Debt to EBITDA

---

**2.4x**

Average Cost of Borrowing

---

**3.2%**

# BUSINESS PERFORMANCE

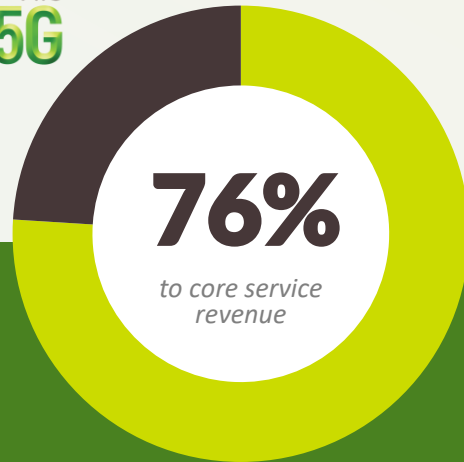


# AIS: Towards becoming Cognitive Tech-Co



## Unleash Excellence in Digital Customer Experience

### Mobile



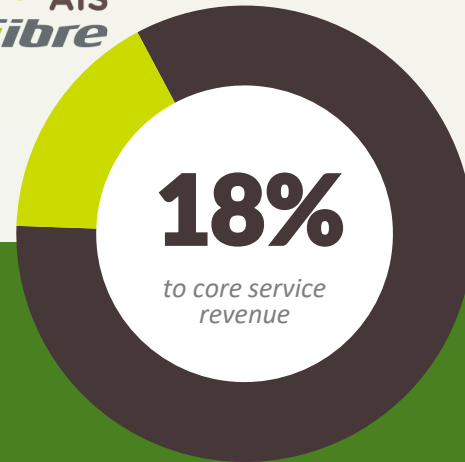
Offering higher value & 5G monetization

**Bt92.1bn**

As of 9M24

Growth 4.6% YoY

### Fixed Broadband



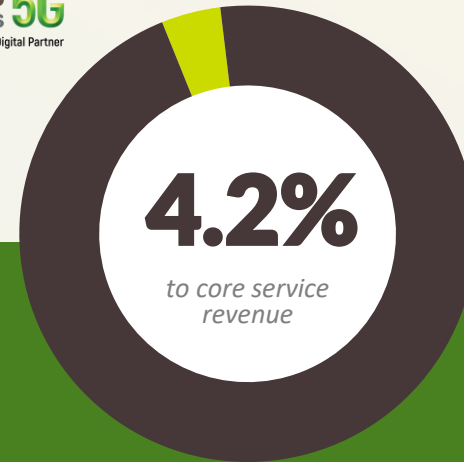
Focusing on high-quality subs acquisition

**Bt21.8bn**

As of 9M24

Growth 154% YoY

### Enterprise non-mobile Business



Providing end-to-end solutions for industry

**Bt5.1bn**

As of 9M24

Growth 35% YoY

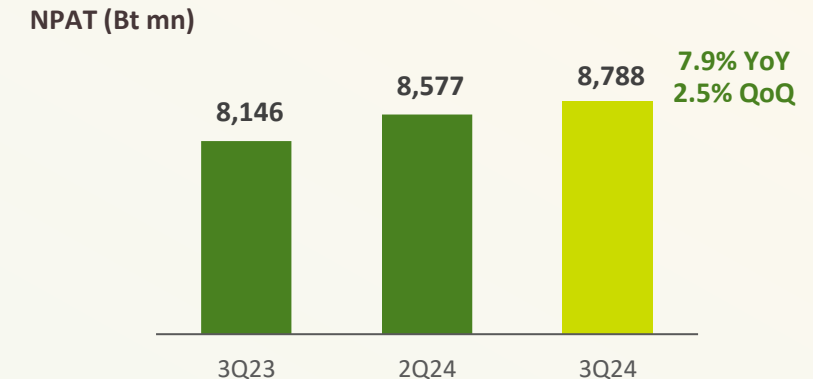
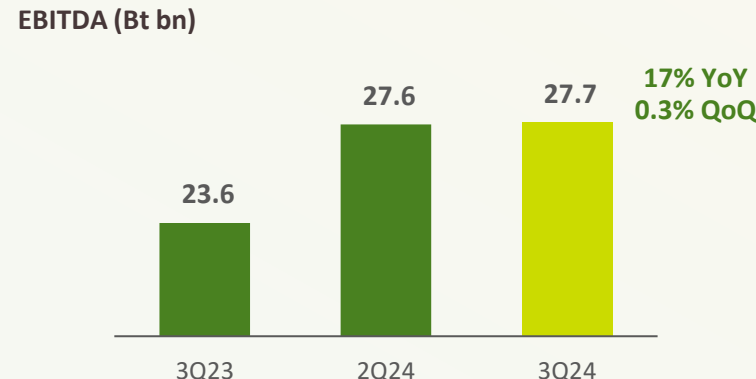
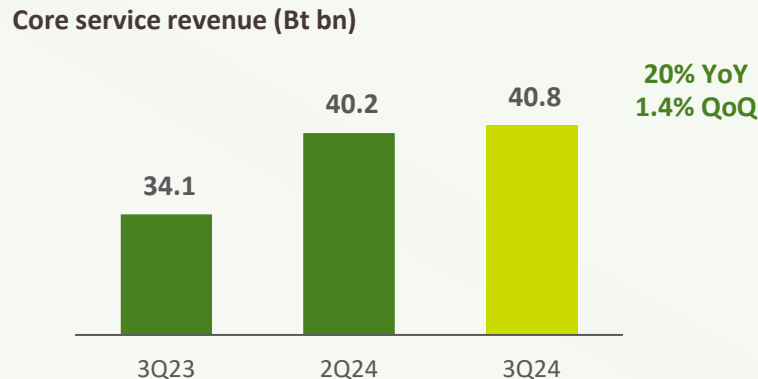
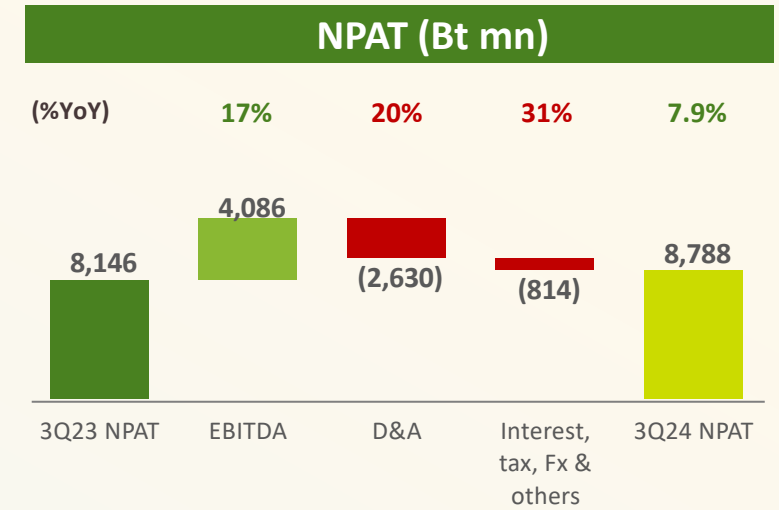
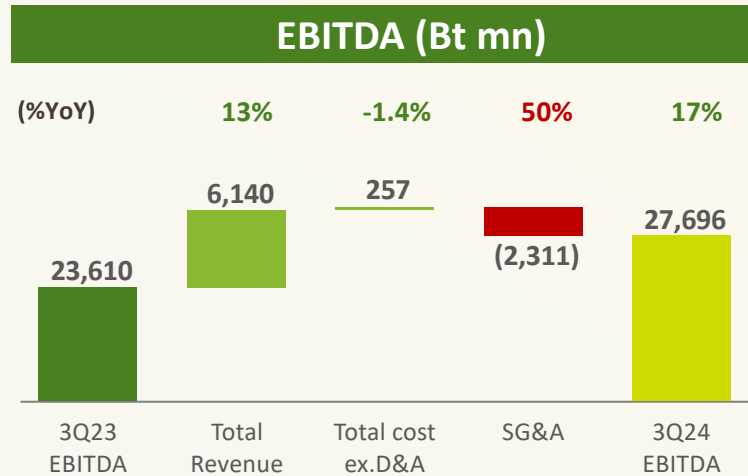
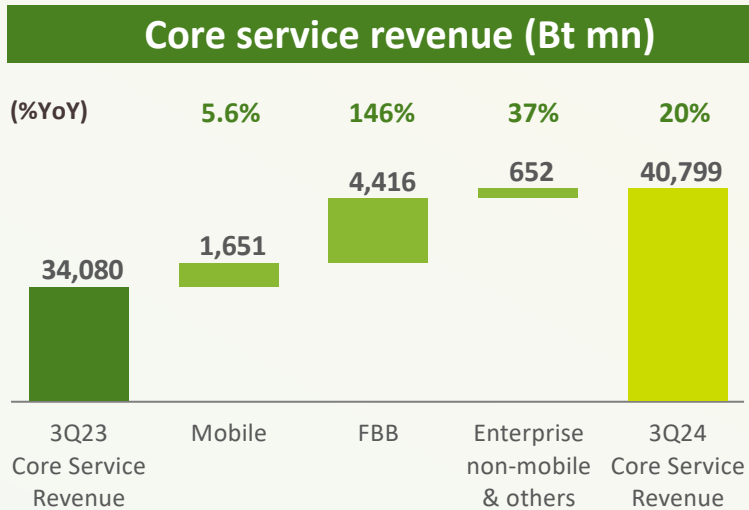
### Digital Services



Building digital adjacencies to engage customers



# 3Q24: Resilient result with operational efficiency and profitability focus



**Core Service Revenue** increased YoY mainly from TTTBB revenue recognition and increased QoQ from fixed broadband organic expansion and growth in enterprise non-mobile business.

