

Market Announcements Office Australian Securities Exchange Level 4, 20 Bridge Street Sydney NSW 2000

Sydney, 27 February 2023

### TPG Telecom Limited Results for Full Year Ended 31 December 2022 – Investor Presentation

Please find attached for immediate release to the market an Investor Presentation concerning TPG Telecom Limited's financial results for the full year ended 31 December 2022.

Authorised for lodgement with ASX by:

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### **TPG Telecom Limited** Full-Year Results

27 February 2023



### Acknowledgement of Country



TPG Telecom acknowledges the Traditional Custodians of Country throughout Australia and the lands on which we and our communities live, work and connect.

We pay our respects to their Elders, past, present and emerging.

'Listening to Land - Connecting to Country' by Riki Salam (Mualgal, Kaurareg, Kuku Yalanji), We are 27 Creative.



### Agenda

Results highlights and business update

Review of financial performance

Summary and outlook

- Iñaki Berroeta Chief Executive Officer and Managing Director
- Grant Dempsey Chief Financial Officer
- Iñaki Berroeta
   Chief Executive Officer and Managing Director



### Results highlights and business update

### Iñaki Berroeta

Chief Executive Officer and Managing Director





## **FY22 highlights**: growth momentum is improving, supporting execution of our strategy



**Positive momentum in Mobile:** 300k net subscriber adds, plan simplification and pricing refresh underway **Improved Fixed profitability:** Fixed Wireless base more than doubled; NBN plan re-pricing executed **Enterprise, Government & Wholesale growth:** strong customer win momentum driven by Fast Fibre



**Delivery of merger synergies:** \$140m of cost synergies achieved from VHA-TPG merger **Operational efficiency:** gross margin growth above service revenue growth despite inflationary environment **Ongoing simplification:** rationalisation and modernisation of contact centre and legacy IT platforms



Service revenue of \$4,439m: primarily reflects consistent recovery in mobile service revenue Statutory EBITDA of \$2,135m: translates to \$1,793m ex. towers sale accounting gain and restructuring costs Fully-franked final dividend of 9.0 cps: total FY22 dividend of 18.0 cps, up 9% on FY21



Mobile network: national 5G rollout >2,000 sites complete; regional network sharing agreement remains a priority
Balance sheet: sale of tower assets supporting debt reduction; Vision Network strategic review underway
2023 outlook: guidance for EBITDA of \$1,850-1,950m excluding material one-offs and transformation costs



## **Mobile subscribers:** strong rebound in momentum delivered net adds of 300,000 during 2022





#### Mobile subscribers – Prepaid ('000s)<sup>2</sup>



#### **O**vodafone

- Postpaid up 80k year on year
- Prepaid up 92k year on year
- Customer growth driven by improved execution, return of international travel



- Up 104k year on year
- Strong subs growth as international border restrictions ease

#### **TRG** iinet

- Up 26k year on year
- Opportunity to increase cross-sell of services to drive value for customers

2. All periods restated to reflect removal of 70,000 inactive customers on long-dated plans from Lebara base at June 2022 to align with classification in other TPG Telecom brands.



## **ARPU** up, largely driven by international roaming recovery in Postpaid; momentum to be supported by plan refresh in FY23



- Postpaid ARPU up 3.1% vs. 2H21, including impact of reduction in intercarrier MMS access fee
- Excluding intercarrier MMS access fee (which is largely offset in costs<sup>1</sup>), Postpaid ARPU up 5.5% vs. 2H21
- International roaming contribution to Postpaid ARPU recovered to \$2.2 per month from \$0.4 in 2H21

1. Domestic intercarrier cost within Cost of provision of telecommunication services has decreased \$0.4 per user for in-line with lower incoming revenue.

