

Ooredoo Oman Performance – Q4 2020 (Full Year)

Investor Presentation

2nd March 2021
Conference Call



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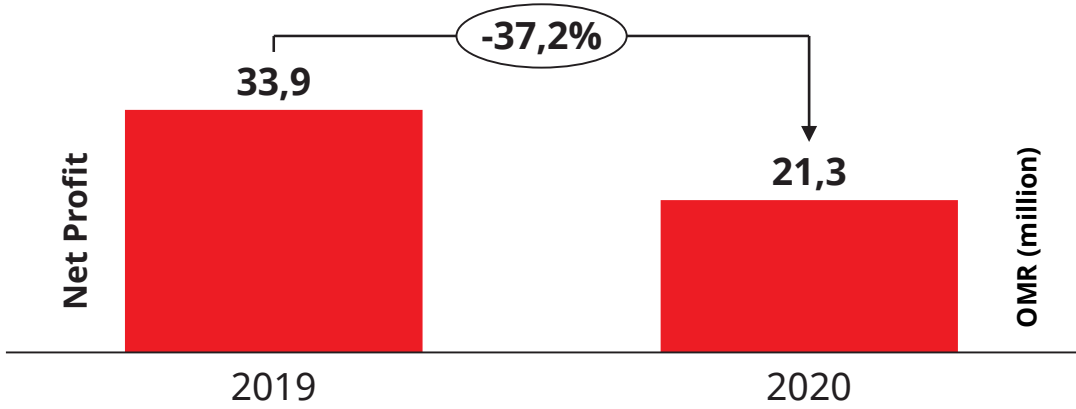
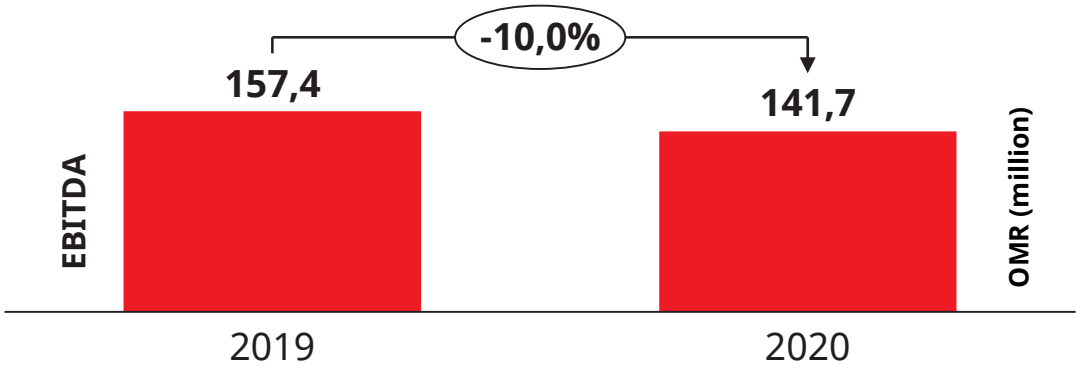
