StarHub 3Q & YTD2019 Results

5 November 2019

Forward-looking Statements

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.

D.A.R.E. Strategy

Vision	***Inspiring Digital Innovation*** – *Improving the lives of our customers daily*
Mission	*Leading, innovative provider of communications, information and entertainment services enabling consumers and enterprises in Singapore to benefit from digital transformation*

D.A.R.E. STRATEGY

Deliver market-leading customer experiences	**A**ccelerate value creation from core businesses	**R**ealise growth from new opportunities	**E**nhance efforts to transform digitally

Highly reliable, advanced and secure networks and platforms

Understanding and leveraging customer insights

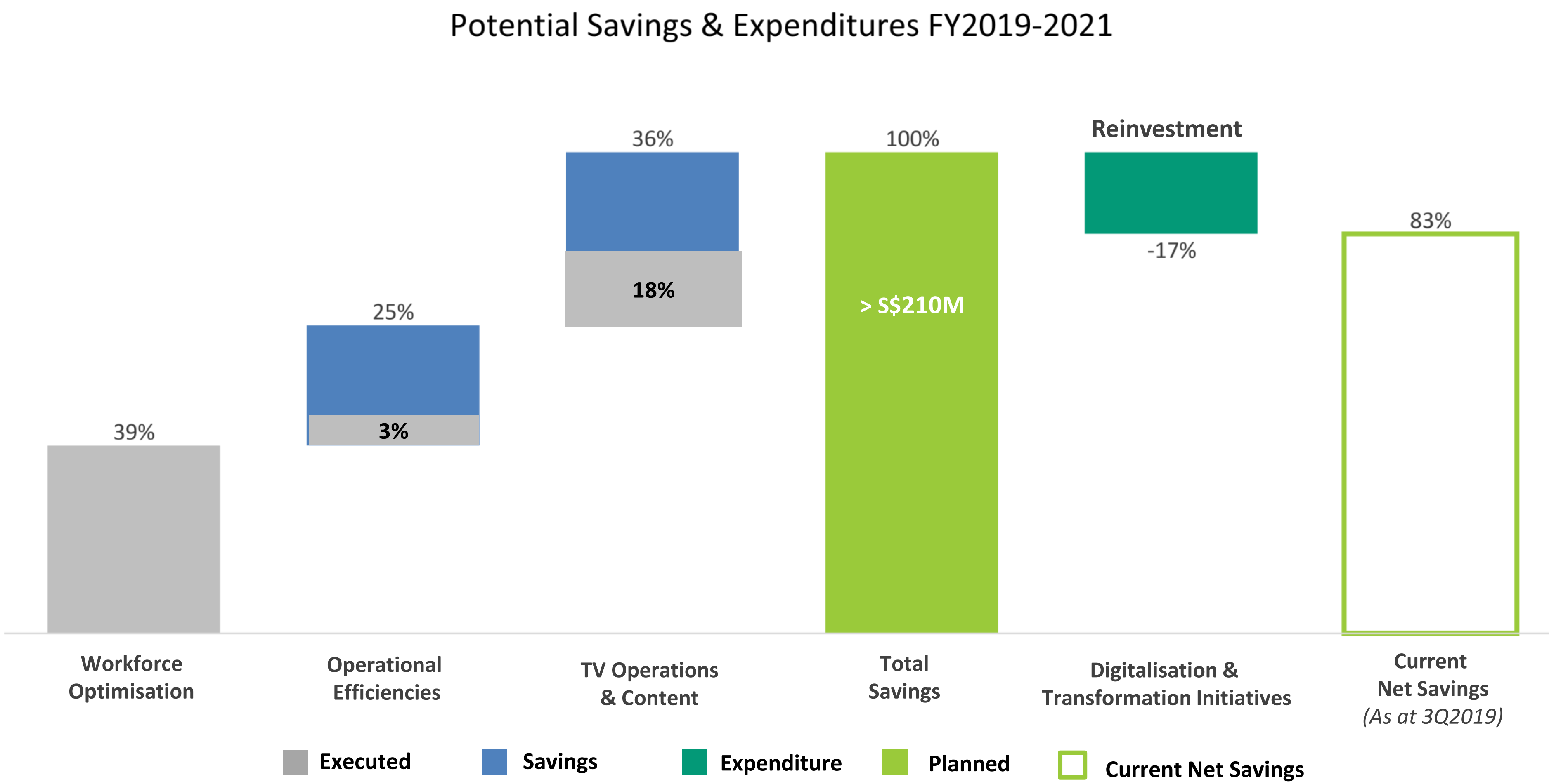
Best-in-class performance

D.A.R.E. Strategy – Progress

D.A.R.E.	Strategy in Motion	Progress
Deliver market-leading customer experiences	• "Hello Change" brand promise • Completion of cable-to-fibre migration • Improving customer experience • Digital innovation ongoing	• Significant YoY improvement in Net Promotor Score up to 45 points[1]
Accelerate value creation from core businesses	• Workforce optimisation • Driving operational efficiencies • New entertainment experience including *Go Max* OTT offering	• Cost savings identified >S$210m • 60% achieved YTD
Realise growth from new opportunities	• Accelerating cyber security through Ensign • Preparing 5G bid • Exploring M&A opportunities	• +135% YoY cyber security revenue growth • Currently broadcasting 'live' 5G signals from StarHub Green and operating a cellular-on-wheels vehicle to showcase 5G
Enhance efforts to transform digitally	• Enhanced *MyStarHub* app • Promoting digital sales channels • Launch of *giga* in 2Q2019 • Launched SD-WAN • Deployed robotics process automation across operations	• *MyStarHub* app achieved an improved rating to 4.5; a top-rated app on Apple App and Google Play with over 500k monthly active users[1] • Online sales doubled YoY • Strong momentum of *giga* since launch

