



# Q3 2024 results

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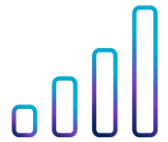
# Company highlights

Q3 2024

# Q3 2024 key takeaways



Strong operational and financial performance and confidence in the outlook



**Strong revenues growth**  
in all segments



**Revamped B2B portfolio**  
introducing two new operating  
sub-brands



**Robust profitability**  
driven by better mix and higher  
efficiency



**Guidance re-affirmed**  
confident in achieving our set  
targets



# Q3 2024 highlights

Operational and financial momentum



**Fixed subscriber base growth**

**14.2%**

**Commercial momentum**  
and supportive environment

**Revenues growth**

With growth in both service and “other revenues”

**9.1%**

**Strong cash generation**

Moderating **Capex**

**EBITDA margin**

Reflecting volume, mix, efficiencies and one-off

**48.3%**

**EBITDA growth**

**16.9%**



**Net profit**

Focus on creating value to shareholders

**0.7 bn**



# Q3 2024 environment and business highlights



Supportive environment and important milestones reached



## Resilient UAE economy

- Strong GDP growth forecasts
- Moderating inflation
- Population and tourism growth
- UAE digital agenda



## Major achievements in B2B

- Successful presence at Gitex
- Contract wins and strategic partnerships



## Digital transformation

- Global partnership with Orange
- Partnerships to foster digitalization



## Strategy execution

- New brand architecture
- Growth beyond the core



# Financial highlights

Q3 2024

# Q3 2024 financial highlights

Strong and profitable growth



**Revenues growth** throughout all segments

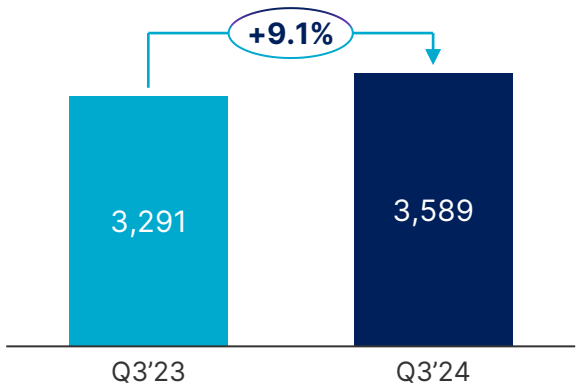
**Service revenues growth** primarily driven by robust growth in subscriber base and mix

**“Other revenues”** growth driven by wholesale, equipment and ICT

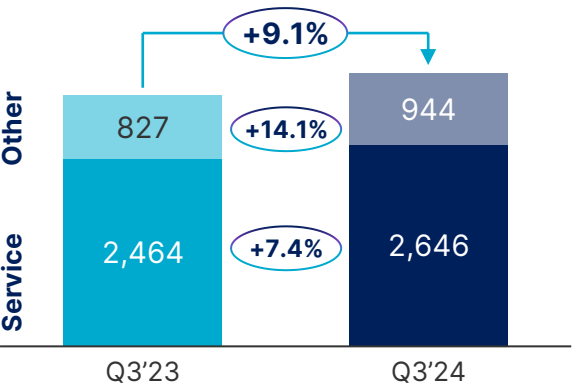
**EBITDA** growth driven by revenue growth, mix, opex efficiency and positive one-off

**Net profit growth** mainly reflecting higher EBITDA and post-EBITDA items

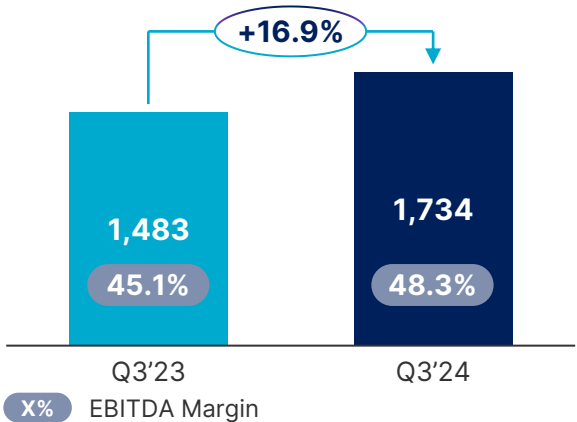
Revenues (AED million)



