



Please note that all financial figures and analyses are based on the applicable accounting policy for 2021 and 2022, unless otherwise stated

Executive Summary

2022 was a year of resilient performance from dtac in the face of external challenges encompassing slow post pandemic economic recovery, macroeconomic challenges and higher utility costs impacting businesses as well as customers. dtac remained committed to its strategic pillars which have delivered proven and quantifiable results from 2021-2022, and value for customers and shareholders.

To provide a reliable network and improved experience for customers in 2022, dtac had embarked on the ambition to expand 5G coverage to 77 provinces, continue experience enhancement and deployment of low-band. The ambition to provide 5G coverage was met within the first half of 2022, with population coverage reaching 46%. With continued focus on customers' experience enhancement, we continued to deploy low-band, adding over 6,300 new sites in the year, resulting in better indoor coverage, faster speed and improved connectivity. In 2022, dtac gained over 1,500K subscribers with an improved YoY Net Promoter Score (NPS). A significant ARPU uplift was registered from users of 700 MHz when compared to non-users. Both 4G and 5G usage continued to improve, leading to 14% and 11% YoY growth respectively. Due to the continued drive and commitment to improve customer experience, dtac recorded 57% YoY lower network related complaints.

As a customer centric challenger, dtac embarked upon the ambition to deliver 20% growth YoY from beyond connectivity, which includes a portfolio of services such as Jaidee services, content provider access, direct operator billing, insurance, gaming, among others. Additionally, an ambition was also set to grow 15% YoY in revenue from B2B through focus on SME, solutions and connectivity and partnerships. With a growth of 25% YoY in active digital users reaching 8.4 million, as well as 60% YoY growth in prepaid digital users, beyond connectivity revenue grew 18% from last year. Additionally, being a preferred tourist and migrant brand, dtac registered 5 consecutive quarters of strong growth in prepaid. dtac continued to register positive traction from B2B, delivering a 13% YoY growth from

B2B service revenue. The main drivers were digitization and partnerships, which led to higher solution sales to small & medium as well as large enterprises.

Efficiency measures are some of the key value drivers for dtac's operations and a contributing factor to sustainable growth. Along with network structural transformation, IT/Network operational efficiency and savings on account of digital transformation, dtac also took upon the ambition to identify additional cash savings below EBITDA for 2022. For the last 3 consecutive years, dtac has registered a CAGR of negative 8% in full year reported opex, excluding amalgamation related costs in 2022. From the key structural efficiency initiatives in 2022, there was a full year savings of ~THB 860 Mn along with cash savings of ~THB 150 Mn below the EBITDA line.

Subscriber growth momentum continued as dtac ended 2022 with 21.2 Mn subscribers, growing 8.2% YoY and 0.5% QoQ. The increase in net adds consisted of 146K growth in prepaid users and 39K decline in postpaid users in Q422. Approximately 29% of dtac's total subscriber base are postpaid users.

Service revenue excluding IC declined 1.6% YoY for FY22 while declining 0.5% QoQ in Q422 driven by ARPU erosion due to fierce competition. Core services revenue declined 1.3% YoY in FY22 and 0.8% QoQ driven by lower postpaid revenue and competition aggression, slightly offset by higher prepaid revenue from the influx of tourists and migrants during the second half of 2022. Handset sales in Q422 declined 27.6% YoY while increasing 24.8% QoQ due to early launch of iPhone in Q322. Blended ARPU in Q422 declined 2.4% QoQ and 9.8% YoY.

EBITDA (before other items) improved by 2.8% YoY and 0.3% QoQ benefitted by structural efficiency measures and disciplined cost management despite growing macroeconomic pressure and higher inflation. Excluding revenues from CAT lease agreements, TOT network rental and amalgamation related costs of ~THB 160 million, dtac registered a normalized healthy EBITDA margin of 43.8% in Q422. Net profit for Q422



amounted to THB 901 million, registering a growth of 84.6% QoQ. Net profit in Q422 grew by 426.6% YoY due to one-time asset write-off in Q421 of ~THB 430 million.



Operational Summary

At the end of FY2022, total subscriber base stood at 21.2 million, an increase of 1.6 million from the end of 2021. The growth in subscribers was driven by increase in prepaid subscribers of 146K QoQ and 1.7 million YoY to 15.1 million. Postpaid subscriber base registered a decline of 39K QoQ and 85k YoY.

