



# StarHub 1Q-2013 Results

## 9 May 2013

## Forward-looking Statements

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***The following presentation may contain forward-looking statements by StarHub Ltd (“StarHub”) relating to financial trends for future periods.***

***Some of the statements in this presentation which are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. These forward-looking statements are based on StarHub’s current views, intentions, plans, expectations, assumptions and beliefs about future events and are subject to risks, uncertainties and other factors, many of which are outside StarHub’s control. Important factors that could cause actual results to differ materially from the expectations expressed or implied in the forward-looking statements include known and unknown risks and uncertainties. Because actual results could differ materially from StarHub’s current views, intentions, plans, expectations, assumptions and beliefs about the future, such forward-looking statements are not and should not be construed as a representation, forecast or projection of future performance of StarHub. It should be noted that the actual performance of StarHub may vary significantly from such statements.***

# Management Team



**TAN Tong Hai**  
**CEO**



**KWEK Buck Chye**  
**CFO**



**Kevin LIM**  
**Managing Director**  
**Enterprise Business Group**

**1Q2013 Highlights**

Financial Highlights

Business Highlights

2013 Outlook

## Overview (1Q-2013 vs 1Q-2012)

### ❖ Financial:

- Operating revenue decreased 2%
- Service revenue stable
- EBITDA grew 3%
- EBITDA margin at 33.3%
- NPAT increased 3%

### ❖ Operational:








- Mobile growth:
  - ✓ Post-paid revenue -2%
  - ✓ Post-paid customer base 4%
- Pay TV revenue decreased 1%
- Broadband revenue grew 2%
- Fixed Network Services revenue rose 4%

## Key Financial Highlights

S\$M	1Q-2013	1Q-2012	Change
Operating Revenue	<b>580</b>	591	-2%
Service Revenue	<b>547</b>	549	0%
EBITDA	<b>182</b>	177	3%
EBITDA Margin	<b>33.3%</b>	32.2%	1.1% pts
Taxation	<b>(19)</b>	(18)	-2%
Net Profit After Tax	<b>91</b>	88	3%
Capex Cash Payments	<b>47</b>	41	-15%
% of Capex to Revenue	<b>8</b>	7	1% pts
FCF / Fully Diluted Share	<b>5.3¢</b>	<b>6.0¢</b>	-11%
Net Debt to 2012 EBITDA ratio	<b>0.40x</b>	0.48x	0.08x

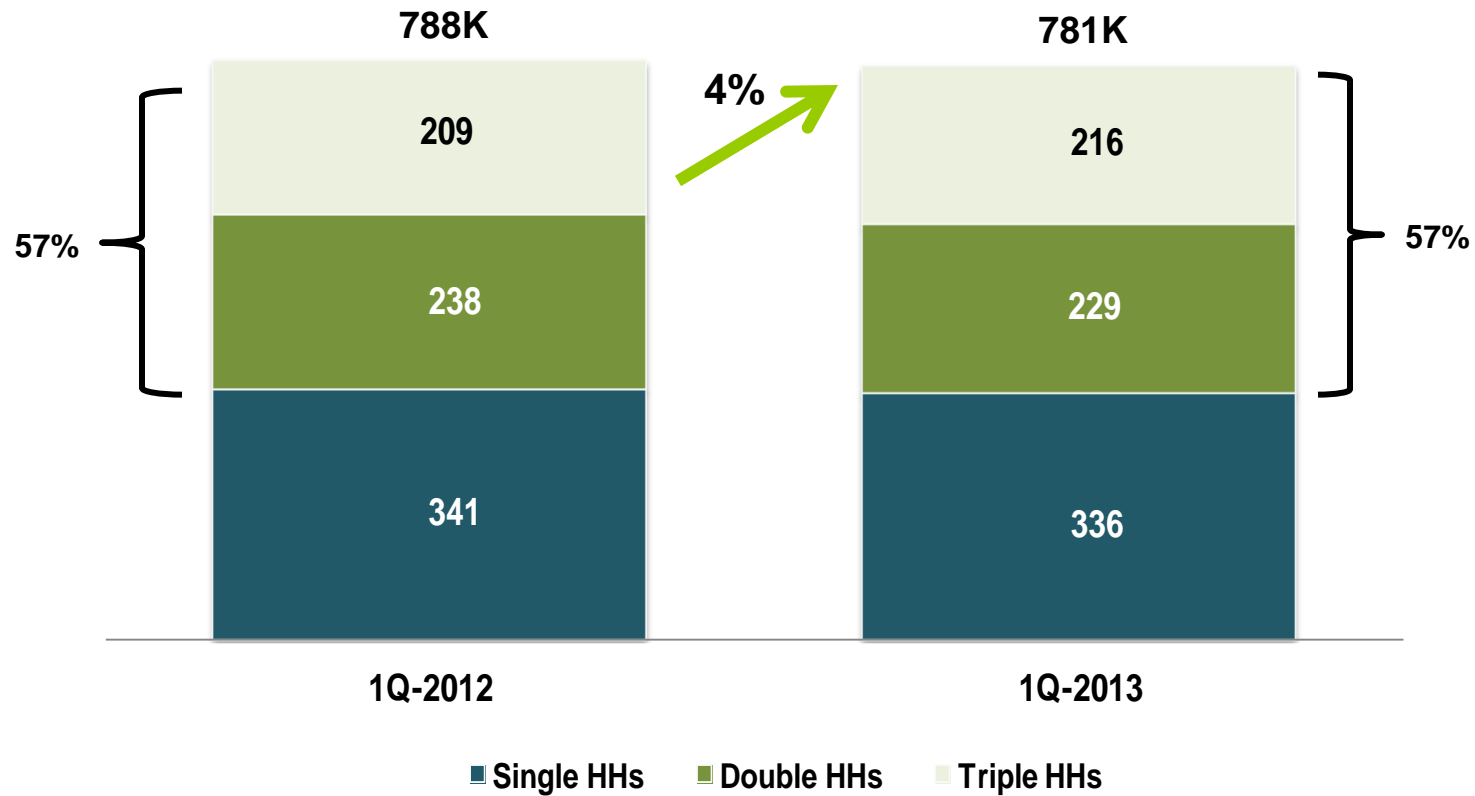
\* Numbers may not add up due to rounding.