2. In all periods, Prepaid ARPU restated to reflect removal of approximately 70,000 inactive customers on long-dated plans from Lebara base at June 2022 to align with classification in other TPG Telecom brands



## **Consumer Postpaid plan refresh:** creating a simpler experience with a continued focus on a value-first approach

#### **Refreshed Vodafone Consumer Postpaid plans**



#### **Old Postpaid plans**

- **Simplification** of Vodafone consumer Postpaid plans completed in January
- Baseline price increase reflects inflationary pressure and ongoing investment in the network and business
- Refresh of existing customer Vodafone base
  - Existing customers have started to receive notifications on pricing refresh
  - Customers are able to better match their pricing and data needs
  - Targeting **70-80% Postpaid mobile base**<sup>1</sup>
  - Expected to be completed in 2H23



## **Fixed:** NBN price discipline and Fixed Wireless growth supporting focus on profitability improvement



## **Enterprise, Government and Wholesale:** returned to growth and building momentum with \$150m+ of new E&G contracts

1H21

2H21

1H22

2H22

E&G revenue (\$m) • Double-digit growth in on-net Fast Fibre **Enterprise &** 370 349 and will accelerate as legacy transition 346 342 Government 54 Legacy 69 61 38 completes 78 61 Handset 45 48 \$150m+ of total new contract value closed in FY22 with average length of 243 255 3 vrs 232 223 \$1 billion revenue target remains – but likely after 2025 following MOCN delay 1H21 2H21 1H22 2H22 Wholesale revenue (\$m) Wholesale Vision Network functionally separated 153 138 142 144 and relaunched as standalone brand 43 38 34 Legacy 50 Strong growth in Fast Fibre 110 110 104 88 Launched new MVNE platform 2H21 2H22 1H21 1H22 Simplifying product offerings Total legacy product revenue\* (\$m) Legacy 128 impact • Legacy product run-off expectation: 112 88 - Copper-related: next 12 mths - Consolidation of tech: c.2 yrs

#### **Partnering with Hungry Jacks**





TPG Telecom's Jonathan Rutherford and Hungry Jacks CEO Chris Green at the launch of a new 5G, security, cloud and connectivity solution for more than 350 Hungry Jacks stores

#### Large customer wins in 2022



- Product substitution: 1-5 yrs



## **Vision Network:** high quality assets, well positioned to capture significant growth opportunity



- Strategic review announced 31 October 2022 to support growth of the business following completion of functional separation from retail operations
- Focus on unlocking value for TPG Telecom shareholders and enabling Vision to exploit its full potential as Australia's largest non-NBN residential access network
- Significant growth opportunity across existing FTTB/FTTP/FTTN/HFC footprint of 410,000 premises plus material green-field growth opportunity
- Process commenced in January seeking indications of interest from third parties potentially interested in acquiring a majority stake in Vision Network
- At this stage, no decision has been made to conclude a transaction nor to sell any interest in Vision Network



## **Mobile network:** delivered 1,000+ additional 5G sites in FY22 despite tight labour market, supply chain constraints

#### Mobile network





3G network will be decommissioned in December 2023

#### **Regional network sharing – MOCN agreement**



Tamworth Regional Livestock Exchange using 5G enabled computing to help farmers automate the labour intensive practice of counting cattle

- In December 2022, the ACCC did not authorise the regional mobile network sharing arrangement between TPG Telecom and Telstra
- The arrangement would bring greater choice, competition and improved connectivity to regional Australia
- TPG Telecom and Telstra are appealing the ACCC decision in the Australian Competition Tribunal
- The Tribunal decision is expected in late June 2023



## **Cyber resilience:** significant investments to help protect customers and their personal information



- TPG Telecom takes protecting customers and critical infrastructure from cybercrime extremely seriously
- We currently block well in excess of one million scam SMS and calls every day
- Recently there was an unprecedented increase in the level of activity as well as the sophistication of cyber attacks
- TPG is committed to elevating all aspects of its defences in response to this threat
- Actions taken in 2022 included:
  - Enforcement of multi-factor authentication in critical systems
  - Doubling of capacity of cyber defence operating centre
  - Accelerated modernisation of security detection and response systems