[1] *As at September 2019*

Transformation Programme Update



60% Cost Programme Executed

01 STRATEGIC FOCUS

02 3Q2019 BUSINESS HIGHLIGHTS

03 FY 2019 FINANCIALS & OUTLOOK

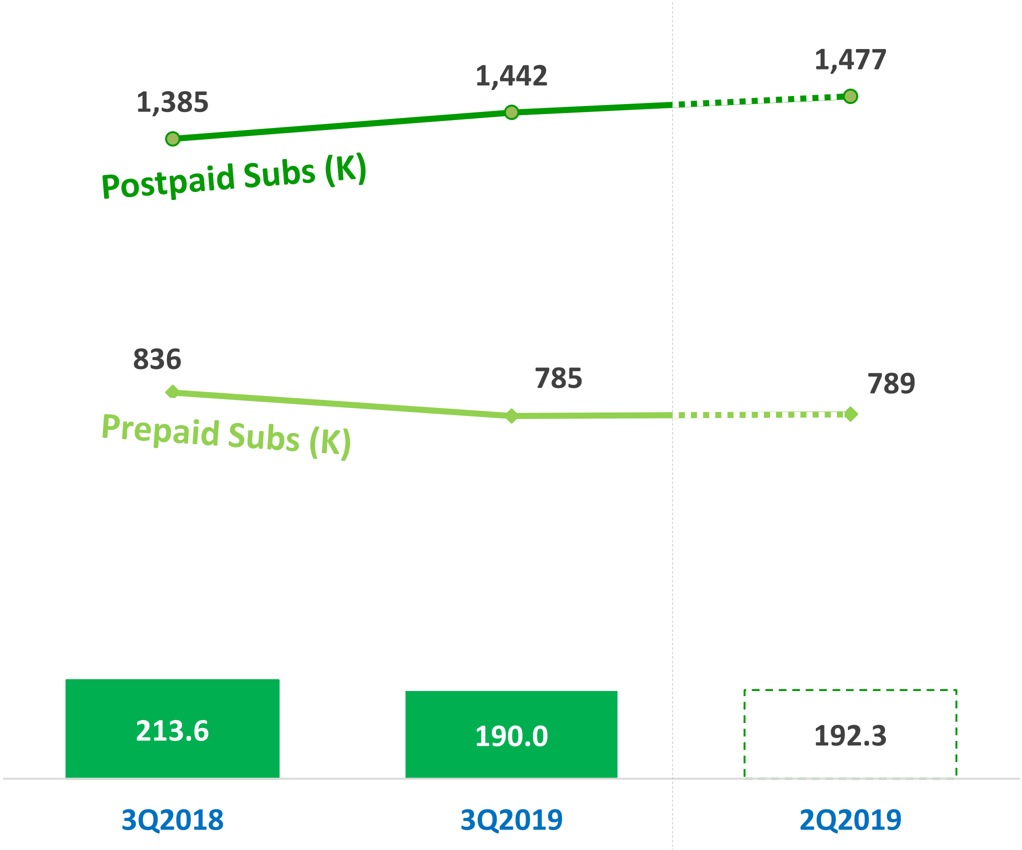
3Q2019: Key Financial Indicators

Total Revenue	Service EBITDA Margin	Free Cash Flow
S$572.6M	35.1%	S$107.0M
↓ 1.6% YoY[1]	↑ 6.3% pts YoY[1]	↑ 34.9% YoY[1]
Total revenue decreased due to lower Consumer revenues	Service EBITDA margin increased due to impact from SFRS(I)16	Free Cash Flow increased due to higher cash from operating activities & lower CAPEX payments
↓ 3.6% QoQ[2]	↑ 3.3% pts QoQ[2]	↑ 96.2% QoQ[2]

[1] *Refers to 3Q2019 vs 3Q2018*
[2] *Refers to 3Q2019 vs 2Q2019*

Mobile Revenue

Mobile Revenue ($M)



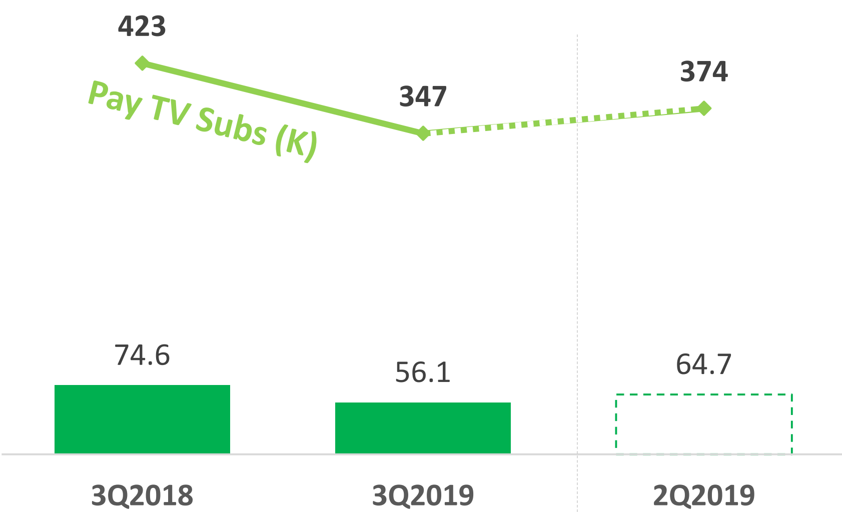
Mobile Revenue
- YoY 11.1% decrease is due to lower IDD, voice & excess data usage, roaming, data subscriptions and VAS revenues, SFRS(I) 15 impact

Post-paid ARPU
- S$39 in 3Q2019 vs S$44 in 3Q2018
- YoY decrease is due to lower data subscription, VAS and data usage revenues, SFRS(I) 15 impact

Pre-paid ARPU
- S$13 in 3Q2019 vs S$14 in 3Q2018
- YoY decrease is due to the lower customer base resulting from the migration of pre-paid customers to SIM-only post-paid plans

