

PT Link Net Tbk

FY2021 Earnings Webinar Presentation



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President Director & CEO

Mr. Marlo Budiman



“Link Net will continue to invest in its **network, and product and technology capabilities** to ensure our subscribers can enjoy **world-class entertainment and high-speed internet connections**. We’re proud to have played a part in easing people’s lives throughout the pandemic.”

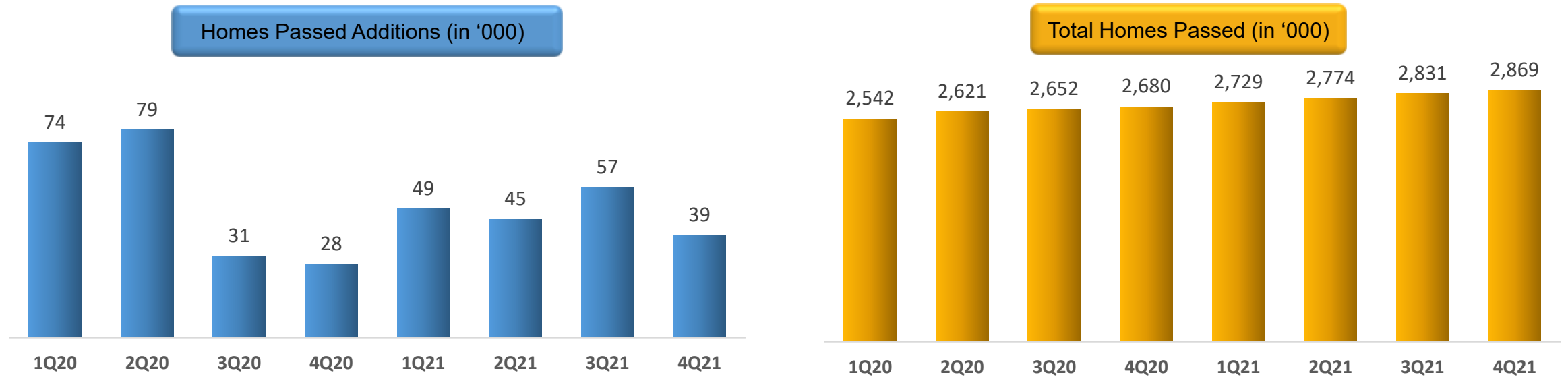
Migration Project Update

Link Net continues to successfully execute our migration project. Upon the successful completion of this project the company will see a significant increase in cash flow.

Link Net's shareholders can look forward to our company attaining infrastructure independence and enormous operational capabilities which can be completely focused towards network and subscriber growth.



