

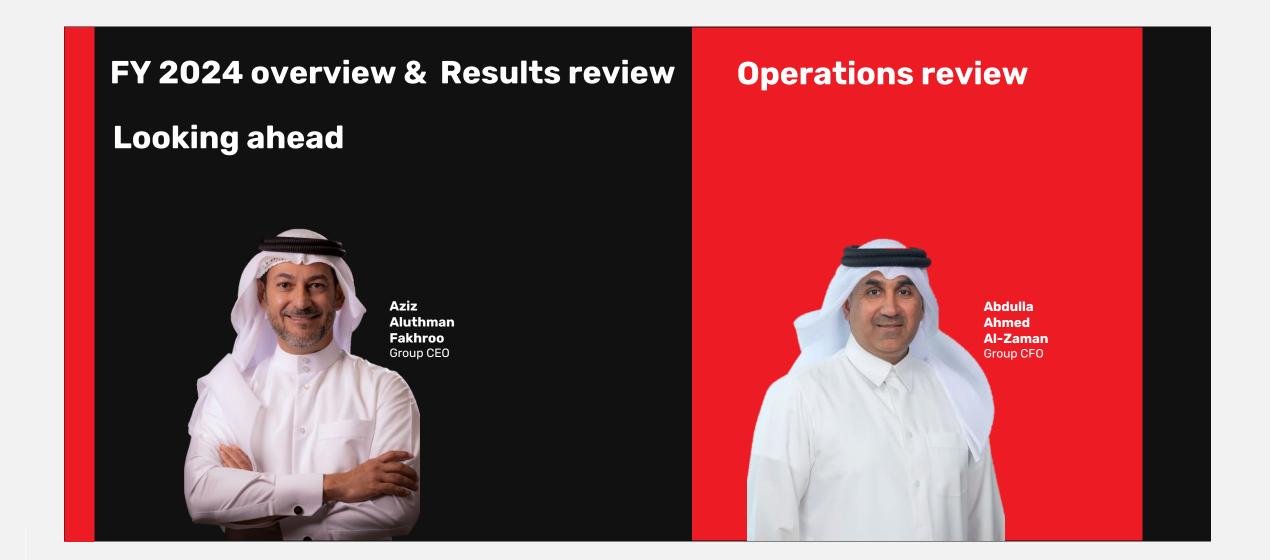
# OOREDOO GROUP

**RESULTS PRESENTATION** 

For the year ended 31 December 2024

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  results may differ materially from those projected as a result of risks and uncertainties including, but not limited to:
  - o Our ability to manage domestic and international growth and maintain a high level of customer service
  - o Future sales growth
  - o Market acceptance of our product and service offerings
  - o Our ability to secure adequate financing or equity capital to fund our operations
  - Network expansion
  - o Performance of our network and equipment
  - o Our ability to enter into strategic alliances or transactions
  - o Cooperation of incumbent local exchange carriers in provisioning lines and interconnecting our equipment
  - Regulatory approval processes
  - Changes in technology
  - o Price competition
  - Other market conditions and associated risks
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# OT FY 2024 Overview

**Aziz Aluthman Fakhroo Group CEO** 

## **Overview of FY 2024**

Delivered a strong financial performance with record high Net Profit, accelerated strategic progress and drove sustainable value creation

# Strong financial performance



- · Record high net profit:
  - -Normalised at QAR 3.7 billion
  - -Reported at QAR 3.4 billion
- · Leverage below Board guidance
- · Healthy liquidity position
- 2024 guidance targets:
  - -Revenue exceeded
  - -EBITDA margin & Capex in line

# Reaping the benefits of a balanced portfolio



- Sustained topline growth, revenue up by 2%
- Drove profitability, EBITDA up by 3% and reported Net Profit up by 14%
- Iraq and Algeria delivering double digit revenue and EBITDA growth

# Execution of strategic priorities



- NVIDIA cloud partner in the region
- Completed sale of Myanmar opco
- Carved out DC's in Qatar, Tunisia and Kuwait and appointed DC CEO
- Obtained PSP licences in Oman, Maldives and Tunisia. Launched mobile money app - Walletii
- Successful financing initiatives, including a QAR2bn data center facility and a USD500m bond, demonstrating capital markets' confidence in Ooredoo's financial health

# Creating stakeholder value



- Board recommended a dividend of QAR 0.65 per share, up by 18%
- Among major peers in the Gulf, Ooredoo stands out as the only telco that has seen an increase in share price in 2024



# 02 Results Review

**Aziz Aluthman Fakhroo**Group CEO

# **Group 2024 YoY highlights**

Another year of strong growth driven by sustained operational momentum and a strengthened financial position

Growth	Profitability	Balance sheet	Returns	
Revenue +2% QAR 23.6 billion	+3% (+4%*) QAR 10.0 billion	Capex intensity +1pp to 13% Capex QAR 3.2 billion	Free -1% (+1%*) cash flow QAR 6.8 billion	
+5%*** (-7%**) 51.5 million 146.2** million	#1pp (+1pp*) margin 42.5%	Net -0.3x Debt/EBITDA 0.4x	Dividend +18%  QAR 0.65 per share	
	Net +14% (+12%*) Profit QAR 3.4 billion			

<sup>\*</sup>Normalicad

<sup>\*\*</sup>Consolidated customer numbers plus IOH

<sup>\*\*\*</sup>Customer % growth excludes Myanmar and IOH

<sup>-</sup> The disposal of Ooredoo Myanmar operation was completed on 31 May 2024 and Ooredoo Group financial results for FY 2024 include results for Ooredoo Myanmar until 31 May 2024

<sup>-</sup> EBITDA normalised for the IOH one-off tower sales gain of QAR 56mn and IOH data centre gain of QAR 37mn in 2023