Average Revenue Per User excluding IC (ARPU) for FY2022 was THB 225 per month, declining by 7.7% YoY, driven by aggressive competition and challenging macroeconomic factors. The easing of pandemic related restrictions and reopening of borders in various countries caused an influx of tourists and migrants in Thailand in the second half of 2022. At the end of FY2022, 29% of total subscriber base were postpaid users. Postpaid ARPU excluding IC for FY2022 was THB 486 per month, a decrease of 2.3% YoY. Prepaid ARPU excluding IC was THB 112 per month, declining by 9.6% YoY.

Traffic on TOT's 4G-2300MHz network remained at high levels. Number of 4G-2300MHz installed base stations under the partnership with TOT reached approximately 21,870 at the end of FY2022. The number of 4G users reached 14.1 million, representing ~67% of total subscriber base. The number of 4G compatible devices stood at ~79% of total subscriber base. Smartphone penetration reached ~90%.

Active subscribers (in thousand)	Q4 21	Q3 22	Q4 22	%QoQ	%YoY	FY2021	FY2022	%YoY
Postpaid	6,186	6,139	6,100	-0.6%	-1.4%	6,186	6,100	-1.4%
Prepaid	13,375	14,914	15,059	1.0%	12.6%	13,375	15,059	12.6%
Total active subscribers	19,561	21,053	21,159	0.5%	8.2%	19,561	21,159	8.2%
Net additional subscribers (in thousand)	Q4 21	Q3 22	Q4 22	%QoQ	%YoY	FY2021	FY2022	%YoY
Postpaid	5	(58)	(39)	31.7%	-822.3%	79	(292)	-467.4%
Prepaid	281	833	146	-82.5%	-48.2%	625	1,684	-169.4%
Total net additional subscribers	286	775	106	-86.3%	-62.9%	704	1,392	-97.6%
MoU (minutes/ sub/month)	Q4 21	Q3 22	Q4 22	%QoQ	%YoY	FY2021	FY2022	%YoY
Postpaid	182	160	155	-3.1%	-14.7%	188	163	-12.9%
Prepaid	68	53	49	-6.6%	-27.5%	71	56	-22.0%
Blended MoU	104	85	80	-5.6%	-23.3%	109	88	-18.8%
Postpaid excluding Incoming minutes	123	107	104	-3.4%	-16.0%	129	110	-14.4%
Prepaid excluding Incoming minutes	47	35	32	-8.0%	-31.0%	50	37	-25.3%
Blended MoU excluding Incoming minutes	71	56	53	-6.3%	-25.6%	75	59	-21.1%
ARPU (THB/sub/month) - (Post- TFRS 15)	Q4 21	Q3 22	Q4 22	%QoQ	%YoY	FY2021	FY2022	%YoY
Postpaid	506	493	490	-0.6%	-3.2%	509	495	-2.9%
Prepaid	123	114	112	-2.1%	-9.3%	127	115	-9.8%
Blended ARPU	245	227	221	-2.4%	-9.8%	250	230	-8.2%
Postpaid excluding IC	494	484	481	-0.5%	-2.5%	497	486	-2.3%
Prepaid excluding IC	120	111	109	-2.3%	-9.2%	124	112	-9.6%
Blended ARPU excluding IC	239	222	217	-2.4%	-9.3%	244	225	-7.7%



Financial Summary

Revenues

Total revenues in FY22 amounted to THB 80,600 million, declining by 0.9% YoY. Service revenue excluding IC amounted to 55,512 million for FY22, declining by 1.6% YoY driven by ARPU erosion. Service revenue excluding IC for Q422 declined 0.5% QoQ and 0.9% YoY amounting to THB 13,865 million.

Core service revenues (defined by bundle of voice and data service revenues) in FY22 amounted to THB 53,939 million, decreasing 1.3% YoY due to aggressive competition. Core service revenues for Q422 amounted to THB 13,426 million, declining 0.8% QoQ and 1.4% YoY due to lower contribution from postpaid offset by growing prepaid revenue from tourists and migrant segments.

International Roaming (IR) revenues in FY22 amounted to THB 374 million, increasing by 128.2% YoY. IR Revenues for Q422 amounted to THB 147 million, a 50.5% increase QoQ and 138.7% increase YoY driven by influx of tourists and migrants.

Other service revenues in FY22 amounted to THB 1,198 million, declining by 25.3% YoY. Other services revenues for Q422 amounted to THB 291 million, declining 2.1% QoQ and 7.9% YoY mainly impacted by lower IDD revenue.

Handset and starter kit sales in FY22 amounted to THB 8,957 million, increasing 1.2% YoY. Handset and starter kit sales in Q422 amounted to THB 2,546 million, increasing 24.8% QoQ due to iPhone launch while declining 27.6% YoY due to lower demand from slow post-pandemic economic recovery.