# Business Expansion (1Q-2013 vs 1Q-2012)

Line of Business	Service Revenue	Customer Base
<b>Mobile</b> (52% of revenue mix)	 -2% Pre-paid (0%) Post-paid (-2%)	 1% Pre-paid (-3%) Post-paid (4%)
<b>Pay TV</b> (16% of revenue mix)	 -1%	 -2%
<b>Broadband</b> (11% of revenue mix)	 2%	 1%
<b>Fixed Network Services</b> (15% of revenue mix)	 4% Data & Internet (2%) Voice (11%)	

# Hubbing Scorecard

Hubbing Households ('000)





1Q2013 Highlights

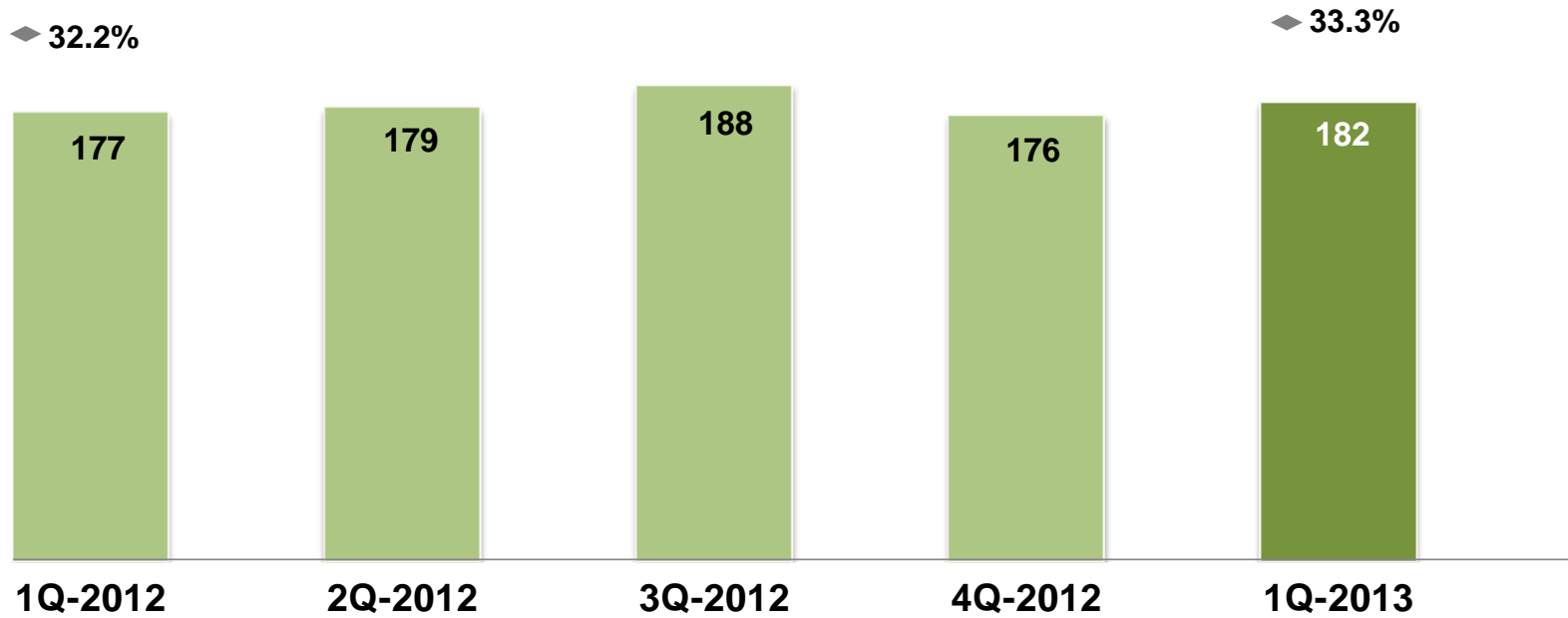
**Financial Highlights**

Business Highlights

2013 Outlook

# EBITDA & EBITDA Margin

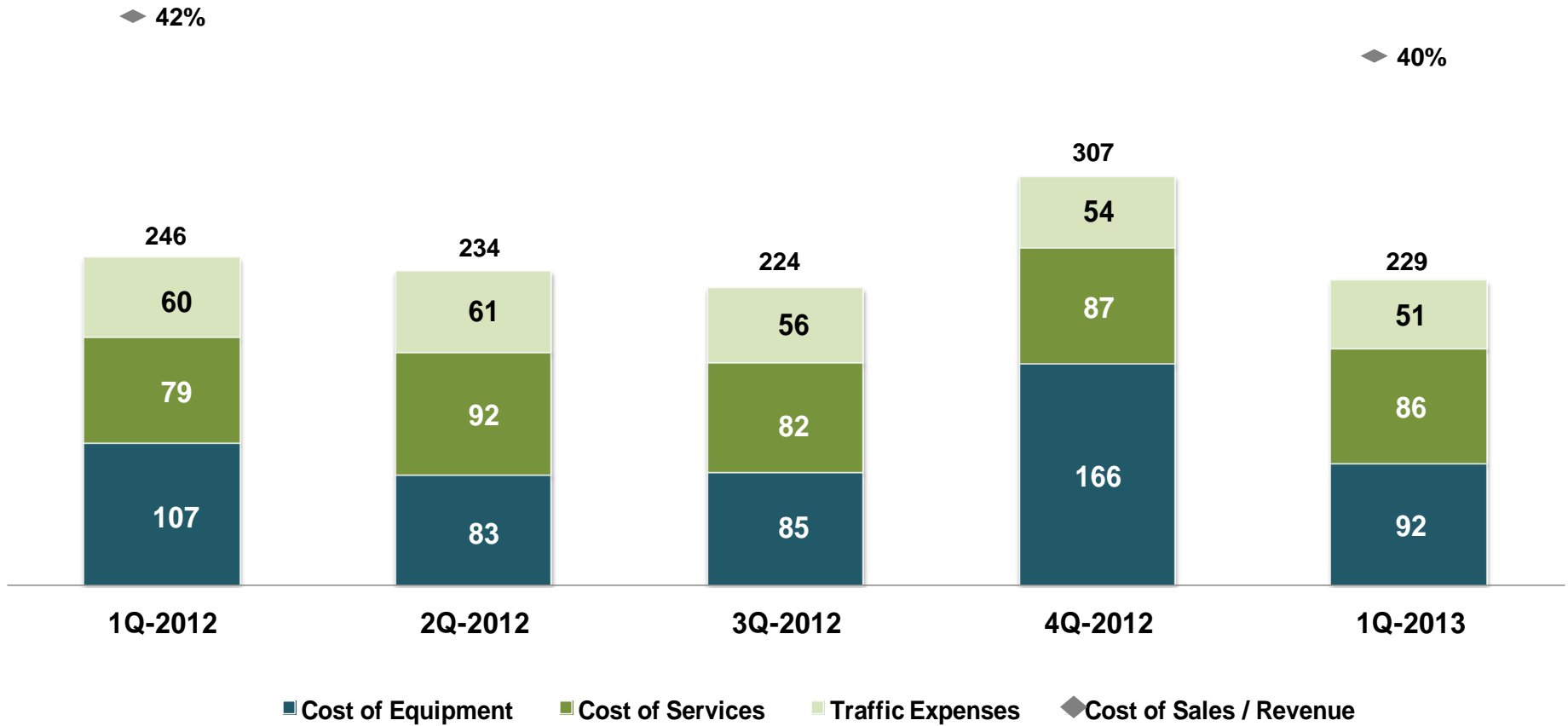
(S\$M)