## **Sustainability:** solid progress made, delivered a pathway towards our commitment to reach net zero by 2050

#### Key progress made in FY22:



2030 targets established: reduce Scope 1 and 2 emissions by 95% and Scope 3 emissions by 30%<sup>1,2</sup>



**2050 targets:** reduce Scope 1, 2 and 3 emissions by 90% and achieve net zero<sup>1,2</sup>



Expecting Science Based Target Initiative (SBTI) verification of emissions targets in 2H 2023



Exploring options to use sustainability-linked financing in upcoming debt refinancing



**Inaugural climate risk** reporting under TCFD framework



Signatory to 40:40 Vision:- extension of our commitment to increasing gender diversity

<sup>1.</sup> Greenhouse Gas (GHG) emissions emissions reduction from a base year of 2021.

<sup>2.</sup> Scope 3 GHG emissions from purchased goods and services, use of sold products, fuel and energy related activities, and upstream leased assets.



### In 2022 we were proud to...

... keep friends and loved ones **connected through challenging times**...



... offer essential communication services to help Australia stay connected productive and entertained...



### ... united and strengthen the connection of our People –

evidenced by 'Our Spirit' survey, 2022 Employer of Choice award





# Review of financial performance

### **Grant Dempsey**

**Chief Financial Officer** 





## **FY22 financial summary**: operating performance improving, supported by one-off gain from sale of tower assets

Metric	FY21 <sup>1</sup>	FY22	Change	Commentary
Service revenue	\$4,372m	\$4,439m	1.5%	<ul> <li>Growth supported by strong 2H in Consumer</li> </ul>
Gross margin	\$2,787m	\$3,243m	16.4%	<ul> <li>Included \$402m from sale of tower assets</li> </ul>
Operating expense	\$(1,060)m	\$(1,108)m	4.5%	<ul> <li>Included \$60m of restructuring costs</li> </ul>
EBITDA	\$1,727m	\$2,135m	23.6%	<ul> <li>\$1,793m excluding towers gain, restructuring</li> </ul>
NPAT	\$113m	\$513m	354.0%	<ul> <li>Included gain on sale of tower assets</li> </ul>
NPAT excl. customer base amortisation and accounting gains <sup>2</sup>	\$225m	\$222m	(1.3)%	<ul> <li>Increased interest costs in 2H22</li> </ul>
Capital expenditure including spectrum	\$(917)m	\$(992)m	8.2%	<ul> <li>Elevated due to current 5G network rollout</li> </ul>
Operating Free Cash Flow <sup>3</sup>	\$596m	\$92m	(84.6)%	<ul> <li>Impacted by the unwinding of handset receivables financing (\$265m) and higher inventory held</li> </ul>
Adjusted NPAT <sup>4</sup>	\$586m	\$648m	10.6%	
DPS	16.5 cps	18.0 cps	9.1%	<ul> <li>Supported by strengthened balance sheet</li> </ul>

1. FY21 financials has been restated to voluntarily adopt accounting policy change in regard to the treatment of government grants. Please refer to note 2 (I) in the 2022 annual report for more information.

2. Calculated as profit before tax before one-off non-cash accounting gain adding back customer amortisation and adjusted by 30% tax rate.

3. Refer to slide 28 for a reconciliation between operating cash flow to Operating Free Cash Flow.

4. Adjusted NPAT adds back restructuring costs, customer base intangible amortisation, spectrum amortisation and non-cash tax expense. Accounting gain on towers sale excluded.



## **Consumer gross margin:** strong contribution from mobile and fixed, delivering first revenue growth since merger





## **Enterprise, Government & Wholesale gross margin:** strong new customer growth offsetting ongoing impact of legacy transition



Enterprise, Government & Wholesale gross margin (\$m)

Strategic service revenue

#### tpg

## **Total costs:** synergies of \$140m achieved, mitigating inflationary pressures linked to tight labour market and higher energy costs



1. FY20 figures presented on a pro forma basis as if 2020 had been a full year of merged operations and restated to reflect finalisation of purchase price accounting on acquisition and tax loss treatment, plus other minor reclassifications. Refer to the financial report.