Cost of Services (CoS)

Cost of services excluding IC in FY22 amounted to THB 48,678 million, decreasing by 0.2% YoY. CoS in Q422 amounted to THB 12,346 million, declining 3.2% QoQ and 0.3% YoY as a result of structural efficiency initiatives.

Regulatory costs in FY22 amounted to THB 1,188 million, decreasing by 44.1% YoY due to one-time positive impact of ~THB 1 Bn from deductible filter cost in Q222. Regulatory cost in Q422 amounted to THB 560 million, declining 2.8% QoQ and increasing 1.0% YoY.

Network OPEX in FY22 amounted to THB 5,284 million, declining by 0.8% YoY. Network cost in Q422 amounted to THB 1,419 million, increasing by 4.4% QoQ and 9.3% YoY due to higher inflationary energy cost and higher rollout, but remained well managed due to structural efficiency initiatives.

Other operating costs of services in FY22 amounted to THB 21,149 million, increasing by 3.3% YoY. Other operating cost for Q422 amounted to THB 5,316 million, declining by 0.1% QoQ and increasing 2.7% YoY due to higher roaming cost on 2300 MHz paid to TOT. TOT's 2300 MHz roaming cost, net of corresponding revenues, was approximately THB 1,277 million in Q422, remaining flat QoQ.

Depreciation and Amortization (D&A) of CoS in FY22 amounted to THB 21,057 million, increasing by 0.9% YoY. D&A of CoS in Q422 amounted to THB 5,051 million, declining 8.2% QoQ and 5.6% YoY due to net positive impact of ~THB 450 million lower depreciation mainly from change in useful life of assets.

Selling, General and Administrative Expenses (SG&A)

SG&A reported expenses in FY22 amounted to THB 13,491 million, decreasing 1.8% YoY. SG&A in Q422 amounted to THB 3,180 million, declining 1.5% QoQ and 16.7% YoY driven by digitization efforts and lower marketing spends.

Selling and Marketing (S&M) expenses in FY22 amounted to THB 3,731 million, decreasing 10.8% YoY. S&M expenses in Q422 amounted to THB 838 million, a 1.9% reduction QoQ and a 30.4% decline YoY, driven by focus on digitization and prioritized spending.

General administrative expenses in FY22 amounted to THB 6,243 million, declining 7.0% YoY. General administrative expenses for Q422 amounted to THB 1,603 million, increasing 1.2% QoQ and decreasing 17.6% YoY, impacted by amalgamation related costs of ~THB 160 million and one-time asset write-off of ~THB 430 Mn in Q421.

Provision for bad debt in FY22 amounted to THB 1,535 million, increasing 23.7% YoY. Provision for bad debt in Q422 amounted to THB 406 million, increasing 1.4% QoQ and 44.0% YoY due to macroeconomic factors.



Depreciation and Amortization (D&A) of SG&A in FY22 amounted to THB 1,377 million, decreasing 14.8% YoY. D&A of SG&A in Q422 amounted to THB 334 million, declining 2.9% QoQ and 13.8% YoY.

EBITDA and Net Profit

EBITDA (before other items) in FY22 amounted to THB 29,851 million, decreasing by 0.5% YoY. EBITDA for Q422 amounted to THB 7,200, improving 0.3% QoQ and 2.8% YoY as a result of structural efficiency initiatives and disciplined cost management despite challenging macroeconomic factors. EBITDA margin (excluding revenues from CAT lease agreements and TOT network rental) was 42.8% in Q422, decreasing from 43.8% in Q322. Considering normalization for one-offs, EBITDA margin remained healthy at 43.8%.

Net profit for FY22 amounted to THB 3,119 million, declining 7.1% YoY. Net profit for Q422 amounted to THB 901 million, improving 84.6% QoQ and 426.6% YoY due to positive impact of ~THB 110 million from partial settlement of insurance claim, net positive impact of ~THB 450 million from lower depreciation and negative impact of ~THB 160 million from amalgamation related costs. Net profit of Q421 was negatively impacted by one-time asset write-off of ~THB 430 million.

Balance Sheet and Key Financial Information

At the end of FY22, total assets amounted to THB 152,535 million, decreasing from THB 164,315 million at the end of FY21. Cash and cash equivalent amounted to THB 5,652 million, increasing from THB 3,575 million at the end of FY21. Interest-bearing debt including lease liabilities decreased from THB 74,611 million at the end

of FY21 to THB 71,192 at the end of FY22. Net debt to EBITDA (including lease liabilities) for Q422 remained stable at 2.4x.