◆ EBITDA Margin as % of Service Revenue

# Cost Of Sales

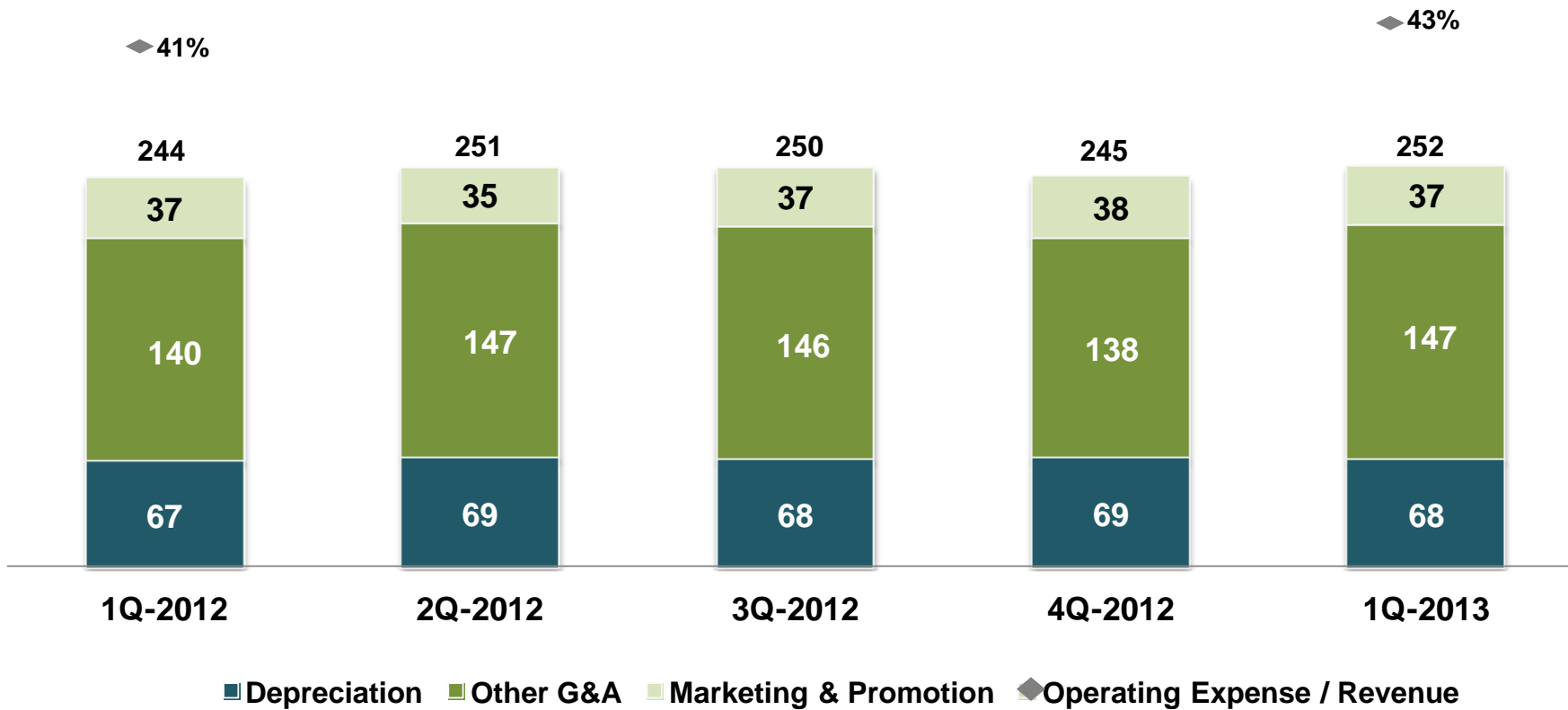
(S\$M)



\* Numbers may not add up due to rounding.

# Other Operating Expenses

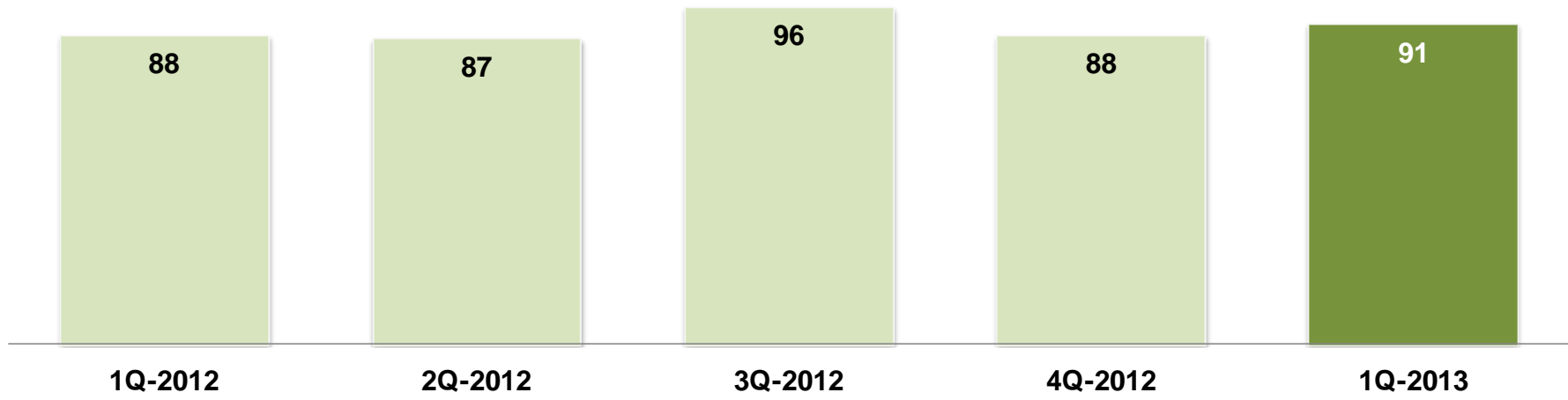
(S\$M)