Pay TV & Broadband Revenue

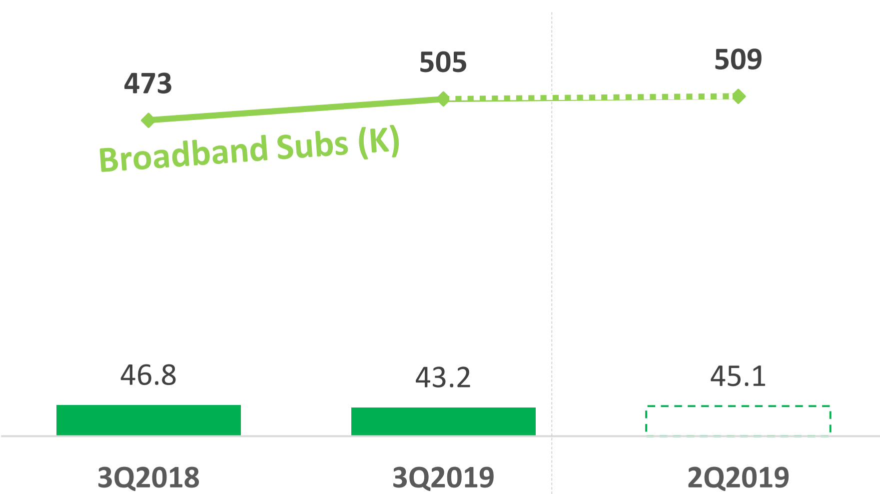
Pay TV Revenue ($M)



Pay TV

- Revenue decreased YoY by 24.8% YoY due to a lower subscriber base and lower ARPUs
- ARPU decreased YoY by S$7 to S$40 YoY due to cable to fibre migration & related promotional activities

Broadband Revenue ($M)

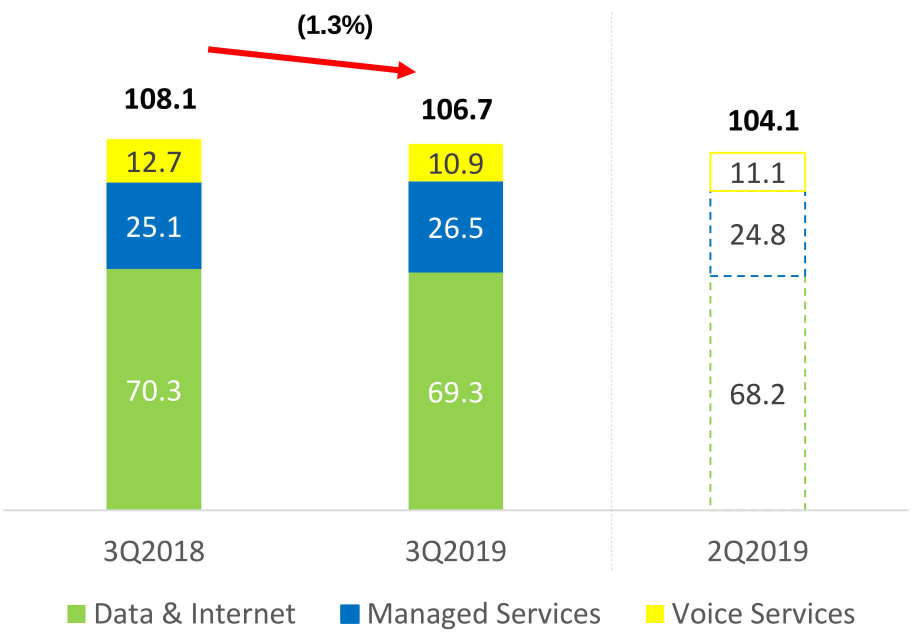


Broadband

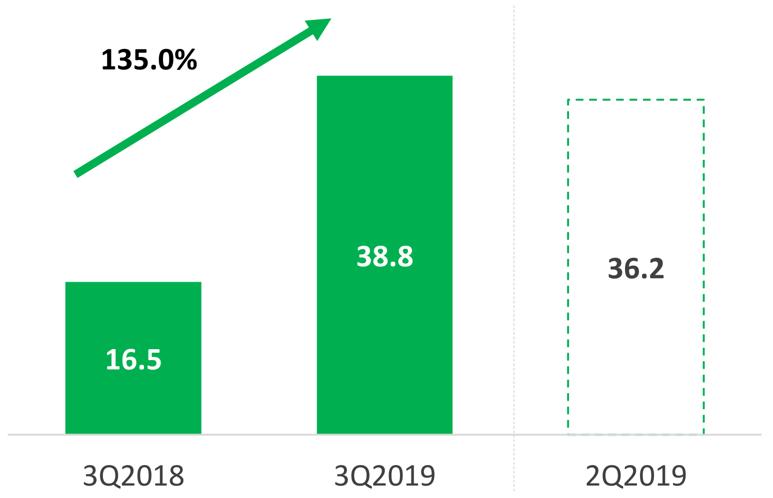
- Revenue decreased YoY by 7.8% YoY due to lower ARPUs
- ARPU decreased YoY by S$5 to S$27 YoY due to promotional offers to drive higher gross adds & migration of existing cable subscribers to fibre broadband

Enterprise Revenue

Network Solutions Revenue (S$M)



Cyber Security Revenue (S$M)



Network Solutions

- Data & Internet revenue was lower YoY due to renewals at lower market rate
- Managed services revenue was higher YoY due to demands for cloud, cryptographic and digital security solutions
- Voice services revenue was lower YoY due to lower domestic voice and international voice usage

Cyber Security

- YoY increase in revenue was largely contributed by the consolidation of Ensign and demand for these services