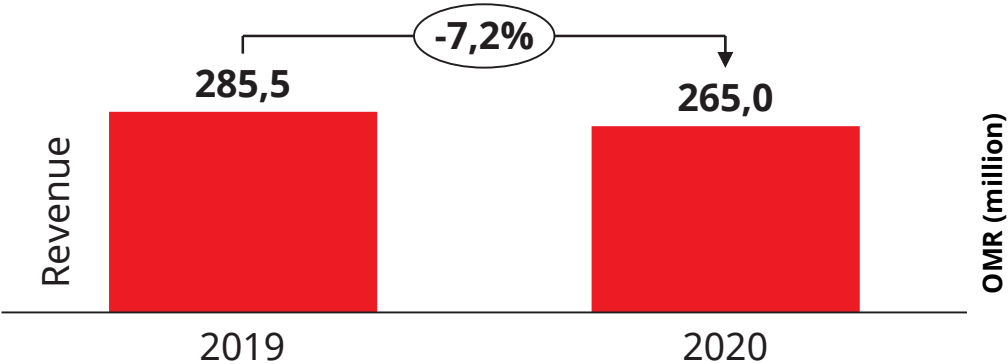
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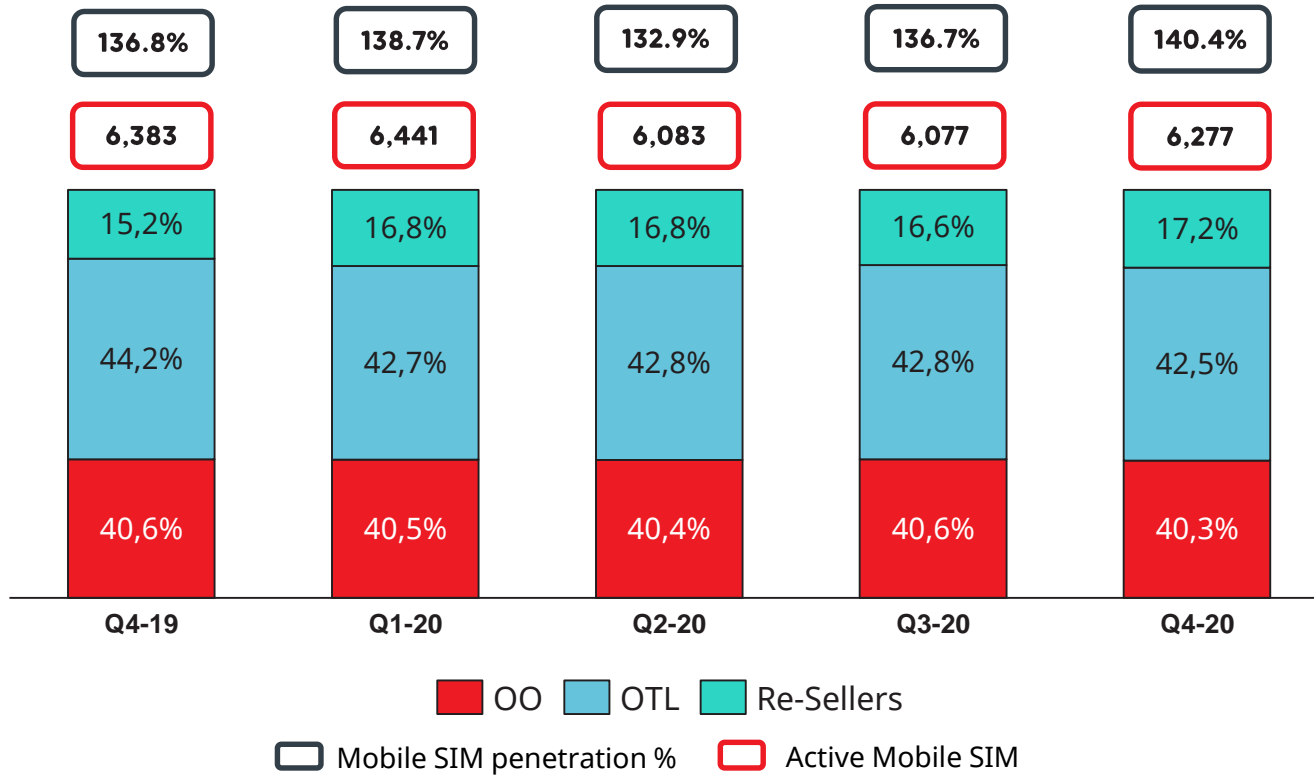
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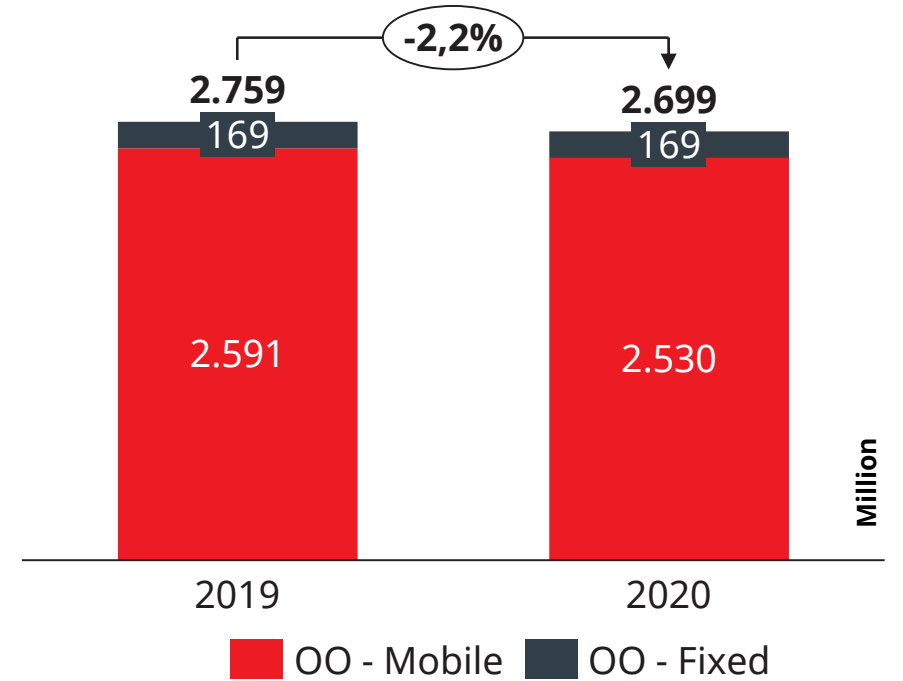
2020- Revenue , EBTIDA, and Net Profit (NP)