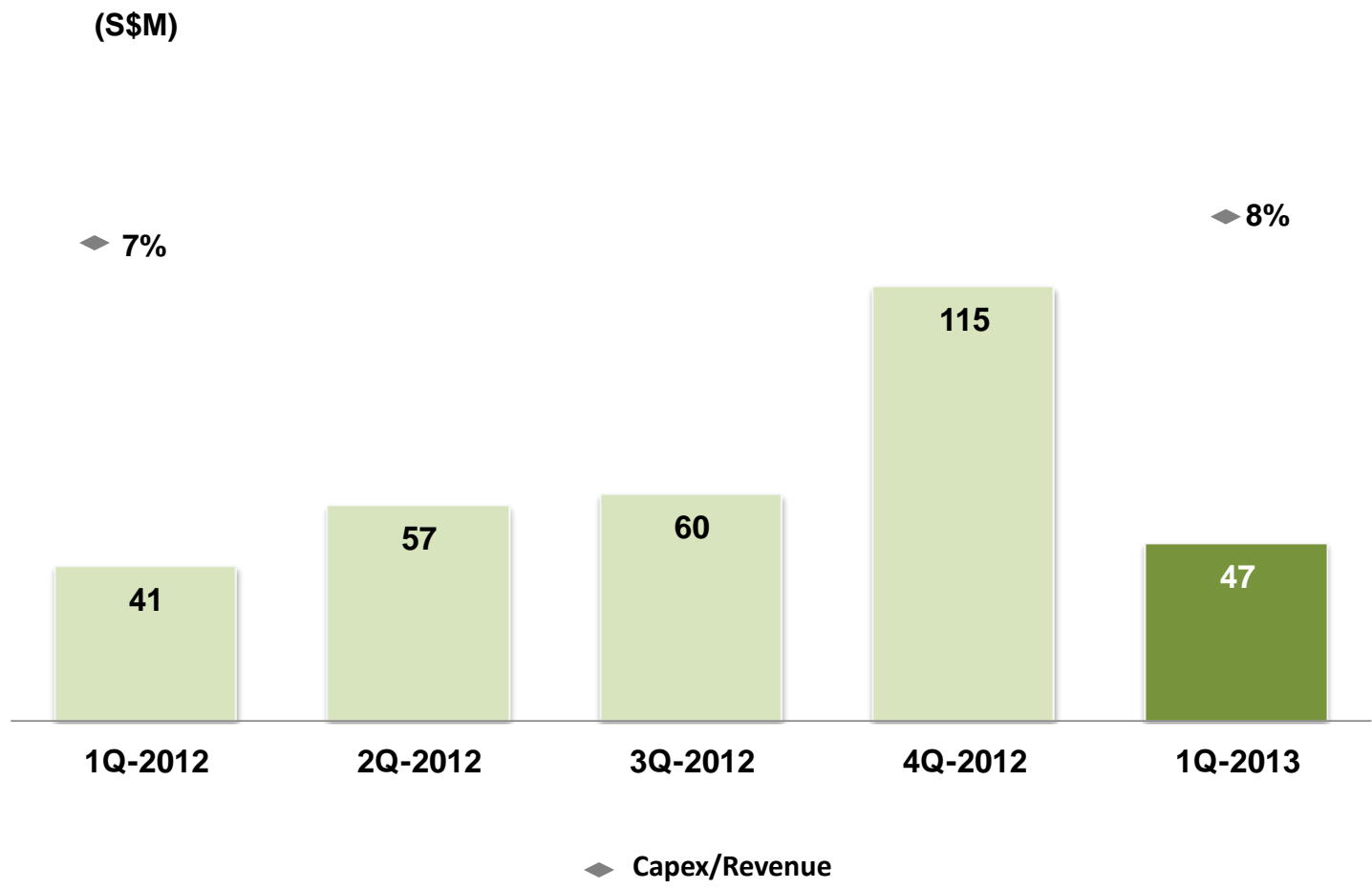
\* Numbers may not add up due to rounding.

# Net Profit After Tax

(S\$M)