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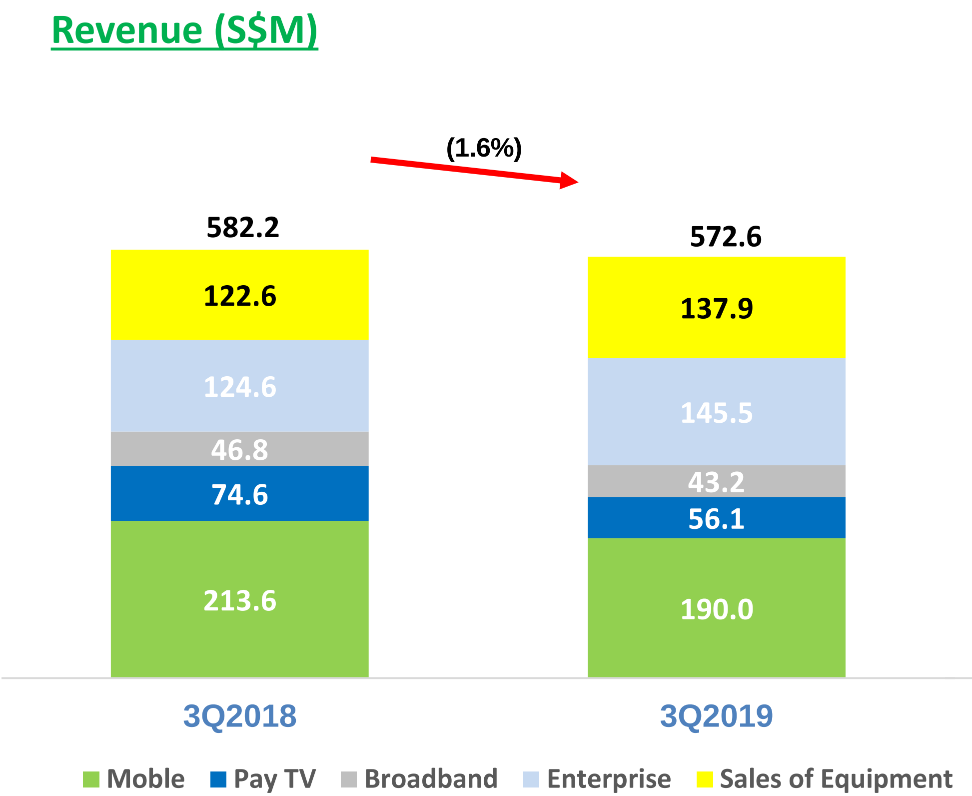
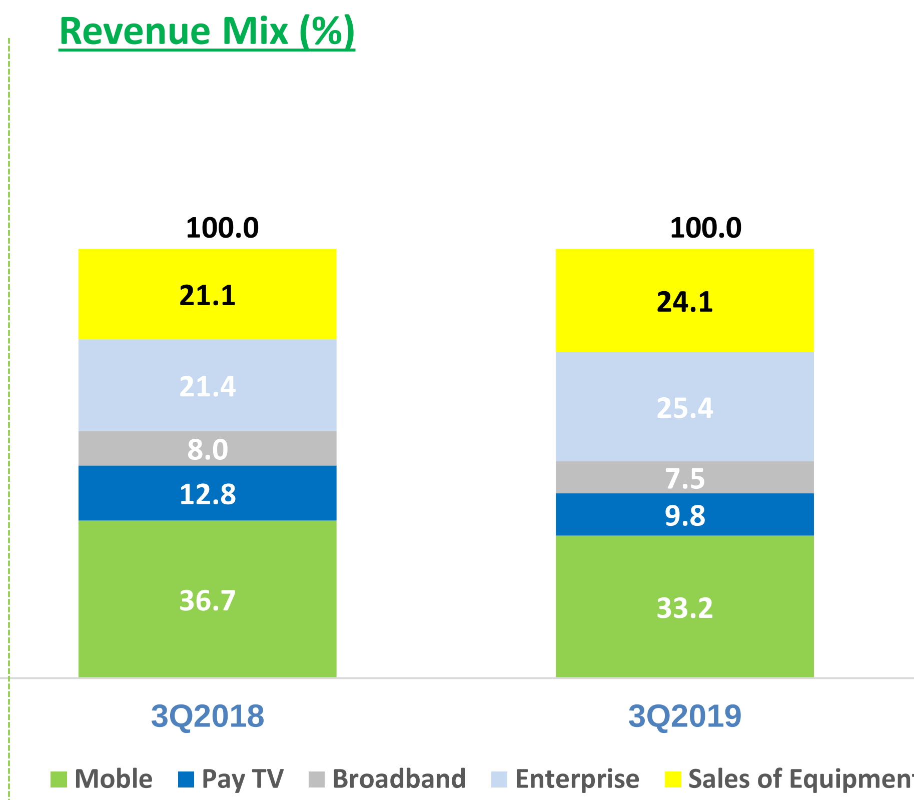
Key Financial Highlights*

S$M	3Q2019	3Q2018	Change	YTD-2019	YTD-2018	Change
Total Revenue	**573**	582	-2%	**1,722**	1,742	-1%
Service Revenue	**435**	460	-5%	**1,321**	1,375	-4%
EBITDA	**170**	147	16%	**479**	456	5%
Service EBITDA[1]	**153**	132	16%	**443**	415	7%
Service EBITDA Margin	**35.1%**	28.8%	6.3% pts	**33.5%**	30.2%	3.3% pts
Taxation	**(13)**	(11)	24%	**(35)**	(38)	-7%
Net Profit After Tax[2]	**57**	58	-2%	**145**	185	-21%
Capex Commit	**40**	85	-53%	**95**	126	-25%
% of Capex Commit to Revenue	**7.0%**	14.6%	-7.6% pts	**5.5%**	7.2%	-1.7% pts
FCF / Fully Diluted Shares	**6.2¢**	4.6¢	35%	**10.5¢**	10.9¢	-4%
Net Debt to TTM EBITDA Ratio	**1.48x**	1.23x	0.25x	**1.48x**	1.23x	0.25x

[1] *Service EBITDA = EBITDA less (Sales of Equipment – Cost of Equipment)*
[2] *NPAT, includes non-controlling interest (NCI)*
**Numbers may not add up due to rounding / TTM = Trailing Twelve Months*