Market Share

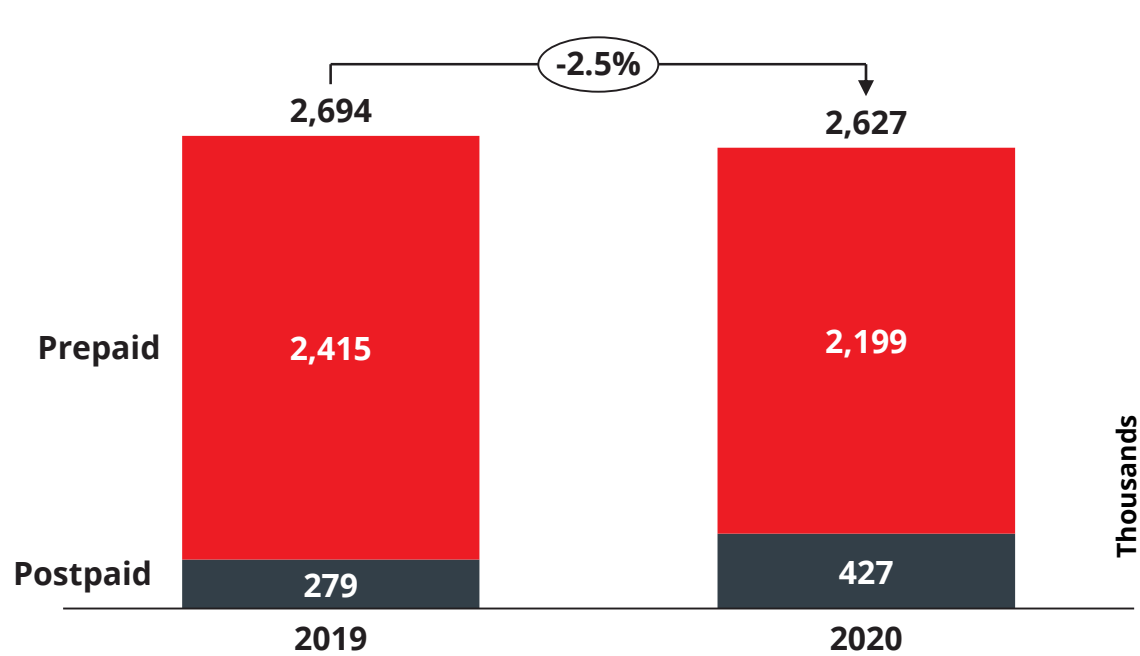


Oman Mobile Market Share - Customers

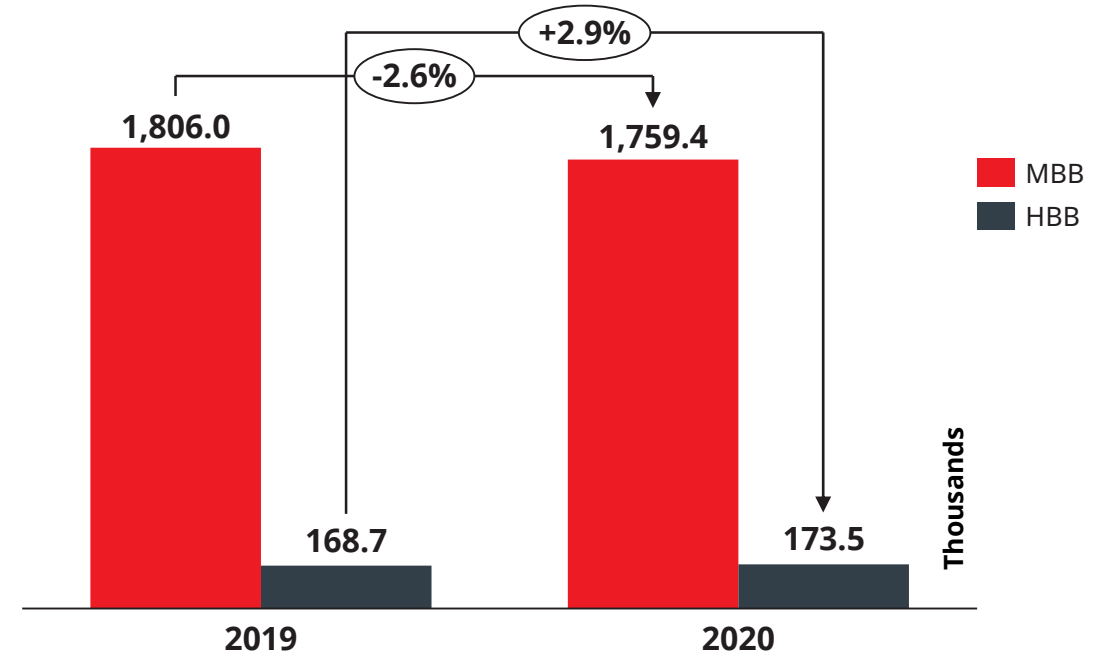


Ooredoo Oman Total Customers

Market Share – Strong Market share in both mobile and fixed segments



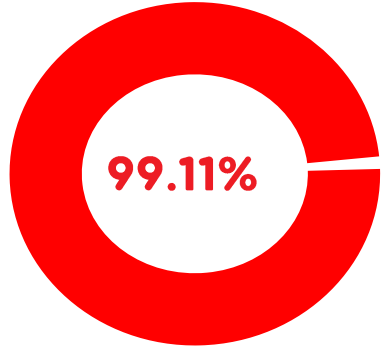
Ooredoo Oman Mobile Market Share - Customers