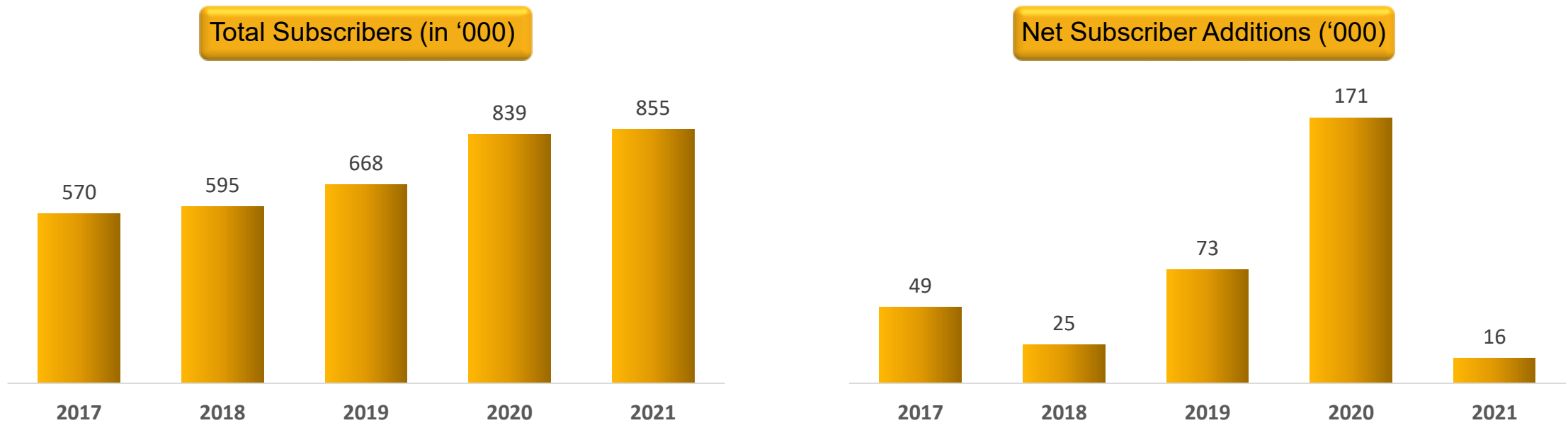
Total Homes Passed and Additions



In 2021 Link Net added an additional **190 thousand homes passes**, taking our network size to **2.87 million homes passed**.

Currently, Link Net has a presence in 23 cities across Java, Medan, Batam and Bali. Link Net's Ultimate Java Backbone covers 45 cities within Java and will provide us with direct access for additional expansion.

Total Subscribers and Net Subscriber Additions

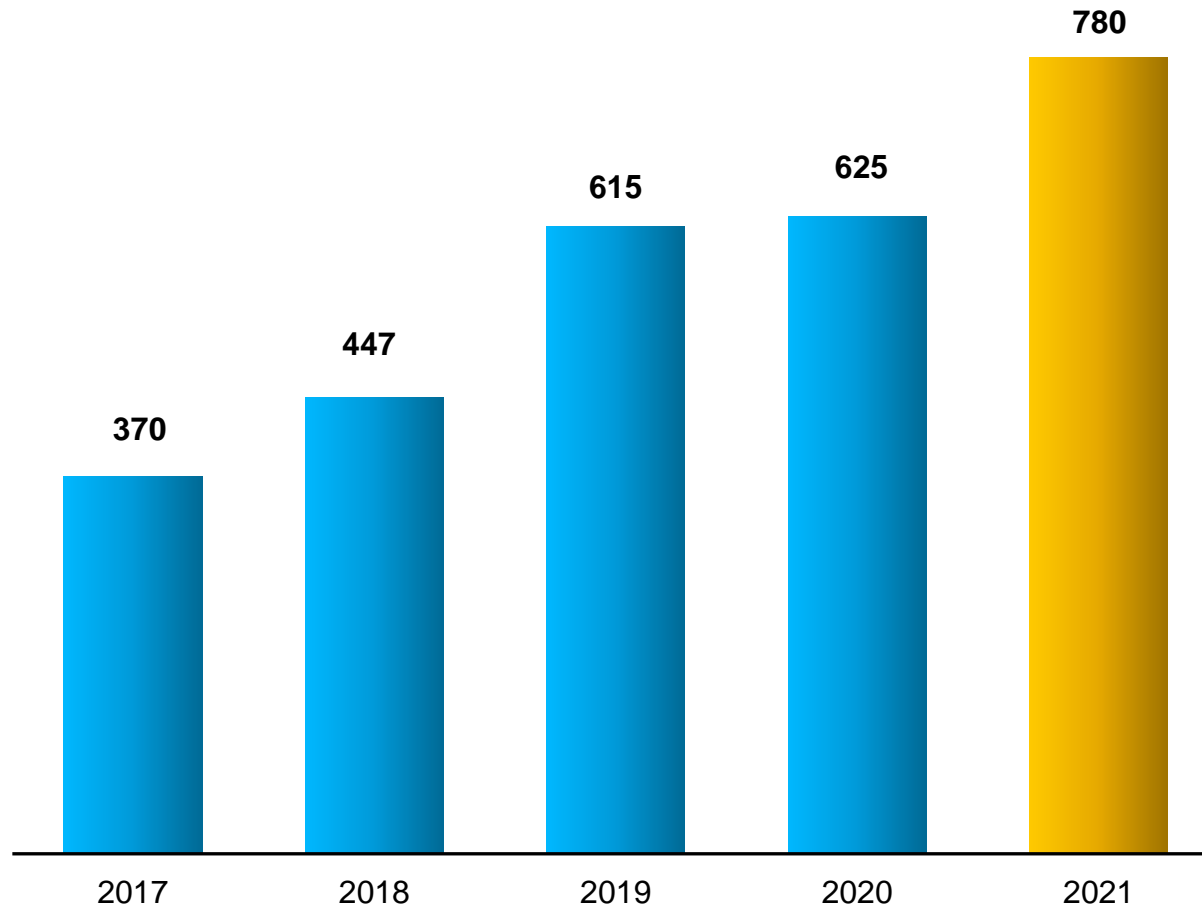


Link Net added an additional **16 thousand subscribers** in 2021 taking its subscriber base to **855 thousand**. Subscriber growth was subdued in 2021 due to several factors.