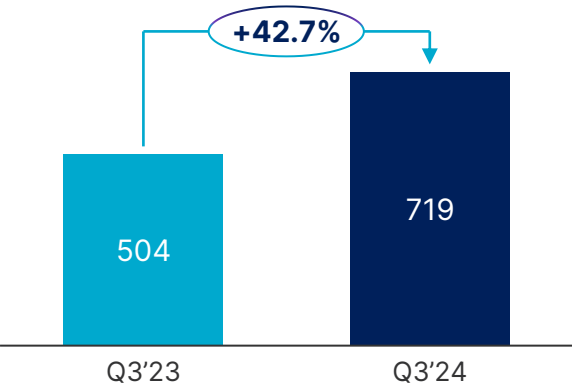
Revenues breakdown (AED million)



EBITDA (AED million) and margin (%)



Net profit (AED million)





# Q3 2024 financial highlights



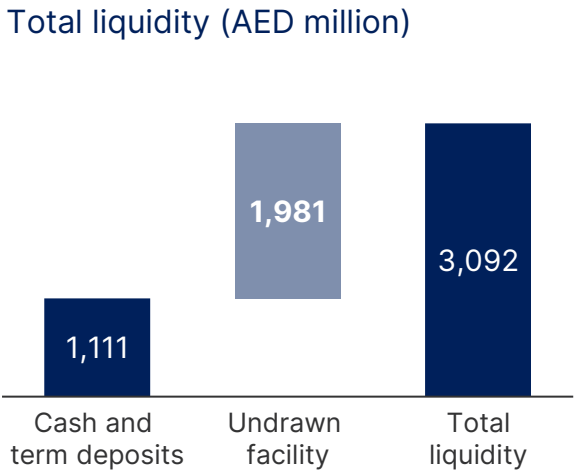
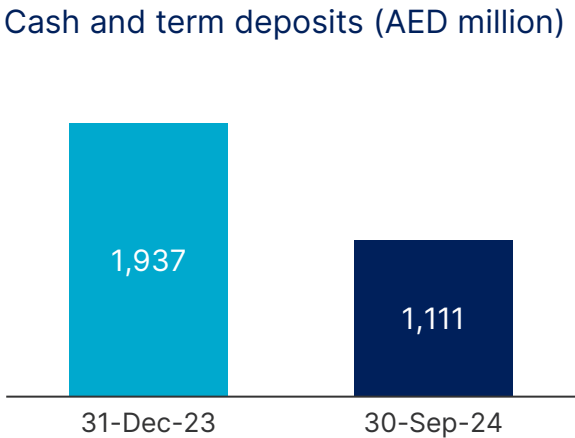
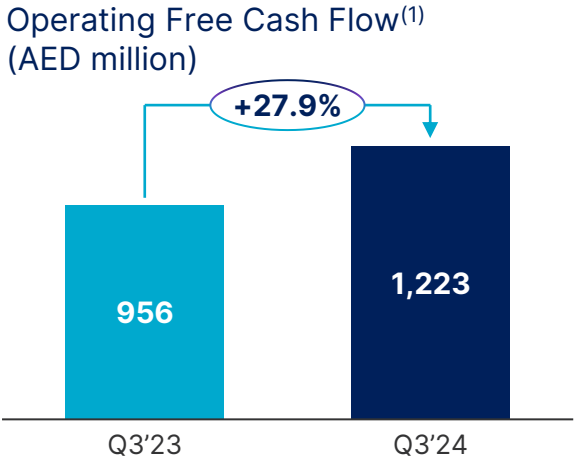
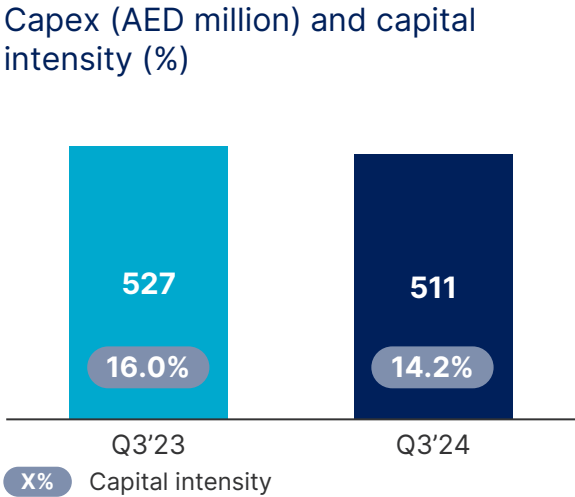
Strong cash generation and healthy balance sheet