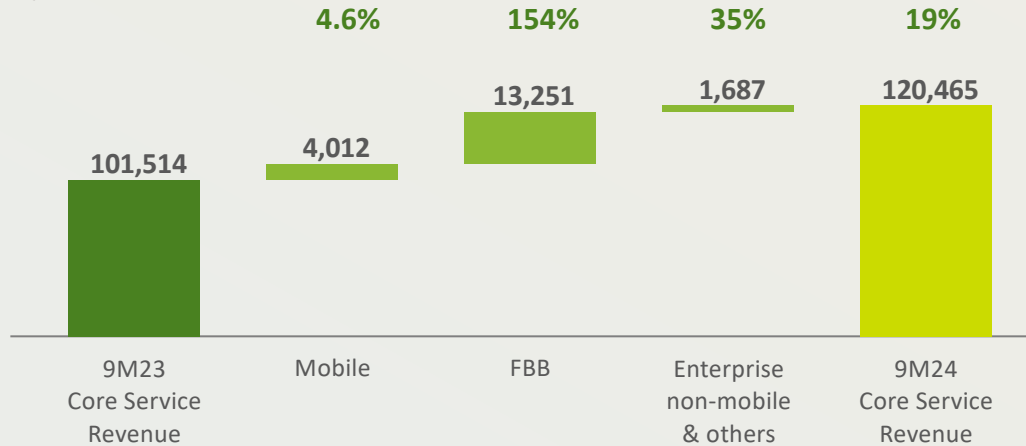
**EBITDA** improved YoY due to increased core service revenue and TTTBB contribution but remained flat QoQ due to higher SG&A expense.  
**EBITDA Margin** at 53% higher YoY from cost optimization and enhanced device margin.

**NPAT** improved YoY from improved operating performance, while increased QoQ benefited from FX gain.

# 9M24: Robust expansion from scale and organic business growth

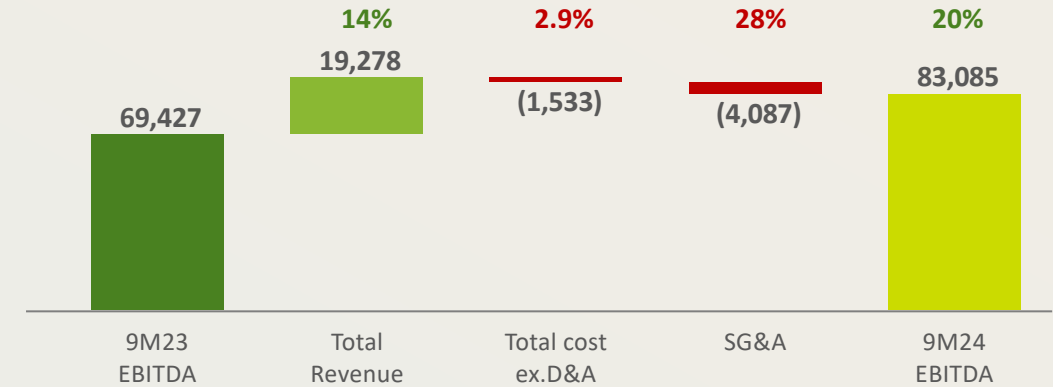
## Core service revenue (Bt mn)

(%YoY)



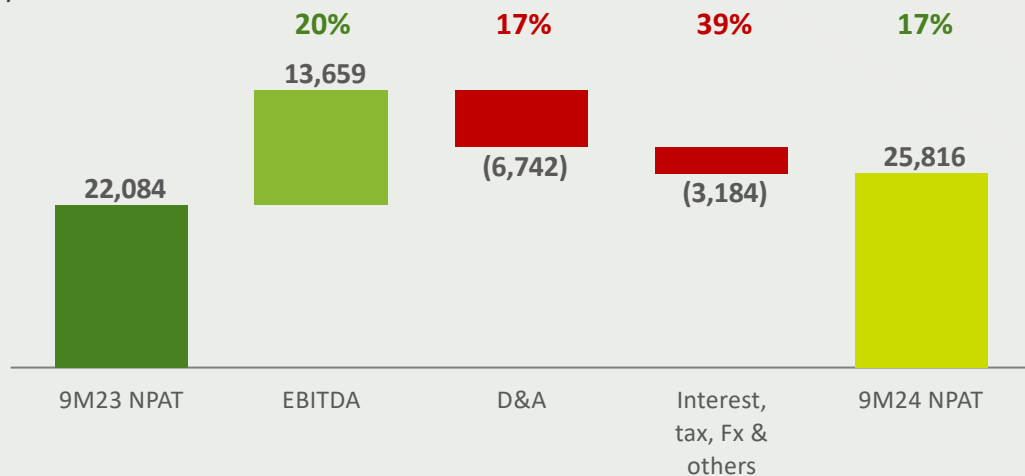
## EBITDA (Bt mn)

(%YoY)



## NPAT (Bt mn)

(%YoY)

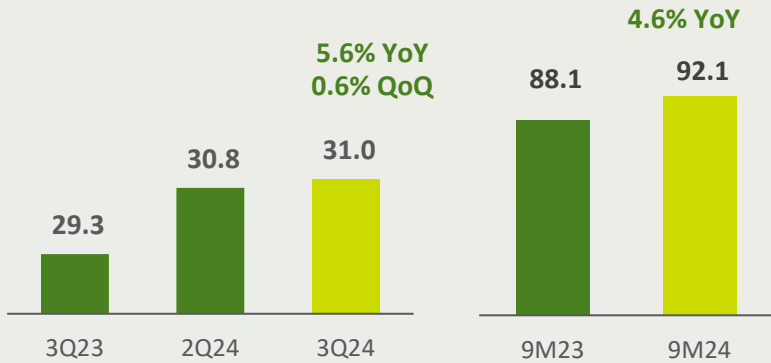


- **Core Service Revenue** increased **19% YoY** driven by TTTBB consolidation, along with the ongoing recovery in mobile and organic growth in fixed broadband services.
- **EBITDA** improved **20% YoY**, following an increase of core service revenue, contribution from TTTBB, offset by higher SG&A.
- **NPAT** showed **17% growth YoY** driven by operating performance and profit sharing from 3BBIF.

# Mobile: Momentum continued from tourists and personalized offerings

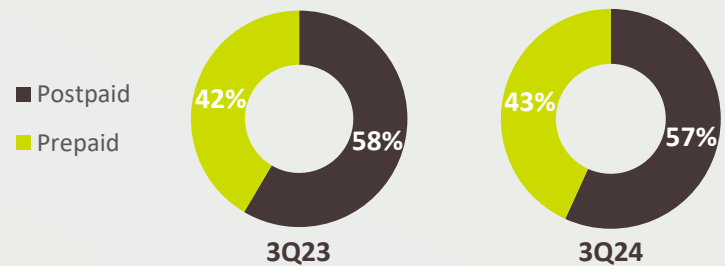


## Mobile revenue (Bt bn)



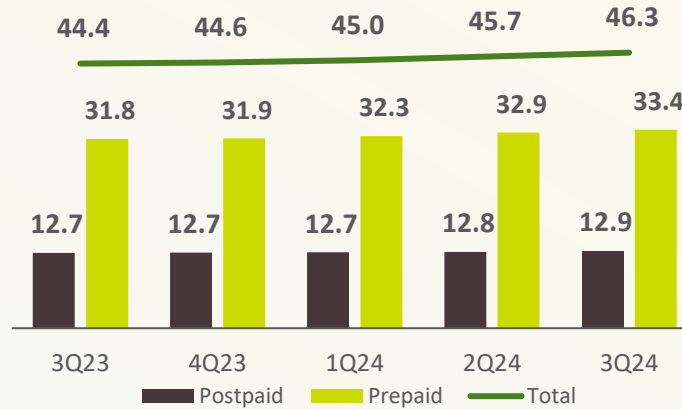
- Growth from quality subscriber acquisition, Increasing consumer consumption, and add-on packages.