These included the impact from COVID to our workforce during parts of the year, government subsidized internet access for some members of the community and decreasing customer spending power due to economic impacts of COVID. In 2020 we added more subscribers than in the 3 years previous.

Enterprise Business – Continued to Rebound Post COVID

Enterprise Business Revenue (IDR bn)



Link Net's enterprise business has continued to rebound in 2021. In the 4th quarter we saw continued increases in orders from our enterprise clients.

As COVID restrictions continue to soften, this will continue to be a positive catalyst for our enterprise business. In 2021 Link Net's enterprise revenue grew to Rp780bn, growth of 24.9% compared with 2020.

Continued to Book Strong Revenue and EBITDA Growth

Revenue increased

10.4%

to

IDR4.5tn

in FY21 vs FY20



EBITDA grew

8.5%

to

IDR2.5tn

in FY21 vs FY20

EBITDA Margin

of

56.0%

in FY21



Net Profit booked
at

IDR885bn

Net Profit Margin

of

19.8%

in FY21





■ Deputy CEO & Chief Operating Officer

Mr. Victor Indajang



“In 2021, operations continues to support the business through delivering strong service quality. We **consistently invest in our network and service reliability**, to ensure we can provide our customers with a market leading entertainment experience. To do this we need a **strong reliable network with great customer service.**”

Monitoring of Key Operational KPIs



On Time Activation Rate



Successful Installation Rate

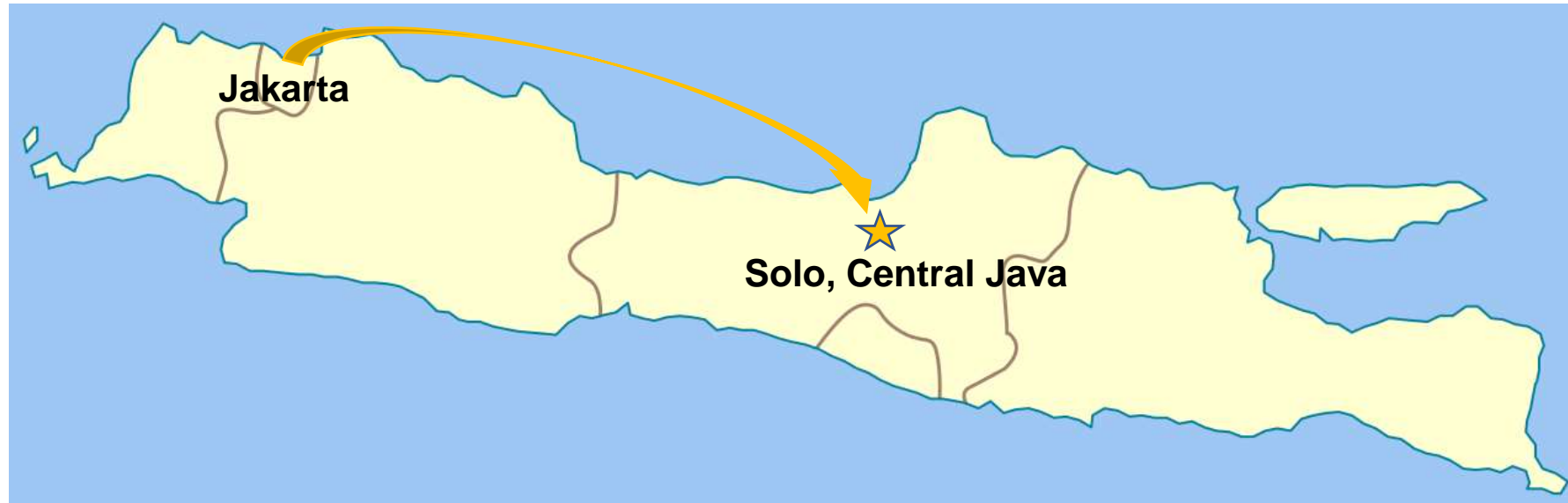


Contact Center Service Level

To successfully gauge our customer service level, we monitor key operational KPI's such as on time activation rate, successful first-time installation rate and the contact center service level.