**Capex** slightly down y-o-y reflecting spending normalization

**Operating cash flow** reflects EBITDA and Capex evolution

**Solid net cash** position supported by strong cash generation

**Strong liquidity** and unleveraged balance sheet



(1) Operating free cash flow is EBITDA minus Capex



# Segment highlights

Q3 2024

# Mobile segment



Growing subscriber base and favorable mix



**Mobile subscriber base** up 2.7% to 8.3 million subscribers



**Postpaid customer base** up 12.5% to 1.7 million subscribers driven by innovative solutions for enterprises and successful consumer offers

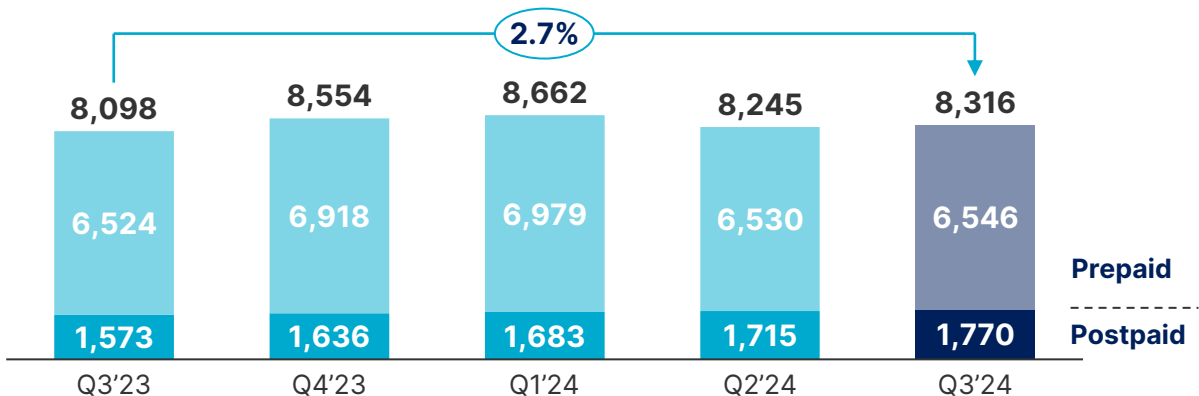


**Prepaid customer base** stable at 6.5 million customers

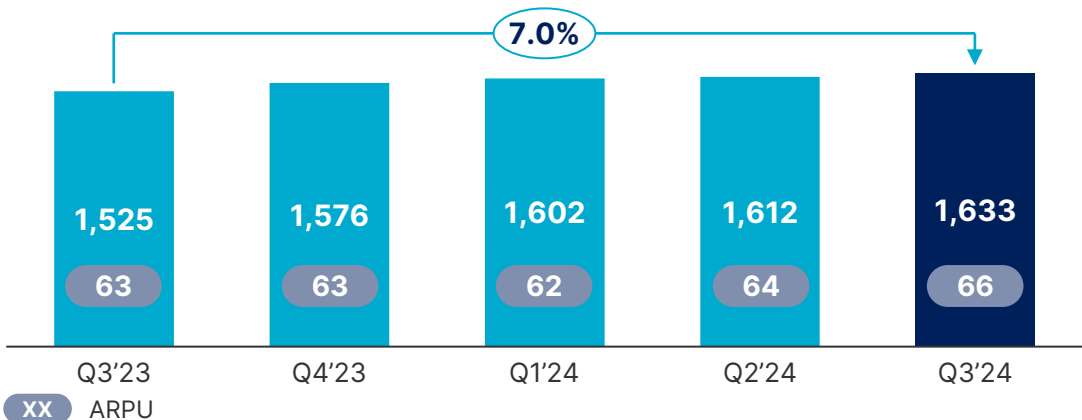


Mobile y-o-y **revenues growth** driven by subscriber base growth and favourable mix

Mobile subscriber base (thousand)



