



PT Indosat Tbk.

First Quarter 2020 Results



Disclaimer

- PT Indosat Tbk (“Indosat Ooredoo” or “Company”) cautions investors that certain statements contained in this document state its management's intentions, hopes, beliefs, expectations, or predictions of the future are forward-looking statements
- The Company wishes to caution the reader that forward-looking statements are not historical facts and are only estimates or predictions. Actual results may differ materially from those projected as a result of risks and uncertainties including, but not limited to:
 - The Company’s ability to manage domestic and international growth and maintain a high level of customer service
 - Future sales growth
 - Market acceptance of the Company’s product and service offerings
 - The Company’s ability to secure adequate financing or equity capital to fund our operations
 - Network expansion
 - Performance of the Company’s network and equipment
 - The Company’s ability to enter into strategic alliances or transactions
 - Cooperation of incumbent local exchange carriers in provisioning lines and interconnecting our equipment
 - Regulatory approval processes
 - Changes in technology
 - Price competition
 - Other market conditions and associated risks
- The company undertakes no obligation to update publicly any forward-looking statements, whether as a result of future events, new information, or otherwise



Key Highlights

Key Highlights

- We began 2020 with a positive momentum, and we are on track with our 3 years' turnaround plan and hope to see positive momentum continuing in the coming quarters.
- Continued improvement in balance sheet resulted in enhanced financial ratios.
- During the COVID-19 global pandemic, our systems are ready for remote operations controls. We managed to maintain our network/service in order to support our subscribers and partners.
- The health and safety of our employees and our partners are always a top priority, hence, Indosat has continuously implemented measures and is cooperating closely with the relevant parties and Government to provide as much support to help our country navigate through this global pandemic.



#Stay Home Stay Connected



IO has taken progressive steps to support our employees, customers & community



Employees

- Business continuity plan (BCP) put in place to ensure smooth business operations
- Work from home implemented from 16th March
- Employees virtually connecting using Microsoft teams
- WFH allowance for all the employees
- Employee communication strengthened through virtual town-halls and webinars
- Indosat offices across the country sanitized prioritizing health & safety of our employees



Customers

- Support customers by providing free 30GB data to access online education from 60+ universities
- Free SIM card delivery to our customers to help them stay connected without going out from their homes
- Free extra bandwidth capacity to universities to accommodate online lecturing
- Launched new educational packs for students with up to 50% discount to enroll to educational applications



Community

- We continue to provide uninterrupted and seamless network coverage to keep our customers connected
- We continue to invest to decongest our network through this unprecedented increase in data consumption
- Partnering government in its initiatives to educate customers and spreading awareness
- Converting Indosat Ooredoo merchandise into non-medicated masks and distributed them in COVID red zones

Early COVID-19 Impact

01

Core mobile business resilient, customers buying pattern shifting to online channels

02

Roaming business impacted starting Mid Jan

03

Significant growth in data traffic

04

B2B slowdown, specially in highly impacted sectors

Operational Highlights



Subscribers (mn)

56.2 +5.4% YoY



ARPU (IDR 000s)

29.6 +11.5% YoY



4G BTS

52.2 k +30 k YoY



**Data Traffic
(000 TB)**

1,015 +63% YoY

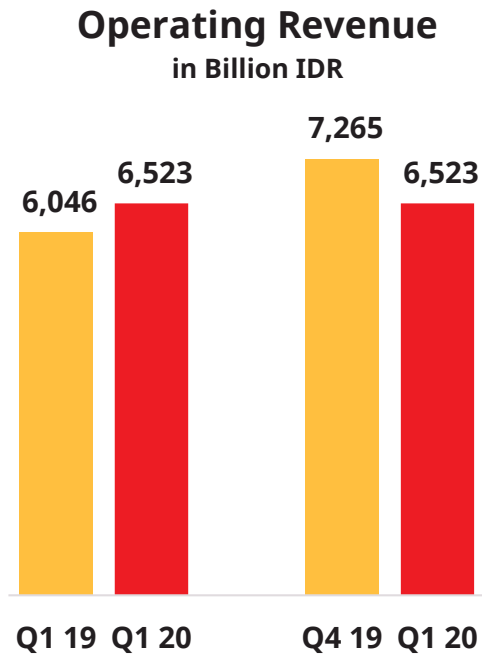
**Continued
growth in key
operational
KPIs**