2. Other inflationary pressure reflects general cost increases throughout the business, noting average CPI over the period was approximately 3%.



### **Balance sheet:** position strengthened allowing TPG Telecom to better withstand impacts of a higher rate environment

Solid cash flow and proceeds from tower assets sale have enabled reduction in bank debt and handset receivables financing



Handset receivables financing Lease liabilities Bank debt

Funding cost	\$m	FY21	FY22	FY23 outlook
increased in line with market rates	Debt balance	4,290	3,690	Continued handset receivables financing unwind expected to increase net debt c. \$200-300m
	Weighted average bank funding cost	2.1%	3.0%	Prevailing rate of c.5% expected for 1Q23
	Bank interest cost	88	112	\$19m impact for every ± 50 bps movements in BBSY
	Lease liabilities	1,420	1,965	No material change anticipated
	Weighted average lease interest rate	4.3%	3.8%	
	Lease interest cost <sup>1</sup>	61	75	FY23 towers lease interest incremental impact of ~c.\$20m
	Net financing cost	149	187	

Strengthened balance sheet well positioned for FY24 refinancing



1. Income statement finance cost impacts of lease payments only. Total cash lease costs were \$198m in FY22.

## **Cash flow**: strong cash generation supporting accelerated 5G and technology investment and balance sheet strengthening

Cash flow conversion bridge (\$m)



TPG TELECOM



### Capex: accelerated profile in the short to medium term to enable 5G rollout to 2025



FY22

Until mid-2020s

FY21

Indicative capex profile (\$m)



### Dividend: 9% increase consistent with solid cash profit



#### Reconciliation of statutory to Adjusted NPAT (\$m)

Non-cash adjustments



Total dividend at 52% of Adjusted NPAT <sup>1</sup>					
Number of ordinary shares	1,859m				
Final dividend	9.0 cps				
Record date	16 March 2023				
Payment date	13 April 2023				

Dividends (cps)



## Disciplined **capital allocation framework** will drive growth and return aspirations





# Summary and outlook

### Iñaki Berroeta

Chief Executive Officer and Managing Director





## **Our ambition**: to be **Australia's best telco** for our customers, shareholders, our people and the community

Three guiding principles, providing long-term direction to our strategy





### Ten key strategic initiatives informed by our guiding principles

Strategic initiative	FY22 achievements	FY23 focus
Grow Consumer Mobile service revenue	Returned to strong subscriber growth	Implement simplified refreshed pricing plans
Drive Consumer Fixed profitability	NBN re-pricing; doubled Fixed Wireless subscribers	Optimise margin profile across Fixed products
Accelerate cross-selling	20% growth in Vodafone fixed base; 7% growth in iNet/TPG mobile base	Leverage refocused brand proposition
Grow in Enterprise and Government	\$150m new sales; strong growth in Fast Fibre	Grow share of connectivity with Fast Fibre and Enterprise Mobility
Unlock value in Wholesale	Launched of Vision Network and MVNE platform	Complete Vision Network strategic review
Consolidate customer platforms and journeys	Rationalisation of contact centre software platforms	Optimise customer support operating model
Improve customer experience	Streamlined payment gateways from three to one	Simplify website and enhance self-service tools
Simplify technology landscape	Decommissioned 11 legacy IT systems	Accelerate modernisation; remove 30+ IT systems
Achieve national 5G coverage	Commissioned 1,000+ additional 5G sites	Surpass 3,000 5G sites, implement MOCN
Embed capital allocation framework	Tower assets sale enabled debt reduction	Drive capital efficiency to best and highest use