Mobile revenues (AED million) and ARPU (AED)



ARPU is monthly average revenues divided by average base  
Mobile customer base as per TDRA definition: A customer is accounted in the base if the customer has made, in the last 90 days, a traffic activity

# Fixed segment

Sustained success of our offers



**Fixed subscriber base** up 14.2% with net-additions of over 24,000 subscribers over the quarter



Continued appeal of our **Fibre and Home Wireless offerings.**

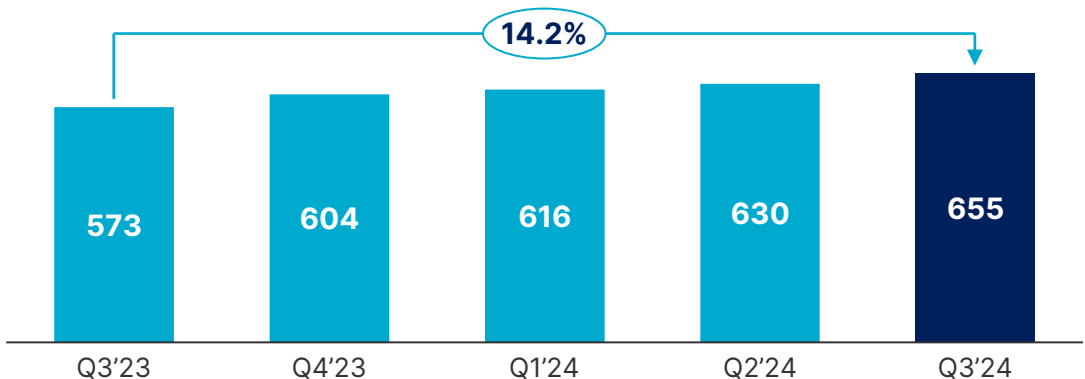


**Y-o-y revenues growth** driven by Home Wireless, enterprise broadband

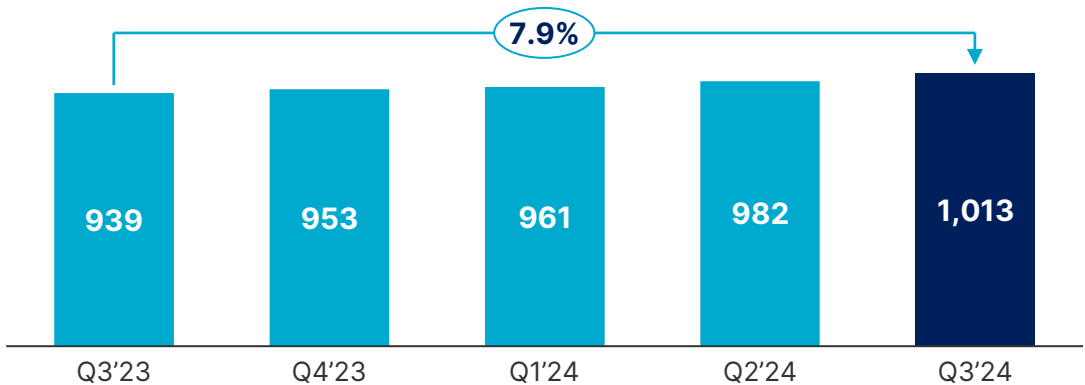


Continued **expansion of the Fibre network**

Fixed subscriber base (thousand)



Fixed revenues (AED million)