<sup>-</sup> NP 2024: Normalised for foreign exchange impact (QAR 106mn), Myanmar gain on disposal (QAR 118mn), impairment (QAR 115mn) and Iraq legal expenses (QAR 138mn)

<sup>-</sup> NP 2023: Normalised for foreign exchange impact (QAR 300mn), impairment (QAR 642mn), NMTC legal case gain (QAR 446mn), gain from IOH tower sales (QAR 56mn), IOH data center gain (QAR 37mn) and Meeza IPO gain (QAR 139mn)

<sup>-</sup> EBITDA = Revenue - Operating expenses\* + Share of results from associates and joint ventures

<sup>- \*</sup> Operating expenses = Network, interconnect and other operating expenses + Employee salaries and associated costs +Impairment loss provision on financial assets

# **Group Q4 2024 YoY highlights**

Robust Q4 performance

Gr	owth	Profitability Balance sheet		Returns			
Revenue	Flat QAR 5.9 billion	EBITDA	Flat (+2%*) QAR 2.3 billion	Capex intensity Capex	Flat at 21%  QAR 1.2 billion	Free cash flow	Flat (+3%*) QAR 1.1 billion
Customers	+5%*** (-7%**) 51.5 million 146.2** million	EBITDA margin	Flat (+1pp*) 39.2%	Net debt/EBIT	-0.3x 0.4x	Dividend	+18% QAR 0.65 per share
		Net Profit	+46% (+4%*) QAR <b>0.5</b> billion				

<sup>\*</sup>Normalised

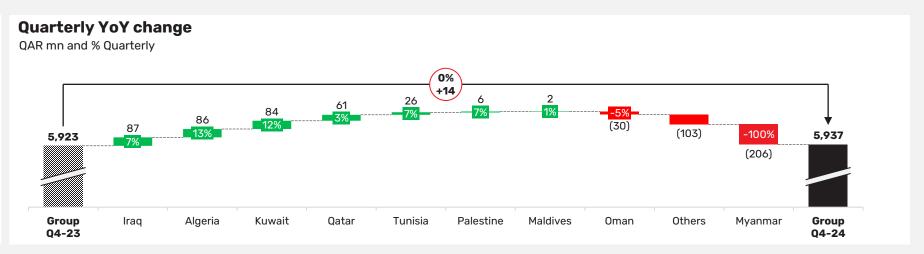
<sup>\*\*</sup>Consolidated customer numbers plus IOH

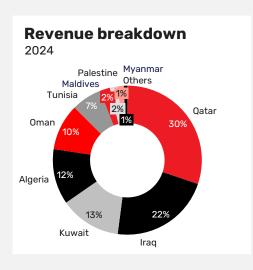
<sup>\*\*\*</sup>Customer % growth excludes Myanmar and IOH

### Revenue

Strong, resilient growth, powered by robust operational performances







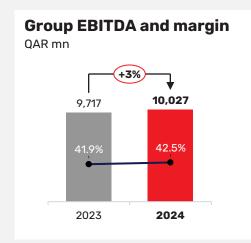
#### **Summary**

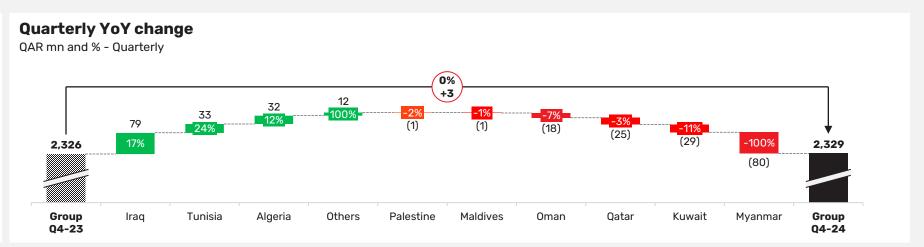
- Group revenue for 2024 increased by 2% YoY supported by strong revenue growth in Iraq, Algeria, Kuwait, Tunisia and Maldives
- Q4 2024 Group revenue remained flat YoY
- Revenue for Q4 was impacted by lower revenue in Oman impacted by challenging market conditions

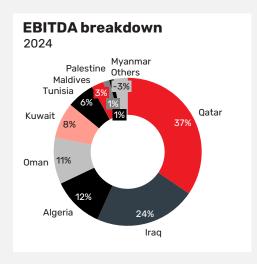
 $My anmar's 2024 \ revenue \ included \ up \ to \ May \ 2024 \ while \ 2023 \ revenue \ included \ up \ to \ December \ 2023$ 

## **EBITDA**

Healthy topline growth with continued focus on efficiencies drove a strong performance in EBITDA with an industry-leading margin







#### **Summary**

- Group EBITDA of QAR 10.0 billion, up by 3% (normalised up by 4%) YoY for 2024
- Q4 2024, EBITDA remained flat YoY
- Solid EBITDA margin of 42.5%, up by 1pp
- EBITDA for Q4 was impacted by performance in:
  - Oman due to lower topline performance and higher operating costs
  - Qatar due to pressure on gross margin
  - Kuwait due to one-off bad debt provisions

Myanmar's 2024 EBITDA included up to May 2024 while 2023 EBITDA included up to December 2023

