# PERFORMANCE HIGHLIGHTS

### **OPERATING REVENUE AND SERVICE REVENUE**



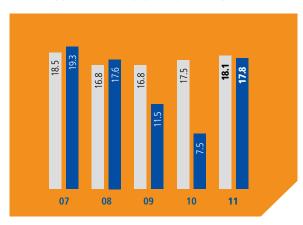
Service revenue (S\$m) Operating revenue (S\$m)

#### **NET PROFIT AFTER TAX**



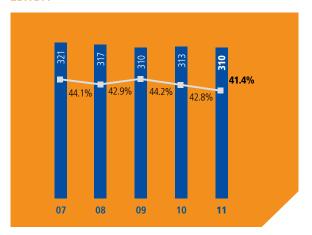
Net profit after tax (S\$m) Net profit margin on service revenue (%)

#### **EARNINGS AND FREE CASH FLOW PER SHARE**



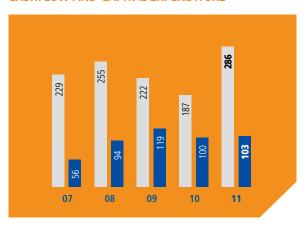
Earnings per share (basic) (cents) Free cash flow per share (cents)

#### **EBITDA**



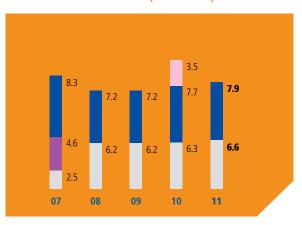
EBITDA (S\$m) EBITDA margin on service revenue (%)

#### **CASHFLOW AND CAPITAL EXPENDITURE**



Net cash flow from operating activities (S\$m) Capex (S\$m)

## **CASH RETURN PER SHARE (DECLARED)**



Interim dividend (cents) Final dividend (cents) Capital reduction (cents) Special dividend (cents)

OPERATING HIGHLIGHTS	2011	2010	CHANGE (%)
Number of mobile customers ('000)			
Postpaid	1,046	1,001	4.5
Prepaid	969	910	6.5
Total	2,015	1,911	5.5
Market share <sup>1</sup> (%)			
Postpaid	26.0	26.6	_
Prepaid	26.0	25.8	_
Overall	26.0	26.2	_
Singapore mobile penetration rate <sup>1</sup> (%)	149.6	143.6	_
Average revenue per user (ARPU, S\$ per month)			
Postpaid (excludes Data plan)	63.8	63.9	-0.3
Postpaid (excludes Data plan and adjusted) <sup>2</sup>	54.6	59.8	-8.7
Data plan	22.2	21.5	3.6
Prepaid	13.7	14.5	-5.2
Non-voice services as a % of service revenue	35.6	31.9	_
Minutes of use per active customer (per month)			
Postpaid	360	363	-0.7
Prepaid	280	264	6.2
Total international retail minutes (million)	1,165	957	21.7
Average monthly churn rate (%)	1.3	1.4	_
Acquisition cost per postpaid customer (S\$)	342	351	-2.6

<sup>&</sup>lt;sup>1</sup> Based on IDA statistics as at December

<sup>&</sup>lt;sup>2</sup> After adjustment for ARPU offset against handset subsidy

FINANCIAL HIGHLIGHTS	2011	2010	CHANGE (%)
Operating revenue (S\$m)	1,064.9	979.2	8.8
Mobile telecommunications	587.4	579.4	1.4
International call services	124.8	129.0	-3.2
Fixed services	38.3	24.5	56.2
Handset sales	314.4	246.3	27.6
EBITDA (S\$m)	310.4	313.3	-0.9
Net profit after tax (S\$m)	164.1	157.1	4.5
Per share (cents)			
Earnings (basic)	18.1	17.5	3.4
Cash payout (declared)	14.5	17.5	-17.1
Net assets	35.5	33.7	5.3
ROE (%)	52.5	56.2	_
ROCE (%)	27.3	28.5	_

Note: Figures may not add up due to rounding