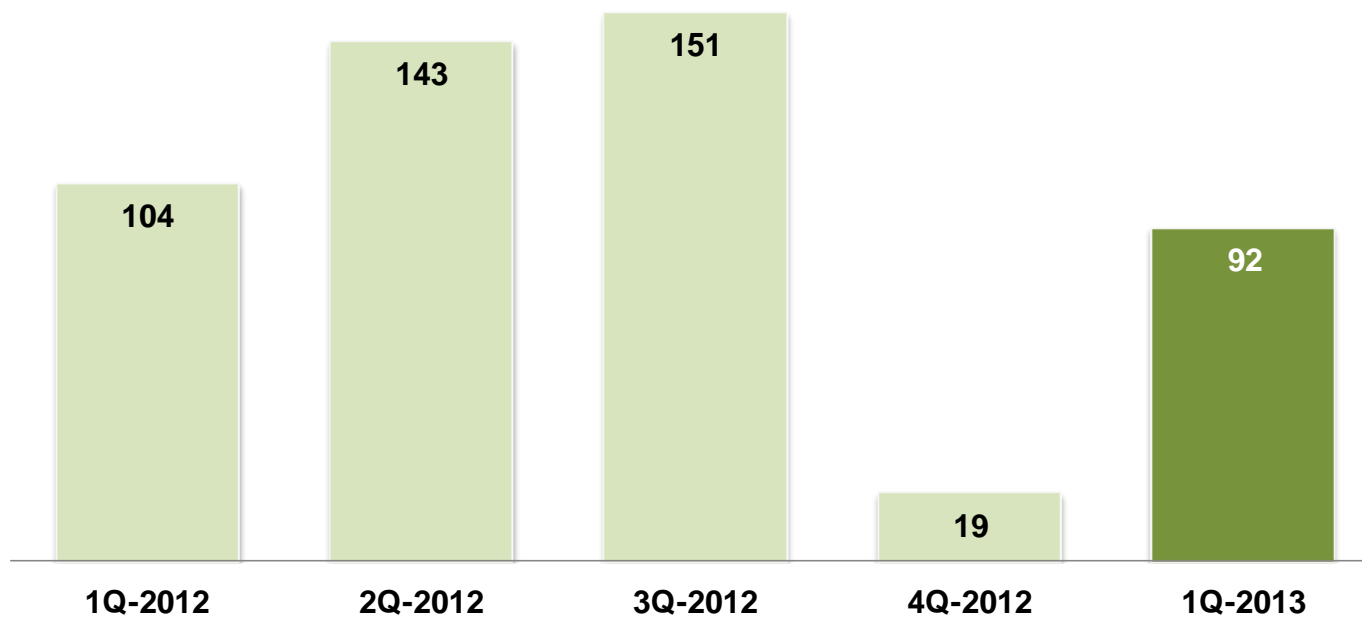


# Capex (cash payments)



# Free Cash Flow

(S\$M)



1Q2013 Highlights

Financial Highlights

**Business Highlights - Mobile**

2013 Outlook



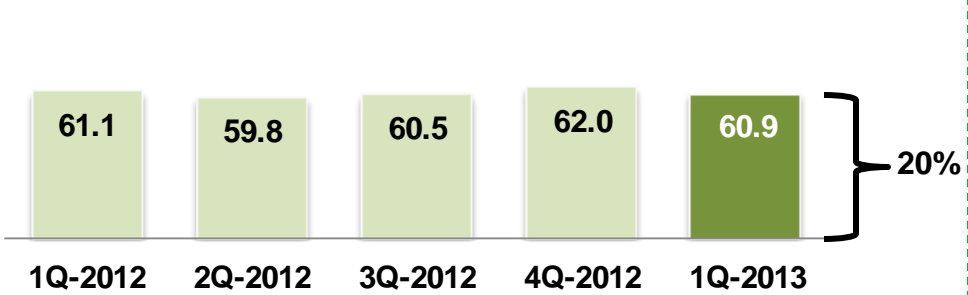
## ➤ Mobile (1Q-2013 vs 1Q-2012)

- Revenue decreased 2%
- Post-paid ARPU at S\$68 (excluded inbound roaming)
- Customer base grew 17k

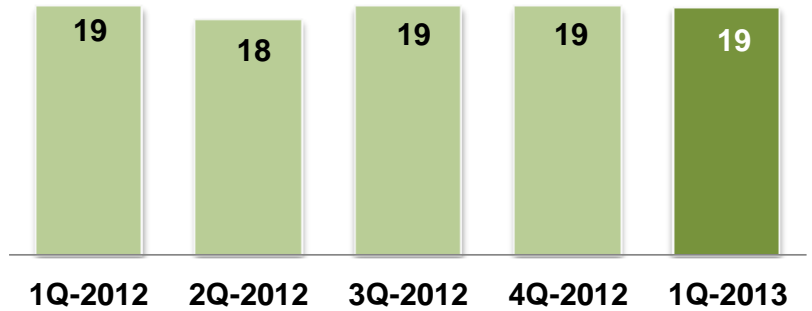


# Mobile Revenue & ARPU

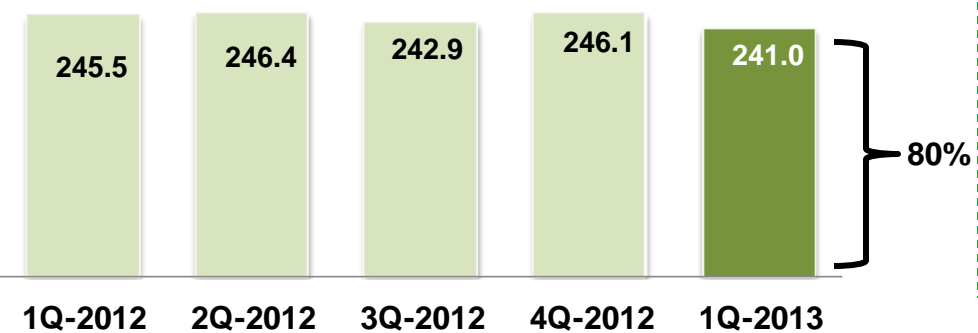
Pre-paid Revenue (S\$M)



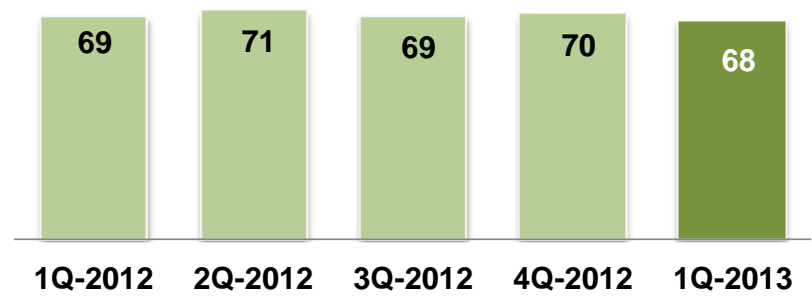
Pre-paid ARPU (S\$ per month)



Post-paid Revenue (S\$M)



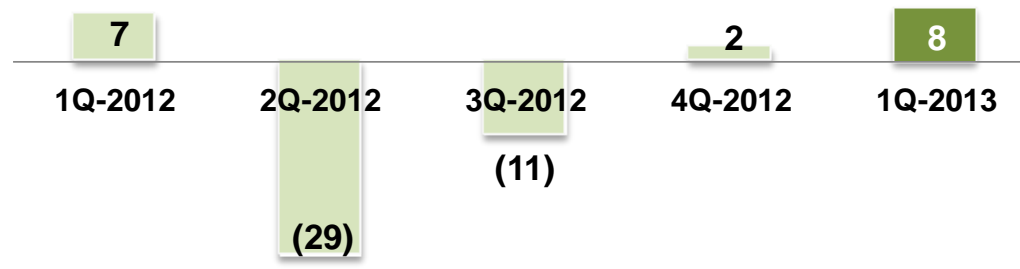
Post-paid ARPU\* (S\$ per month)