## We are focused on the continuing **transformation of our customer value proposition**

Products and offerings       Limited cross-selling Complex billing portfolio       Converged customer offerings Streamlined payment experience         Platforms       Complex legacy systems       Single platform for all consumer brands		2022	Target state
Products and offerings       Limited cross-selling Complex billing portfolio       Converged customer offerings Streamlined payment experience         Platforms and systems       Complex legacy systems Long time to market       Single platform for all consumer brands Single platform for Enterprise Govt. & Whole Flexible, dynamic and nimble	Brands		
Platforms       Complex legacy systems         and systems       Long time to market         Single platform for Enterprise Govt. & Whole         Flexible, dynamic and nimble		Limited cross-selling	•
Cost and Cost culture Australia's best telco for			Single platform for Enterprise Govt. & Wholesale
capital base $\downarrow$ Investment required to drive transformationcost and capital efficiency		\$	

## **2023 outlook:** improving operating momentum to support EBITDA growth in FY23, offset by rising interest costs

	FY22	FY23 guidance <sup>1</sup>
EBITDA	\$1,793m excluding material one-offs and restructuring costs	\$1,850m to \$1,950m excluding material one-offs and transformation costs
Restructuring/ Transformation costs <sup>2</sup>	\$60m	c.\$50m
Capex (excluding spectrum)	\$961m	c.\$1b
Net financing cost	\$187m	Refer to slide 21

1. Assuming no material change to operating conditions, EBITDA guidance excludes potential material one-offs, such as any impacts or benefits from the regional network sharing arrangement (MOCN) (subject to review by the Australian Competition Tribunal), transformation costs, mergers and acquisitions, disposals, impairments, spectrum and such other items as determined by the Board and management.

2. Transformation costs in operating expense.

**TPGTELECOM** 



### Questions and Answers





### Appendices





### Financial statements impact of sale of tower assets

#### Sale of tower assets

- 1,237 existing sites with 252 new sites committed under build-to-suit program
- Net cash proceeds of \$892m used to reduce bank debt and handset receivables financing

Impacts \$m	FY22 impact	Comments
Profit and lose statement		
Accounting gains	\$402m	<ul> <li>Capital gain on asset sold</li> </ul>
Depreciation and amortisation	(\$18m)	<ul> <li>Lower PPE and new RoU asset replacing old</li> </ul>
Lease interest	\$14m	
Balance sheet		
Deferred tax asset	\$18m	Net movement in DTA
Capital loss recognised	\$117m	Conital loss and it recognized and utilized
Capital loss utilised	(\$117m)	<ul> <li>Capital loss credit recognised and utilised</li> </ul>
Revenue loss utilised	(\$76m)	
Increase in DTA	\$94m	• Recognised for RoU assets, lease liabilities and other
Lease liability	\$519m	• Net movement due to a new 20-year lease
Borrowings	(\$550m)	<ul> <li>Prepayment and reduction of term debt with the \$892m of net proceeds</li> </ul>
Right of use (RoU) assets	\$234m	Net movement of RoU
Cash flow statement		
Lease repayments	\$10m	Incremental increase in repayments



### Revenue and gross margin by product





### Gross margin breakdown by half-year period

	CONSUMER					ENTERPRISE, GO	VERNMENT & WH	NMENT & WHOLESALE		
\$m	Reported 2H21	Reported 1H22	Reported 2H22	Change vs 2H21	Change vs 1H22	Reported 2H21	Reported 1H22	Reported 2H22	Change vs 2H21	Change vs 1H22
Service revenue	1,743	1,744	1,796	3.0%	3.0%	455	446	453	(0.4%)	1.6%
Handset, accessories and										
hardware	425	398	479	12.7%	20.4%	44	38	61	38.6%	60.5%
Total revenue	2,168	2,142	2,275	4.9%	6.2%	499	484	514	3.0%	6.2%
Other income	-	-	-			9	3	4	(55.6%)	33.3%
Telco costs	(738)	(736)	(713)	(3.4%)	(3.0%)	(95)	(94)	(91)	(4.2%)	(3.2%)
Cost of handsets sold	(426)	(391)	(487)	14.1%	24.6%	(43)	(37)	(59)	37.2%	59.5%
Gross margin	1,004	1,015	1,075	7.1%	5.9%	370	356	368	(0.5%)	3.4%
Hardware gross margin (\$m)	(1)	7	(8)	700%	(214.3%)	1	1	2	100%	100%
Service gross margin (\$m)	1,005	1,008	1,083	7.8%	7.4%	369	355	367	(0.5%)	3.4%
Service gross margin (%)	57.7%	57.8%	60.3%	2.6pp	2.5pp	81.1%	79.6%	81.0%	(0.1pp)	<b>1.4pp</b>

