

# 2018

Annual Results

China Telecom Corporation Limited  
19 March 2019 | [www.chinatelecom-h.com](http://www.chinatelecom-h.com)



# Forward-Looking Statements

Certain statements contained in this document may be viewed as “forward-looking statements” within the meaning of Section 27A of the U.S. Securities Act of 1933 (as amended) and Section 21E of the U.S. Securities Exchange Act of 1934 (as amended). Such forward-looking statements are subject to known and unknown risks, uncertainties and other factors, which may cause the actual performance, financial condition or results of operations of China Telecom Corporation Limited (the “Company”) to be materially different from any future performance, financial condition or results of operations implied by such forward-looking statements. In addition, we do not intend to update these forward-looking statements. Further information regarding these risks, uncertainties and other factors is included in the Company’s most recent Annual Report on Form 20-F filed with the U.S. Securities and Exchange Commission (the “SEC”) and in the Company’s other filings with the SEC.

Presented by

Mr. Ke Ruiwen

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*President & COO*

Mr. Liu Guiqing

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*Executive Vice President*

Madam Zhu Min

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*Executive Vice President & CFO*

Mr. Wang Guoquan

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*Executive Vice President*

# Overview & Business Review

Financial Performance



## Highly Effective Execution of Clear Strategy Propelled Solid Results

1 Revenue growth surpassed industry and subscriber addition reached new high

2 Strong free cash flow and increase dividend to reward shareholders

3 Ecospheres' mutual development drove growth and innovative convergence achieved prominent results

4 Network quality steadily enhanced and investment focuses on sustainable development

5 To promote high-quality development and accelerate 5G deployment proactively and pragmatically

# Solid Revenue and Profit Growth

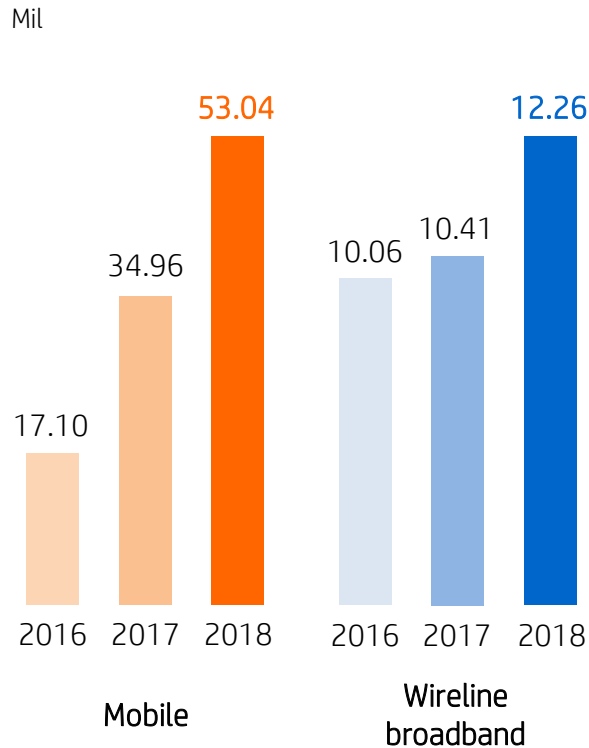
	2017	2018	Change
Operating Revenue (RMB Mil)	366,229	377,124	3.0%
Service Revenue (RMB Mil)	331,044	350,434	5.9%
EBITDA (RMB Mil)	102,171	104,207	2.0%
EBITDA Margin	30.9%	29.7%	-1.2p.p.
Net Profit (RMB Mil)	18,617	21,210	13.9%
EPS (RMB)	0.230	0.262	13.9%
Free Cash Flow (RMB Mil)	7,267	22,457	209%

Note: Unless otherwise stated in this presentation

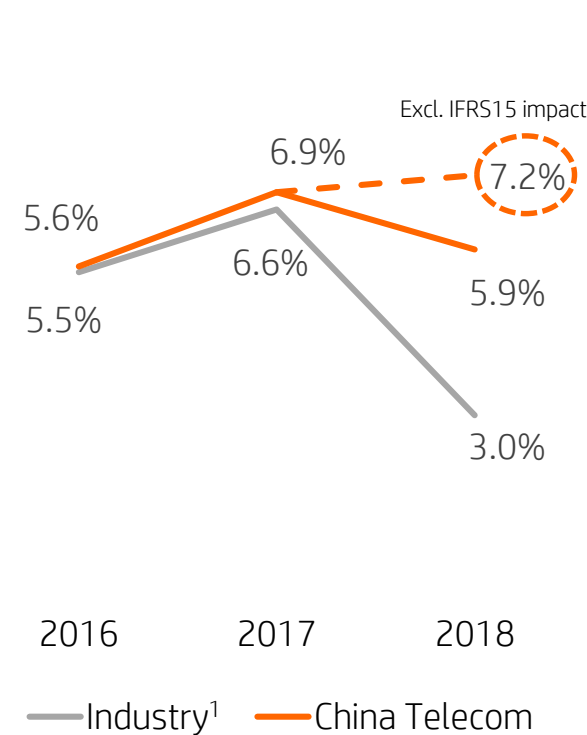
1. Service Revenue = Operating Revenue – Sales of Mobile Terminals (2017: RMB26,759 mil; 2018: RMB18,836 mil) – Sales of Wireline Equipment (2017: RMB6,446 mil; 2018: RMB5,659 mil) – Other Non-service Revenue (2017: RMB1,980 mil; 2018: RMB2,195 mil)
2. EBITDA = Operating Revenue – Operating Expenses + Depreciation & Amortization; EBITDA Margin = EBITDA / Service Revenue
3. Net Profit represents profit attributable to equity holders of the Company
4. Free Cash Flow = EBITDA – CAPEX – Income Tax Expenses
5. Unless otherwise specified, all % and percentage point (p.p.) changes in this presentation are either 2018 vs 2017, or 2018.12 vs 2017.12