### % Mobile Revenue Contribution

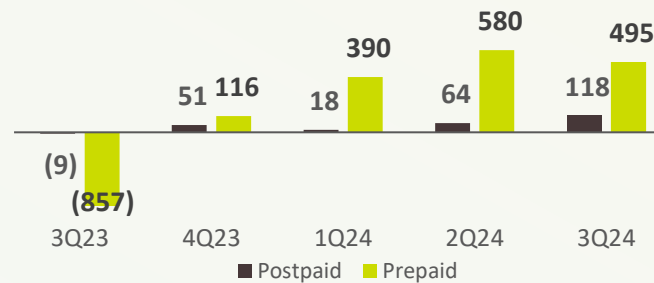


- Prepaid mix improved from subs growth and ARPU improvements.

## Total subscriber (mn)



### Net additional subscriber ('000)



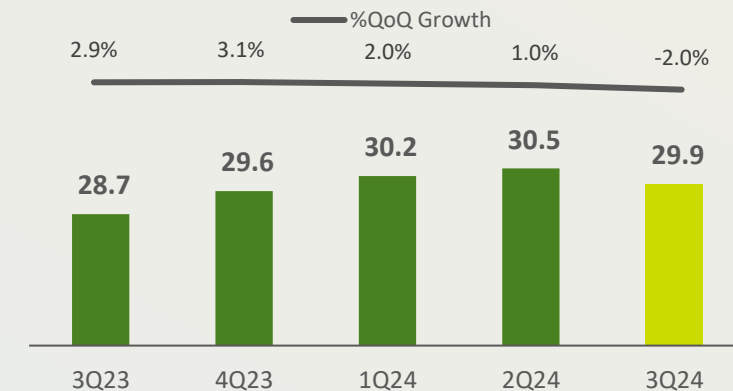
- Boosted by government stimulus and increase in consumer multiple-device behavior.

## Mobile ARPU (Bt/sub/month)



- Lower ARPU impacted from seasonality.
- However, overall mobile revenue continued showing growth.

### Data Consumption



\*Note: VOU excludes data from MMS sending from 3Q24 onwards

# Maintaining superior network quality and boost 5G subs base

## 5G network coverage

## Driving 5G adoption with quality

**>99%**

**BKK**

**>96%**

**EEC**

**77**  
provinces

**Over 95%**

**Nationwide  
Population  
coverage**



**11.5 mn**

5G Subscribers  
In 3Q24



**10-15%**

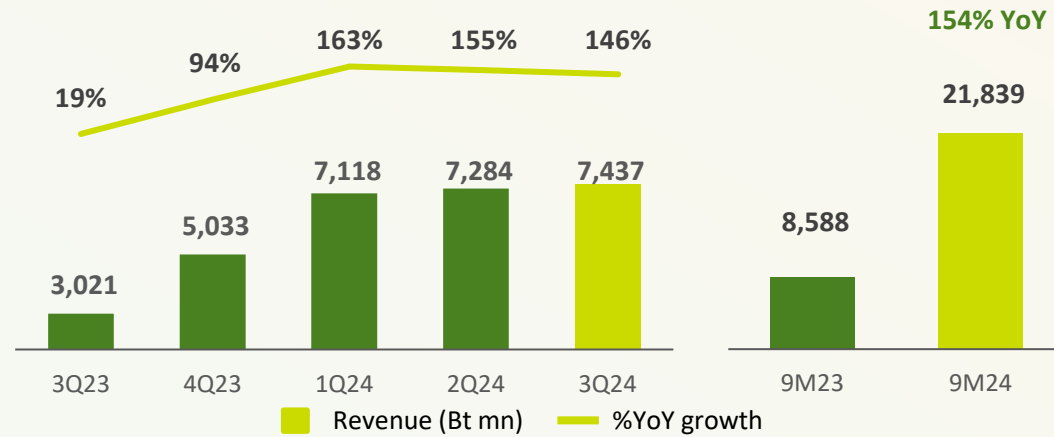
5G ARPU uplift

**Improved value through 5G  
adoption**

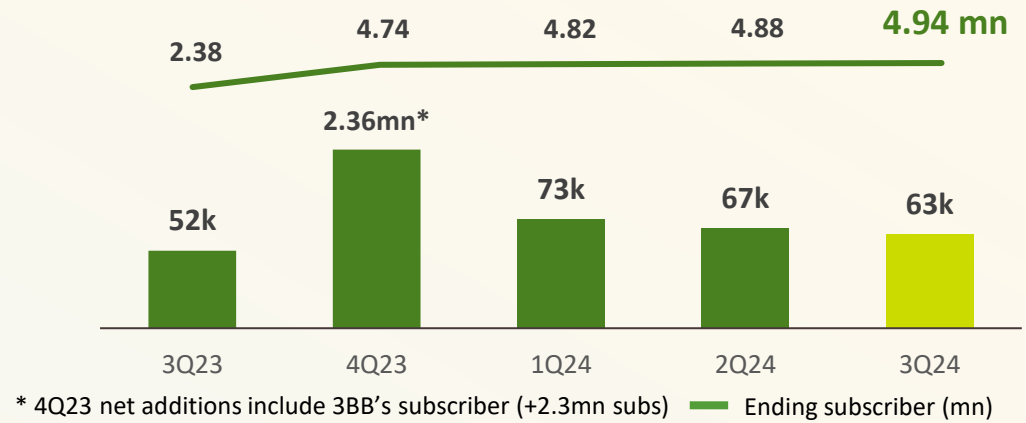


# Home Broadband: growth continued from quality acquisition and add-ons

## Revenue boosted by subs growth and TTBb contribution

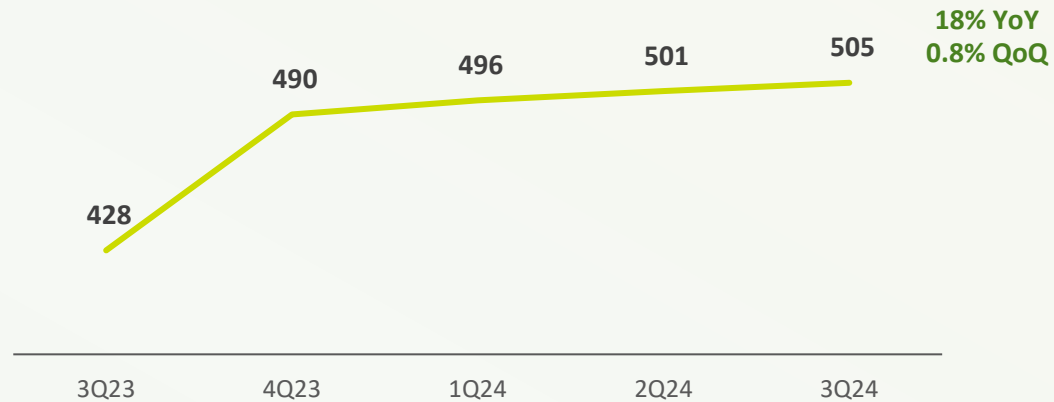


## Subscribers acquisition with quality focus



## ARPU uplift from value-added and add-on packages

FBB ARPU (Baht per month)



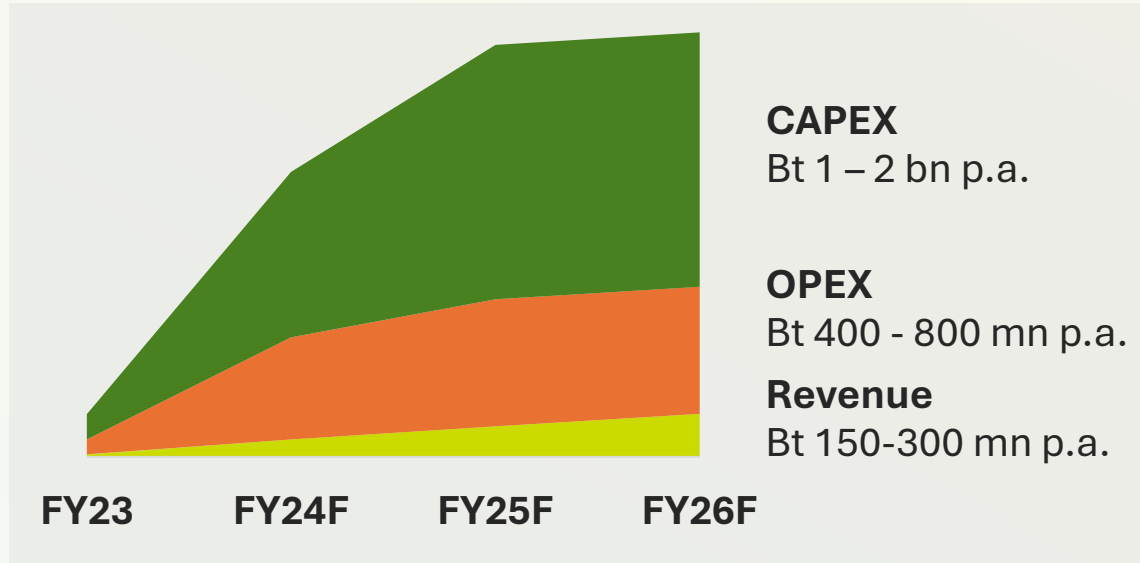
## Expanding more innovative benefits to serve customers