Revenue & Revenue Mix



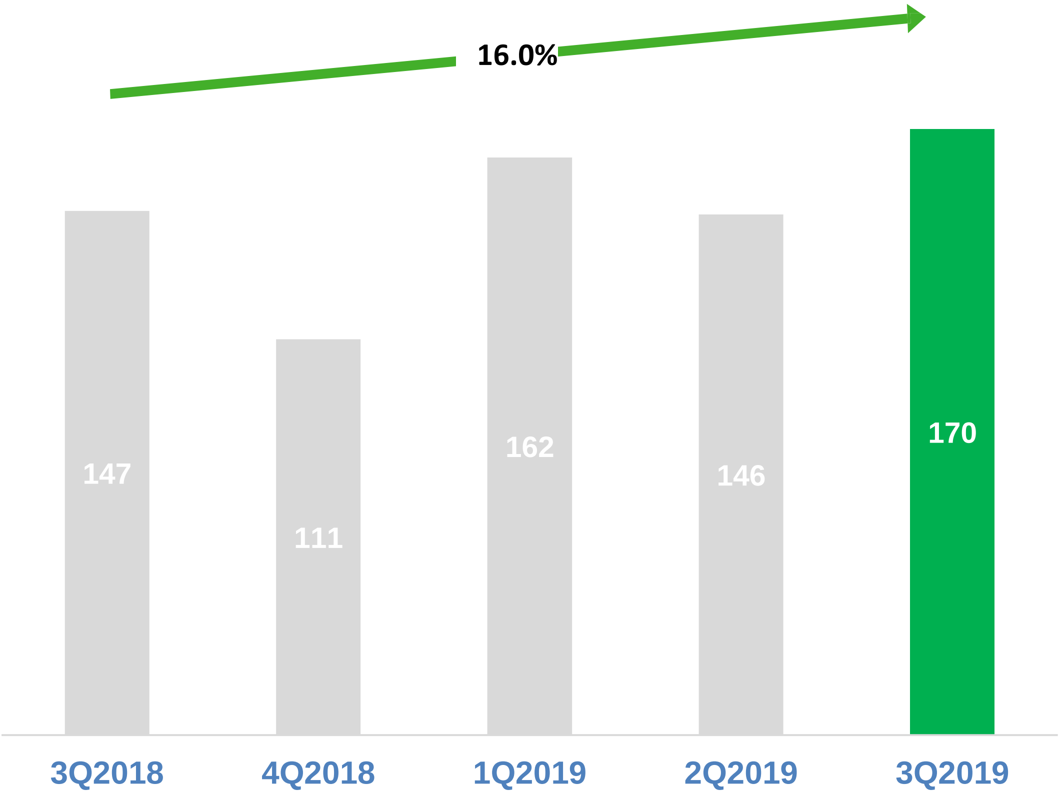


- Lower total revenue was mainly due to lower revenues from Mobile, Pay TV & Broadband, partially mitigated by higher Enterprise business & Sales of Equipment revenues

* Numbers may not add up due to rounding.