# Solid Growth Driven by Scale and Profitability Expansion

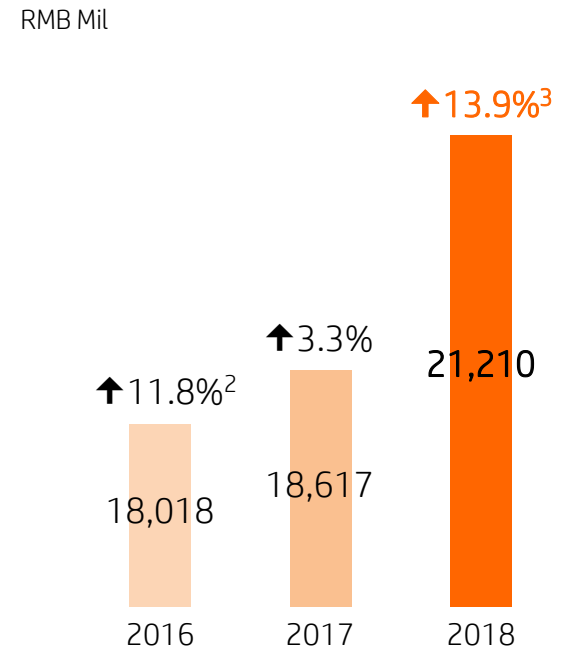
## Subs Net Add Reached Historical High



## Service Revenue Growth Surpassed Industry



## Net Profit Achieved Double-Digit Growth



<sup>1</sup> Industry growth figures in 2016 and 2017 is calculated based on figures reported by the three listed Chinese telcos, while that in 2018 was extracted from MIIT website

<sup>2</sup> Net Profit growth in 2016 was calculated based on the adjusted Net Profit excluding one-off tower assets disposal gain in 2015

<sup>3</sup> Net profit growth in 2018 was approximately 8% if excluding the gain from China Tower IPO

# Innovative Convergence Achieved Prominent Results

Subs Scale Rapidly Expanded with Leadership in Customer Value



e-Surfing HD (IPTV) penetration

**72.3%**

↑8.1p.p.

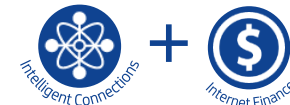
e-Surfing HD (IPTV) subs

**>100Mil**

Triple-play penetration<sup>1</sup>

**64.7%**

↑12.7p.p.



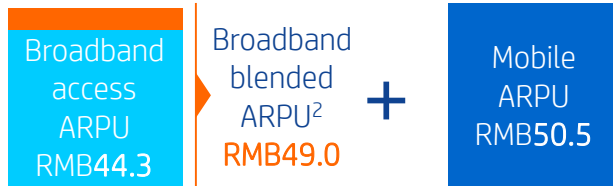
Mobile subs

**>300Mil**

BestPay red packet + Orange Instalment Payment Service

Drove mobile subs new add by

**≈20%**



To deepen full-service convergence

To speed up cloud-network integration

To innovate Intelligent Applications services convergence

To Enhance Competitive Edge by Deepening Convergence on All Fronts and Strengthening Integration and Mutual Development of Ecospheres

<sup>1</sup> Triple-play penetration = Wireline broadband subs subscribing mobile and e-Surfing HD (IPTV) services at the same time

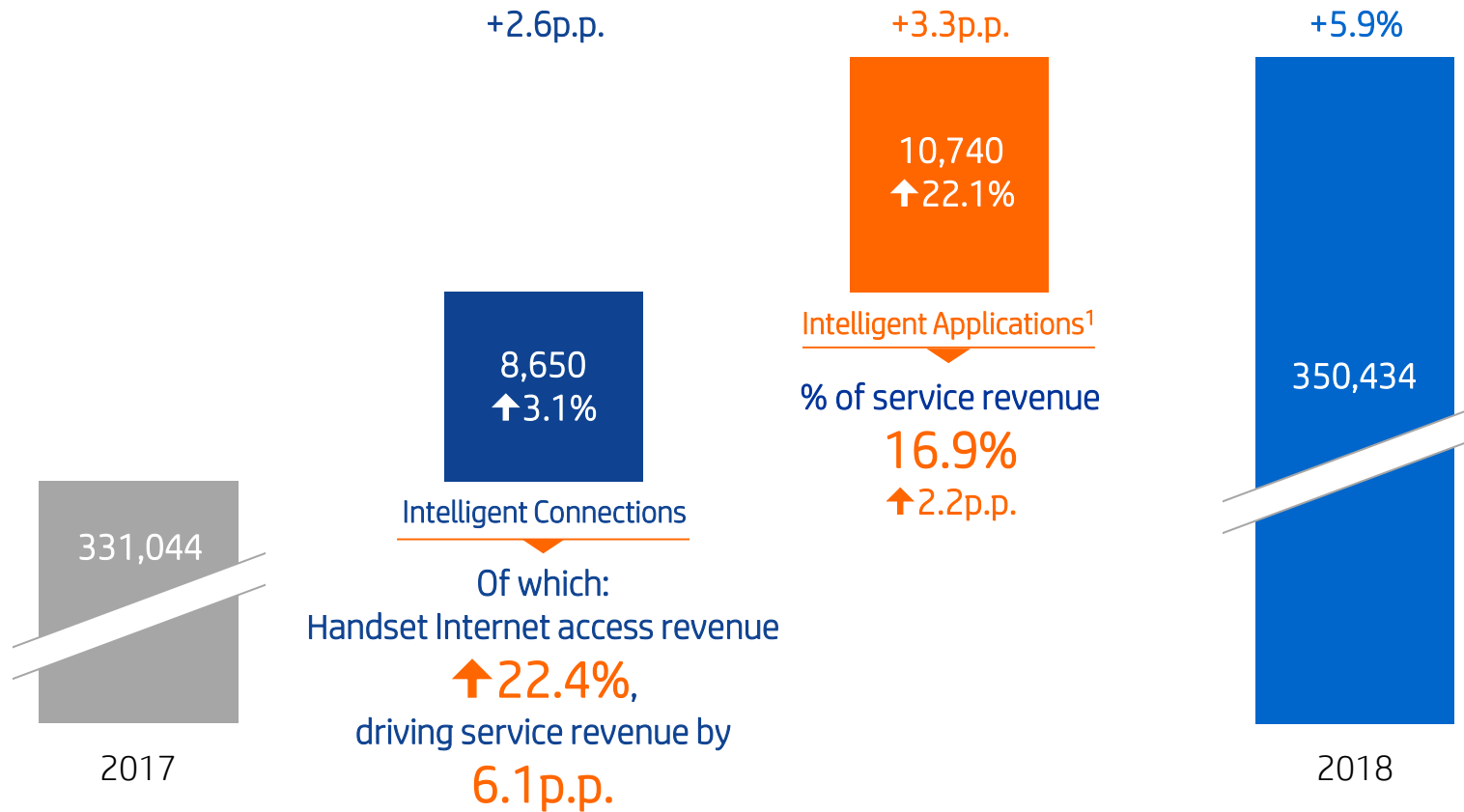
<sup>2</sup> Broadband blended ARPU = Sum of monthly average of Smart Family and broadband access revenues/average broadband subs