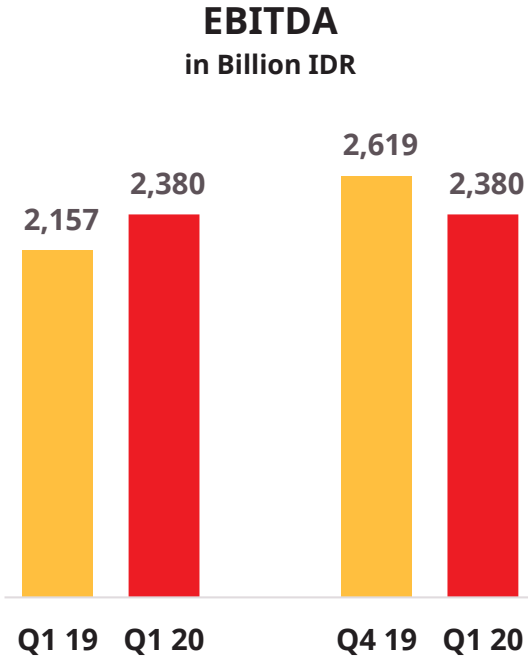
Financial and Operational Highlights

Financial Highlights

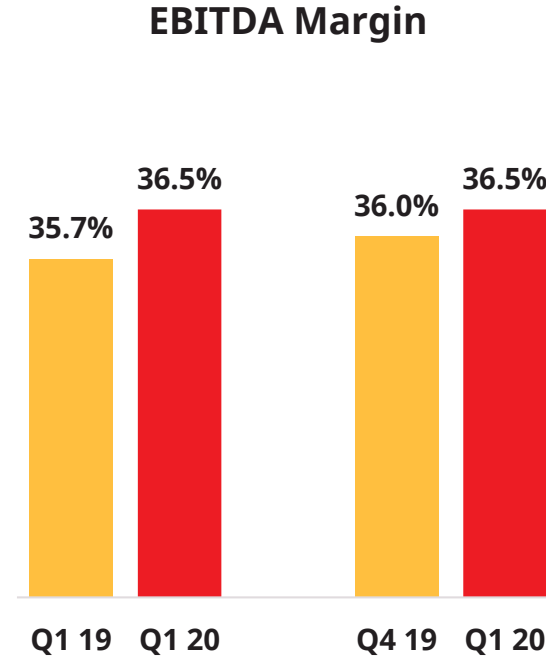
- 7.9% YOY Revenue growth and 10.4% YOY EBITDA Growth
- EBITDA margin 36.5%, an improvement of 0.8ppt YoY.
- On a normalize basis excluding personnel one offs, 1Q20 EBITDA margin should stood at ~41%; higher by 4.7%