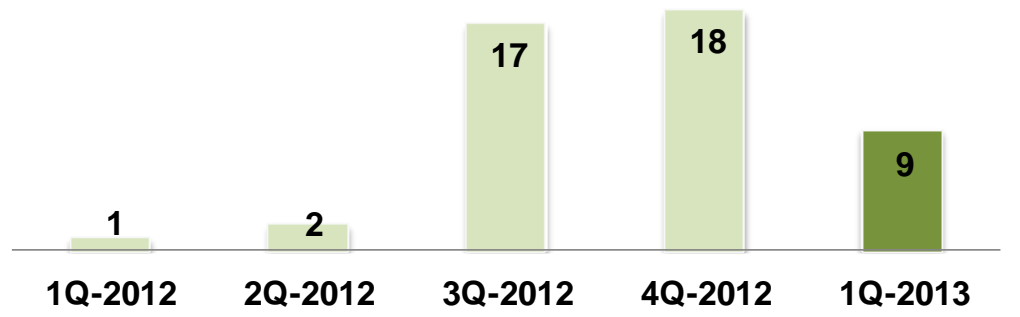
\* Excluded inbound roaming revenue.

# Mobile Net Adds

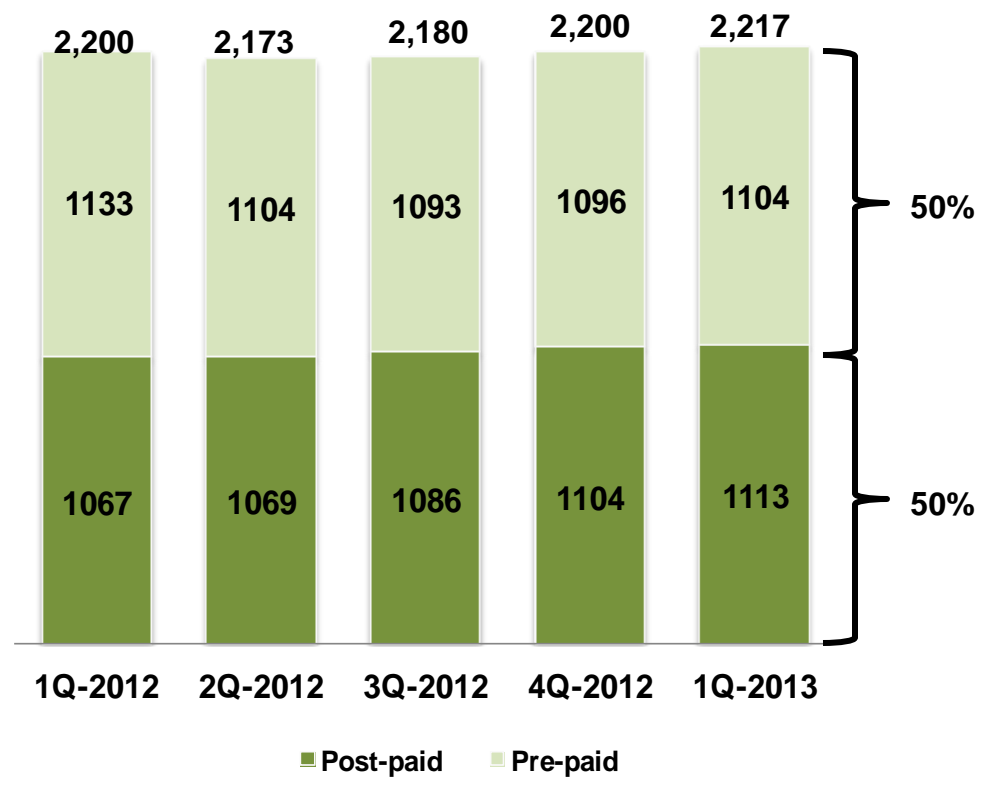
Pre-paid Net Adds ('000)



Post-paid Net Adds ('000)



Customers ('000)



\* Numbers may not add up due to rounding.

# Mobile Non-Voice & Churn Trend

Post-paid non-voice services (% of ARPU\*)



Post-paid Monthly Churn Rate (%)



\* Excluded inbound roaming revenue.

1Q2013 Highlights

Financial Highlights

**Business Highlights – Pay TV**

2013 Outlook

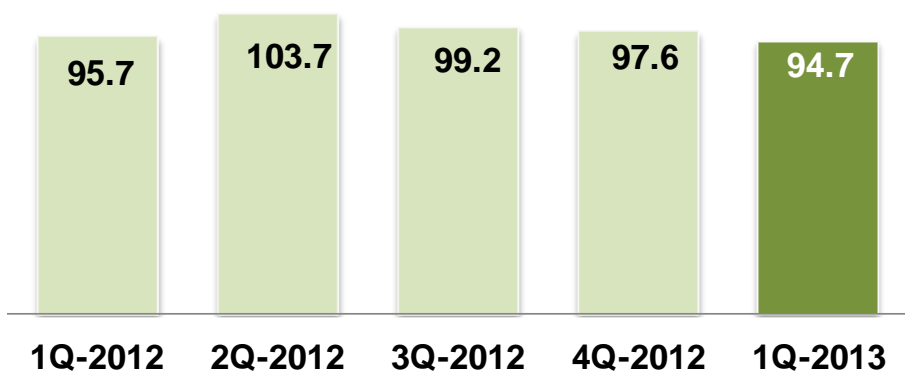
## Pay TV (1Q-2013 vs 1Q-2012)

- Revenue decreased 1%
- ARPU up S\$1 to S\$52
- Customer base decreased 13k

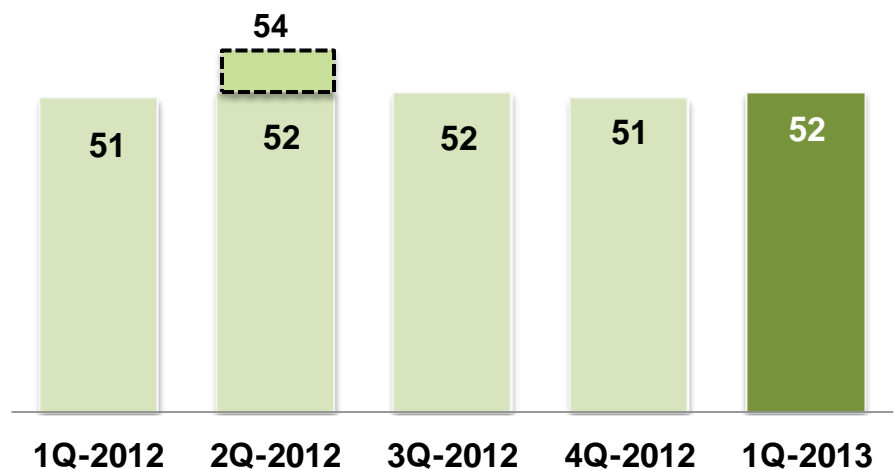


# Pay TV Revenue & ARPU

Pay TV Revenue (S\$M)