# Mobile Data and Intelligent Applications Revenues As Key Drivers

## Service Revenue

RMB Mil



<sup>1</sup> Intelligent Applications Ecospheres = Ecospheres of Smart Family, DICT, Internet of Things (IoT) and Internet Finance, where DICT = Converged smart application service integrating three technologies, namely communications technology, information technology and cloud & Big Data technology

# Intelligent Connections Achieved Synergetic Growth

## Strong Mobile Momentum

Rapid Revenue Growth

Market Share Expansion

Mobile service revenue

↑ 9.1 %

Industry #1

Mobile subs net add market share

43.6 %

↑ 6.2p.p.

Industry #1

Handset Internet access revenue as a % of service revenue

31.7 %

↑ 4.3p.p.

Mobile subs

↑ 21.2 %

## Premium Broadband Subs Open Room for Convergence

Industry-Leading Subs Quality

% of ≥100Mbps subs

66.3 %

↑ 17.1p.p.

Wireline broadband ARPU

RMB 44.3

Average access bandwidth

104 Mbps

↑ 42.3 %

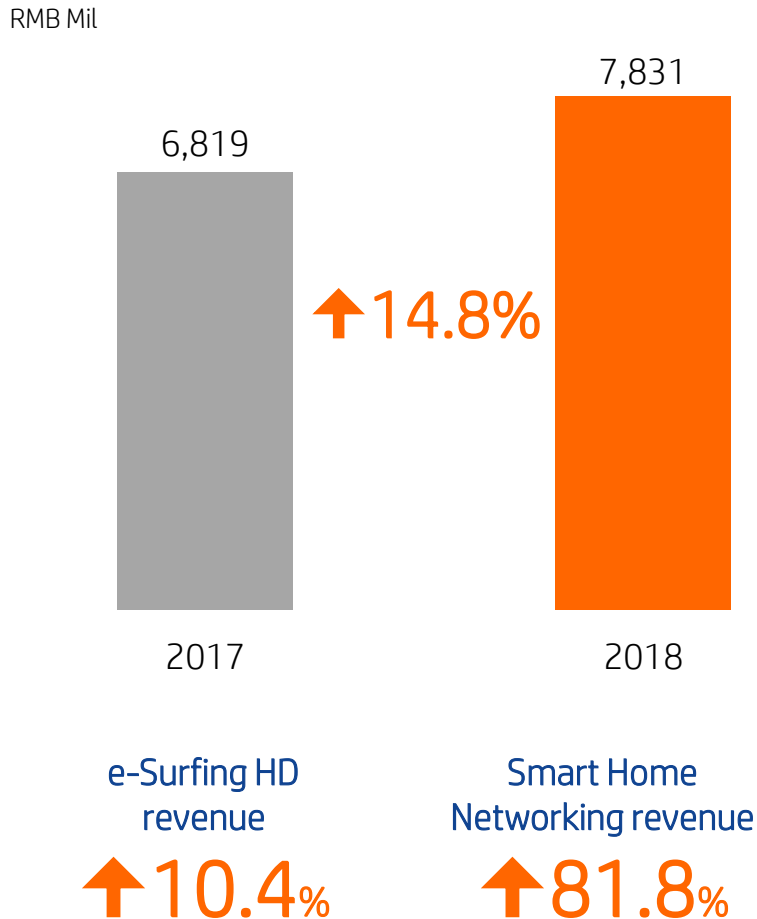
Wireline broadband subs

↑ 9.2 %

Convergence and Large Data Traffic Packages Foster Scale Development and Drive Revenue and Subs Market Share, Laying Foundation for Deepening Convergence Development

# Smart Family: Dual Enhancement in Scale and Capability

## Remarkable Revenue Growth



## Expanding Scale, Improving User Experience, Planning for Future

### Leveraging Broadband as the Gateway to Smart Family and Grasp Family ICT Market Potential

Products tailored for various scenarios to match household demand

Upgrade installation and maintenance teams riding on network operation edge

e-Surfing HD  
subs  
105Mil  
↑22.8%

Smart Home  
Networking  
≈20Mil  
times of  
services delivered

e-Surfing Cloud  
subs  
>26Mil

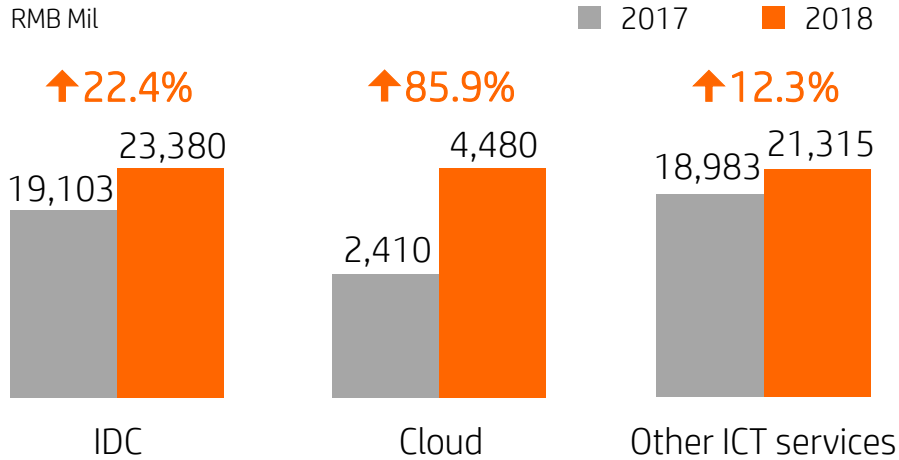
- **e-Surfing HD:** Create more value-added opportunities by providing members-only HD video service and professional content operation
- **Smart Home Networking:** Promote service commercialization and standardization
- **e-Surfing Cloud Drive:** Integrate personal and family clouds and introduce AI to enable intelligent upgrade
- Tap enormous potential of **Family ICT services** by upgrading “installation and maintenance engineers” to “smart home engineers” and providing products tailored for various scenarios, thus strengthening differentiation edge