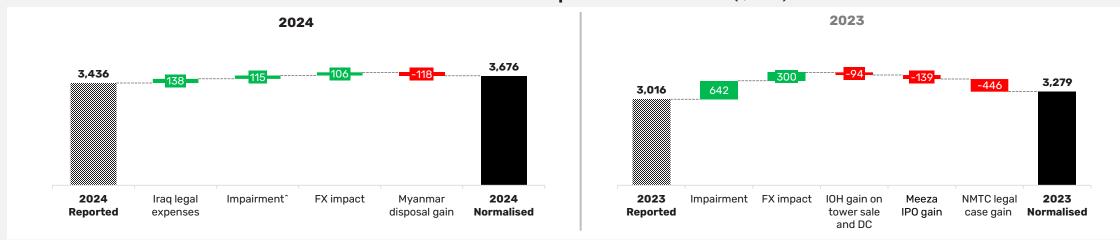
# **Net Profit | 2024 Reported and Normalised**

Record high net profit, three consecutive years of growth

#### Net profit attributable to Ooredoo shareholders (QAR mn)



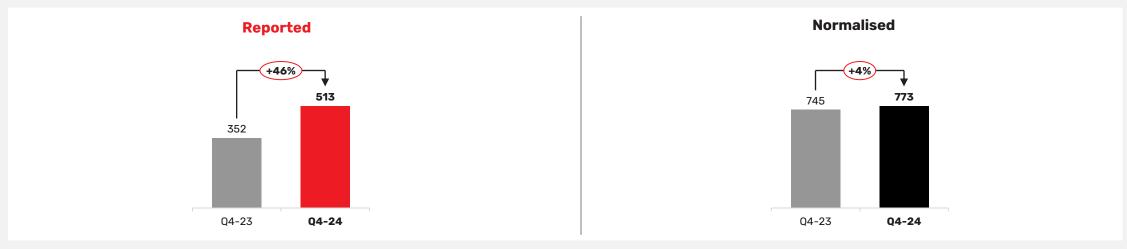
#### **Net Profit reconciliation Reported to Normalised** (QAR'mn)



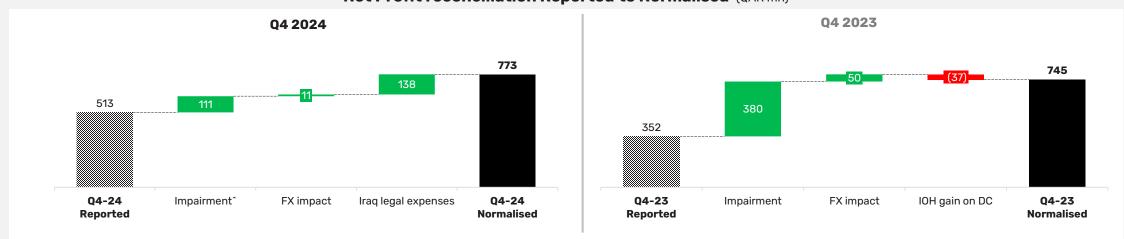
# **Net Profit | Q4 2024 Reported and Normalised**

Another quarter of strong growth

#### **Net profit attributable to Ooredoo shareholders** (QAR mn)

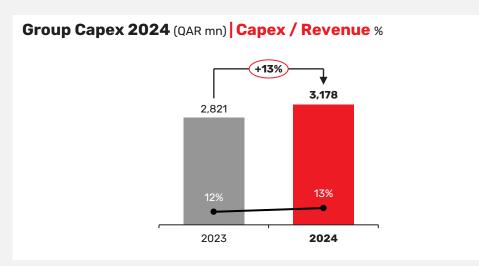


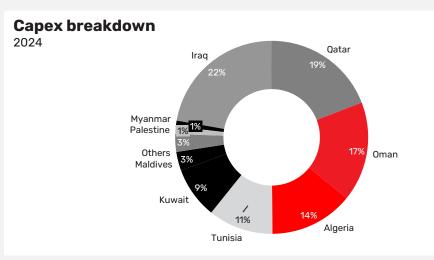
#### **Net Profit reconciliation Reported to Normalised** (QAR'mn)

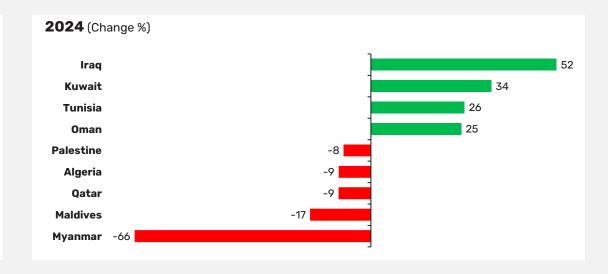


## Capex

#### Strategic investment for return







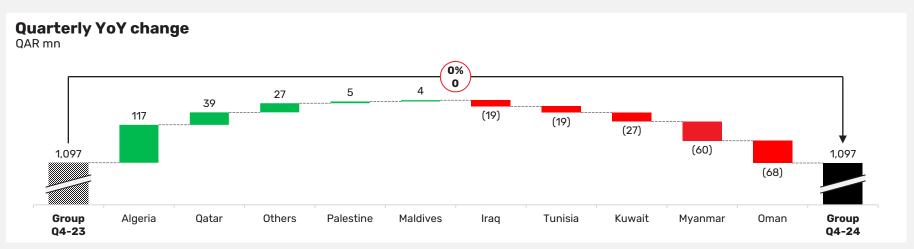
#### **Summary**

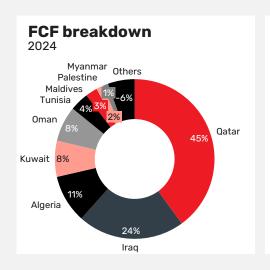
- Iraq: Driven by network roll-out expansion and capacity upgrades
- · Kuwait: Higher mainly due to digital spend
- Tunisia: Driven by investments in core network swap and 5G readiness
- Oman: Mainly due to 5G expansion and Fiber infrastructure
- Algeria: Driven by higher network rollout investments in 2023
- Qatar: Mainly due to higher Network spend in 2023
- Maldives: Driven by higher cable investments in 2023