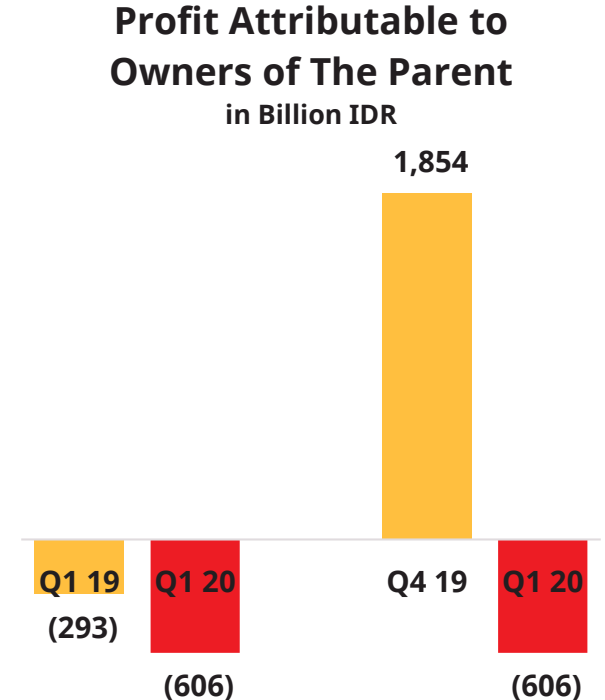
YoY 7.9% ; QoQ -10.2%



YoY 10.4% ; QoQ -9.1%



YoY 0.8 ppt ; QoQ 0.5 ppt

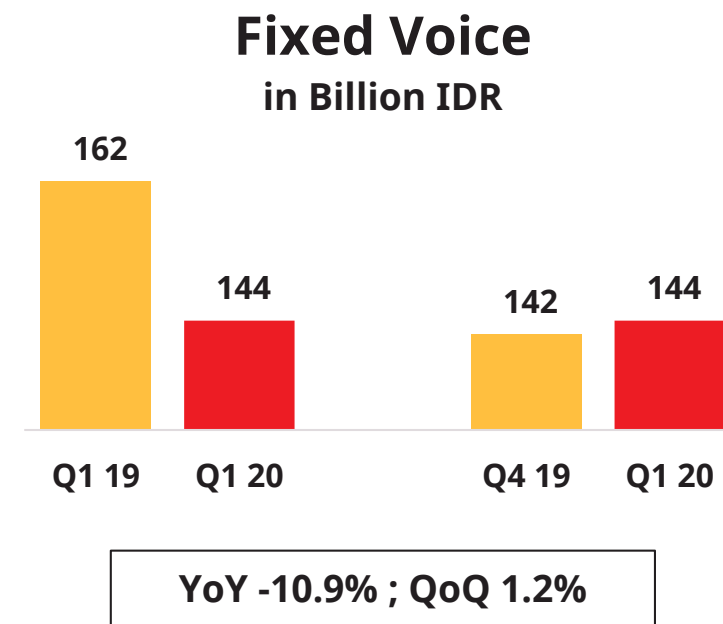
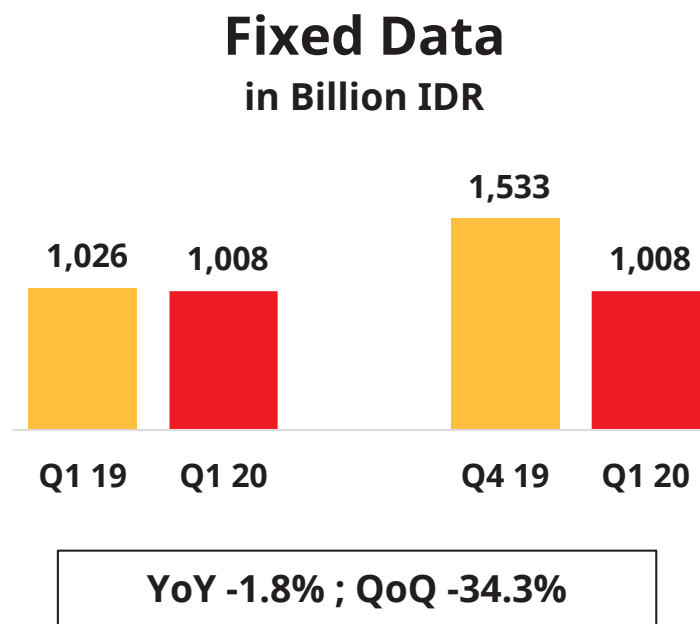
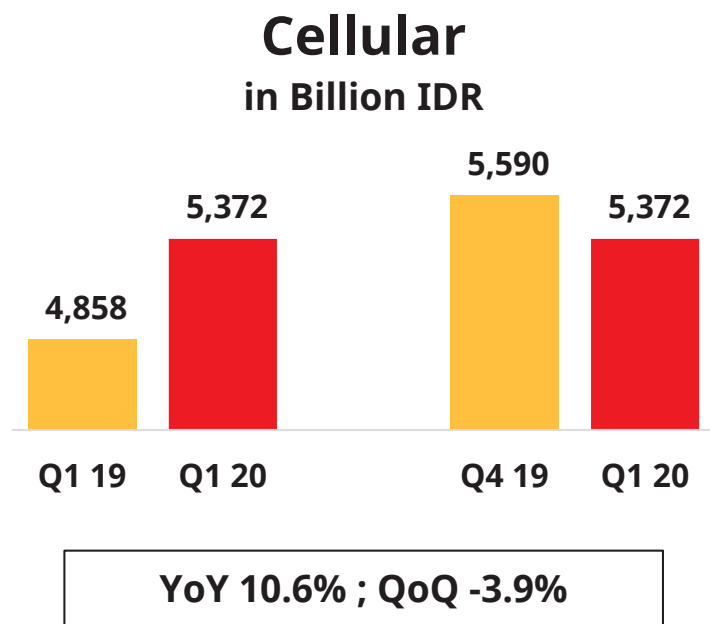