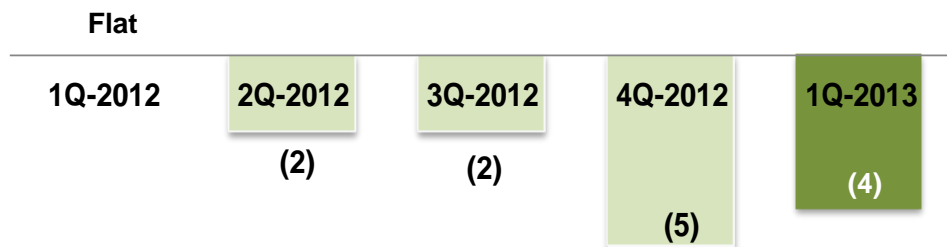
Residential Pay TV ARPU (\$\$ per month)



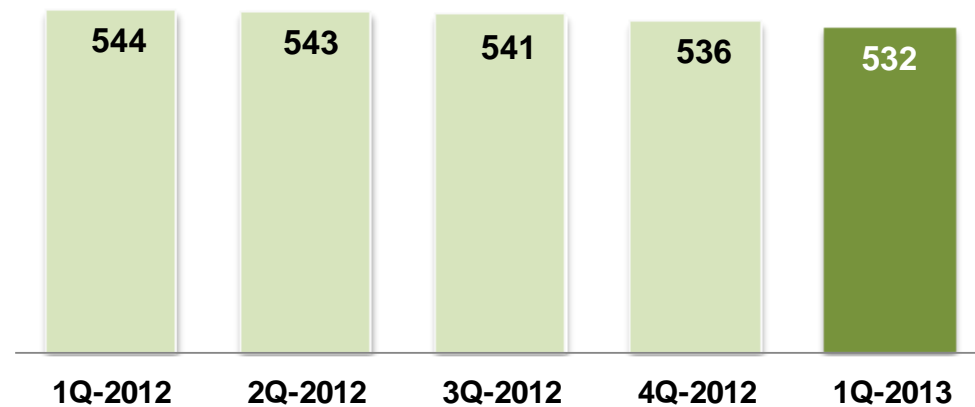
 ARPU contributed by UEFA EURO

# Pay TV Net Adds

Net Adds ('000)



Customers ('000)

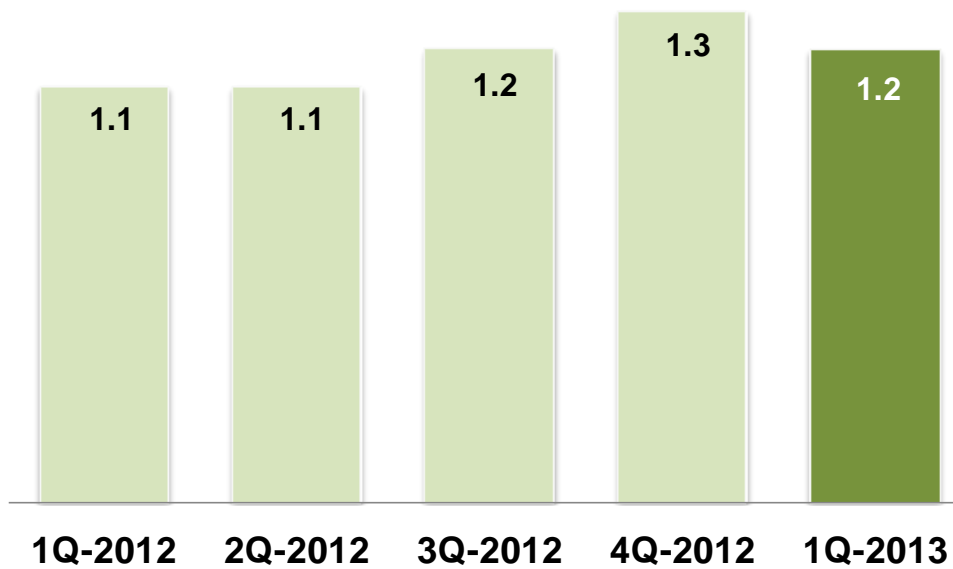


\* Numbers may not add up due to rounding.



# Pay TV Churn

Average Monthly Churn Rate (%)



1Q2013 Highlights

Financial Highlights

**Business Highlights - Broadband**

2013 Outlook

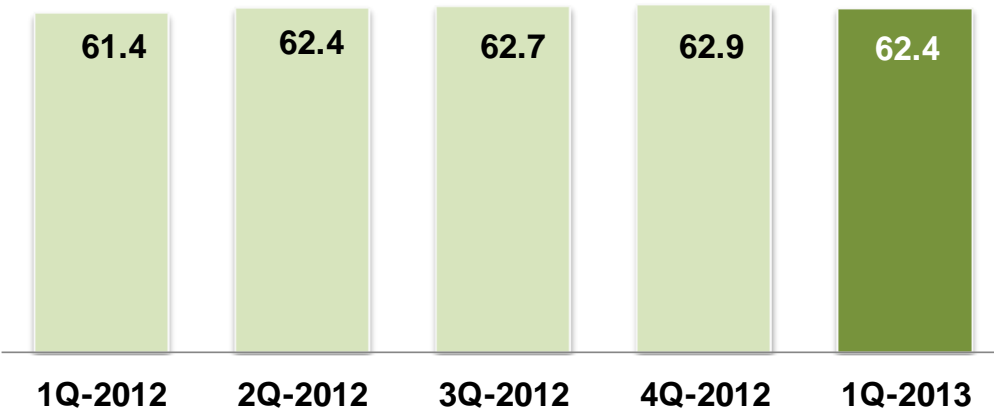
## Broadband (1Q-2013 vs 1Q-2012)