## Free cash flow (FCF: EBITDA - Capex )

FCF generation driven by strong financial health and operational discipline







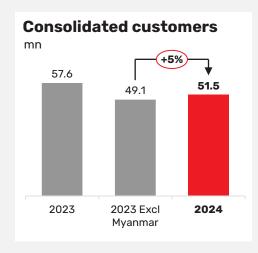
#### Summary

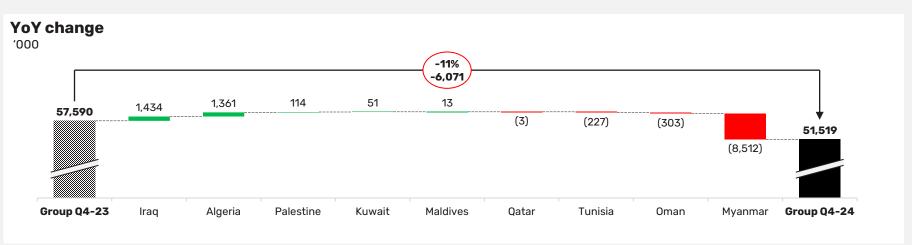
- Group free cash flow declined by 1% (normalised FCF increased by 1%) to QAR 6.8 billion for 2024
- Strong EBITDA performance supported by accelerated spend on Capex projects
- Q4 FCF is lower in:
  - Oman mainly due to lower EBITDA and higher Capex spend
  - Kuwait mainly due to lower EBITDA (one-off bad debt)
  - Iraq and Tunisia FCF is lower due to higher capex

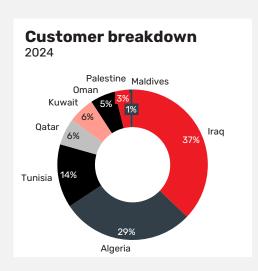
Myanmar's 2024 FCF included up to May 2024 while 2023 FCF included up to December 2023

### **Customers**

Best-in-class network and unmatched customer experience is attracting more customers to the network







#### **Summary**

- Customer base (excl Myanmar and IOH) increased by 2.4 million (+5%) to 51.5 million
  - Including IOH (excl Myanmar), customers contracted by 1% YoY to 146.2 million
- Oman customer base impacted mainly by a clean up
- Tunisia customers lower mainly due to a drop in gross adds owing to the implementation of a new Regulatory framework regarding SIM sales in May 2024 and improved quality of acquisitions
- IOH customers fell by 4% to 94.7 million. IOH numbers are not consolidated

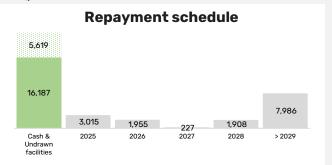
### **Debt Profile**

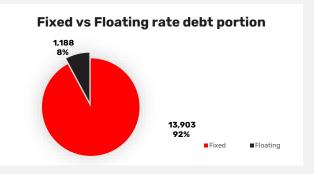
Strong liquidity position, low leverage and investment-grade rating sustained

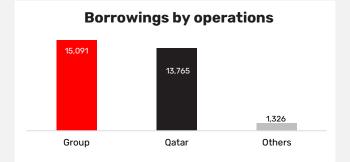
#### **Summary**

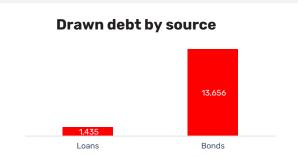
- Net Debt/EBITDA ratio of 0.4x, below current Board guidance of 1.5x to 2.5x
- Strong liquidity position (combination of cash & undrawn RCFs)
- QAR 5,619 million undrawn committed facilities available predominantly at Group level and in USD (~USD 1,543 million equivalent, of which USD 950 million for Qatar and USD 593 million for OPCOs)
- Balanced and long maturity profile
- Minimal interest rate risk with 92% fixed-rate debt share
- S&P and Moody's maintains investment grade rating

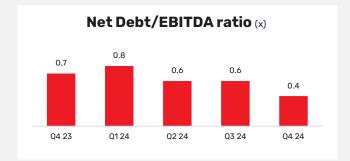
#### QAR'mn

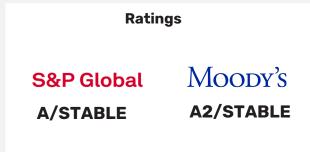












<sup>\*</sup>Approx. 92% of borrowings are in US dollars

# **Shareholder returns** | **Dividends**

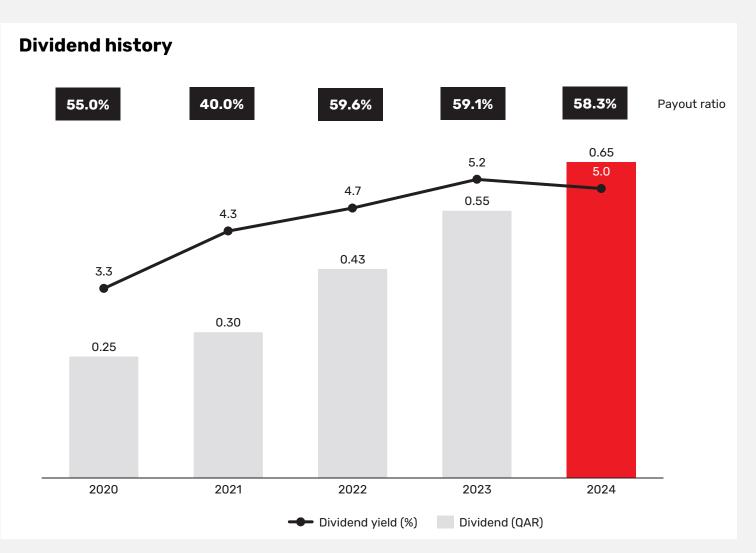
Valuation creation for shareholders with 18% increase in dividend YoY at the top end of the payout ratio