YoY -313 Bn ; QoQ -2,460 Bn



Segment Revenue Overview

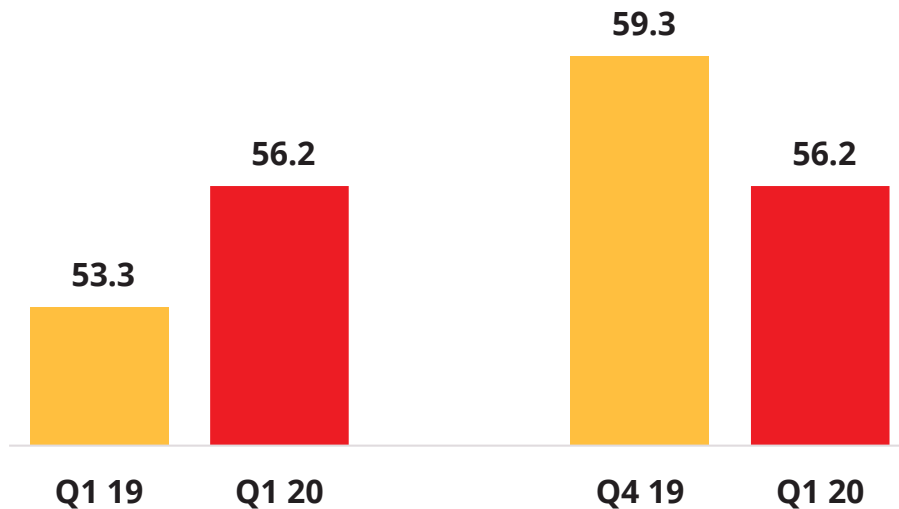
- Strong growth continues in cellular revenue, 10.6% YOY
- Low seasonality, price erosion and current global situation limiting fixed data growth
- Fixed voice de-growth arrested