More Coverage  
For **AIS 3BB FIBRE3** customers  
Register to use  
**3BB WiFi for free**

\*All service point | 30 Apr 24 - 31 Dec 24

# Driving Synergies through optimization and efficiency

## GROSS SYNERGY vs. BASE LINE FY22



### CAPEX

- Utilize 3BB wider network footprint

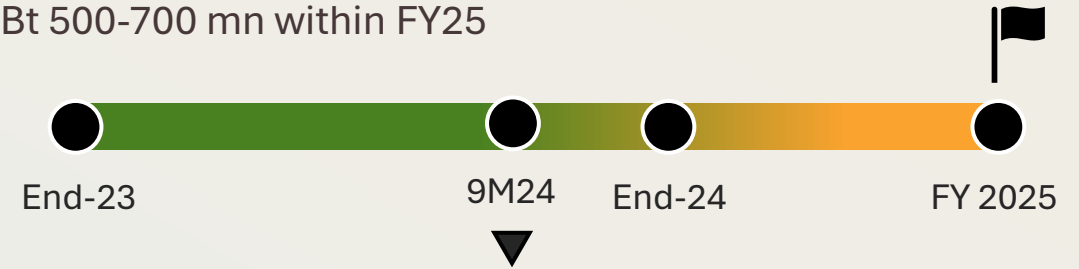
### REVENUE

- Uplifted with higher value package
- Cross-sell AIS mobile
- Upsell content

## 2024 SYNERGY REALIZATION – ON PLAN

### Total Integration Cost (OPEX & CAPEX)

Bt 500-700 mn within FY25



**Gross synergy: Bt 2,200mn**

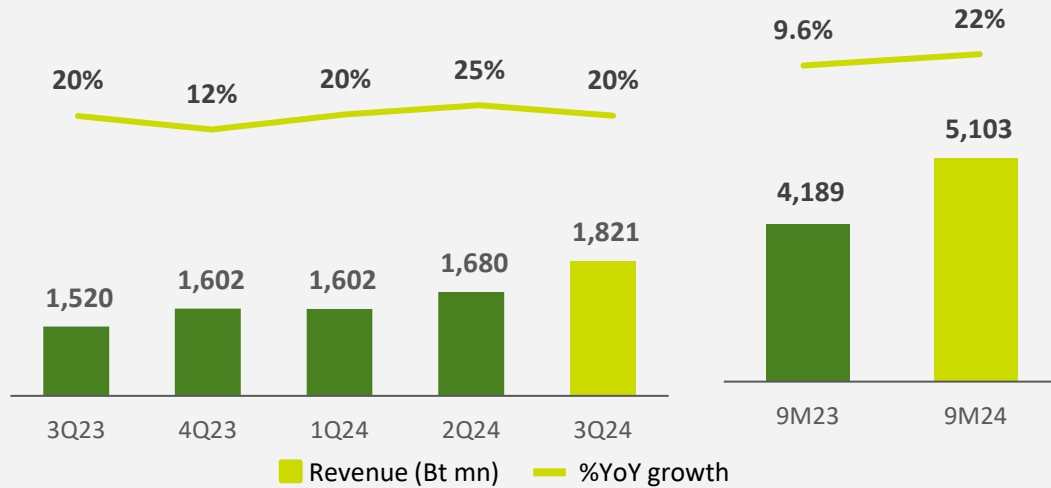
**Integration cost: Bt 266mn**

### OPEX

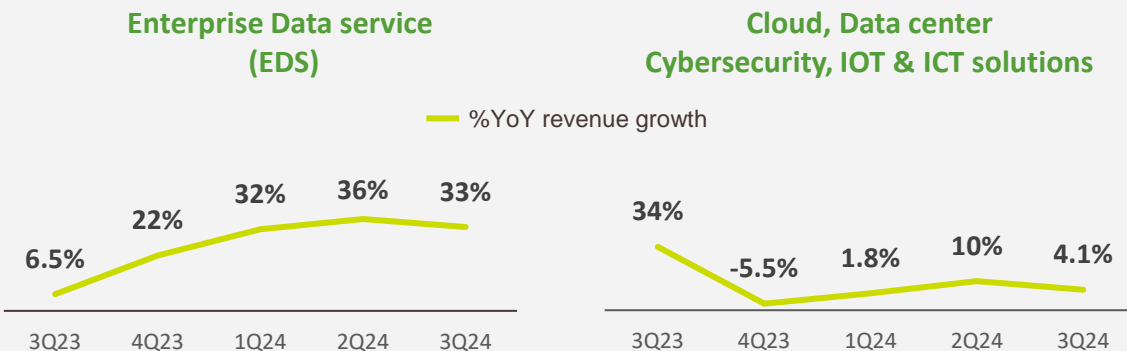
- Channel optimization executed in phases to protect revenue and ensure service quality, start utilizing TTTBB shop for device sales.
- Co-utilizing technical and instalment teams.
- Churn improvement from enhanced value proposition to the customers, resulting in saving write-off equipment expenses.
- Completed transmission optimization, resulting in lower network cost.
- Completed content cost optimization with IPTV.