#### Dividend policy - effective 2019

Sustainable & progressive dividend policy, aiming for a dividend payout in the range of 40% to 60% of normalised earnings<sup>^</sup>

#### 2024

Board proposed **a cash dividend of QAR 0.65** per share for 2024, dividend yield of 5.04% as of 10 February 2025



<sup>^</sup>Normalised earnings defined as earnings from continuing operations excluding once off or extraordinary items (including FX)



# 03 Operations Review

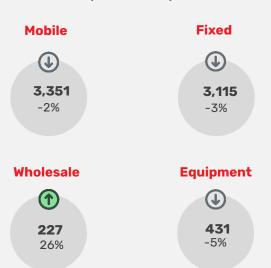
**Abdulla Al Zaman**Group CFO

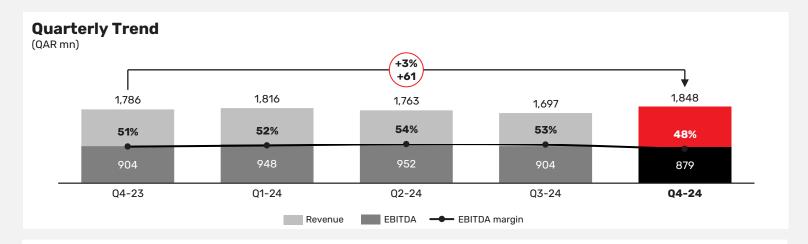


#### Maintaining financial discipline in a highly competitive environment | Industry-leading EBITDA margin









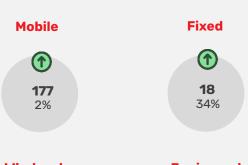
- Revenue decreased by 2% YoY as 2023 base was higher due to:
  - Revenue from Data centre carve out and one-off Project Revenue
- Normalising for the above, revenue decreased by 1% YoY due to lower mobile services (highly competitive environment) and device sales
- **EBITDA grew** by **2%** YoY (2023 and 2024 included a one-off bad debt provision). On a normalised basis, EBITDA was 1% lower YoY
- Industry leading EBITDA margin of 52%, up by 2pp
- Customer base remained flat at 3.0 million

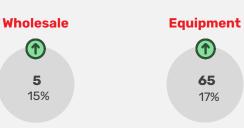


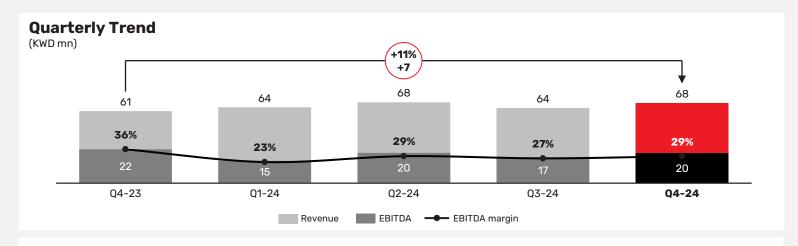
Strong revenue growth driven by strategic focus on innovation and customer experience











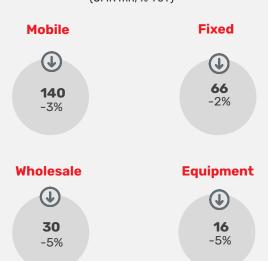
- Revenue grew by 7% YoY in LC supported by higher service revenue mainly from data & digital and equipment revenue
- **EBITDA decreased** by **14**% YoY in LC, impacted by one-off bad debt provisions recorded in 2024. Normalising for the one-off provisions, EBITDA is **flat** YoY
- EBITDA margin at 27%, down by 7pp, diluted primarily by the one-off provisions
- Customer base increased by 2% YoY to 2.9 million

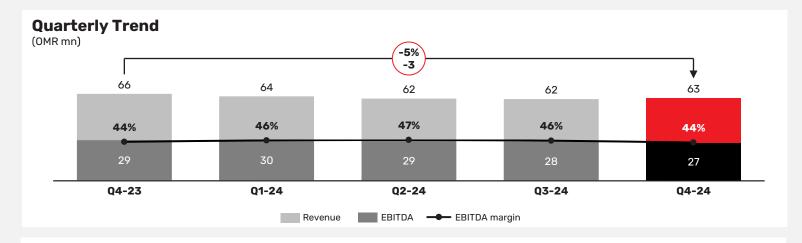


#### Delivered a solid EBITDA margin in a highly competitive market



#### Revenue segments (OMR mn, % YoY)





- Telecommunications landscape remained **highly competitive**, with intensifying market activity
- Revenue decreased by 3% YoY mainly due to lower mobile and fixed revenue
- EBITDA decreased by 6% YoY impacted by pressure on the topline and higher operating costs
- Resilient EBITDA margin of 46%
- Customer base decreased by 10% YoY to 2.8 million
- Launch of new 5G initiatives is expected to stabilise performance in FY 2025

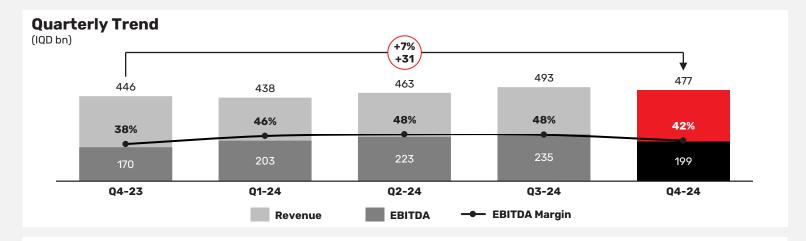


#### Rapid growth in a resurgent market



#### Revenue segments (IQD bn, % YoY)

# Mobile Wholesale 1,809 14% 63 -11%



- Impressive performance with double digit growth in revenue and EBITDA
- Capitalising on the favourable market dynamics, additional customers & increased uptake of data services
- Revenue expanded by 13% YoY in LC, supported by voice and data
- EBITDA growth of 18% YoY in LC
- EBITDA margin increased by **2pp** YoY to **a solid 46%**
- Customer base grew by 8% to 19.1 million