Cellular Customer Base

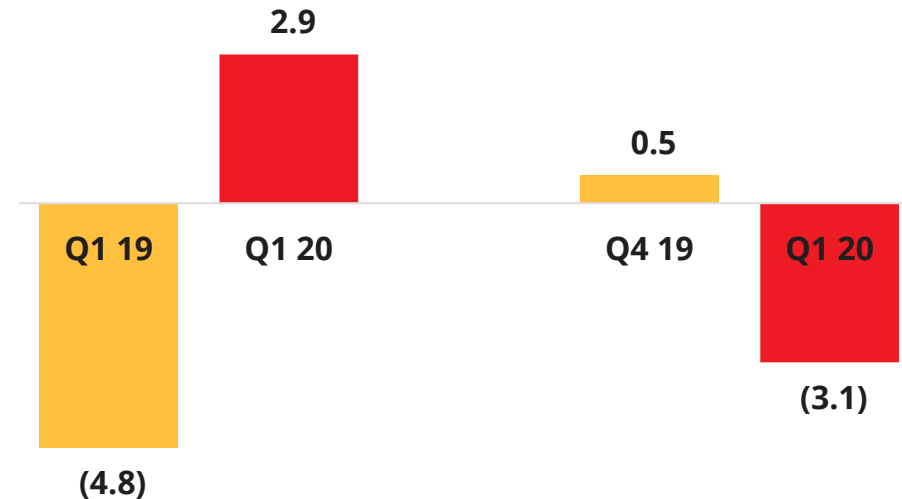
- Cellular Customer up by 5.4% YoY; with net adds of 2.9 million subscribers
- QoQ base decline mainly triggered by discontinuation of Unlimited proposition