We're confident that the service levels we're achieving at present are amongst the highest in the industry

Strengthening Business Continuity Plan



We have successfully migrated the operations of our Customer Interaction functions from Jakarta to Solo, Central Java. This function includes an inbound call center, digital services, chatbots, applications and their corresponding back-office support. By shifting these operations we've enhanced Link Net's business continuity capabilities

Investments in Digital Customer Interactions



In 2022, we will continue to invest in process improvement and digital function enhancement so we can serve our customers better. We will add more digital functions and features to our customer service channels to increase the accuracy, efficiency and overall quality of our customer interactions.



Chief Technology Officer & Head of Product

Mr. Edward Sanusi

Mr. Edward Sanusi – Chief Technology Officer & Head of Product

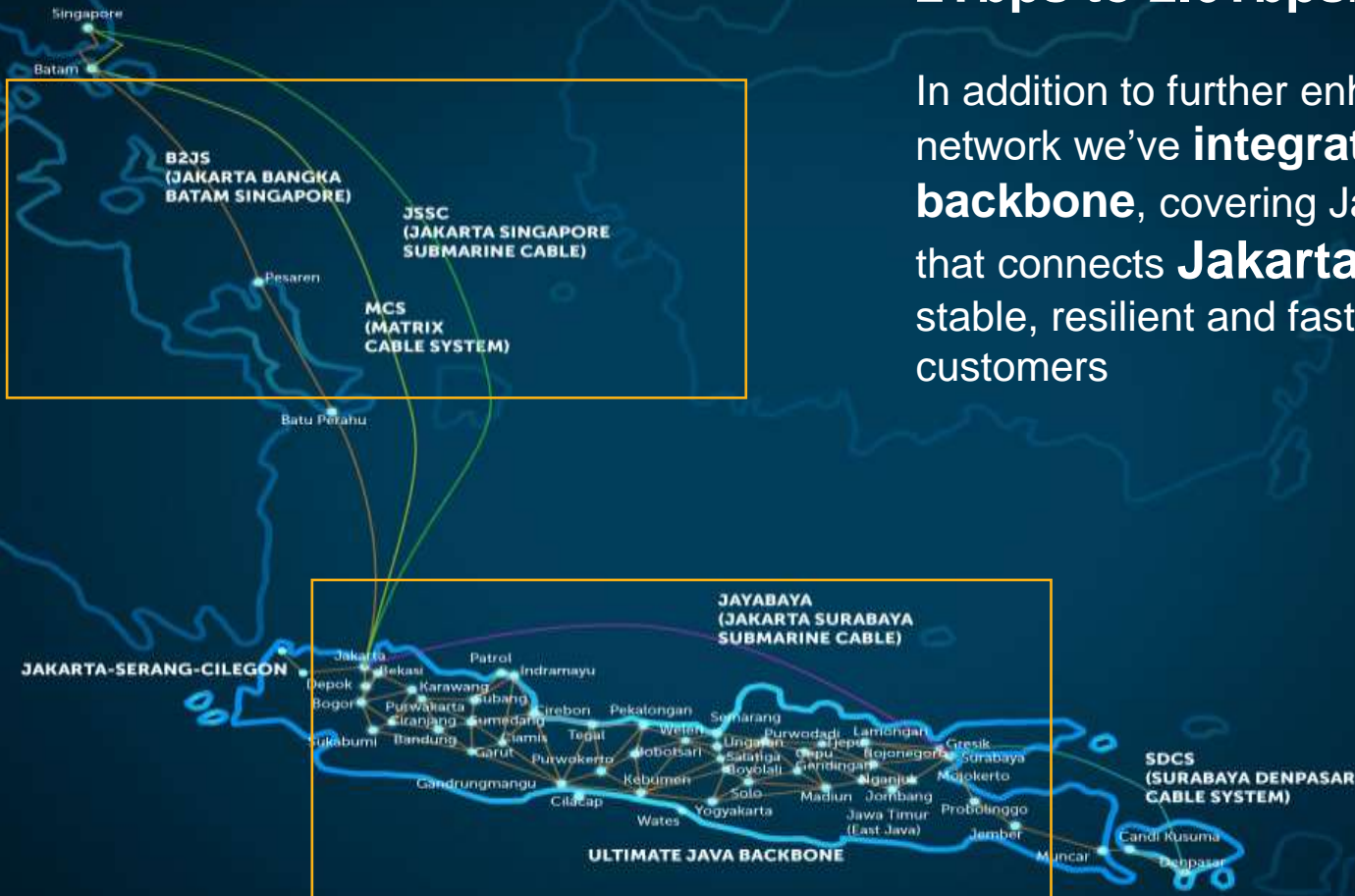


“We’re confident that we’re providing our customers with the **markets leading TV and entertainment experience** supported by a **resilient broadband network** which provides a fast, stable and reliable connection. We’ll continue to invest in both our product suite and network capabilities to **continue improving our customers’ experience.**”

Upgrading Network Capacity and Integration of Ultimate Java Backbone

We've upgraded the capacity of our network from **2Tbps to 2.6Tbps**.

In addition to further enhance the reliability of our network we've **integrated our Ultimate Java backbone**, covering Java with our submarine cable that connects **Jakarta with Surabaya** to provide stable, resilient and fast internet experience to customers