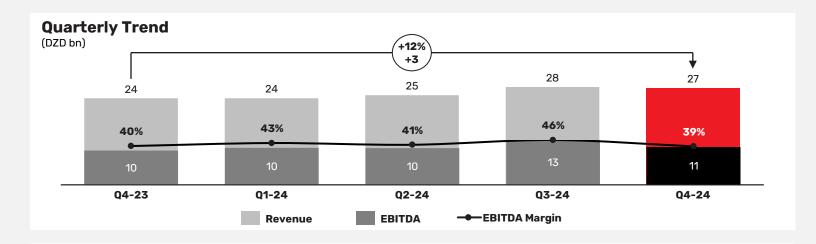
Accelerated revenue and customer growth due to strategic network investment with an improving financial position



#### Revenue segments (DZD mn, % YoY)



# **Equipment**225 96%



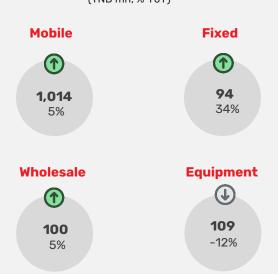
- Benefitted from strong performance in data and digital revenue streams, strategic investment in network expansion and digitalisation
- Revenue increase of 14% YoY in LC
- EBITDA up by 19% YoY in LC
- EBITDA margin expansion of 2pp to 42%
- Algerian Dinar appreciated by 1% against the US dollar, on a reported basis:
  - Revenue was up by 15% YoY and EBITDA was up by 21% YoY
- Expanded customer base by 10% YoY to 14.7 million

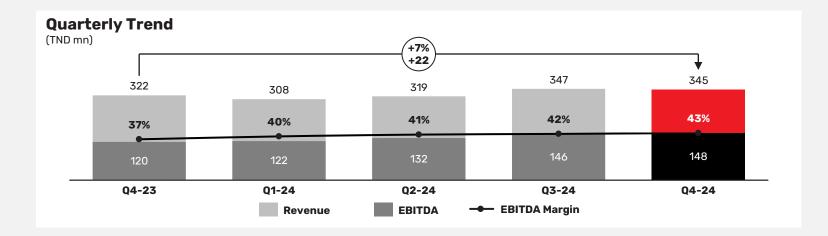


Solid growth in revenue and EBITDA backed by targeted investments and operational efficiencies



#### Revenue segments (TND mn, % YoY)





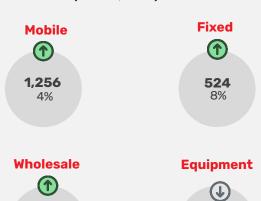
- Good growth across most service segments
- Benefitting from targeted investments in the fixed business to meet strong demand in broadband and deliver quality connectivity
- Revenue up by 5% YoY in LC
- Good topline growth and managed costs led to improvement in reported EBITDA of **16%** YoY in LC
- After normalising for one-off bad debt provisions in 2023, EBITDA grew by 6% YoY
- Solid EBITDA margin of 42%, up 4pp YoY
- Customer base contracted by 3% to 7.0 million



Strong revenue performance for 2024 maintaining market leadership position





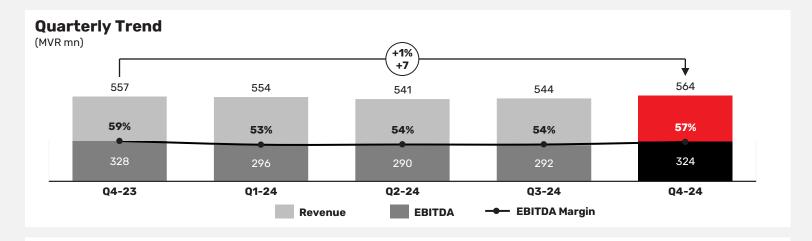


13

-15%

410

6%



- Revenue increased by 5% YoY
- EBITDA increased by 2% YoY backed by healthy topline growth, offset partially by higher operational costs
- Solid **EBITDA margin of 55%**
- Customers up by 3% YoY to 405k
- A key milestone for 2024 was the **expansion of its 5G network** to cover 60% of the population



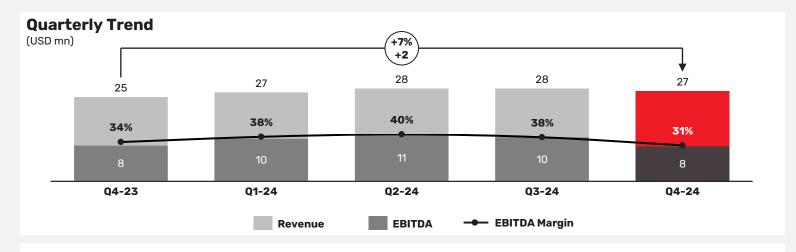
Navigated a challenging operating environment to deliver a resilient 2024 performance