# DICT and IoT Prompt Rapid Enterprise Services Development



## Revenue

↑ 21.4%



Market share  
Top 3<sup>1</sup>

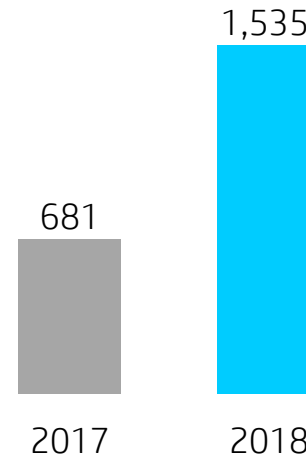
- Build dedicated network, dedicated cloud access for industries, improving enterprise customers' network service quality to satisfy their localized demand
  - Deepen application convergence and upgrade of conventional industries by "Internet +" services
- ➔ ICT projects with RMB10Mil+ annualized revenue: >100



## Revenue

RMB Mil

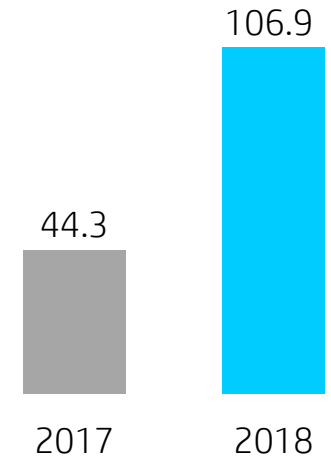
↑ 125%



## Connected devices

Mil

↑ 141%



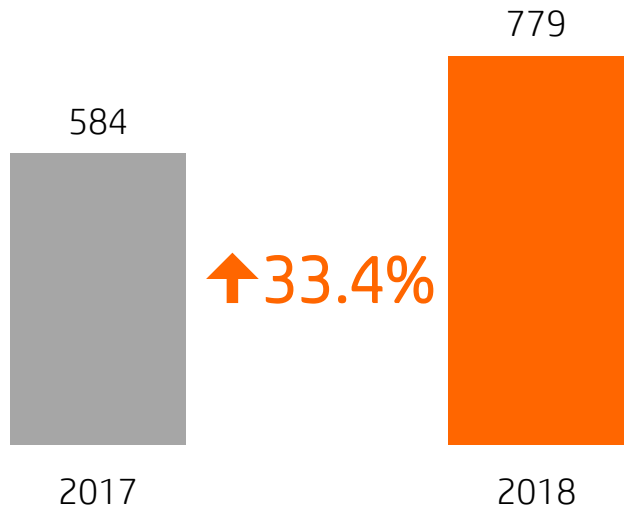
- Expand ecological cooperation with >400 members in the e-Surfing IoT Industry Alliance
- Provide one-stop IoT industrial solutions to customers in vertical industries, e.g. Internet of Vehicles (IoV), public utilities, smart family, industrial Internet

<sup>1</sup> Source: IDC

# Internet Finance Expands Substantially

Rapid Scale Expansion Drives Revenue Growth

RMB Mil



Aggregate GMV<sup>1</sup> of personal accounts

329 Bil  
↑ 87.1%

GMV<sup>1</sup>

> 1.6 Tril

Facilitate New Retail and Integrated Channel Expansion; Promote Integration and Mutual Development with Fundamental Businesses

Actively participating merchants    Monthly active users

3.27 Mil  
↑ 212%

43.41 Mil  
↑ 31.5%

- **Innovative integration of payment channels:** Provide one-for-all receipt and payment solution
- **One-stop merchant services:** Facilitate synergetic development of e-commerce and fundamental businesses
- **Expand sales reach and boost activity level:** BestPay, Orange Instalment Payment Service integrate and mutually develop with fundamental businesses, stimulating user activity level

<sup>1</sup> GMV = Gross Merchandise Value

# Enhancing Network Edge

## 4G

- **1.38Mil BTS<sup>1</sup>** (↑210k BTS)
- Network utilization **39%**, firmly supporting development of large data traffic package subs
- Supports **VoLTE pre-commercialization**



Handset Internet access satisfaction  
Mobile voice satisfaction

**Industry #1<sup>2</sup>**

## Fibre

- **180** cities Gbps-enabled
- Industry-leading IP metropolitan network bandwidth **500Tbps** and backbone network bandwidth **170Tbps**



Fixed broadband Internet access satisfaction

**Industry #1<sup>2</sup>**

## IoT

- NB-IoT network optimization continued
- Basically formed **IoT network architecture** that enables **high-/mid-/low-speed** to offer differentiated service capability on demand
- **IoT open platform launched**, supporting mainstream IoT standards and transmission protocols, offering one-stop IoT solutions with devices adaptability and specialized industry applications

## Network Reconstitution

- **SDN-based intelligent dedicated line products for SMEs** and **SDN-based network gateway for households**  
➔ For self-serve service activation within minutes
- **Six regional virtualized vIMS core networks**  
➔ For network cloudification<sup>3</sup> in future
- **Seamless connection between national and provincial CDN platforms**, and **CDN equipment-business decoupling**  
➔ For e-Surfing HD business scale development

User experience



Service variety



<sup>1</sup> 4G BTS number includes outdoor base stations and indoor distribution systems

<sup>2</sup> Result from MIIT's 2018 national user satisfaction survey on telecommunication service quality

<sup>3</sup> Cloudification: The comprehensive upgrade of service and network to cloud in terms of infrastructure, products service capabilities and sales mode, with a focus on cloud computing

# Strengthening Cloud Differentiation

## Resource Capability

**BIGGEST in Asia Pacific<sup>1</sup>**

**550** IDC sites

**Cloud service provider with MOST nodes**

- “2+31+X”<sup>2</sup> cloud resource layout
- Mega-size capacity
- Enable adjacent customer access

## Product and Service Capability

**LEADING in secure cloud and dedicated cloud services capability**

- Possess differentiated scale service capabilities in public cloud, private cloud, dedicated cloud and hybrid cloud

**LEADING in localized service capability**

- Three-tier service systems with teams at headquarters, provincial and municipal level