			OTHER					GROUP		
\$m	Reported 2H21	Reported 1H22	Reported 1H22	Change vs 2H21	Change vs 1H22	Reported 2H21	Reported 1H22	Reported 1H22	Change vs 2H21	Change vs 1H22
Service revenue Handset, accessories and	-	-	-	-	-	2,198	2,190	2,249	2.3%	2.7%
hardware	-	-		-	-	469	436	540	15.1%	23.9%
Total revenue	-	-	-	-	-	2,667	2,626	2,789	4.6%	6.2%
Other income	17	10	421	2,376.5%	4,110.0%	26	13	425	1,534.6%	3,169.2%
Telco costs	(1)	(1)	(1)	-	-	(834)	(831)	(805)	(3.5%)	(3.1%)
Cost of handsets sold	-	-	-	-	-	(469)	(428)	(546)	16.4%	27.6%
Gross margin	16	9	420	2,525.0%	4,566.7%	1,389	1,380	1,863	34.0%	35.0%
Hardware gross margin (\$m)	-	-	-	-	-	-	8	(6)		
Service gross margin (\$m)	16	9	420	2,525.0%	4,566.7%	1,389	1,372	1,869	34.6%	36.2%
Service gross margin (%)	-	-	-	-	-	63.2%	62.7%	83.1%	19.9рр	20.4pp



### Income statement summary

\$m	FY21	FY22	Change
Service revenue	4,372	4,439	1.5%
Handset, accessories & hardware	920	976	6.1%
Total revenue	5,292	5,415	2.3%
Other income	41	438	968.3%
Cost of provision of telco services	(1,655)	(1,636)	(1.1%)
Cost of handsets sold	(891)	(974)	9.3%
Technology cost	(358)	(363)	1.4%
Employee benefits expense	(377)	(377)	0.0%
Other operating expenses	(325)	(368)	13.2%
EBITDA	1,727	2,135	23.6%
Depreciation and amortisation	(1,415)	(1,389)	1.8%
Results from operations	312	746	139.1%
Net financing costs	(149)	(187)	25.5%
Profit before income tax	163	559	242.9%
Income tax expense	(50)	(46)	8.0%
Net profit after tax	113	513	214.7%



### Balance sheet summary

\$m	FY21	FY22	Change
Cash and cash equivalents	202	114	(88)
Trade and other receivables	476	681	205
Other current assets	155	238	83
Total current assets	833	1,033	200
Property, plant and equipment	3,401	3,580	179
Right of use assets	1,294	1,527	233
Spectrum licenses	2,251	2,010	(241)
Other intangible assets	10,893	10,653	(240)
Deferred tax assets	261	183	(78)
Other non-current assets	231	380	149
Total non-current Assets	18,331	18,333	2
Trade and other payables	1,118	1,185	67
Lease liabilities	61	93	32
Other current liabilities	464	454	(10)
Total current liabilities	1,643	1,732	89
Borrowings	4,290	3,690	(600)
Lease liabilities	1,359	1,872	513
Other non-current liabilities	152	172	20
Total non-current liabilities	5,801	5,734	(67)