# Revenue segments (USD mn, % YoY)

Mobile Equipment

105
2%
4
-42%

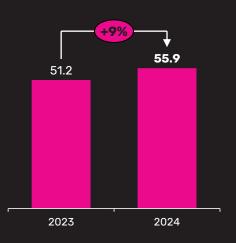


- In a year marked by unprecedented challenges, the company demonstrated unwavering commitment to its customers, employees, and the broader community
- Local currency depreciation of 0.4% against US dollar (reporting currency)
- Revenue remained flat and EBITDA decreased by 6% YoY respectively on a reported basis affected
  by prevailing circumstances and foreign exchange impact
- EBITDA margin of 37%
- Customer base grew by 8% YoY to 1.6 million

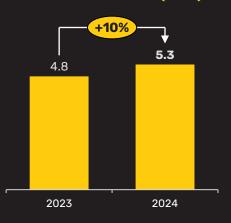
<sup>&</sup>lt;sup>^</sup>Includes wholesale revenue

# IOH | Solid indicators overall

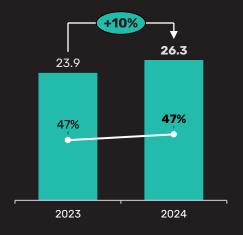
#### Revenue (IDR tn)



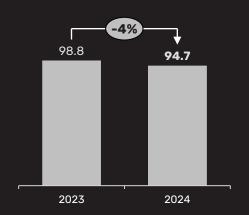
#### Net Profit (IDR tn)



#### EBITDA (IDR tn) & margin



#### Customers (mn)







# O4 Looking Ahead

**Aziz Aluthman Fakhroo Group CEO** 

# **Strategic Partnerships in 2025**

Accelerate expansion

Sea cable and fibre



# Ooredoo spearheads largest regional submarine cable in partnership with Alcatel

- On 30 January announced a historic agreement with Alcatel Submarine Networks to build a new submarine cable connecting countries in the region – Qatar, Oman, the UAE, Bahrain, Saudi Arabia, Kuwait and Iraq
- The Fibre in Gulf project will provide all GCC countries a low latency, shorter and secure route to a new corridor connecting Europe with up to 24 fibre pairs and a capacity of up to 720Tbps
- Advanced infrastructure to deliver connectivity benefits to hyperscalers, business customers, governments, Al providers, data centres and telecom operators



Positioning Ooredoo as a key player in addressing the rapidly growing data demand between Asia and Europe

Supports the expansion of cloud services, drive big data initiatives, and accelerate digital transformation across the region

#### **Data centres**



# Ooredoo has partnered with Iron Mountain to Accelerate Data Centre Growth Across MENA

- Iron Mountain's minority equity stake will bring global expertise to optimise operations, accelerate infrastructure development, and enhance scalability
- Iron Mountain will provide Ooredoo with specialised advise in the design, construction and daily operations of data centres to meet evolving global demands
- Initial engagement will focus on operational support, infrastructure enhancement and supporting Ooredoo's existing plans to further expand its data centre capacity across the MENA region





Accelerate expansion of MENA Digital Hub, Ooredoo's data centre platform, and support the growth of cloud and Al-powered data centres

# Looking ahead

We remain focused on executing our strategy; Building on our successes to become MENA region's leading telecom & digital infrastructure provider



**Sustain operational and financial momentum** by retaining high-value customers, making targeted investments and utilising AI to drive operational and capital efficiencies



**Continue to strengthen the core** by maintaining leading positions in our current markets while seeking opportunities that are value accretive



Finalising closing of towers in each market (expected by 2026), anticipate closing Qatar by H1 2025



**Expand our efforts in subsea cable** systems to become a global connectivity player. As a start, in January 2025, we announced our plans with Alcatel Submarine Networks, securing a submarine cable that links all GCC countries and beyond with high-capacity connectivity



Secured **minority investor for our DC platform** to leapfrog the learning curve, leveraging global expertise to optimise operations, accelerate infrastructure development and scalability. Complete **carve out** the rest of DC assets. Accelerate DC expansion to address additional demand form hyperscalers and Al infrastructure



**Scaling the fintech business,** establishing a reputable presence & addressing the financial needs of underserved markets. Finalise licence acquisition in Iraq

# 2024 actual vs 2025 guidance



Group Finance KPIs	2024 Actual	% change (YoY)	2024 Guidance	Achieved
Revenue	QAR 23.6 billion	+2%	Flat	Exceeded
(%) EBITDA margin	42.5%	<b>+1pp</b>	~low 40%'s	Met
<b>€</b> Capex	QAR 3.2 billion	+13%	~QAR 3.5 billion	Met

2025 Guidance
2%-3%
low 40%'s
QAR 4.5 - 5.0 billion

ooredoo'

# O5 Appendices

# **KPIs** Technology: Q4 2024

Country	Total Sites	4G FDD Sites as % of total towers	4G Population Coverage %	5G Population coverage %	Total Data Volume GB	4G Contribution in total traffic %	Data Volume Grow %
Algeria	8,178	99.58%	94.50%		1,655,119,936	92.45%	
Iraq	8,128	99.46%	98.68%		1,108,294,376	91.74%	
Kuwait	2,921	99.66%	98.60%	90.40%	1,852,083,313	48.51%	51.48%
Maldives	786	99.62%	100.00%	60.00%	83,820,274	83.98%	13.06%
Oman	2,979	96.48%	98.31%	89.00%	795,825,701	40.02%	59.06%
Qatar	4,121	97.26%	99.90%	98.95%	436,071,730	60.69%	38.20%
Tunisia	2,858	99.09%	98.52%		875,083,735	93.38%	
Palestine	1,054	71.73%	93.40%		46,627,398	99.11%	
Total	31,025	95.76%			6,852,926,463	71.74%	23.36%

Values as reported by OpCos December 2024 report
 Palestine has only 3G coverage, all figures from Palestine columns are referring to 3G, not 4G