**Capability to offer ALL-INCLUSIVE cloud solution**

- IaaS-PaaS-SaaS integrated product capability
- Customer demand-oriented

## R&D and Operation Capability

- **Professional R&D team**
- **Mastering IaaS, PaaS core technologies**
  - ✓ Mature product series
  - ✓ Reliable sustaining operation
- Building a **SaaS cloud ecosystem** with features of open and sharing, applications nourishment, and collaboration enabling

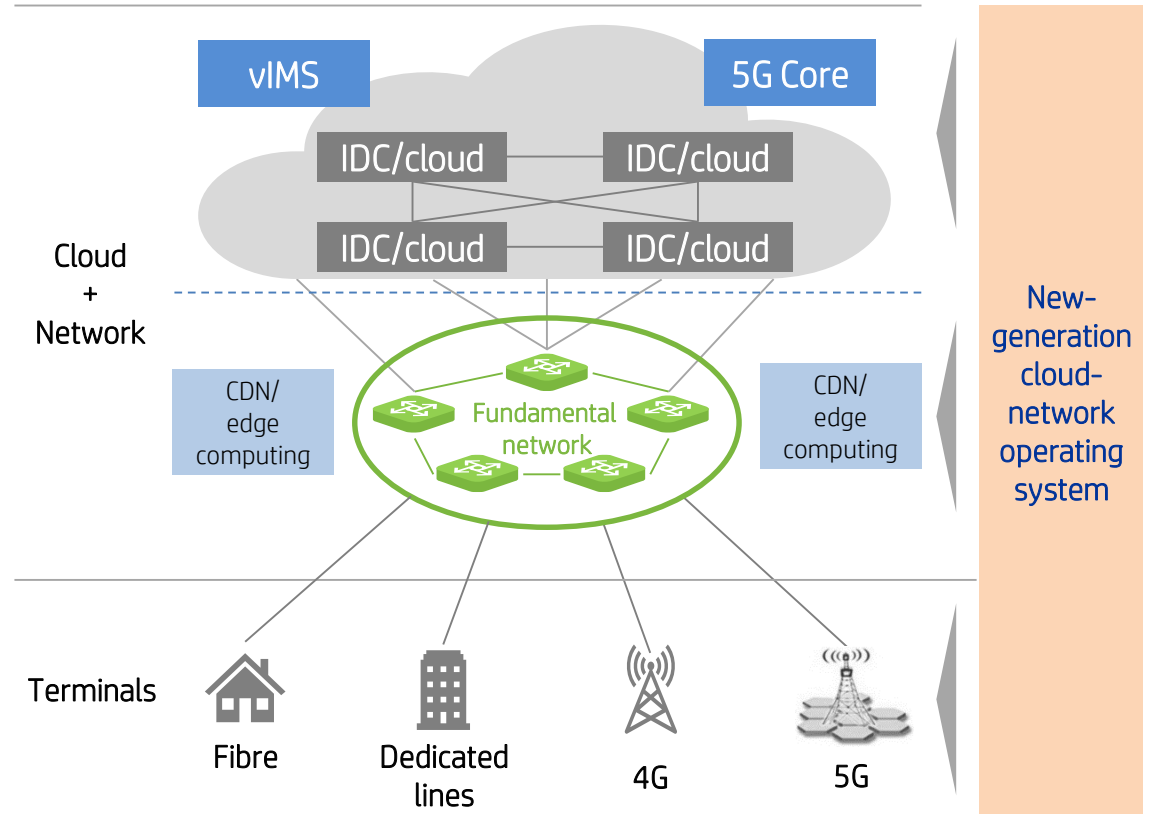
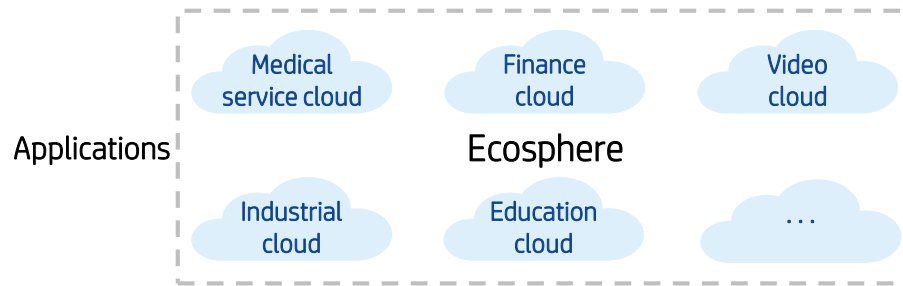
<sup>1</sup> Source: Structure Research, Essence Securities

<sup>2</sup> “2+31+X”: The two data centers in Inner Mongolia and Guizhou, 31 provincial-level IDCs and flexible urban edge nodes according to customers' demand

# Cloudification Facilitates Cloud-Network Integration to Strengthen Competitiveness

## Cloud-Led Network and Cloud-Network Integration

- IDC/cloud-centric network + optimized network architecture  
➔ **Industry-leading in latency**
- CN2-DCI<sup>1</sup>, OTN<sup>2</sup>, premium enterprise dedicated network connect to all e-Surfing Cloud resource pools  
➔ **Satisfy differentiated cloud-network demand of enterprise customers**
- **New-generation cloud-network operating system**  
➔ Enable cloud-network service with
  1. One-click acceptance
  2. Prompt activation
  3. Flexible and adjustable, end-to-end observable cloud-network service
- **To support rapid deployment of entirely cloud-based 5G**
  - ✓ Large bandwidth
  - ✓ Low latency
- **e-Surfing Cloud product/service/application**  
➔ Create differentiation edge



<sup>1</sup> CN2: China Telecom's ChinaNet Next Generation Carrying Network; DCI: Data Centre Interconnect

<sup>2</sup> OTN: Optical Transport Network



# Proactively Accumulating 5G Capability

2018

Outdoor Trial in 17 Cities with >1,000 BTS

Focus on Smart City, Smart Tourism, Remote Education and Other Key Industries

## Technology

- Published industry's first **5G Technology White Paper**
- Launched industry's first **5G+AI handset standard**
- Pioneered to accomplish **4G-5G interoperability** on SA network architecture
- Pioneered to interoperate **5G SA on equipment from different vendors**