# Enterprise non-mobile: Driven by demand for connectivity and cloud

## Double digit revenue growth from EDS and TTTBB contributions

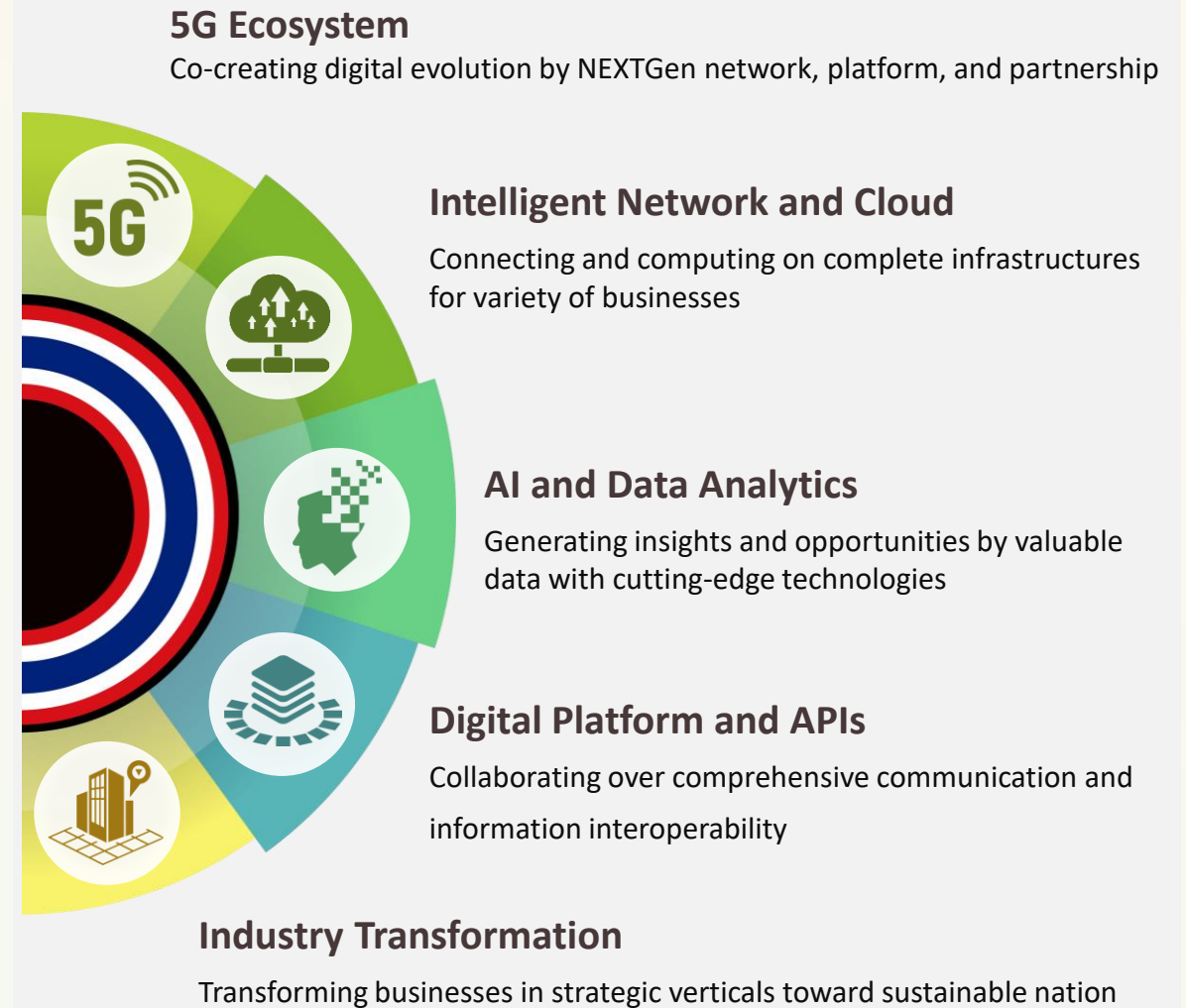


## Revenue growth continued with digital transformation demand



\* %YoY revenue growth include 3BB's revenue since 4Q23

## Enterprise key strategic products



# FY24 Guidance: 9M24 performance exceeded expectations



	Guidance	Rationale
Core service revenue	Around 13-15%	<ul style="list-style-type: none"> <li>9M24 performance exceeded expectations, benefiting from increased economic certainty in 3Q24. The low season's impact was mitigated by economic stimulus and a steady influx of tourists.</li> <li><b>Growth from inorganic</b> TTTBB consolidation and <b>Organic</b> performance driven by value focus offerings.               <ul style="list-style-type: none"> <li><b>Mobile:</b> sustain network quality, personalization and uplift value proposition</li> <li><b>Broadband:</b> leverage on combined coverage, innovative product offerings, and superior service quality to offer more than broadband</li> <li><b>Enterprise:</b> Focused profitable growth leveraging connectivity and digitization through differentiated platforms</li> </ul> </li> </ul>
EBITDA	Around 14-16%	<ul style="list-style-type: none"> <li>9M24 EBITDA performance benefited from increased economic certainty.</li> <li>Ongoing cost optimization &amp; TTTBB synergies acceleration.</li> <li>Enhance IT processes &amp; systems, autonomous network, data analytics, and people capability</li> </ul>
CAPEX (exclude spectrum)	Approx. Bt25-26bn	<ul style="list-style-type: none"> <li>Leverage TTTBB's network for home broadband expansion</li> <li>Ensure profitable investment to sustain quality and efficient investment</li> <li>60% mobile, 28% Broadband enterprise &amp; others 12%</li> </ul>



# Appendix



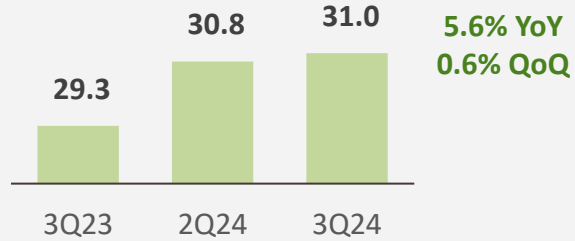
# Financial Highlights

Bt mn	3Q23	2Q24	3Q24	%YoY	%QoQ	9M23	9M24	%YoY
Mobile revenue	29,311	30,775	30,962	5.6%	0.6%	88,064	92,077	4.6%
FBB revenue	3,021	7,284	7,437	146%	2.1%	8,588	21,839	154%
Other revenues	1,748	2,170	2,399	37%	11%	4,862	6,549	35%
<b>Core service revenue</b>	<b>34,080</b>	<b>40,229</b>	<b>40,799</b>	<b>20%</b>	<b>1.4%</b>	<b>101,514</b>	<b>120,465</b>	<b>19%</b>
IC and NT								
partnership	3,313	3,235	3,177	-4.1%	-1.8%	9,981	9,779	-2.0%
<b>Service revenue</b>	<b>37,393</b>	<b>43,464</b>	<b>43,977</b>	<b>18%</b>	<b>1.2%</b>	<b>111,495</b>	<b>130,243</b>	<b>17%</b>
SIM and device sales	8,675	7,868	8,232	-5.1%	4.6%	26,060	26,591	2.0%
<b>Total revenue</b>	<b>46,069</b>	<b>51,332</b>	<b>52,209</b>	<b>13%</b>	<b>1.7%</b>	<b>137,555</b>	<b>156,834</b>	<b>14%</b>
Cost of service	21,789	24,904	24,849	14%	-0.2%	66,074	74,635	13%
SG&A	4,993	6,574	7,365	48%	12%	15,540	19,829	28%
<b>EBITDA</b>	<b>23,610</b>	<b>27,621</b>	<b>27,696</b>	<b>17%</b>	<b>0.3%</b>	<b>69,427</b>	<b>83,085</b>	<b>20%</b>
EBIT	10,770	12,458	12,221	13%	-1.9%	30,302	37,208	23%
<b>NPAT</b>	<b>8,146</b>	<b>8,577</b>	<b>8,788</b>	<b>7.9%</b>	<b>2.5%</b>	<b>22,084</b>	<b>25,816</b>	<b>17%</b>
Sales margin	1.8%	6.0%	5.6%			1.6%	5.4%	
EBITDA margin	51.2%	53.8%	53.0%			50.5%	53.0%	
EBIT margin	23.4%	24.3%	23.4%			22.0%	23.7%	
NPAT margin	17.7%	16.7%	16.8%			16.1%	16.5%	

# 3Q24 Revenue Breakdown

## Mobile Revenue

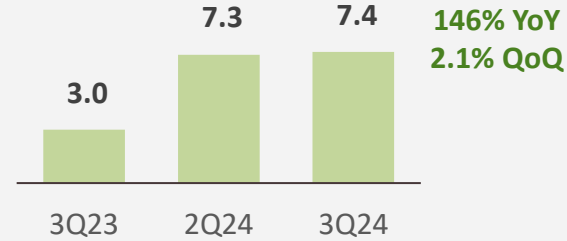
(Bt bn)



- Growing quality subscribers which increased the revenue and sustained the ARPU.
- Boosted by government stimulus.

## Fixed Broadband Revenue

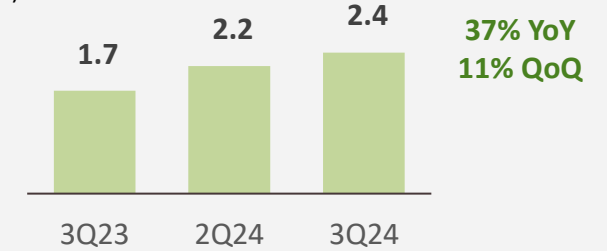
(Bt bn)



- Consolidation of TTTBB's revenue.
- Continued expanding high-quality subscriber base and higher ARPU from new subscribers.

## Enterprise and Other Revenues

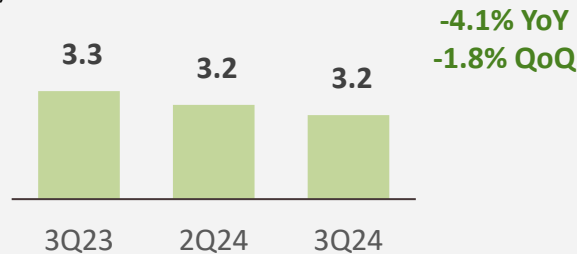
(Bt bn)



- Continual demand in EDS and cloud services from digital transformation trend.
- Consolidation of TTTBB's revenue.
- Higher other revenue related to the NT 700MHz agreement.

## IC and NT Partnership

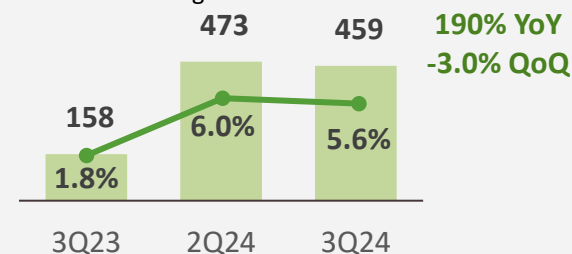
(Bt bn)



- Lower NT partnership revenue due to lower network traffic with NT.

## Net Sales & Margin

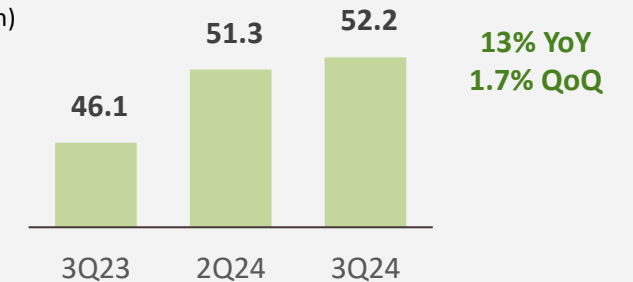
(Bt mn) — % Sale margin



- Lower sales margin due to higher mix of lower-margin handsets.