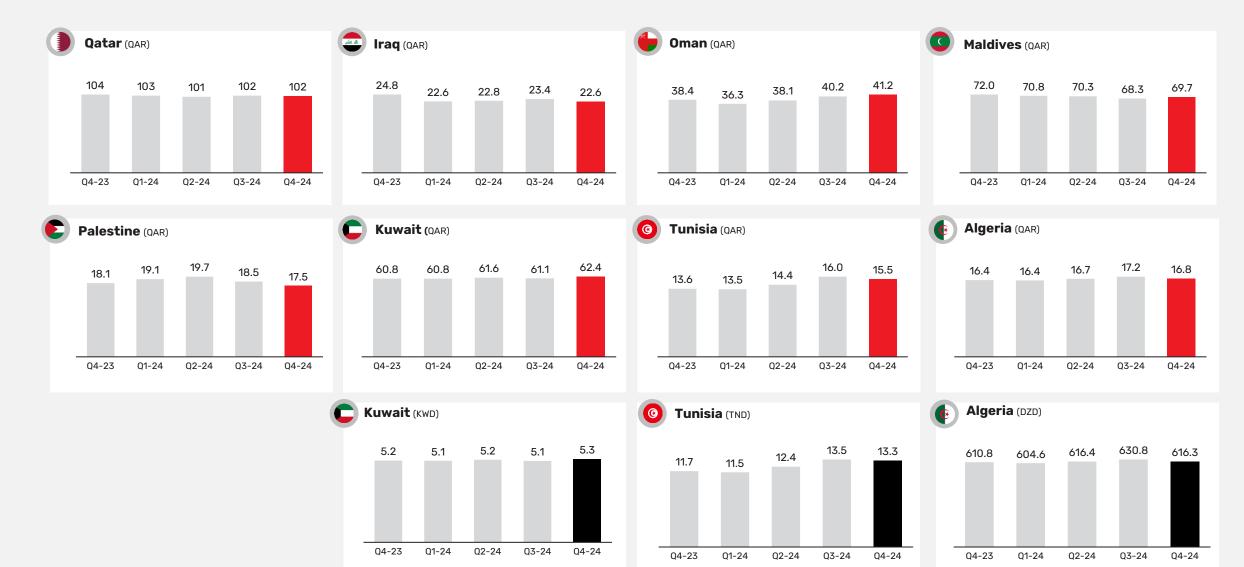
# **KPIs Commercial: FY 2024**

Country	Churn Mobile	Churn Fixed	NPS	Data users ('000)	MyOoredoo App users ('000)	Digital recharge	RMS (*)	Number of complaints per 1000 subs	Post paid as % of total subs
Algeria	5%	-	40	8,631	1,350	97%	48%	1	13%
Iraq	7%	-	44.3	10,906	4,637	51%	57%	2	2%
Kuwait	3%	2%	48	2,139	1,591	52%	27%	4	29%
Maldives	4%	2%	37	233	219	37%	44%	5	25%
Oman	4%	3%	16	1,262	1,008	48%	29%	4	26%
Qatar	6%	2%	43	1,740	1,193	76%	69%	8	39%
Tunisia	6%	2%	24	3,790	1,841	38%	33%	4	17%

<sup>\*</sup> NPS is the average of Q1 to Q4 2024

<sup>\*\*</sup>RMS figure: YTD as per latest available quarter for each Opco. Algeria, Iraq and Oman RMS are bilateral vs Djezzy, Zain and Omantel respectively

## **Blended ARPU**



# **Opcos licence general information**

#### **Fixed Licence**

Country	Issuance date	Expiry date
Qatar	7 October 2007	6 October 2032
Kuwait		
Iraq		
Oman	8 June 2009	7 June 2034
Algeria		
Tunisia	May 2012	May 2027
Indonesia	17 March 2003	Indefinite
Maldives	18 August 2015 (VOIP)	31 January 2035
Palestine		

#### **Mobile Licence**

Issuance date	Expiry date
7 October 2007	6 October 2027
13 October 1997 Emiri Decree	Indefinite
30 August 2007	29 August 2030
23 February 2020	22 February 2035
2G: 14 Jan. 2004	2G: 13 March 2029
3G: 02 Dec. 2013	3G: 01 Dec. 2028
4G: 04 Sep. 2016	4G: 03 Sep. 2031
2G: 14 May 2017	2G: 13 May 2027
3G: 24 May 2012	3G: 23 May 2027
4G: 15 March 2016	4G: 14 March 2031
March 1993	Indefinite
1 February 2020 (20 yr extension to existing license)	31 January 2035
14 March 2007	10 September 2029

# Statutory corporate income tax (CIT) rates

Country	Statutory CIT rate	Losses Carry Forward Allowed	Comments
Qatar	10%	5 years	No CIT is levied on a corporate entity that is wholly owned by Qatari nationals and GCC nationals that are resident in Qatar and companies listed on Qatar Stock Exchange. Listed companies are subject to 2.5% Sport and Social Contribution levy  For QFC entities, no CIT on foreign revenues and 10% CIT on local source revenues
Iraq	15%	5 years	
Algeria	26%	4 years	
Tunisia	15% 35%		. 15% standard CIT rate + 3% Social Solidarity Contribution Fee  . 35% CIT rate applies to oil companies, banks, financial institutions and <b>telecommunication companies</b> + 4% Social Solidarity Contribution Fee (total of 39%)
Oman	15%	5 years	
Kuwait	15%	3 years	GCC companies (including NMTC) are exempted from CIT, but are subject to 4.5% Zakat, KFAS & National Labour Support Tax on consolidated profits
Maldives	15%	5 years	
Palestine	20%	5 years	Ooredoo Palestine benefits from a 50% corporate Income tax reduction and is taxed at 10%
Singapore	17%	Indefinitely	



# THANK YOU