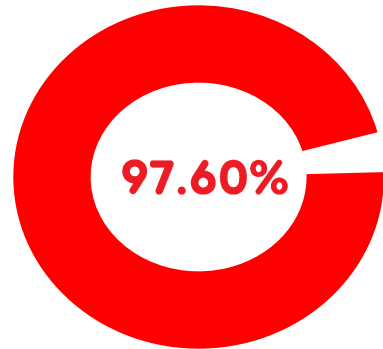
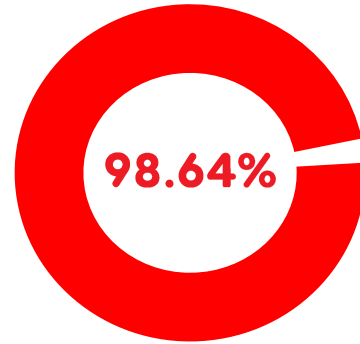
Ooredoo Oman MBB and HBB customers

5G & Digitalization- Mobile

2G Population



3G Population



4G LTE Population

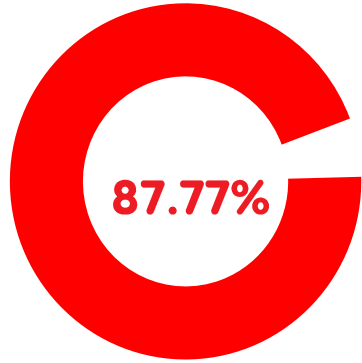


5 G

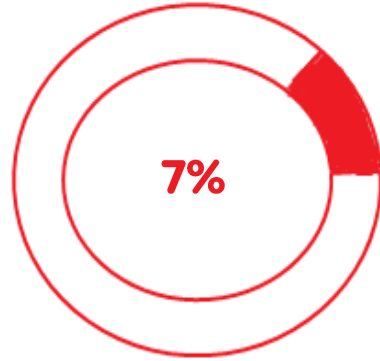
Network & IT focus areas:

- 196 additional MBB 4G LTE sites with different carriers configuration were on-air by Q4 2020, increasing LTE population coverage to 97.60%.
- OO boosted the capacity for LTE mobile broadband with 124 cells upgraded.
- 5G mobile network is coming soon *

5G & Digitalization - Fixed



Fast HBB (households)



5G Population

Network & IT focus areas:

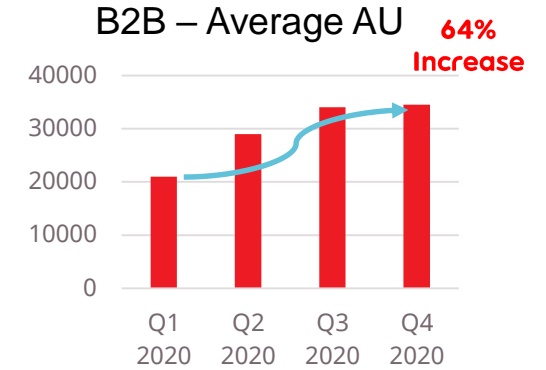
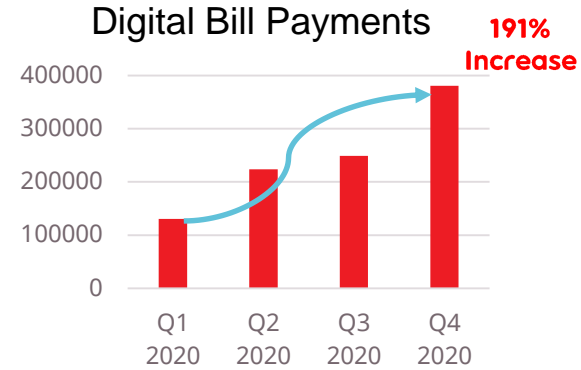
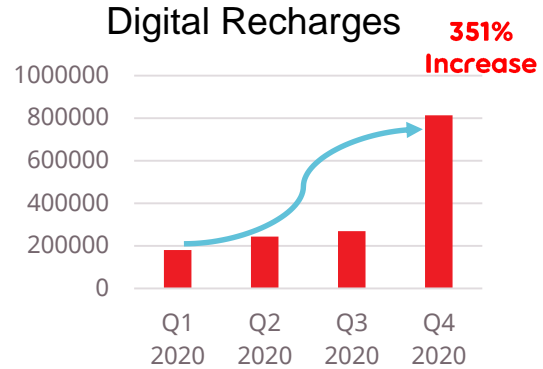
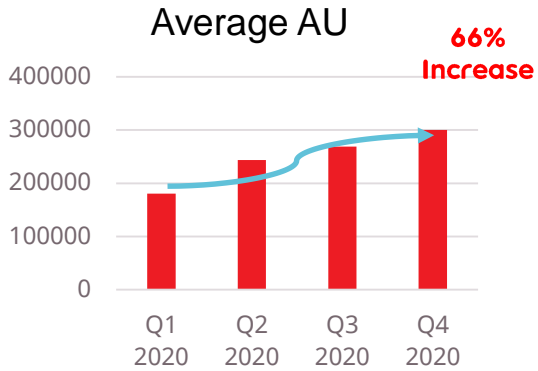
- Continue to boost the capacity to improve customer experience by introducing 5G.
- 5G service is launched for fixed wireless access with up to 1 Gbps speed
- The total 5G sites by end of 2020 is of 233 sites. (131 sites were added in Q4 2020).
- We continue to work with OBB to expand FTTH service in the Sultanate.