- Revenue increased 2%
- ARPU at S\$45
- Customer base grew 4k

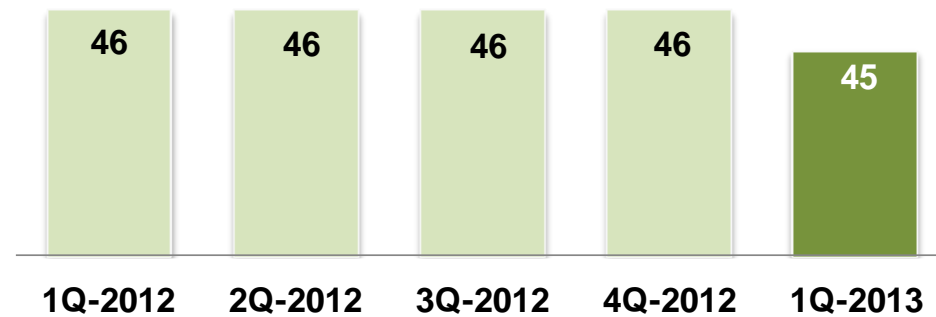


# Broadband Revenue & ARPU

Broadband Revenue (S\$M)



Residential Broadband ARPU  
(S\$ per month)

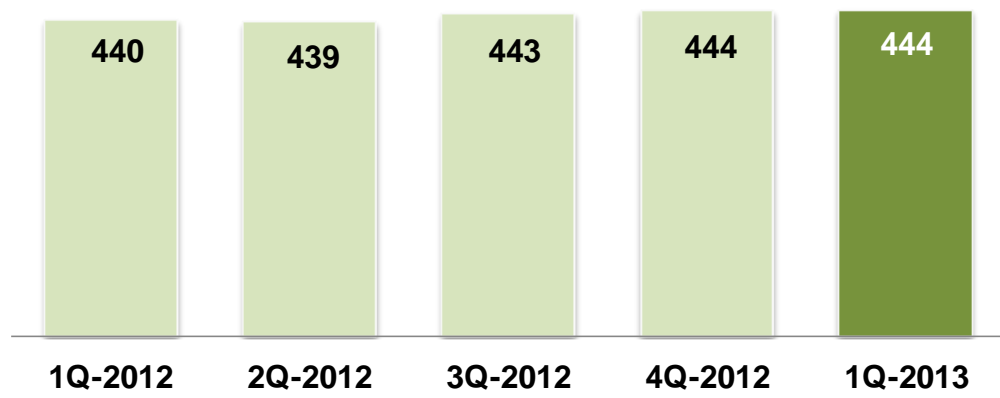


# Residential Broadband Net Adds

Net Adds ('000)



Customers ('000)



# Residential Broadband Churn

Average Monthly Churn Rate (%)



1Q2013 Highlights

Financial Highlights

**Business Highlights – Fixed Network Services**

2013 Outlook

## Fixed Network Services (1Q-2013 vs 1Q-2012)

- Data & Internet revenue increased 2%
- Voice revenue grew 11%

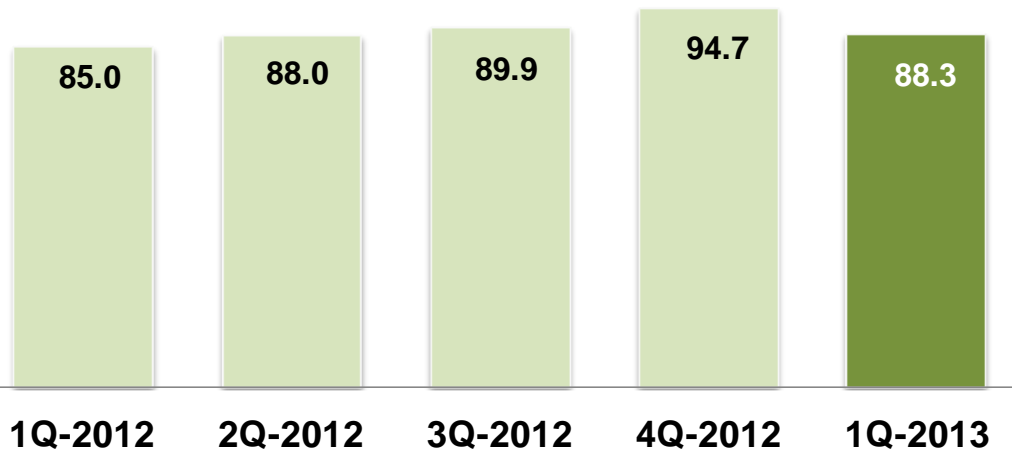


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# Fixed Network Services

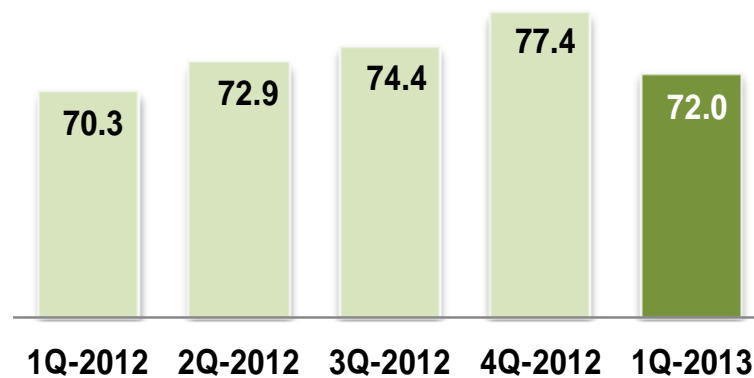
Fixed Network Revenue (S\$M)



Voice (S\$M)



Data & Internet (S\$M)



\* Numbers may not add up due to rounding.

**1Q2013 Highlights**

**Financial Highlights**

**Business Highlights**

**2013 Outlook**



- **Revenue:** Revise revenue growth to low single-digit range
- **EBITDA:** Maintain EBITDA margin on service revenue to be about 31%
- **CAPEX:** Maintain cash capex to be about 13% of operating revenue
- **Dividend:** Recommend 1Q-2013 interim dividend of 5.0 cents per share  
Intend to maintain annual cash dividend of 20.0 cents per share for FY2013

## Investor Relations Contact

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