## Extensive Application Trials

- **IoV**: 5G-based remote-controlled driving in Xiong'an and passed test
- **Media convergence**: Ultra-high definition 5G 4K, VR live broadcasting of gala show
- **Smart city**: 5G full coverage along a 28km road in city area, performing data traffic management for ultra-high definition 5G+, cloud VR and 5G smart transport
- **Energy Internet**: Trial on IoT electricity distribution leveraging 5G network slicing, performing 5G precision control on electricity distribution and usage

## Network Capability

Prepare for flexible and agile **5G deployment** with:

- Prompt assessment and modification of existing network
- Acceleration of network cloudification and intelligent upgrade

## Clientele

2B revenue as a % of service revenue

>40%

## Spectrum

**100MHz spectrum at 3.5GHz band**, which has the world's most developed industry chain, for 5G trial

# Accelerate 5G Development Pragmatically

CAPEX budget

≈9Bil

- **Persistence in SA as the goal and direction**, to expediate industry chain maturity and conduct scale trials in **SA/NSA concurrently in early stage**
- Adjust investment plan and expand trial subject to **technology maturity, licensing, market competition and results of scale trial**
- To actively explore **network co-building and co-sharing to reduce network construction and maintenance cost**

## Open Cooperation

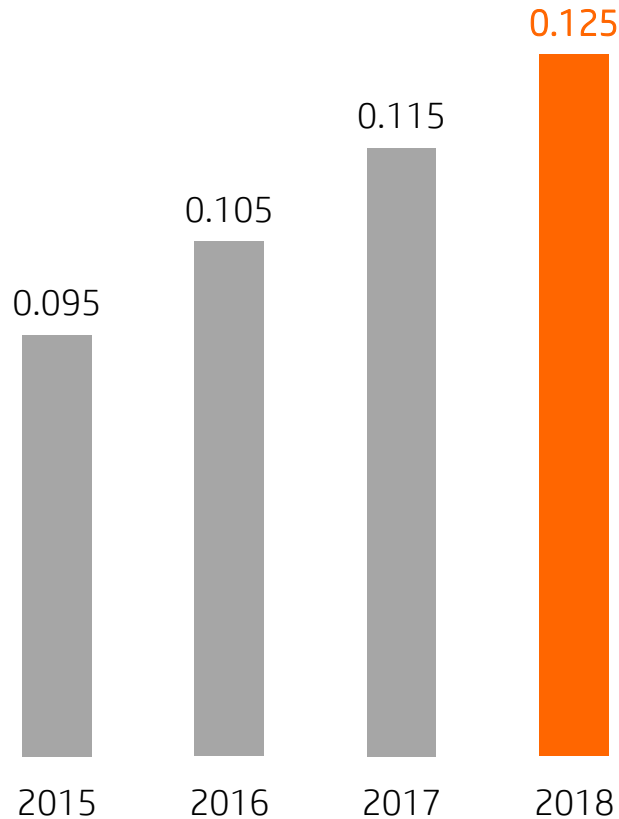
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- **To promote key 5G technology researches**, actively participate in formulating 5G international standards and foster end-to-end development of industry chain
- To collaborate with **customers and business partners** for innovations, enrich products and applications
- Work with industry chain to commence trials on **smart city, autonomous driving, industrial Internet, entertainment, medical service, education**, etc.

# Increase Dividend to Reward Shareholders

## Dividend per Share

HKD



The Board of Directors recommends to the shareholders a final dividend of **HKD0.125** for 2018

Going forward, the Company will seize the 5G opportunity and will strive to enhance profitability for good returns to shareholders with due regard to shareholders' returns, cash flow and capital requirement for future development

# Promoting Reform and Innovation at Full Throttle to Enhance Capability and Vitality

## Multi-Pronged Measures to Promote Reform and Innovation Injecting New Vitality and Energy for High-Quality Development

### Enhancing Technological Innovation Capability

- **Modified R&D system** to enhance R&D capability of key technologies of strategic, pioneering and fundamental importance, e.g. 5G, network capability, AI, etc
- **Innovative incentive system** to better motivate talents

### Strengthening Product Development Capability

- Form **capability development centres** for **Smart Family, IoT, Cloud, DICT application and Internet Finance**

Headquarters for overall coordination



Capability development centres for ecological endowment



Frontline units for market development

### Motivating Frontline






- **Established nearly 60,000 Sub-Dividing Performance Evaluation Units**, basically covering entire frontline

### Mobilizing Capital Vitality

- BestPay carried out **mixed-ownership reform**
- Fostering **capital collaboration** and forming investment system

# High-Quality Development Enhancing Scale and Efficiency

## 2019 Measures

-  To optimize product convergence
-  To upgrade products and services
-  To build industry ecology
-  To expand business scale
-  To implement Speed Upgrade and Tariff Reduction, expand information consumption → Cost ↓ Efficiency ↑

## High-Quality Development

Construct high-quality <b>network</b>	Offer high-quality <b>services</b>	Forge high-quality <b>products</b>
Develop high-quality <b>customers</b>	Build high-quality <b>channels</b>	Achieve high-quality <b>revenues</b>

Forge the value management system featuring convergence for scale expansion, integration for application development, intelligentization for efficiency enhancement for high-quality development

## 2019 Key Targets

Mobile subs net add	35Mil
4G subs net add	>Mobile subs net add
Broadband subs net add	8Mil - 10Mil
e-Surfing HD subs net add	12Mil - 15Mil
IoT connected devices Net add	80Mil - 100Mil
Service revenue	Maintain healthy growth
Net profit	Achieve healthy growth

Overview & Business Review

# Financial Performance



# Key Financials

RMB Mil	2017	2018	Change
Operating Revenue	366,229	377,124	3.0%
Service Revenue	331,044	350,434	5.9%
Sales of Terminals & Equipment and Others	35,185	26,690	-24.1%
Operating Expenses	(339,009)	(348,410)	2.8%
Operating Profit	27,220	28,714	5.5%
Net Finance Costs	(3,291)	(2,708)	-17.7%
Investment Income, Income from Investments in Associates	1,024	2,142	109%
Net Profit	18,617	21,210	13.9%
Free Cash Flow	7,267	22,457	209%