Additional Sports and Entertainment Content Offering

Enhanced Sports and Entertainment Content Offering



Link Net has enhanced its sports and entertainment content offering. We've added entertainment channels including Galaxy, Galaxy Premium, IMC and Paramount.

We offer the market leading sports package which includes TSB 1, 2 & 3, Champions TV channel suits and SPOTV.

Through our sports channels Link net customers can enjoy Formula 1, MotoGP, Tennis, Golf, Rugby, Badminton and many more.

Launching of First Plus to Integrate OTT Offerings

Integration of OTT Partners Through Single Subscription



In 2021 we launched a product called First Plus which was the first OTT aggregation package in Indonesia which included Catchplay, Viu and GoPlay under one subscription and price.

This OTT product suite provides our customers with a large selection of high-quality OTT content for a lower price than if they subscribed to these services independently.

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Enterprise Sales Director

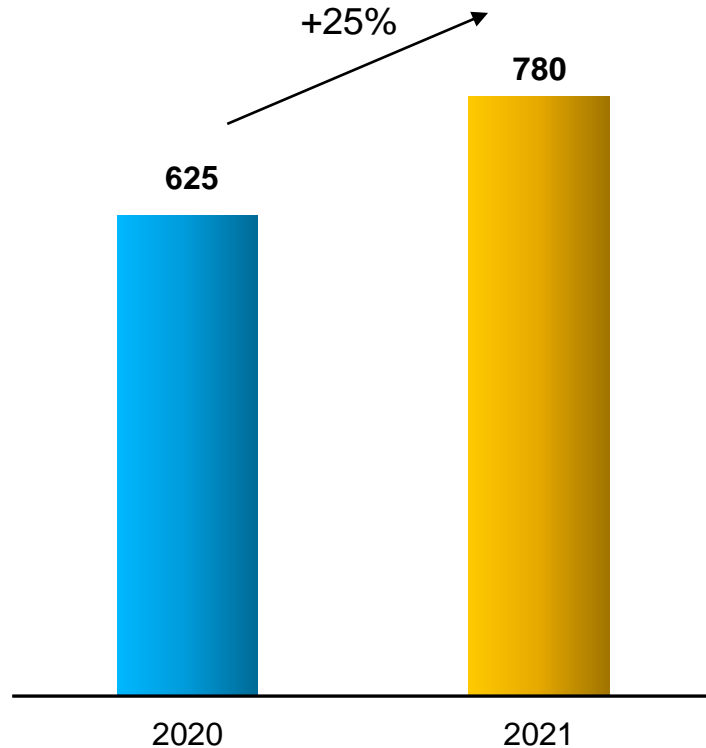
Mr. Agung Wiguna



“I’m pleased to report that the enterprise business **grew revenue by 25% in 2021** compared with 2020. However, in 2022 we expect revenue growth to continue to accelerate. We have built **strong relationships throughout the pandemic** and as we move into the post-COVID environment, we have a lot to look forward to.”

Continued Recovery of Link Net's Enterprise Business

Enterprise Business Revenue (IDR bn)



Link Net's enterprise business rebounded in 2021 and booked record high revenue during the year.

For the full year 2021, enterprise sales targets with **revenue growth of 25% compared with 2020**. We are back on track and the negative impacts caused by COVID are now in the rearview mirror.