- IO committed to stay away from price war and will continue to focus on offering value for money, simple, worry free and relevant product offerings

Total Cellular Customers in million



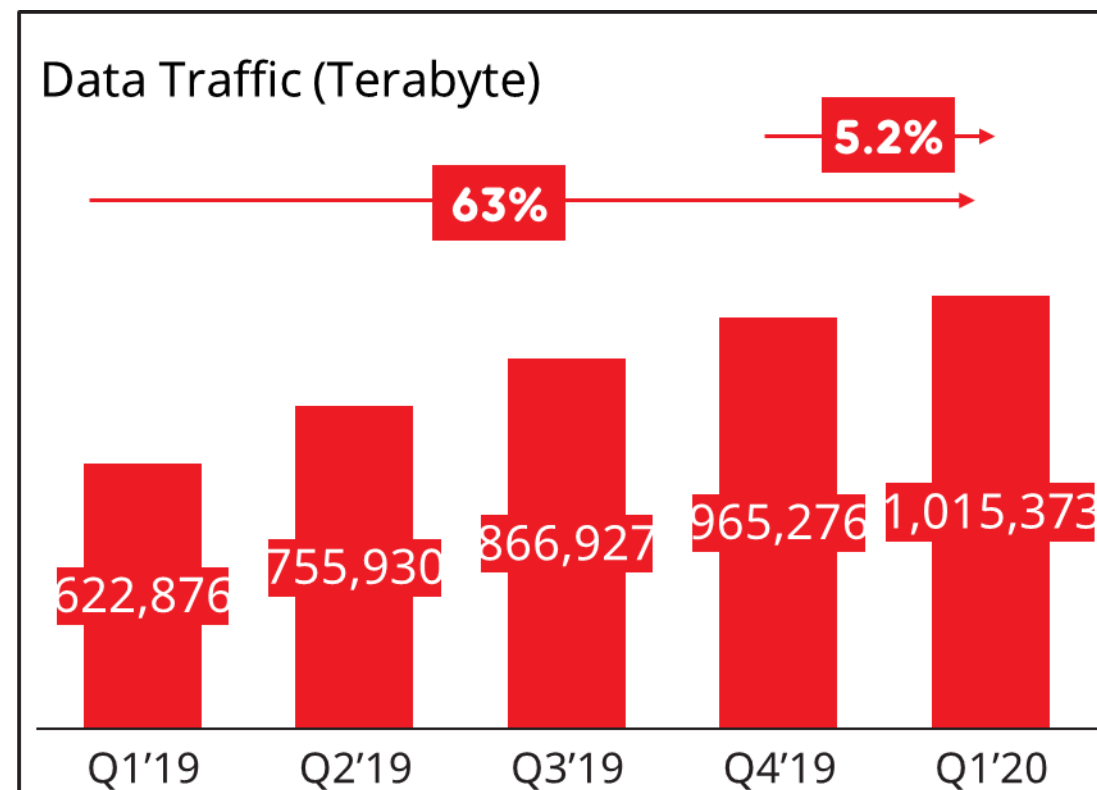
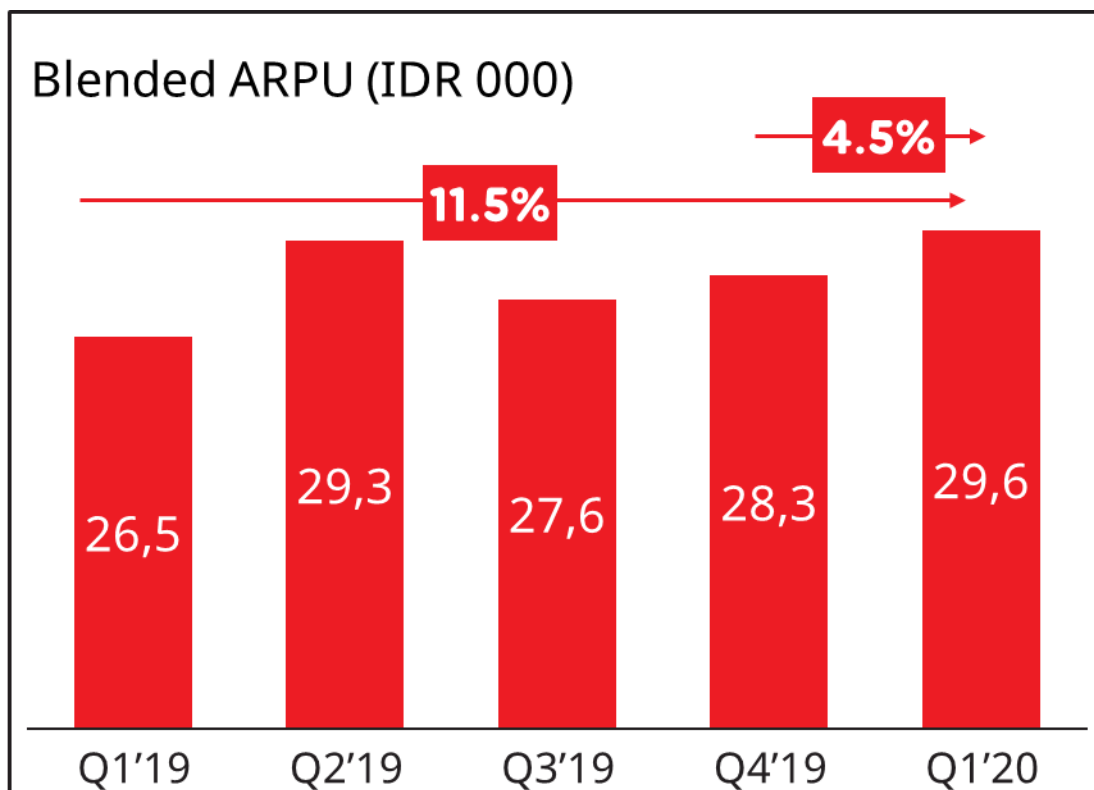
YoY 5.4% ; QoQ -5.3%