## Total Revenue

(Bt bn)

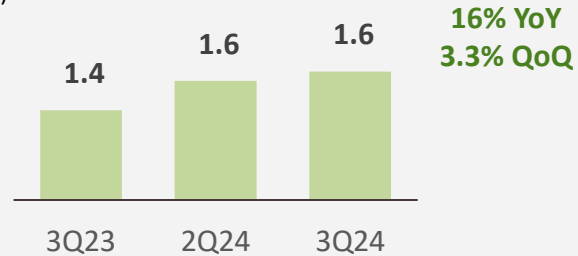


- Revenue growth in all core business with TTTBB consolidation offset by lower device sales.

# 3Q24 Cost and Expense Breakdown

## Regulatory

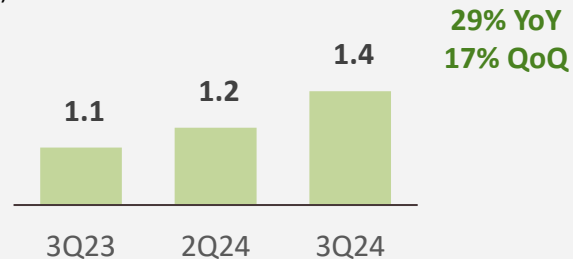
(Bt bn)



- Growth in line with core service revenue.
- The regulatory fee as a percentage of core service revenue was at 4.0%.

## Marketing expense

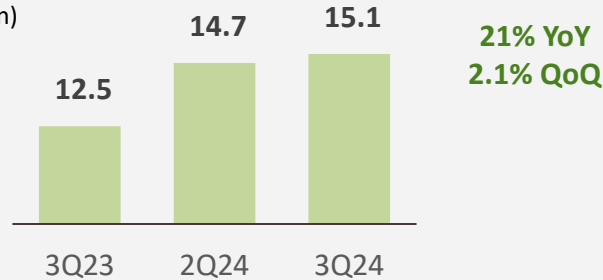
(Bt bn)



- Increasing from marketing campaigns during the launch of the new iPhone 16 and the points privilege program.
- The marketing expense was at 2.8% of total revenue.

## Depreciation & Amortization

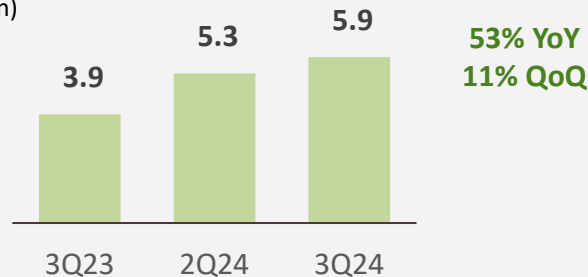
(Bt bn)



- Growth YoY due to consolidation of right-of-use assets from TTTBB's acquisition.
- QoQ increased from on going 5G investments.

## Admin & Others

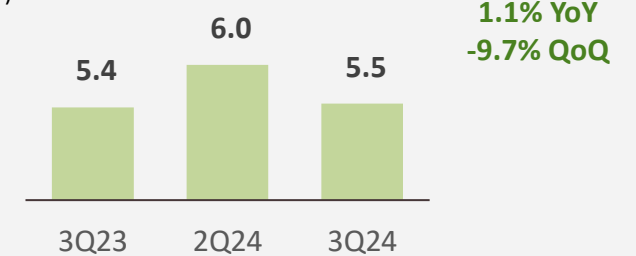
(Bt bn)



- Due to higher staff costs related to accrued performance-based staff cost and admin expenses following TTTBB acquisition.
- The provision for bad debts as a percentage of postpaid and broadband revenue was at 2.1%.

## Network OPEX and NT partnership

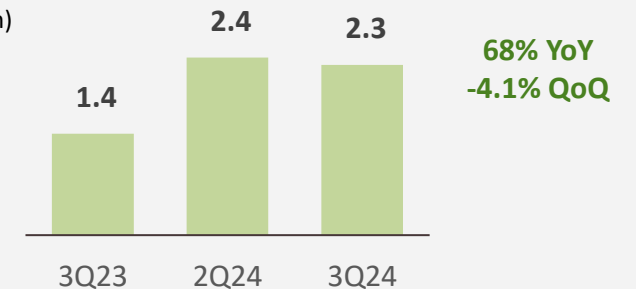
(Bt bn)



- Decreasing QoQ due to lower NT partnership costs in line with lower NT-related revenue, and lower maintenance cost.

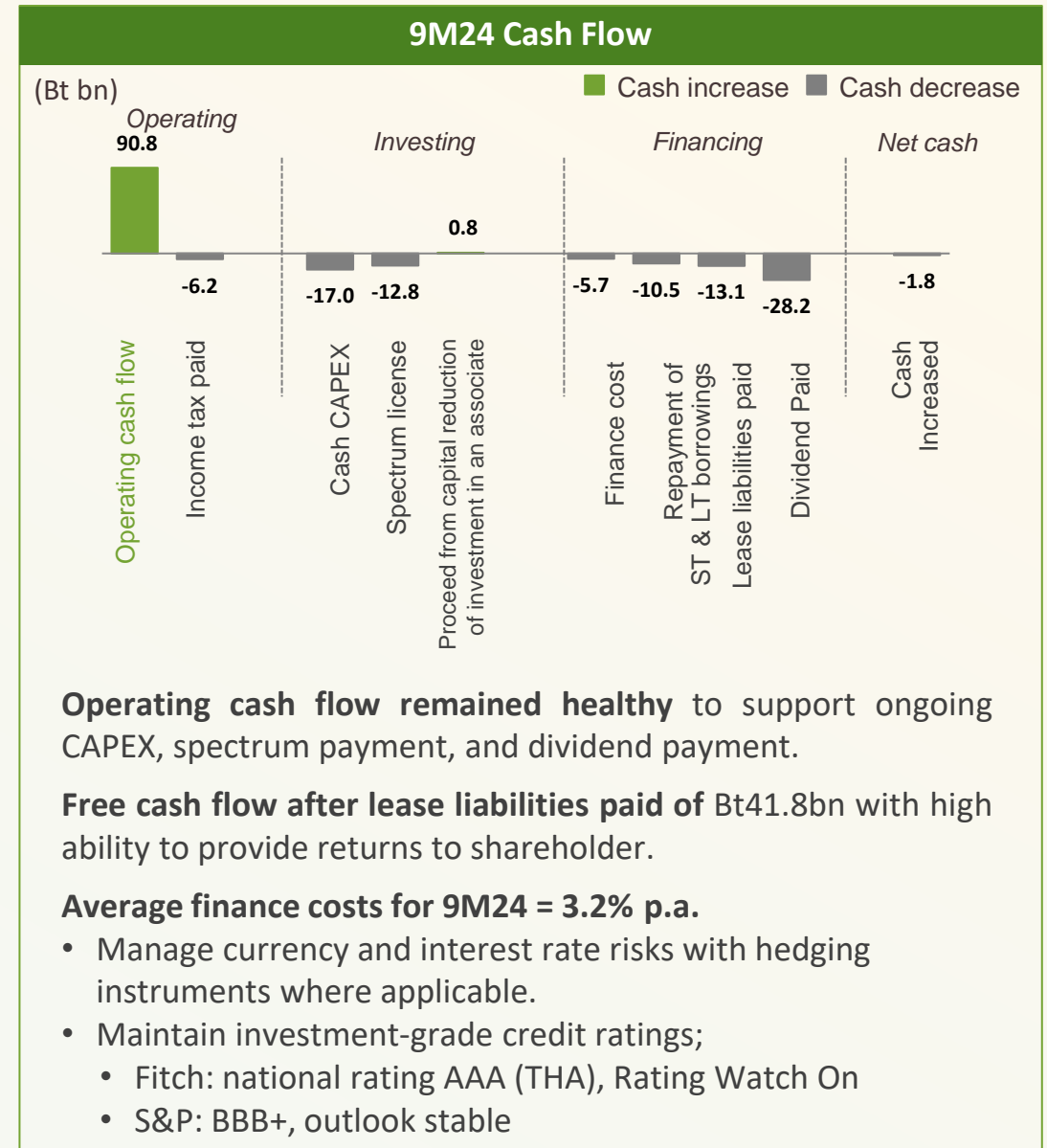
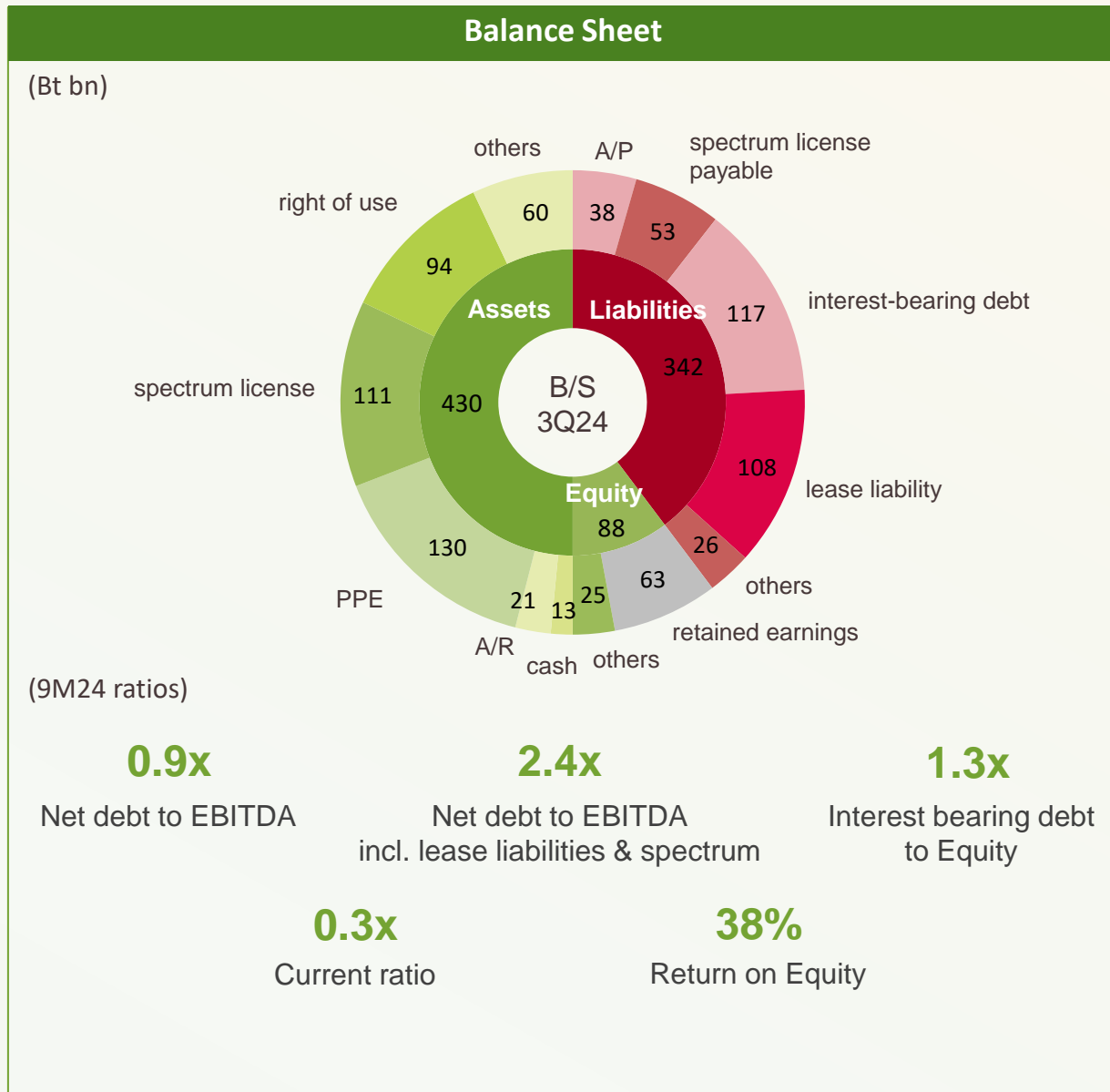
## Finance cost