Involvement in Various Enterprise Projects



VSAT Services

In addition to business as usual we've become involved in various projects. We've partnered with 3 leading TV operators through a project to support **ASO (Analog Switch Off) Program**.

In line with our Strategy to penetrate Industrial estate, Link Net become the **primary Partner for 'connectivity and ICT' provider for a large industrial park in East Jakarta** and have just recently completed the network migration project.

We've continued to expand our satellite connectivity business by adding an additional partner due to high demand for these services.

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Chief Marketing Officer

Ms. Santiwati Basuki



“Thankfully due to the governments effective handling of the pandemic situation there is a **clear road out of the pandemic**. So as the economy is able to operate consistently without large scale social restrictions, we expect this to put upward pressure on **overall employment, consumer sentiment and ultimately household spending power** in the coming quarters.”

Enhancing Customer Experience - First Squad Priority Service



WE ARE HERE TO SUPER SERVE YOU
MAXIMIZE YOUR TRUE UNLIMITED EXPERIENCE





FREE
Devices Diagnostic



FREE
Devices Upgrade



REWARDING SERVICE
Via My FirstMedia Apps

First Squad Prioritas adalah layanan premium untuk pelanggan tingkat loyalitas Sapphire dengan memberikan Gratis Diagnostic check perangkat dan memberikan upgrade perangkat* untuk mengoptimalkan layanan First Media oleh Teknis Senior yang handal dan berpengalaman.

*Gratis upgrade perangkat berlaku untuk Combo U1/U2/Elite/Suprema/Maxima/Ultimate/Indra 1/2/3 dengan perangkat yang sudah ditetapkan

CUSTOMER SERVICE: **1500 595**

#BENERAN TANPA BATAS

www.firstmedia.com



firstmedia.id

firstmedia.com

To enhance the customer experience of our highest value customers we've initiated a priority program, called First Squad Priority whereby these customers are allocated our most experienced technicians and customer service agents to assist during all stages of their interactions with Link Net.



Link Net – True Unlimited Download Campaign

We ran a product awareness campaign to remind our existing and prospective customers that through Link Net, they're able to download as much data as they like at their package speed without any limitations

This does differentiate us from various competitors in the market who due to limitations of their network infrastructure are unable to offer truly unlimited downloads without restrictions



Supporting Communities in Need

Link Net continued to support communities who were impacted by the pandemic. Link Net will continue to support Indonesian communities through our CSR programs in the future.



First Squad Interlink (Internet Keliling):

Set up Wi-Fi hotspots in community areas where students can come and access the internet to facilitate their online learning activities.



First Media *Peduli Guru*:

Special programs for Link Net's subscribers who are school teachers with 3 months free internet access to support them in their teaching activities.



First Squad Home Services (FSHS):

- Building sanitization stations within communities.
- Offering home sanitization service for new installation and network maintenance.
- Providing sanitization packs to communities.



CSR Donation:

Donated 1,100 grocery packages and 5,000 healthy kits to the households of Surakarta to support them during the pandemic situation.

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Chief Financial Officer

Mr. Johannes



“Despite COVID causing a challenging operating environment, **the future of our business remains bright**. We continue to expand our network and **we’ve now reached 2.87 million homes passed**. I wish to thank all of Link Net’s loyal investors, business partners, employees and customers for their support throughout the pandemic.”