5G & Digitalization

- 5G is set to change communication landscape by transforming consumer and business digital experiences.
- OO launched 5G last year with ambitious rollout plans, paving the way for the emergence of technologies such as IoT and beyond.
- OO 5G Internet Professional business plans continue to drive business growth across the Sultanate thanks to its fibre-like speeds and impeccable reliability



Digital – exponential growth in users & transactions



App Active Users saw a **66% increase from Q1 to Q4 2020**



Digital Recharges saw a **351% increase from Q1 to Q4 2020**



Digital Bill Payments saw a **191% increase from Q1 to Q4 2020**



B2B Active Users saw a **64% increase from Q1 to Q4 2020**

Awards

**Best Telecommunications
Company – Oman**

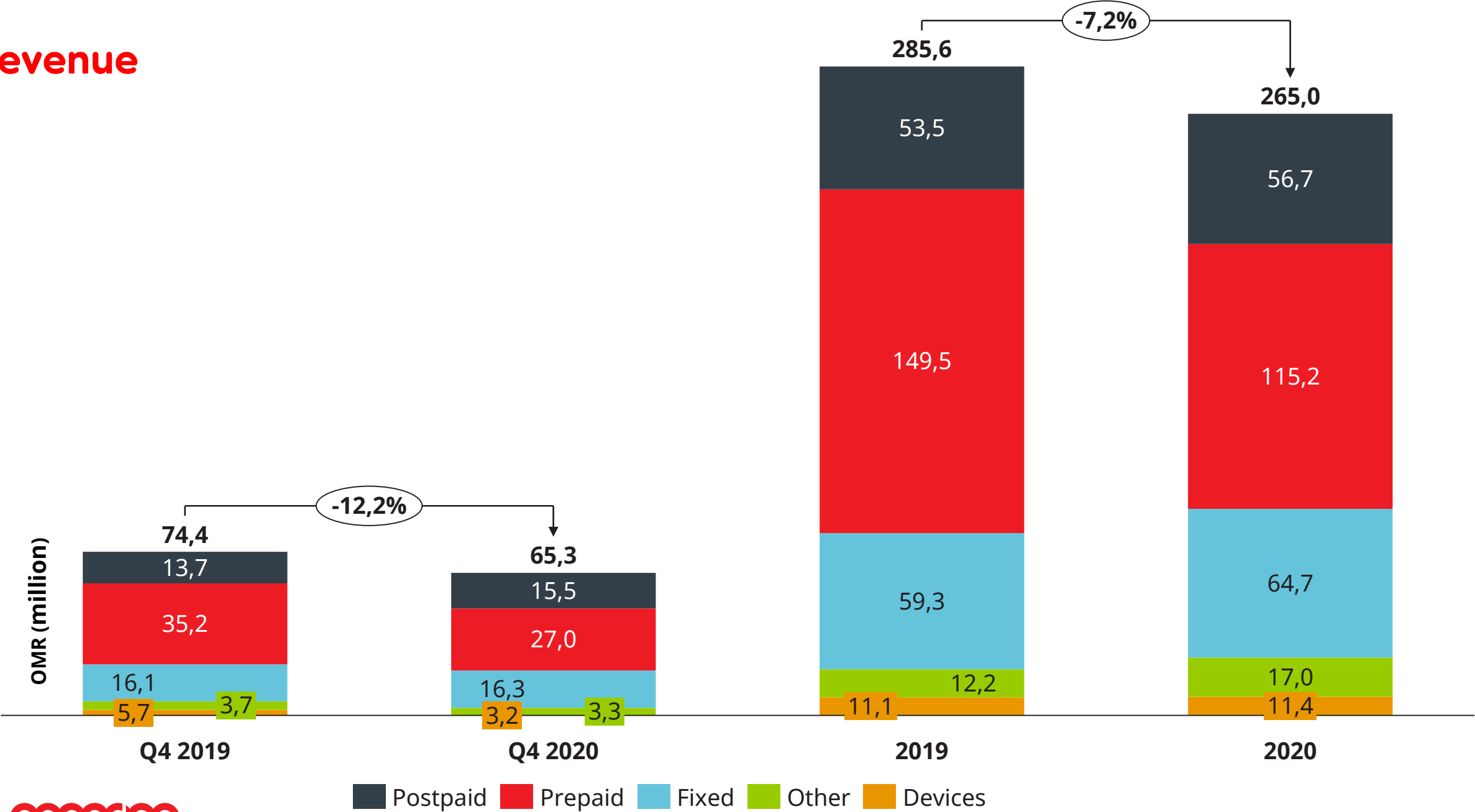


**The Next 100 Global Awards
2020\ Telecommunications**

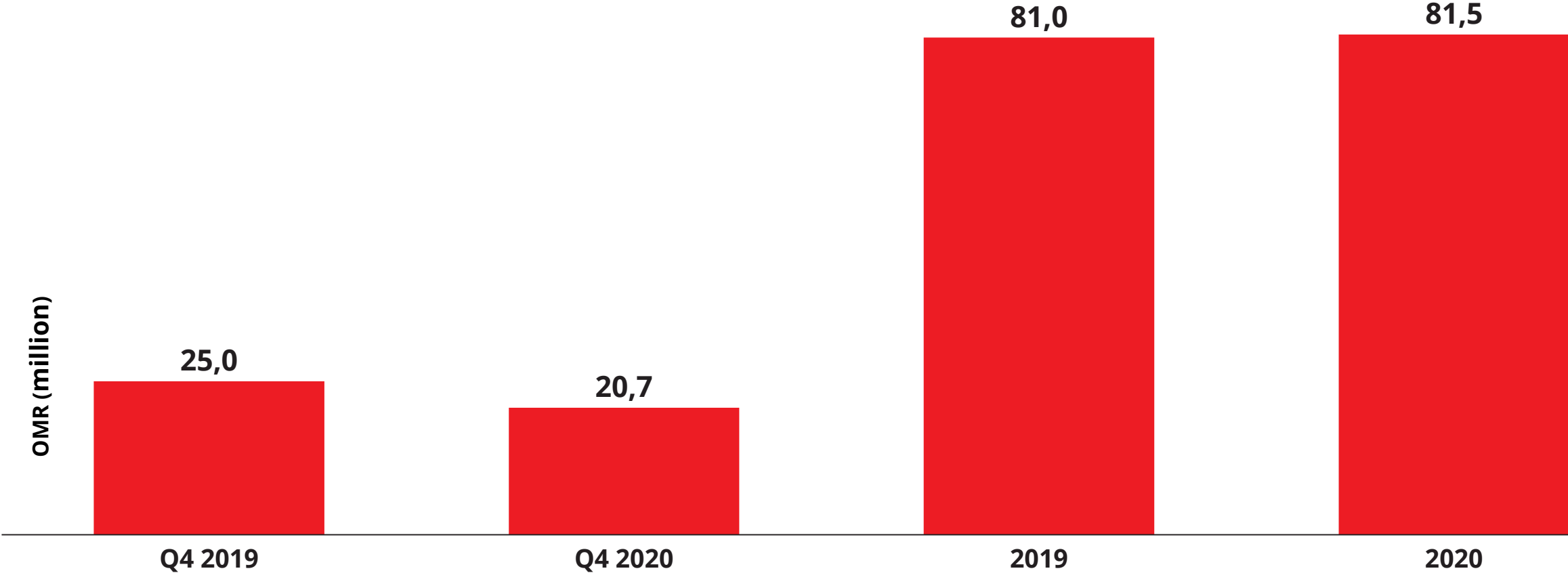
**Ooredoo Oman is a Gold winner
for Corporate Social
Responsibility Program of the
Year - in the 17th Annual
International Business Awards,
also known as 'the Stevies'**

**Ooredoo has won two accolades
at The Global Economics Awards
2020; for 'Best Place to Work in
Telecoms – Oman' and 'Best
Mobile App in Telecoms – Oman'**