(Bt bn)



- Following higher interest-bearing debt from TTTBB acquisition and recognition of interest from 3BBIF right-of-use asset.

# Healthy balance sheet and cash flow to support investment



# Driving Long-term Sustainable Business Operation



# 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

# Sustainability Highlights: Sustainability Financing Initiative

In 3Q24, AIS committed to driving positive change through the sustainable financing initiatives. Integrating Environmental, Social, and Governance criteria into financial strategies.



In 3Q24, AIS started green funding initiatives, including Green Bond and Green Loan, aimed at supporting sustainability-related projects, such as the expansion of 5G network rollouts in upcountry areas.

For further detail regarding Sustainable Finance please visit : [investor.ais.co.th/sustainable\\_finance](https://investor.ais.co.th/sustainable_finance)



# Sustainability Highlights: \*1185# “Aunjai Report End of Scammer”



## Focus areas to secure network & protect customers

1. Support and collaborate with the police and government agencies to monitor and block suspicious numbers.
2. Develop tools that empower customers to protect their usage, such as the AIS Spam Report Center (1185).
3. Build digital usage skills through the Aunjai Cyber projects to raise awareness on cyber threats and scams.



### Dial \*1185#

Within 5 minutes after a suspicious number calling



### AIS Receives Notification



### Number Screening



### Sent Report to Police to Investigate



If Identified as a Scam Number

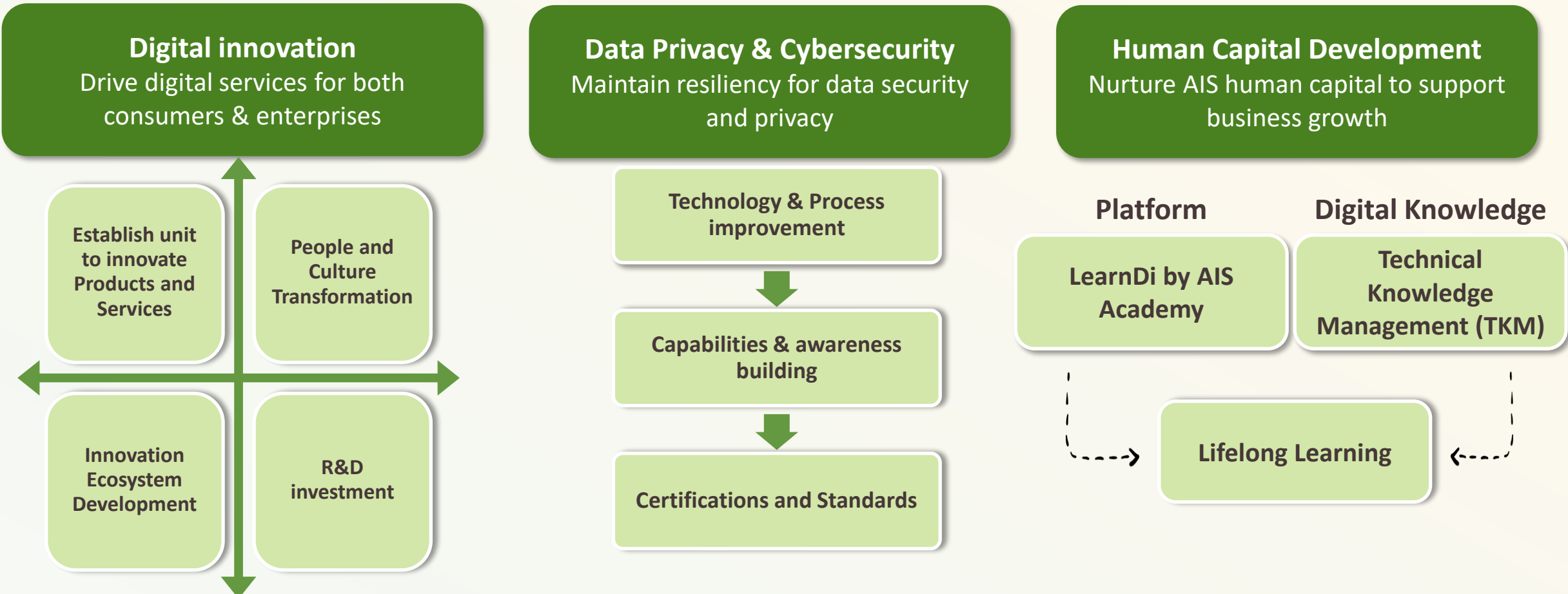
### The number is blocked by AIS and other networks



### Police Action

Police proceed with a deeper investigation, leading to the arrest and prosecution.