FY21 Financial Results Summary

Revenue increased
10.4%
to
IDR4.5tn
in FY21 vs FY20

Revenue grew
11.8%
to
IDR1.2tn
in 4Q21 vs 4Q20

EBITDA grew **8.5%**
to **IDR2.5tn**
In FY21 vs FY20

EBITDA Margin of
56.0%
in FY21

Net Profit of
IDR885bn
in FY21

Net Profit Margin of
19.8%
In FY21

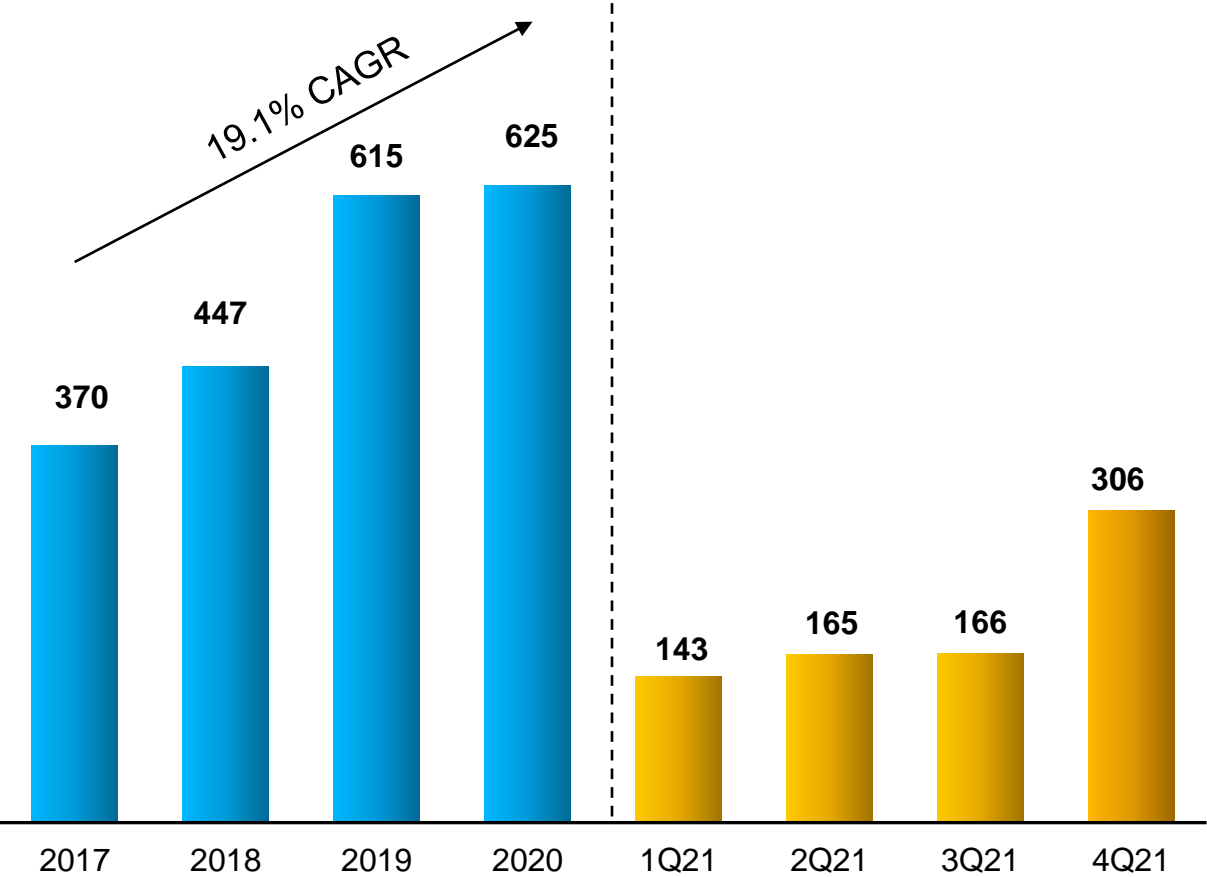
Average Revenue per User
(ARPU) remained market
leading levels at
IDR348k (~24\$)
as of December 2021

Operating Cash Flow at
IDR1.8tn
as of December 2021

Net Cash Position at
IDR271bn
as of December 2021

Increased Contributions from Enterprise Business

Enterprise Business Revenue (IDR bn)



Link Net’s enterprise business continued to put upward pressure on revenue.

In 2021, our enterprise segment contributed about **17.5%** of the total revenue, compared to **15.4%** in 2020.

We expect continued growth of our Enterprise business in 2022 and well into the future.