# Optimizing Cost Structure

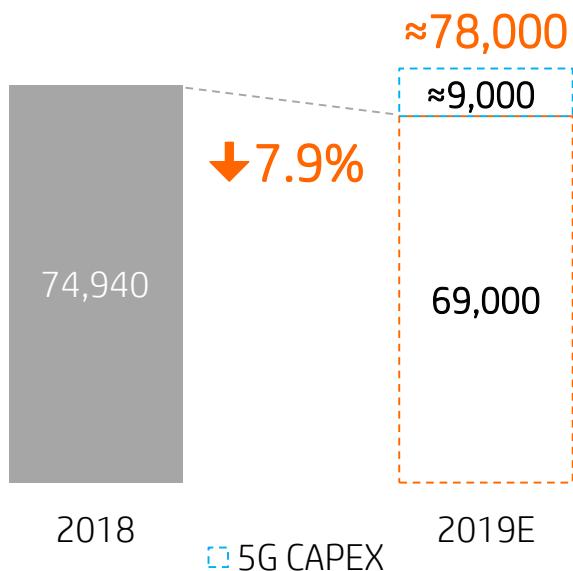
RMB Mil	2018	Change	Change as a % of Operating Revenue	
<b>Operating Expenses</b>	<b>348,410</b>	2.8%	↓0.2p.p.	Highly efficient resource allocation, cost structure optimized, resource utilization efficiency improved
Depreciation & Amortization	75,493	0.7%	↓0.5p.p.	
Network Operations & Support	116,062	11.6%	↑2.4p.p.	Enhanced network capability and quality to support scale development
Personnel	59,736	6.6%	↑0.5p.p.	Increased incentives for frontline employees, emerging business talents and technical experts
SG&A	59,422	1.7%	↓0.2p.p.	Mainly due to adoption of new revenue accounting standard and optimized sales mode
Interconnection	12,878	5.4%	↑0.1p.p.	Mainly due to mobile subs scale expansion
Cost of Terminals Sold & Others	24,819	-25.7%	↓2.5p.p.	Mainly due to less mobile terminals sold



# Optimizing CAPEX Structure for Sustainable Development

## CAPEX

RMB Mil



### CAPEX Structure

RMB Mil	2018	2019E	Change
4G Network	29,575	28,000	-1,575
Broadband & Internet	24,449	18,000	-6,449
Information & Application Services	8,687	10,500	1,813
IT Support	3,227	2,800	-427
Infrastructure & Others	9,002	9,700	698

## 2018 Enhanced Network Quality and User Experience

- Precise capacity expansion for better user experience  
4G + Broadband CAPEX: **72.1%** (↓4.3p.p.)
- Increased DICT investment to match rapid growth of emerging businesses

## 2019 Forge High-Quality and Efficient Network

### 4G+ Broadband

- Investment to further decline
- Continue to improve 4G coverage in high data traffic areas and serve VoLTE commercialization
- To maintain fibre network edge and strengthen the benchmark and leadership position of Gbps service in key areas

### DICT

- Investment to further increase
- To improve IDC/cloud framework to uplift network agility
- To strengthen end-to-end servicing capability of cloud-network integration

### 5G

- To expand pilot trials

# Enhancing Financial Position

- ✓ Efficiently-Centralized Capital Management Reduced Interest-Bearing Debt
- ✓ Healthy Capital Structure to Support Sustainable Development

## Total Debt

RMB Mil

↓8.3%

104,377



95,744

2017.12

2018.12

## Total Debt/ Total Capitalization

↓2.5p.p.