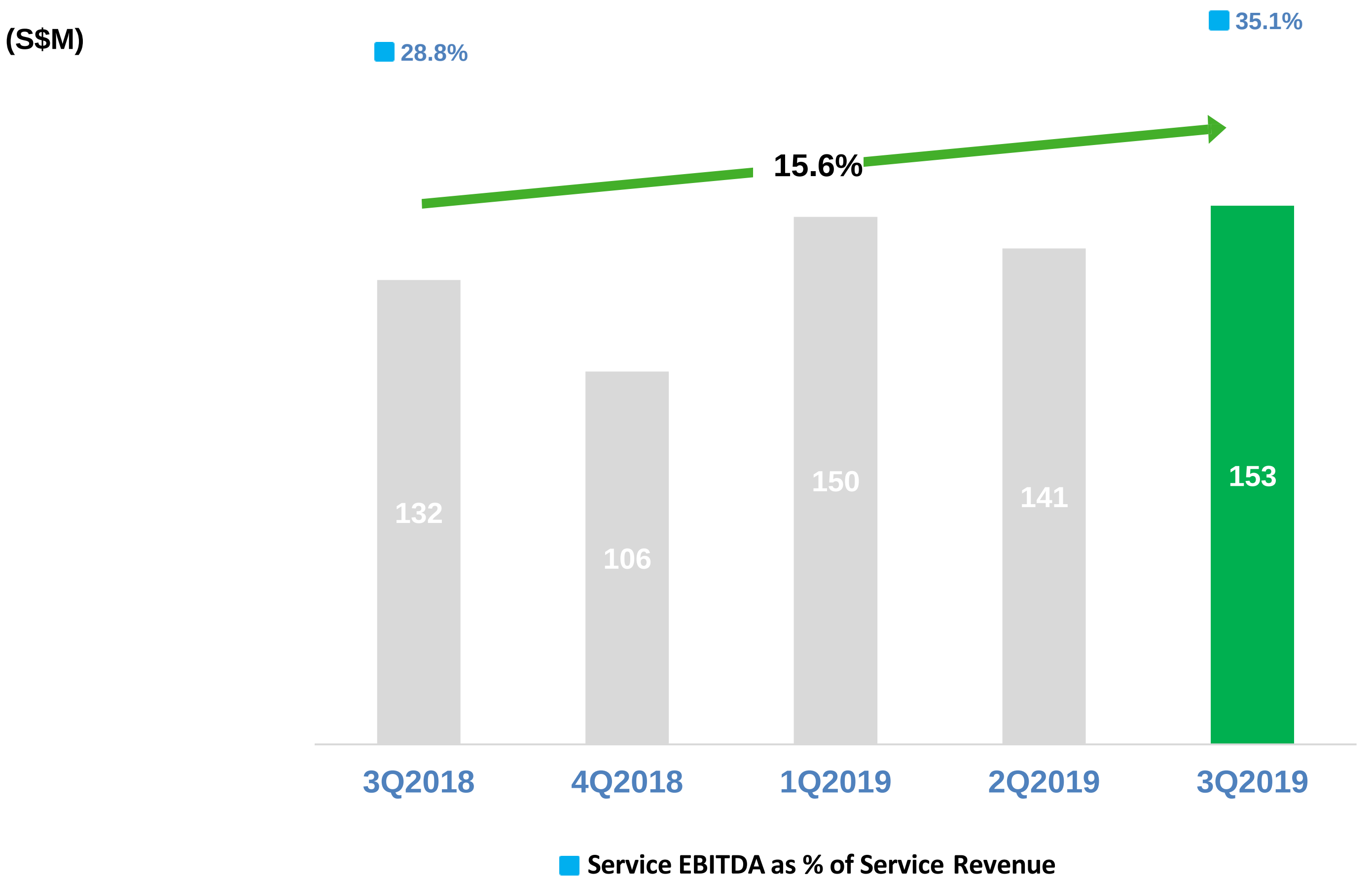
EBITDA

(S$M)



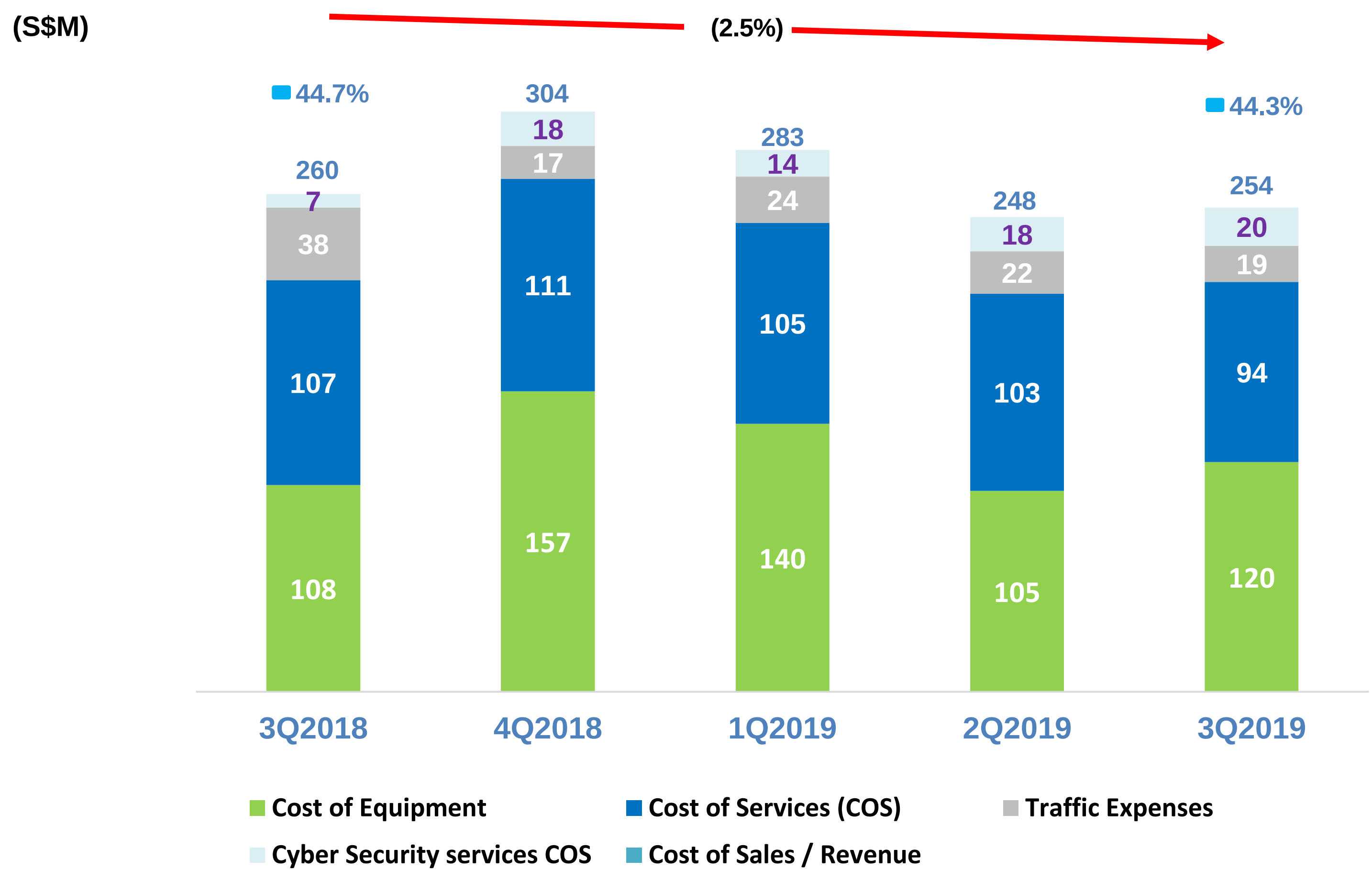
- EBITDA increased mainly due to the impact from SFRS(I) 16 Leases