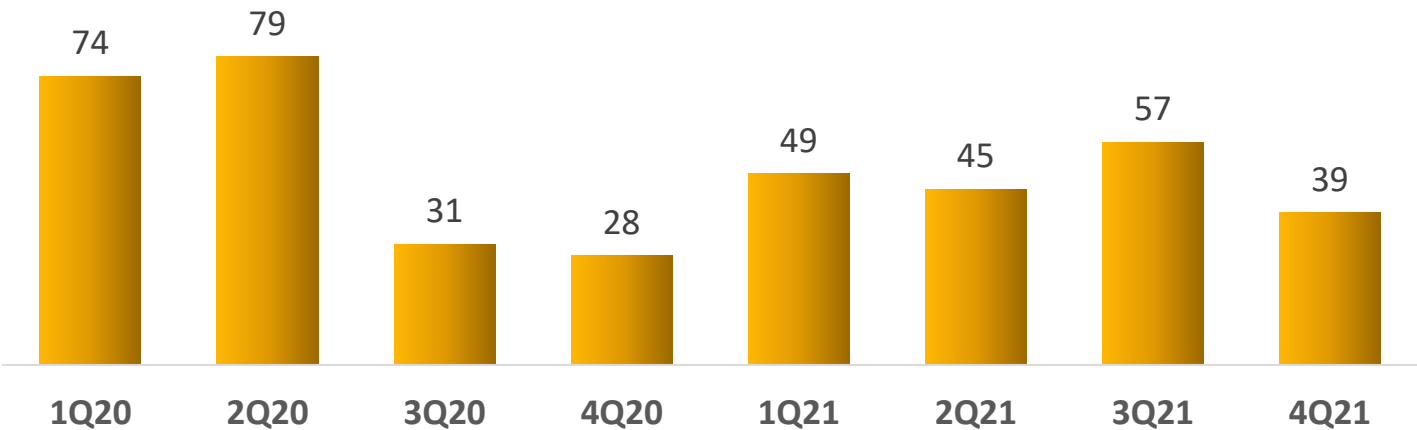
Migration Project Update



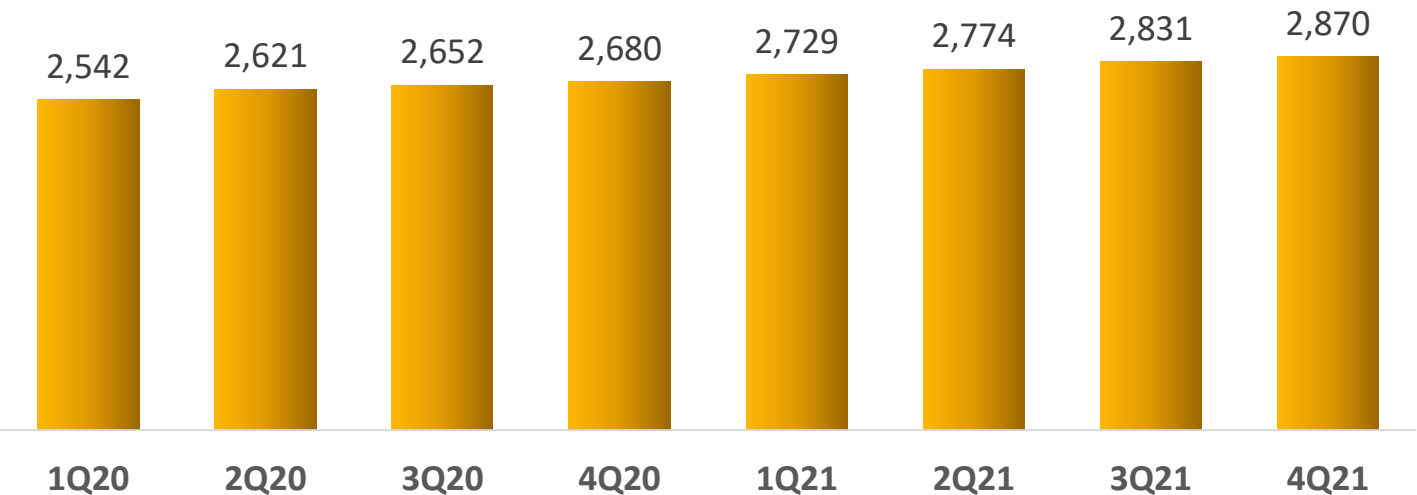
In 2021 Link Net paid approximately **163 billion** rupiah for pole rental. Shareholders can look forward to the completion of Link Net's migration project and then annual pole rental fees can be used for productive investment purposes including **network growth, subscriber acquisition and dividends**.

Operational Results Summary

Homes Passed Additions (in '000)



Total Homes Passed (in '000)



Thank You

Earnings Video Playback

YouTube: <https://www.youtube.com/watch?v=l7nizoV5fZ8>

IGTV:

https://www.instagram.com/tv/CbznSxPhts3/?utm_source=ig_web_button_share_sheet

LinkedIn:

<https://www.linkedin.com/feed/update/urn:li:activity:6915590381996838912>

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