#### Cash flow reconciliation

#### **EBITDA TO FCF RECONCILIATION**

\$m	FY21	FY22	Contribution to change in cash flow		
EBITDA	1,727	2,135			408
Accounting gains		(402)	(402)		
Handset financing movements		(265)	(265)		
Working capital movements	(105)	(217)	(112)		
Operating Cash Flow	1,622	1,251	(371)		
Тах	-	-			
Сарех	(826)	(961)	(135)		
Receipts of tower sale		892			() 892
Loan repayment from Tech 2	2	1	(1)		
Mobile spectrum payments	(91)	(31)		60	
Net change in borrowings	(40)	(600)	(560) 🌾		
Lease repayments	(139)	(123)		16	
Net financing costs	(158)	(180)	(22)		
Dividends paid	(288)	(325)	(37)		
Share payments – TPG EIPT		(14)	(14)		
Interest received		2		2	
Net Cash Flow	82	(88)	(170)		

#### OCF TO OPERATING FREE CASH FLOW (OFCF) RECONCILIATION

\$m	FY21	FY22	Contribution to change in cash flow	
Operating Cash Flow	1,622	1,251	(371)	
Tax	-	-		
Сарех	(826)	(961)	(135)	
Lease repayments	(139)	(123)		16
Lease interest	(61)	(75)	(14)	
OFCF	596	92	(504)	



### EBITDA to NPAT reconciliation

#### EBITDA TO NPAT RECONCILIATION

Şm	FY21	FY22	Change	
EBITDA	1,727	2,135	408	
Depreciation of PPE	(607)	(554)	53	
Depreciation of right of use assets	(141)	(143)	(2)	
Amortisation of Spectrum licence	(261)	(269)	(8)	
Amortisation of Customer base	(160)	(160)		
Amortisation of Other intangibles	(246)	(263)	(17)	
Net financing costs	(149)	(187)	(38)	
Tax expense	(50)	(46)	4	
Reported NPAT	113	513	400	



### Mobile subscriber base





1. Prepaid & MVNO subscribers are calculated based on 'registered subscribers'. Registered subscribers include all subscribers who have had a chargeable event in the previous six months.

2. All periods restated to reflect removal of 70,000 inactive customers on long-dated plans from Lebara base at June 2022 to align with classification in other TPG Telecom brands.

3. Charts include all TPG and iiNet mobile subscribers regardless of whether the subscribers were on-net (i.e. on the group's network) or off-net at the time. 6k TPG/iiNet subscribers remained off-net as at 30 June 2022.

4. June 2020 and December 2020 Postpaid numbers have been re-stated down by c.4k and c.5k, respectively, as they previously included Fixed Wireless customers which have now been reclassified into Fixed broadband.



### Fixed broadband ARPU breakdown



Fixed Wireless ARPU (\$/month)

42.8

1H22

42.6

2H22

1. ARPU = Average revenue per user. ARPU represents average of service revenue, net of discounts and excluding GST.

2. Multi-service credits are proportionately allocated between products.

3. ARPU calculations incorporate both VHA and TPG Corporation throughout each period.

4. Fixed ARPU restated to reflect a minor classification change of revenue categories and alignment with mobile ARPU calculation of average base.



### Disclaimer

#### Future performance and forward looking statements

Forward looking statements, opinions and estimates provided in this Presentation are based on assumptions and contingencies which are subject to change without notice, as are statements about market and industry trends, which are based on interpretations of current market conditions. Forward looking statements including projections, guidance on future earnings and estimates are provided as a general guide only and should not be relied upon as an indication or guarantee of future performance.

COVID is likely to continue affecting parts of the group's business. However, the dynamic nature and continuing uncertainty surrounding COVID makes it impossible to accurately predict or forecast the extent of the impact on the group's business or future financial or other performance. An investment in TPG Telecom shares is subject to investment and other known and unknown risks, some of which are beyond the control of the group, including possible delays in repayment and loss of income and principal invested. TPG Telecom does not guarantee any particular rate of return or the performance of the group nor does it guarantee the repayment of capital from TPG Telecom or any particular tax treatment.

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