CAPEX in FY22 amounted to THB 11,552 million with focus on improving experience with low-band rollout and capacity expansion. CAPEX for Q422 amounted to THB 2,180 million and was focused on experience improvement and capacity expansion. Operating cash flow (defined by EBITDA minus CAPEX) amounted to THB 5,020 million for the quarter.

Outlook 2023

In anticipation of the completion of the proposed amalgamation in Q1 2023, dtac management will not be providing guidance for FY 2023.

Based on retained earnings of the Company as of 30 September 2022, the Board has approved an interim dividend of THB 1.22 per share. The Record Date will be 14 February 2023, and the payment is scheduled to be made on 22 February 2023.

Statement of financial position (THBmillion) (Post- TFRS 15 & 16)	End of 2021	End of 2022
Cash and cash equivalent	3,575	5,652
Other current assets	16,152	15,190
Non-current assets	144,587	131,694
Total assets	164,315	152,535
Current liabilities	47,096	43,763
Non-current liabilities	97,051	89,949
Total liabilities	144,147	133,711
Total shareholders' equity	20,167	18,824
Total liabilities and equity	164,315	152,535

Cash flows statement (THBmillion) (Post- TFRS 15 & 16)	FY2021	FY2022
Cash flows from operating activities	30,349	29,729
Cash paid for interest expenses and tax	(3,855)	(2,654)
Net cash flows from operating activities	26,494	27,075
Net cash flows from investing activities	(21,914)	(17,940)
Net cash receipt/(Repayment)	(146)	(2,559)
Dividend paid	(7,506)	(4,499)
Net cash flows from financing activities	(7,652)	(7,058)
Net change in cash	(3,072)	2,076



Income statement (THBmillion) - (Post- TFRS 15&16)	Q4 21	Q3 22	Q4 22	%QoQ	%YoY	FY20 21	FY20 22	%YoY
Core service revenues (Voice & Data)	13,615	13,534	13,426	-0.8%	-1.4%	54,633	53,939	-1.3%
IR revenues	62	98	147	50.5%	138.7%	164	374	128.2%
Other service revenues	316	298	291	-2.1%	-7.9%	1,604	1,198	-25.3%
Service revenues ex. IC	13,994	13,930	13,865	-0.5%	-0.9%	56,400	55,512	-1.6%
IC revenue	352	274	277	1.1%	-21.3%	1,424	1,122	-21.2%
Service revenues	14,345	14,204	14,142	-0.4%	-1.4%	57,824	56,634	-2.1%
Handsets and starter kits sales	3,517	2,040	2,546	24.8%	-27.6%	8,847	8,957	1.2%
Other operating income	3,725	3,786	3,793	0.2%	1.8%	14,649	15,010	2.5%
Total revenues from sales and services	21,587	20,030	20,480	2.2%	-5.1%	81,320	80,600	-0.9%
Cost of services	(12,729)	(13,094)	(12,688)	-3.1%	-0.3%	(50,177)	(49,922)	-0.5%
Regulatory	(554)	(576)	(560)	-2.8%	1.0%	(2,125)	(1,188)	-44.1%
Network	(1,299)	(1,360)	(1,419)	4.4%	9.3%	(5,325)	(5,284)	-0.8%
IC	(347)	(338)	(342)	1.4%	-1.3%	(1,395)	(1,243)	-10.9%
Others	(5,175)	(5,320)	(5,316)	-0.1%	2.7%	(20,469)	(21,149)	3.3%
Depreciation and Amortization	(5,353)	(5,500)	(5,051)	-8.2%	-5.6%	(20,862)	(21,057)	0.9%
Cost of handsets and starter kits	(4,211)	(2,502)	(2,887)	15.4%	-31.4%	(10,610)	(10,759)	1.4%
Total costs	(16,939)	(15,596)	(15,576)	-0.1%	-8.0%	(60,787)	(60,681)	-0.2%
Gross profit	4,648	4,434	4,904	10.6%	5.5%	20,533	19,919	-3.0%
SG&A	(3,817)	(3,230)	(3,180)	-1.5%	-16.7%	(13,745)	(13,491)	-1.8%
Selling & Marketing expenses	(1,203)	(854)	(838)	-1.9%	-30.4%	(4,184)	(3,731)	-10.8%
General administrative expenses	(1,945)	(1,584)	(1,603)	1.2%	-17.6%	(6,716)	(6,243)	-7.0%
Provision for bad debt	(282)	(400)	(406)	1.4%	44.0%	(1,241)	(1,535)	23.7%
Depreciation and Amortization	(387)	(344)	(334)	-2.9%	-13.8%	(1,616)	(1,377)	-14.8%
Loss from Asset Impairment	0	(48)	0	100.0%	-100%	12	(604)	-4966.7%
Gain (loss) on fair value hedge	(1)	(13)	14	209.8%	1808.9%	(148)	4	-102.6%
Gain (loss) from fair value measurement of derivative assets	-	-	-	N/A	N/A	-	-	n.m.
Gain/Loss on foreign exchange	20	(8)	23	383.9%	11.3%	5	5	4.9%
Interest income	1	5	9	71.0%	872.7%	12	21	68.4%
Other income & share of profit from investment in associated company	13	171	132	-22.8%	888.0%	121	307	155.1%
EBIT	864	1,359	1,902	40.0%	120.1%	6,778	6,766	-0.2%
Financial cost	(714)	(759)	(782)	3.0%	9.5%	(2,830)	(2,891)	2.2%
Corporate income tax	21	(112)	(220)	95.2%	-116.4%	(592)	(755)	27.5%
Non-controlling interest	-	-	-	N/A	N/A	-	-	n.m.
Net profit attributable to equity holders	171	488	901	84.6%	426.6%	3,356	3,119	-7.1%