Cellular Customers Net Adds in million



ARPU & Strong Data Usage

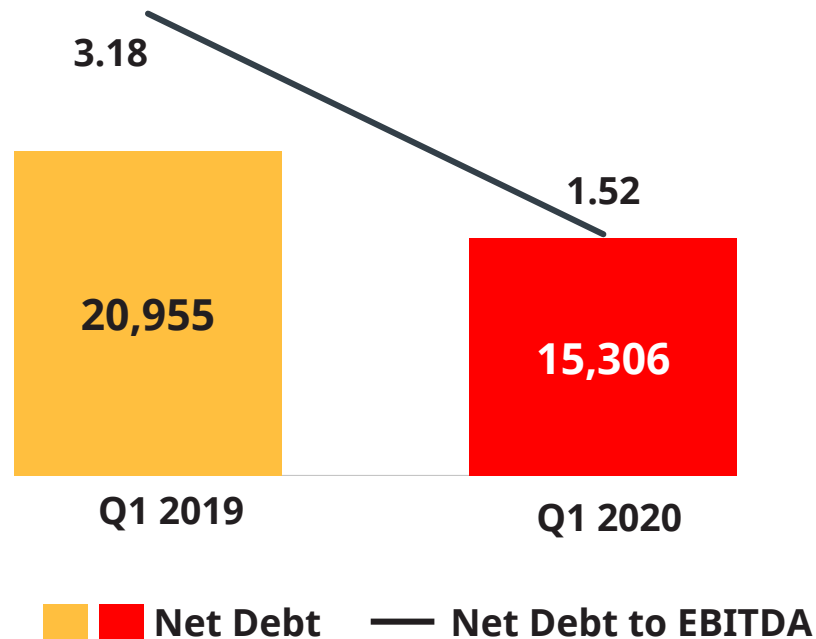
- ARPU increased by 11.5% YoY and increased by 4.5% QoQ. ARPU at highest level in last 5 quarters
- Staying away from unlimited and offering a value for money and simple product portfolio reaping benefits
- Continuous 4G network expansion and significantly growing 4G user base
- Data usage grew by 63.0% YoY and 5.2% QoQ



Balance Sheet

- Stronger balance sheet resulted in improved financial ratio
- Committed to maintain a ratio below the covenant value of 4x net debt to EBITDA

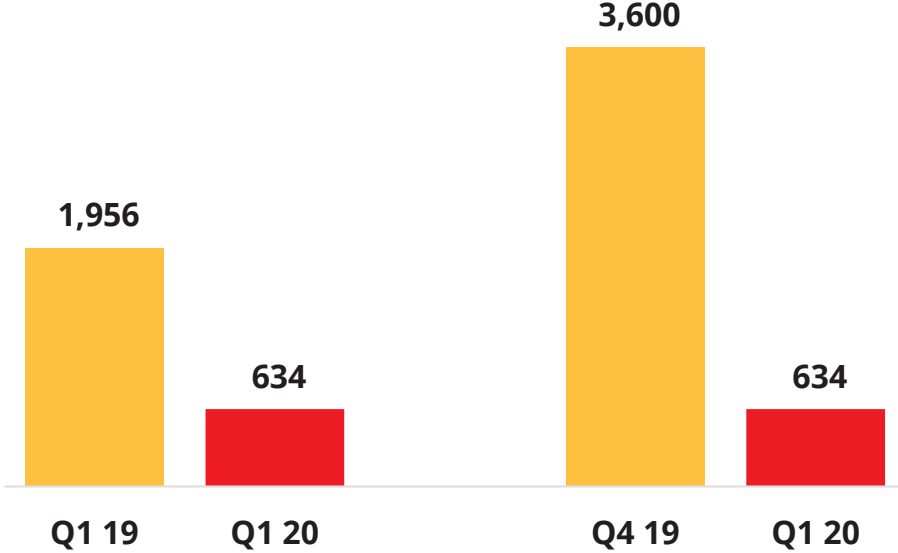
Net Debt / Net Debt to EBITDA in IDR Billion