# "Other revenues"

Momentum in "beyond the core" activities



"Other revenues" grew by 14.1% y-o-y to AED 944 million



"Other revenues" growth driven by wholesale, equipment and ICT

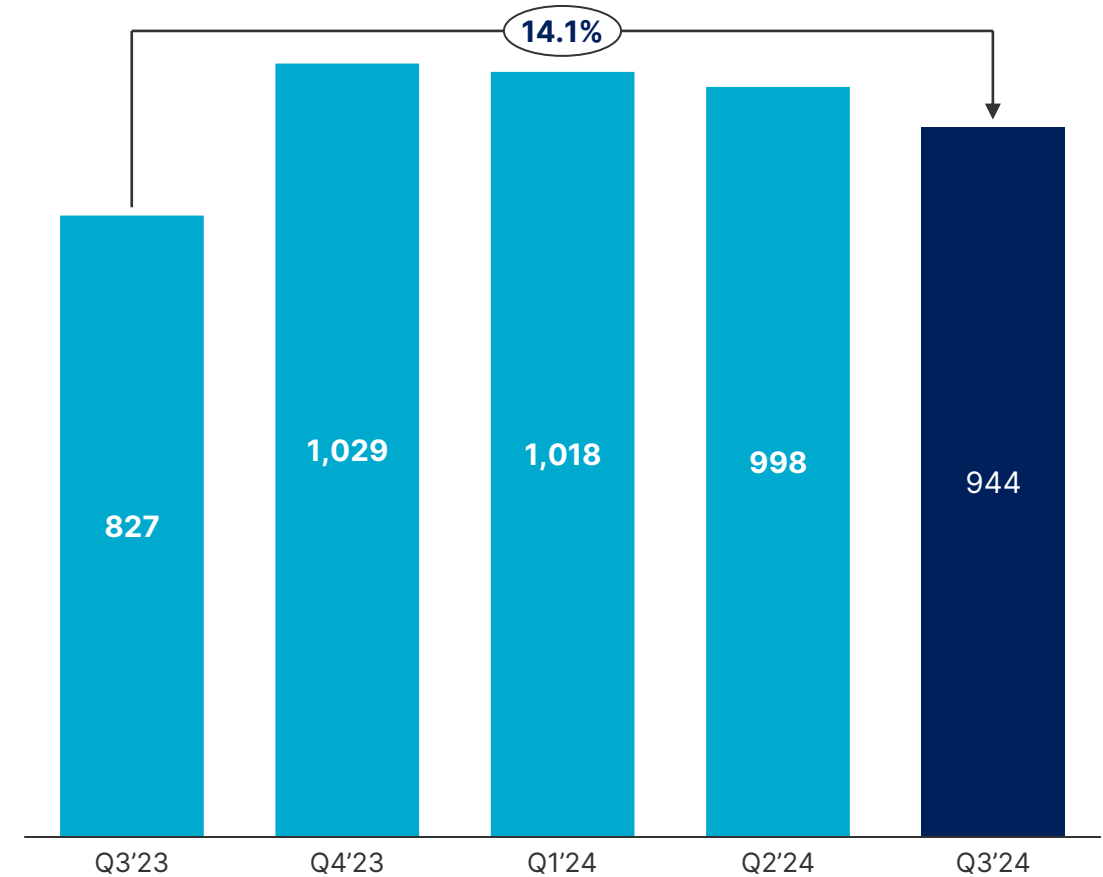


successful launch of the **iPhone 16**, growth in **cloud and managed services, data centres**



**Strong ICT momentum** as highlighted by recent customer wins

Other revenues (million)







# Priorities and Guidance

Q3 2024

# 2024 priorities and guidance



Confidence in continuous momentum and the execution of our strategy

## 2024 priorities



Generate **profitable growth** in core and non-core



**Continue managing the business** efficiently to improve margins



Push further **the digitalization** through reinforcing our digital-first approach and offering an outstanding customer experience



Continue the implementation of our **IT transformation** delivering best-in-class digital IT and state-of-the-art technology.



Invest and **create value to our shareholders**

## 2024 guidance



### Revenues

2024 year-on-year growth

**5-7%**

### EBITDA Margin

2024

Above  
**43%**

(2023: 42.5%)



Q&A



# Appendix

# Appendix

## Operational KPIs



	2023 Q3	2023 Q4	2023 FY	2024 Q1	2024 Q2	2024 Q3
<b>Mobile customers (thousand)<sup>(1)</sup></b>	<b>8,098</b>	<b>8,554</b>	<b>8,554</b>	<b>8,662</b>	<b>8,245</b>	<b>8,316</b>
of which prepaid	6,524	6,918	6,918	6,979	6,530	6,546
of which postpaid	1,573	1,636	1,636	1,683	1,715	1,770
<b>Mobile customers net-adds (thousand)<sup>(2)</sup></b>	<b>86</b>	<b>456</b>	<b>658</b>	<b>108</b>	<b>-417</b>	<b>71</b>
of which prepaid	54	393	502	61	-449	16
of which postpaid	32	63	156	47	32	55
<b>Mobile ARPU (AED)<sup>(3)</sup></b>	<b>63</b>	<b>63</b>	<b>62</b>	<b>62</b>	<b>64</b>	<b>66</b>
<b>Fixed customers (thousand)</b>	<b>573</b>	<b>604</b>	<b>604</b>	<b>616</b>	<b>630</b>	<b>655</b>
<b>Fixed customers net-adds (thousand)<sup>(2)</sup></b>	<b>14</b>	<b>31</b>	<b>68</b>	<b>12</b>	<b>15</b>	<b>24</b>