EBITDA (THBmillion)* - (Post- TFRS 15&16)	Q4 21	Q3 22	Q4 22	%QoQ	%YoY	FY20 21	FY20 22	%YoY
Net profit for the period	171	488	901	84.6%	426.6%	3,356	3,119	-7.1%
Finance costs	714	759	782	3.0%	9.5%	2,830	2,891	2.2%
Income tax expenses	(21)	112	220	95.2%	-116.4%	592	755	27.5%
Depreciation & Amortization	5,740	5,843	5,384	-7.9%	-6.2%	22,478	22,434	-0.2%
Other items	400	(26)	(86)	232.8%	-12.16%	733	651	-11.1%
EBITDA	7,004	7,177	7,200	0.3%	2.8%	29,989	29,851	-0.5%
EBITDA margin	32.4%	35.8%	35.2%			36.9%	37.0%	
EBITDA margin (based on total revenues excluding revenues from CAT lease agreement and TOT network rental in the denominator)	38.9%	43.8%	42.8%			44.6%	45.2%	

* EBITDA herein is EBITDA before other incomes and other expenses. Please see more details in the note of the financial statement.

Debt repayment schedule (THBmillion), end of FY22	Loan	Debenture	Key Financial Ratio (Post- TFRS 15&16)	Q4 21	Q3 22	Q4 22	FY20 21	FY20 22
In 2023	3,000	6,000	Return on Equity (%)***	15.1%	12.6%	16.0%	15.1%	16.0%
In 2024	7,160	6,882	Return on Asset (%)****	4.0%	3.5%	4.3%	4.0%	4.3%
In 2025	390	10,302	Net debt to EBITDA (times)	2.5 x	2.4 x	2.4 x	2.5 x	2.4 x
From 2026	750	27,188	CAPEX to Total Revenue (%)	17.8%	9.8%	10.6%	17.6%	14.3%
Total	11,300	50,372						

** Excluding impact from TFRS9

*** Net profit attributable to equity holder (LTM) divided by average equity

**** EBIT (LTM) divided by average assets



Spectrum payment schedule (as of the end of 2022)

Frequency band	Winning price (THB mm)	Payment term (THB mm)							
		2023	2024	2025	2026	2027	2028	2029	2030
900 MHz	38,064	3,806	3,806	3,806	3,806	3,806	-	-	-
1800 MHz	12,511	-	-	-	-	-	-	-	-
700 MHz	17,584	1,758	1,758	1,758	1,758	1,758	1,758	1,758	1,758
Total spectrum payment	68,159	5,565	5,565	5,565	5,565	5,565	1,758	1,758	1,758

Disclaimer: Some statements made in this material are forward-looking statements with the relevant assumptions, which are subject to various risks and uncertainties. These include statements with respect to our corporate plans, strategies and beliefs and other statements that are not historical facts. These statements can be identified by the use of forward-looking terminology such as "may", "will", "expect", "anticipate", "intend", "estimate", "continue" "plan" or other similar words.

The statements are based on our management's assumptions and beliefs in light of the information currently available to us. These assumptions involve risks and uncertainties which may cause the actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. Please note that the Company and executives/staff do not control and cannot guarantee the relevance, timeliness, or accuracy of these statements.