Service EBITDA & Service EBITDA Margin



- Service EBITDA margin increased due to the impact from SFRS(I) 16 Leases

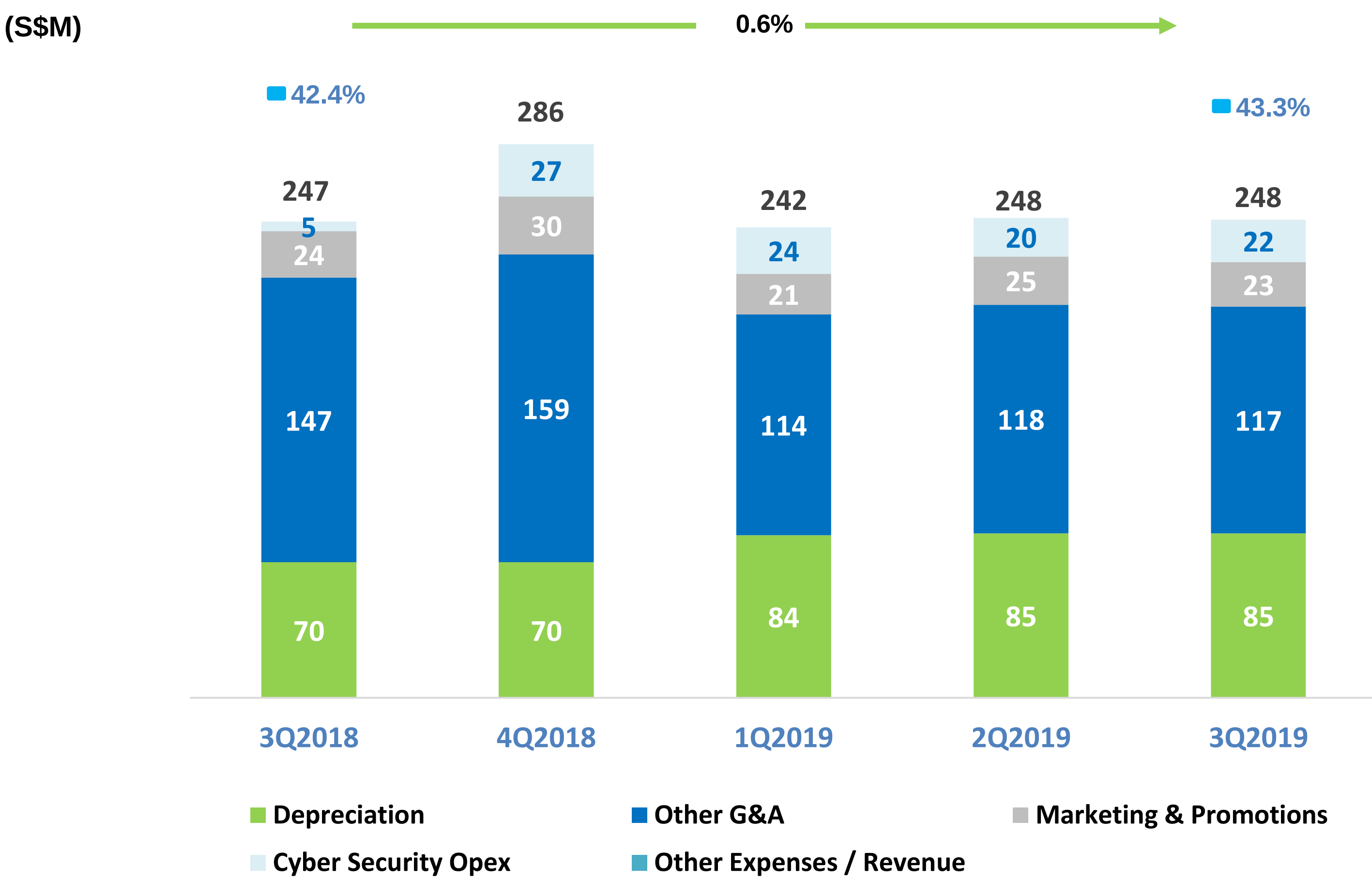
Cost Of Sales



- Cost of Sales decreased due to lower cost of services and traffic expenses, partially offset by higher cost of equipment sold and cyber security COS

* Numbers may not add up due to rounding.