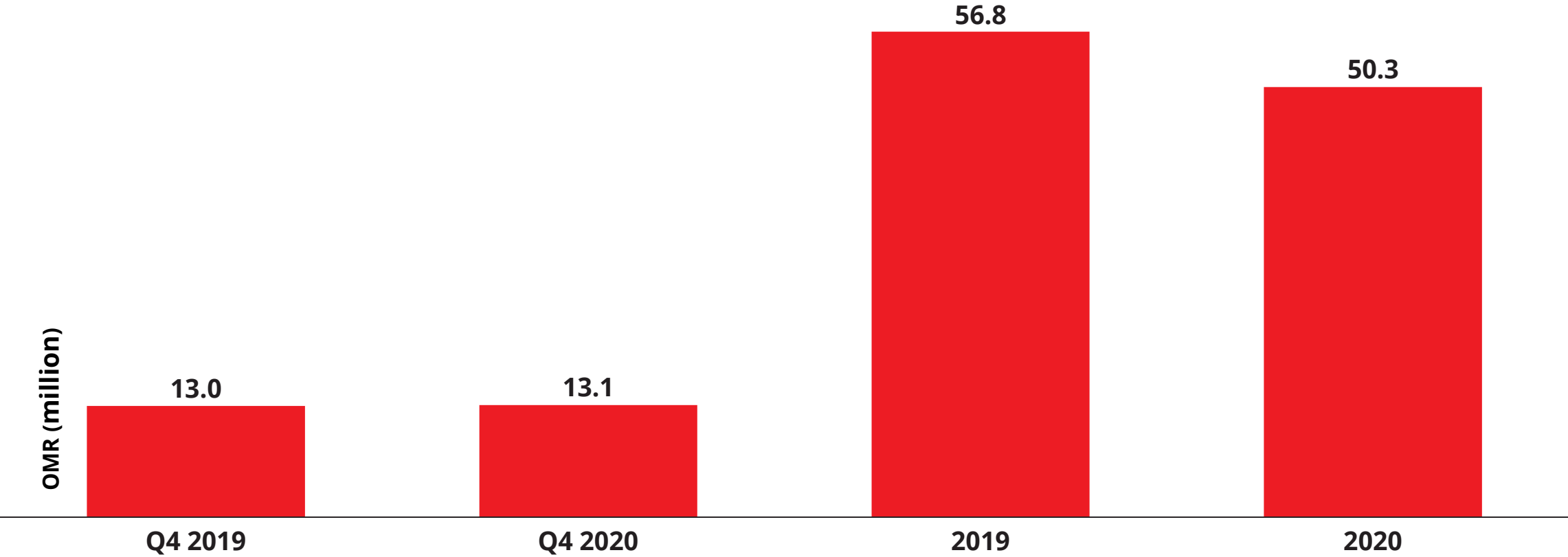
Revenue



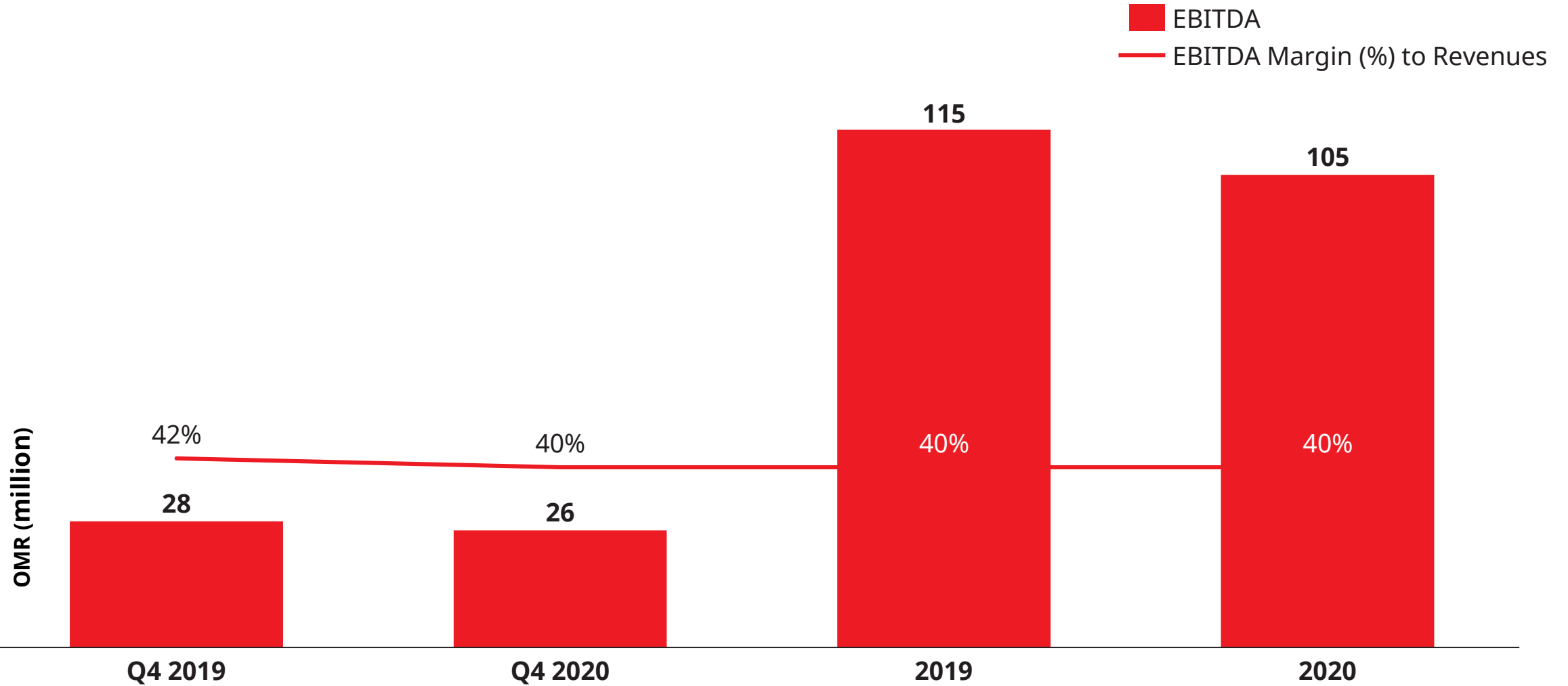
Operating Expenses



Selling General and Administrative Expenses (SG&A)