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



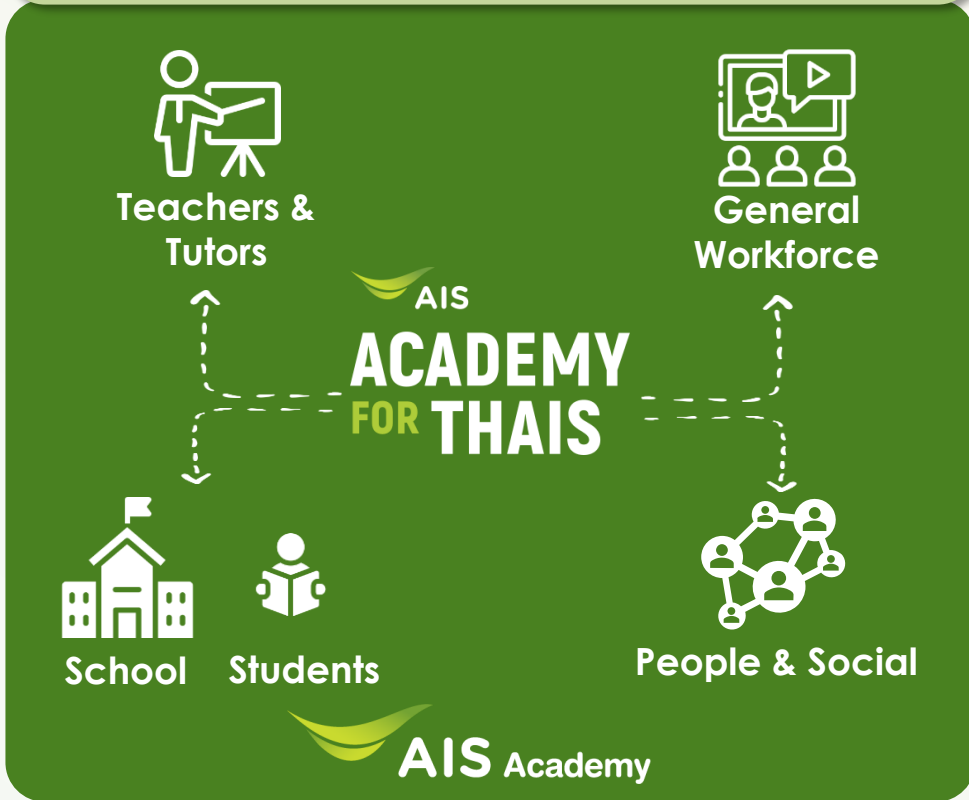
## 2023 Progress

- 4.1% of revenue generated from new digital services
- Established the IT third-party risk management policy
  - Cybersecurity assessment score was higher than the industry average
- Executive-level employees were assessed in digital skills, the scores were higher than the global averages and telecom peers

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

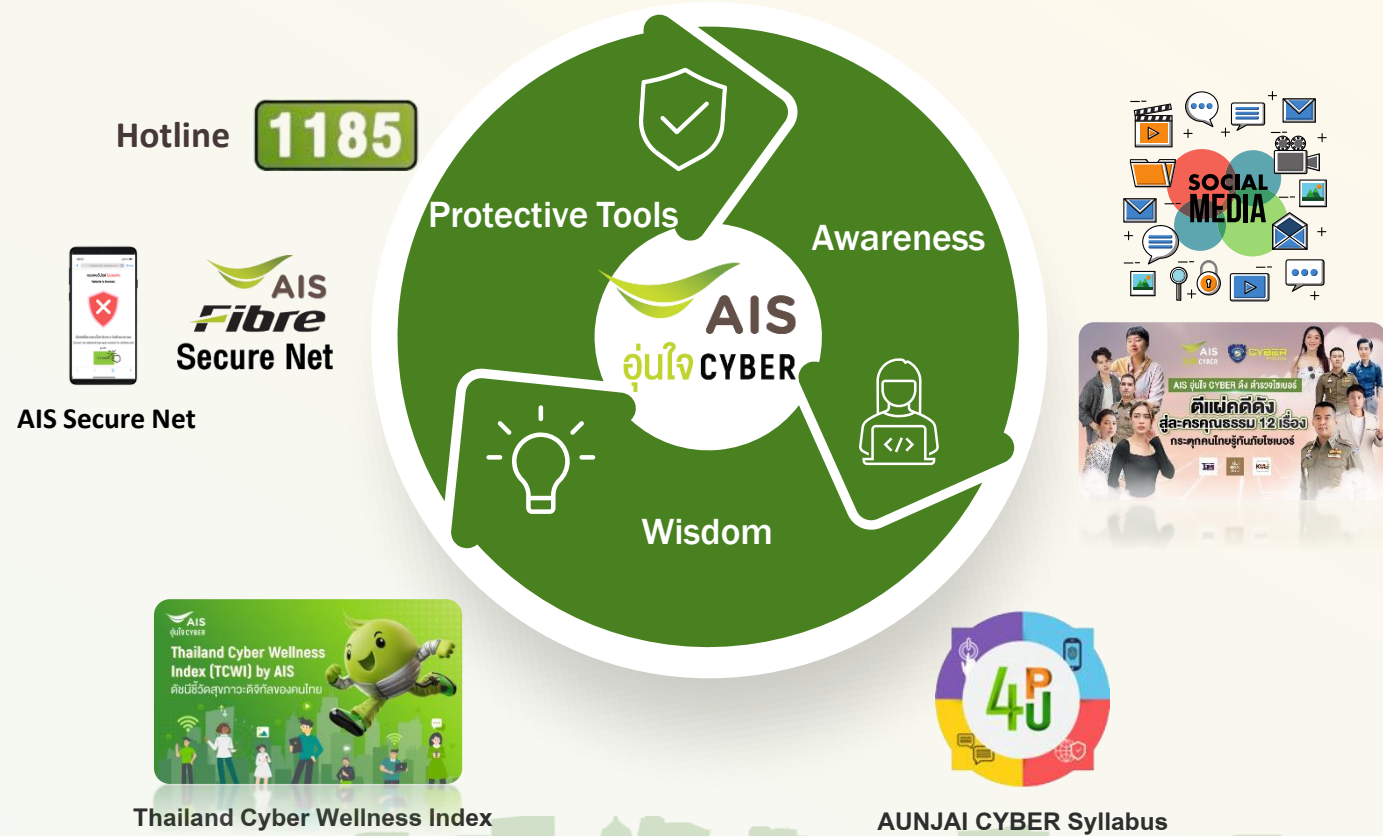
### Social inclusion

Enriching Thai people's knowledge of total 2.57 million people in 2023



### Digital wellness

Empower digital citizenship by providing digital solutions and tools in total 0.51 million people



# Act on climate: Shape a greener future of life for consumers and society

## Climate actions

Manage our own network, operation and supply chain to be light to the environment

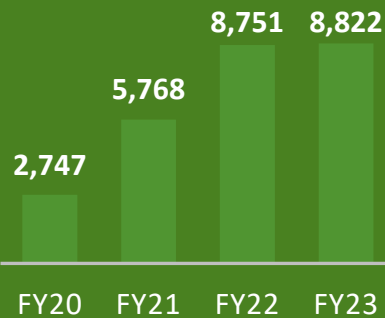
Energy Efficiency

Renewable energy

Smart Solutions

13,951 tCO<sub>2</sub>e

16,376 tCO<sub>2</sub>e



No. of base stations with solar cell



Machine Monitoring by IoT



Smart Transportation & Logistics

- Adopt AI in processing and analyzing network utilization
- Adopt power saving features in planning

## Waste Management

Promote proper waste disposal



Waste separation at office building



Transformed the Thais Say No to E-Waste project into AIS HUB of E-Waste



Raising awareness



Non-recyclable E-waste from network operation

0%

E-waste collected from customers

140,467\* pcs.

Accumulated >600,000 pcs.



# An affirmation of our determination towards sustainable business

## Global Level



In 2023, AIS received a rating of AA in the MSCI ESG Ratings Assessment



FTSE 4 Good Index Series 9<sup>th</sup> Consecutive Years



Dow Jones Sustainability Indices 2023, member of DJSI World



Top five ranking in Technology of WSIS Prizes 2023



Top 5% S&P Global ESG Score 2023



E-Waste+ project being top 10 finalists in the Planet category for the SDG Digital GameChangers Award, by ITU and UNDP



In 2023, AIS received an ESG Risk Rating from Sustainalytics. Copyright ©2023 Sustainalytics. All rights reserved.



SL25 Honoree of 2023 in leveraging EdTech for inclusion and digital literacy in Thailand

## National Level



ESG rating of AAA from the Stock Exchange of Thailand



Commended Sustainability Awards, Sustainability Excellence by the Stock Exchange of Thailand and Money and Banking Magazine



ESG100 for 9<sup>th</sup> consecutive years by Thaiptat Institute

## Disclosure Standards



Global Reporting Initiative



Sustainability Accounting Standards Board



Carbon Disclosure Project



Task Force on Climate-Related Financial Disclosures



IR website: <https://investor.ais.co.th>

Email: [investor@ais.co.th](mailto:investor@ais.co.th)

Sustainability website: <https://sustainability.ais.co.th>

Email: [AISSustainability@ais.co.th](mailto:AISSustainability@ais.co.th)

Some statements made in this material are forward-looking statements with the relevant assumptions, which are subject to various risks and uncertainties. These include statements with respect to our corporate plans, strategies and beliefs and other statements that are not historical facts. These statements can be identified by the use of forward-looking terminology such as “may”, “will”, “expect”, “anticipate”, “intend”, “estimate”, “continue” “plan” or other similar words.

The statements are based on our management’s assumptions and beliefs in light of the information currently available to us. These assumptions involve risks and uncertainties which may cause the actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. Please note that the company and executives/staff do not control and cannot guarantee the relevance, timeliness, or accuracy of these statements.