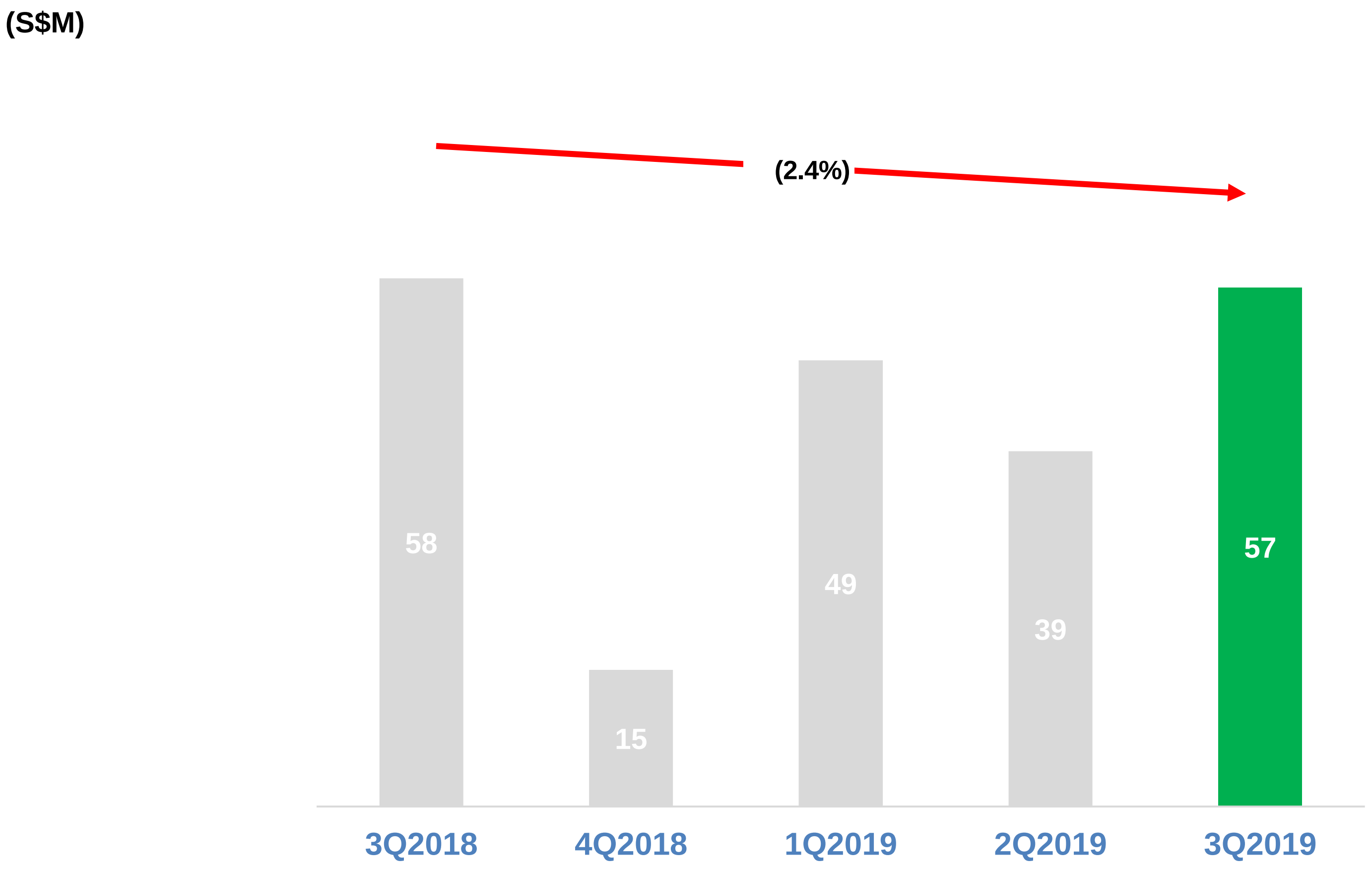
Other Operating Expenses



- Other operating expenses increased slightly due to higher depreciation & amortisation and other expenses from Cyber Security services, offset by lower other G&A

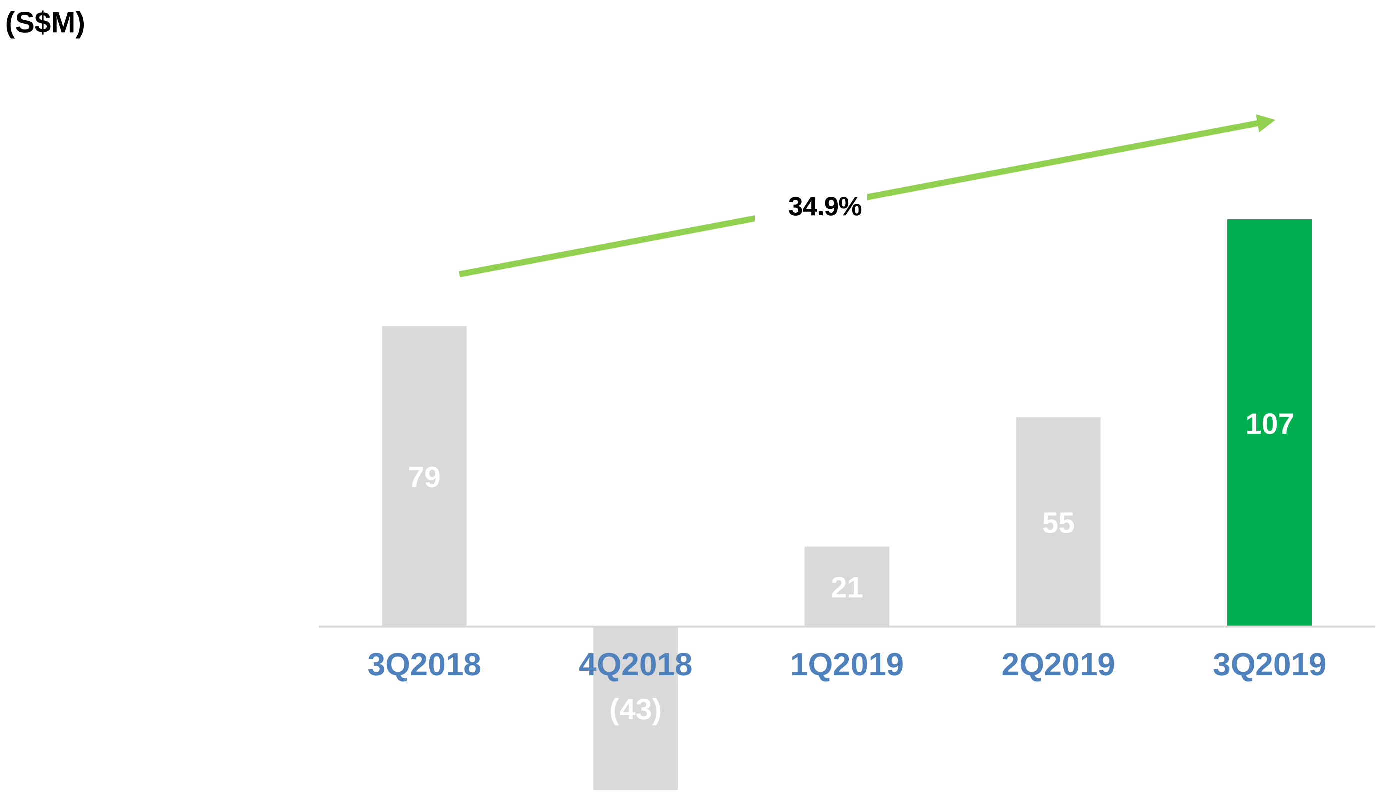
* Numbers may not add up due to rounding.

Net Profit After Tax



- **NPAT decreased YoY due to higher taxation expenses as tax credit for Ensign losses is not recognised, partially offset by higher profit from operations**

Free Cash Flow



- **FCF increased due to higher cash from operating activities and lower CAPEX payments**

FY 2019 Outlook

StarHub

Service Revenue	Service EBITDA	CAPEX Commitment	Dividends
Decline by 2% to 3% YoY[1]	**30% to 32% margin**	**8% to 9% of total revenue**	**2.25 cents per quarter**
	(after SFRS(I) 16 adoption) D&A expenses expected to increase by about S$6M due to amortisation of intangible assets from recent acquisitions	excluding S$282M 700MHz spectrum payment	9 cents for FY2019; 2.25 cents per ordinary share per quarter

[1] *Refers to FY 2019 vs FY 2018*

Thank You