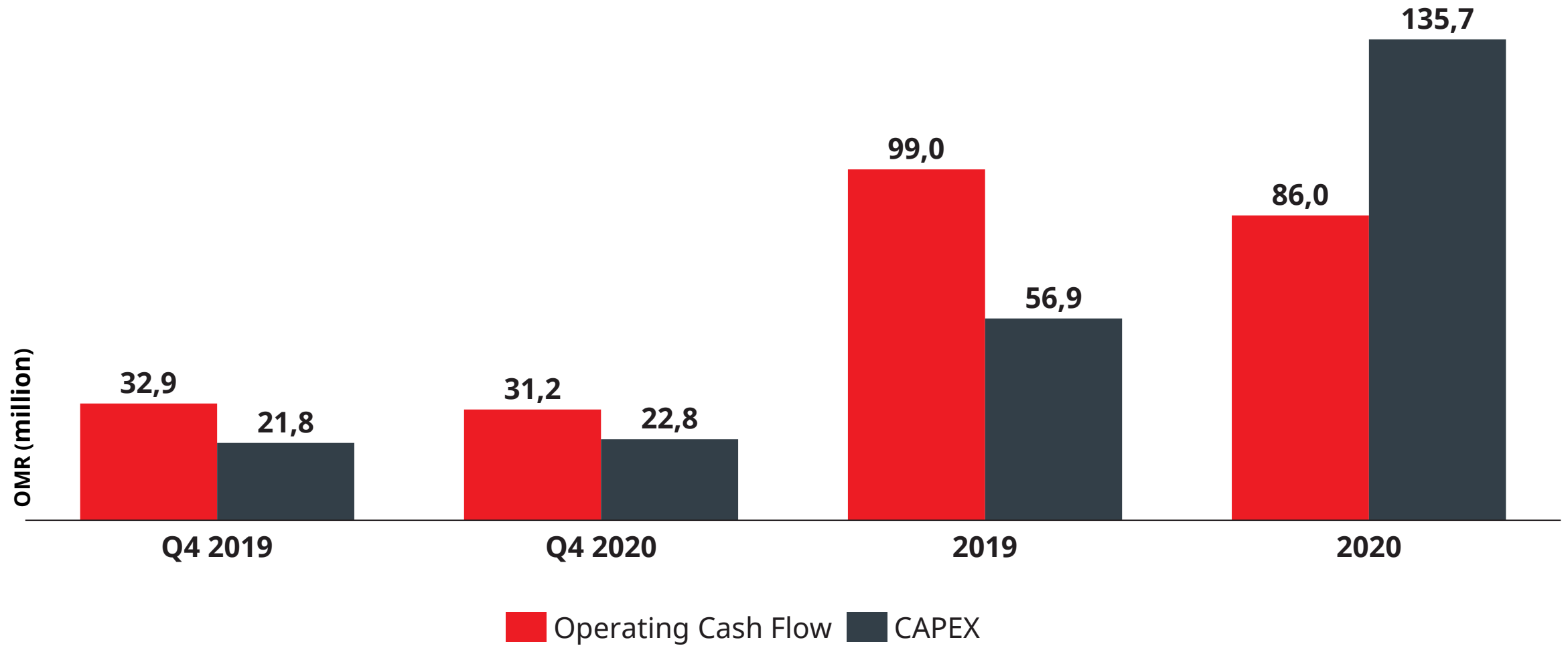


Adjusted EBITDA*



*Adj. EBITDA = Revenues – Operating Expenses – General and Administrative Expenses (including service fees) – royalty – other expenses

Operating cash flow



Summary

■ Market

- Revenue decline by -7.2 due to lower mobile revenue.
- Post-paid base up by 52.5% for 2020 compared with 2019.

■ Commercial and operational

- Data represents 71% of overall revenues
- Despite having to shut all of our stores overnight and moving our staff to work from home, we were able to keep all services fully operational with access to our contact centre, our app, eShop, and all other digital channels
- Communication through social media also increased, in particular through WhatsApp, where our customers can now place orders and raise queries.
- We will be diversifying new business revenue streams including IoT, ICT, d2c, all of which are in different stages of development and need to be nurtured. Moreover, additional opportunities are underway for the coming year, such as 5G consumer and enterprise, as well as new and innovative industrial solutions.

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Thank You