24.3%



21.8%

2017.12

2018.12

## Net Debt/EBITDA

↓0.11x

0.80x



0.69x

2017

2018

# Healthy Financial Strength

✓ Strong Free Cash Flow

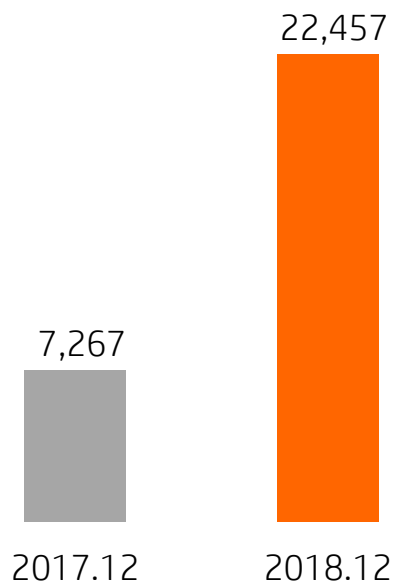
✓ Finance Costs Decreased yoy

✓ Room for Future Funding Requirement

## Free Cash Flow

RMB Mil

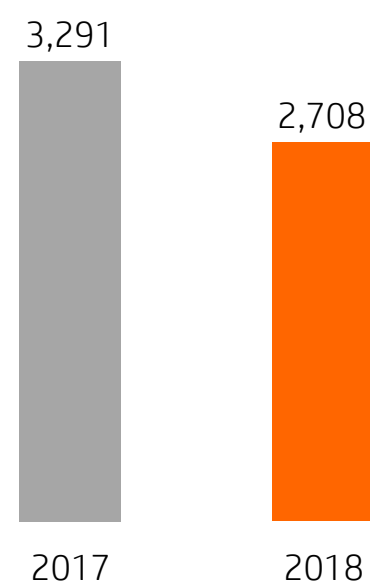
↑ 209%



## Net Finance Costs

RMB Mil

↓ 17.7%





*Most  
Honored  
Company  
(2009-2018)*



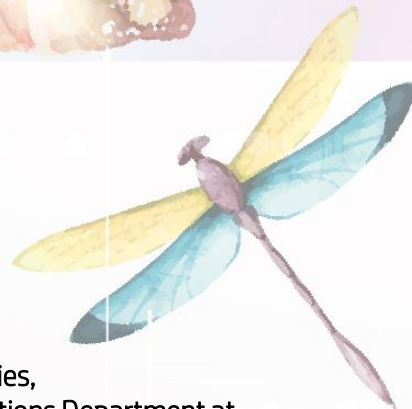
*Asia's Most Honored  
Company*



*Asia's Icon  
on Corporate  
Governance*



*Platinum Award—  
Excellence in  
Environmental,  
Social and  
Governance*

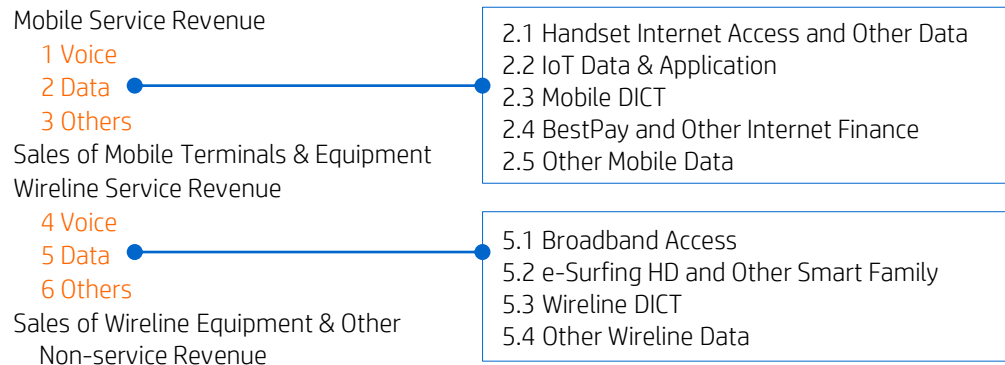


# Thank You!

For further information & enquiries,  
please contact our Investor Relations Department at  
[ir@chinatelecom-h.com](mailto:ir@chinatelecom-h.com) or visit [www.chinatelecom-h.com](http://www.chinatelecom-h.com)

# Appendix 1: Revenue Breakdown

RMB Mil	2017	2018	Change
<b>Service Revenue</b>	331,044	350,434	5.9%
Mobile Service Revenue	153,776	167,705	9.1%
Incl.: Voice	39,415	31,088	-21.1%
Data	114,258	136,519	19.5%
Incl.: Handset Internet Access	90,865	111,218	22.4%
Others	103	98	-4.9%
Wireline Service Revenue	177,268	182,729	3.1%
Incl.: Voice	22,263	19,723	-11.4%
Data	150,465	158,041	5.0%
Incl.: Broadband Access	76,744	74,262	-3.2%
Information & Application Services	52,037	60,849	16.9%
Others	4,540	4,965	9.4%
<b>Sales of Terminals &amp; Equipment and Others</b>	35,185	26,690	-24.1%
Sales of Mobile Terminals & Equipment	26,759	18,836	-29.6%
Sales of Wireline Equipment & Other Non-service Revenue	8,426	7,854	-6.8%
<b>Total</b>	<b>366,229</b>	<b>377,124</b>	<b>3.0%</b>



RMB Mil	2017	2018	Change
<b>Intelligent Connections</b>	282,464	291,114	3.1%
<b>Intelligent Applications</b>	48,580	59,320	22.1%
Incl.: Smart Family	6,819	7,831	14.8%
DICT	40,496	49,175	21.4%
IoT	681	1,535	125%
Internet Finance	584	779	33.4%
<b>Service Revenue</b>	<b>331,044</b>	<b>350,434</b>	<b>5.9%</b>

$$\text{Intelligent Connections} = 1 + 2.1 + 2.5 + 3 + 4 + 5.1 + 5.4 + 6$$

$$\text{Smart Family} = 5.2$$

$$\text{DICT} = 2.3 + 5.3$$

$$\text{IoT} = 2.2$$

$$\text{Internet Finance} = 2.4$$

# Appendix 2: Key Financial Information

RMB Mil	2017	2018	Change
<b>Operating Revenue</b>	366,229	377,124	3.0%
Service Revenue	331,044	350,434	5.9%
Sales of Terminals & Equipment and Others	35,185	26,690	-24.1%
<b>Operating Expenses</b>	339,009	348,410	2.8%
Depreciation & Amortization	74,951	75,493	0.7%
Network Operations & Support	103,969	116,062	11.6%
<i>Incl.: Tower Leasing Fee</i>	15,389	16,063	4.4%
Personnel	56,043	59,736	6.6%
SG&A	58,434	59,422	1.7%
<i>Incl.: Selling Expense</i>	50,345	50,794	0.9%
Interconnection & Others	45,612	37,697	-17.4%
<i>Incl.: Interconnection</i>	12,223	12,878	5.4%
<i>Cost of Terminals &amp; Equipment Sold</i>	31,712	23,185	-26.9%
<b>Operating Profit</b>	27,220	28,714	5.5%
<b>Net Profit</b>	18,617	21,210	13.9%

# Appendix 3

*Extracted from Audited Consolidated Statement of Comprehensive Income for the Year Ended 31 Dec 2018*

RMB Mil	2017	2018
<b>Operating Revenue</b>	366,229	377,124
Operating Expenses	(339,009)	(348,410)
Net Finance Costs	(3,291)	(2,708)
Investment Income, Income from Investments in Associates	1,024	2,142
<b>Profit Before Taxation</b>	24,953	28,148
Income Tax	(6,192)	(6,810)
<b>Profit for the Year</b>	18,761	21,338
Equity Holders of the Company	18,617	21,210
Non-controlling Interests	144	128

*Extracted from Audited Consolidated Statement of Financial Position as at 31 Dec 2018*

RMB Mil	2017.12	2018.12
Current Assets	71,550	73,005
Non-current Assets	589,644	590,377
<b>Total Assets</b>	661,194	663,382
Current Liabilities	275,408	258,920
Non-current Liabilities	59,089	60,363
<b>Total Liabilities</b>	334,497	319,283
<b>Total Equity</b>	326,697	344,099
Equity Attributable to Equity Holders of the Company	325,867	343,069
Non-controlling Interests	830	1,030

# Appendix 4

## *Selected Operating Metrics for the Year Ended 31 Dec 2018*

	2017.12	2018.12	Change
Subscriber (Mil)			
<b>Mobile</b>	249.96	303.00	+53.04
Incl.: 4G	182.04	242.43	+60.39
<b>Wireline Broadband</b>	133.53	145.79	+12.26
Incl.: FTTH	126.17	140.66	+14.49
<b>Access Lines in Service</b>	121.80	116.48	-5.32
<b>e-Surfing HD</b>	85.76	105.35	+19.59
<b>BestPay Monthly Active Users</b>	33.00	43.41	+10.41
<b>IoT Connected Devices</b>	44.30	106.93	+62.63

	2017	2018	Change
Mobile ARPU	55.1	50.5	-8.3%
4G ARPU	65.5	55.8	-14.8%
4G DOU (GB / Sub / Month)	2.0	5.5	+182%
Handset Data Traffic (kTB)	3,597	14,073	+291%
Wireline Broadband ARPU	49.8	44.3	-11.1%