CAPEX* & Capex / Revenue

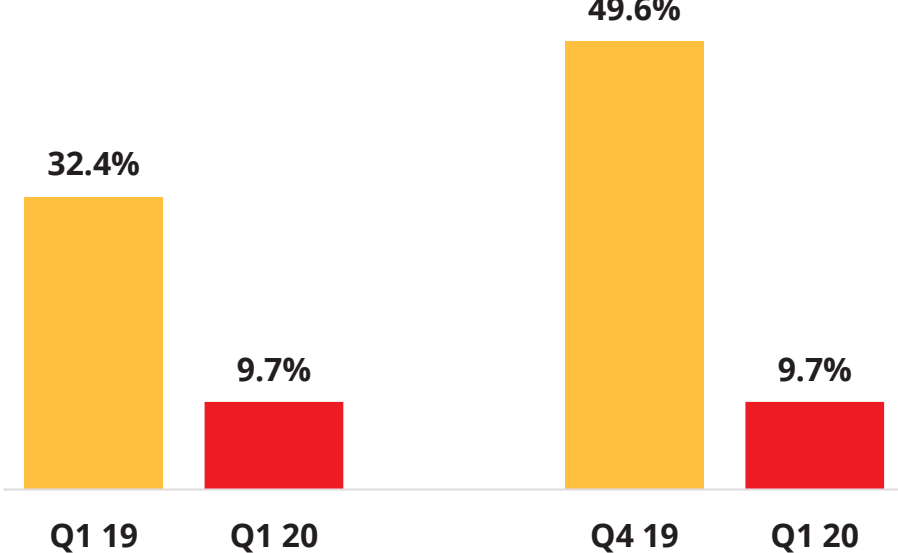
- Escalated 2019 Capex was to ensure the network roll out will be on track in 2020
- Due to current situation there was a slowdown in network rollout in Q1'20
- IO has taken all necessary steps to accelerate network rollout in coming months and is confident of meeting its 2020 network expansion plan

CAPEX
in IDR Billion



YoY -67.6% ; QoQ -82.4%%

CAPEX / Revenue

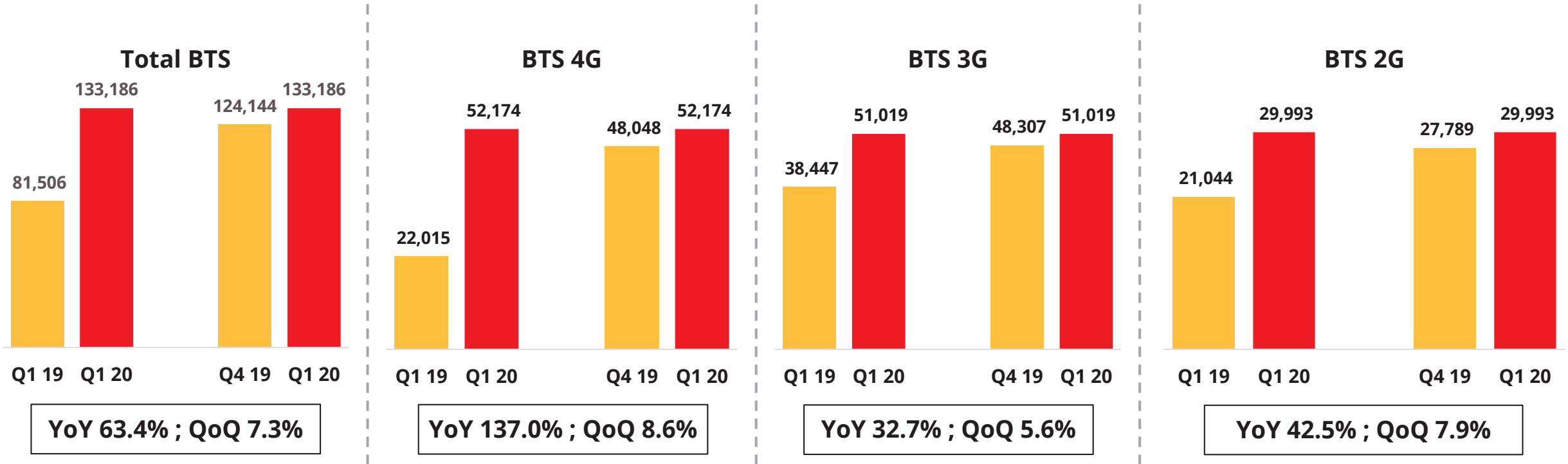


*excluding Right of Use assets under PSAK 73



Network Development

- Fast pace 3G/4G network expansion; adding 30,159 4G BTS YoY making 4G BTS as of March 2020 a total of 52,174 4G BTS





Thank You

Investor Relations
Jl. Medan Merdeka Barat No. 21
Jakarta - 10110
Tel: +62 21 30442292

investor@indosatooredoo.com