(1) Mobile customer base as per TDRA definition: A customer is accounted in the base if the customer has made, in the last 90 days, a traffic activity

(2) Net adds are calculated quarter-over-quarter except for the full year, which is net adds for the entire year

(3) ARPU is calculated as monthly average revenues divides by average subscriber base



# Appendix



## P&L

AED million	2024 Q3	2023 Q3	Change %	2024 9m	2023 9m	Change %
<b>Revenues</b>	<b>3,589</b>	<b>3,291</b>	<b>9.1%</b>	<b>10,763</b>	<b>10,078</b>	<b>6.8%</b>
Cost of sales	(1,039)	(1,059)	(1.9%)	(3,494)	(3,410)	2.5%
Indirect costs	(816)	(748)	9.1%	(2,378)	(2,299)	3.4%
<b>EBITDA</b>	<b>1,734</b>	<b>1,483</b>	<b>16.9%</b>	<b>4,891</b>	<b>4,370</b>	<b>11.9%</b>
<i>EBITDA margin</i>	<i>48.3%</i>	<i>45.1%</i>	<i>3.2pts</i>	<i>45.4%</i>	<i>43.4%</i>	<i>1.5pp</i>
Depreciation, amortisation and Impairment <sup>(1)</sup>	(543)	(550)	(1.3%)	(1,597)	(1,661)	(3.7%)
Net finance income (expense)	(7)	(13)	(49.4%)	(9)	(41)	(77.6%)
Share of gain (loss) from associate and joint venture	(0)	0	n.m	(2)	(1)	12.5%
<b>Net profit before royalty and tax</b>	<b>1,185</b>	<b>920</b>	<b>28.8%</b>	<b>3,284</b>	<b>2,666</b>	<b>20.2%</b>
Federal Royalty and corporate income tax	(466)	(416)	11.9%	(1,381)	(1,395)	(1.0%)
<b>Net Profit</b>	<b>719</b>	<b>504</b>	<b>42.7%</b>	<b>1,903</b>	<b>1,271</b>	<b>49.7%</b>

n.m: not meaningful

(1) Depreciation and impairment on property, plant and equipment, Depreciation on right-of-use assets, Amortisation and impairment of intangible assets

# Appendix

## Balance Sheet



AED million	2024 30 Sept	2023 31 Dec
<b>Non-current assets</b>		
Property, plant and equipment	9,611	9,723
Right-of-use assets	1,450	1,597
Intangible assets and goodwill	1,223	1,111
Lease receivable	92	110
Investment at equity	4	5
Financial asset at fair value	2	3
Trade receivables, contract assets and other assets	236	257
Contract cost	328	222
<b>Total non-current assets</b>	<b>12,945</b>	<b>13,028</b>

AED million	2024 30 Sept	2023 31 Dec
<b>Current assets</b>		
Inventories	124	102
Lease receivable	19	18
Trade receivables, contract assets and other assets	2,157	2,224
Contract cost	342	342
Due from related parties	29	53
Term deposits, cash and bank balances	1,111	1,937
<b>Total current assets</b>	<b>3,781</b>	<b>4,676</b>
<b>Total assets</b>	<b>16,726</b>	<b>17,704</b>

# Appendix

## Balance Sheet



AED million	2024 30 Sept	2023 31 Dec
<b>Equity</b>		
Share capital	4,533	4,533
Share premium	232	232
Other reserves	2,251	2,251
Retained earnings	2,271	2,227
<b>Total equity</b>	<b>9,287</b>	<b>9,243</b>
<b>Non-current liabilities</b>		
Lease liabilities	1,312	1,455
Contract liabilities	202	217
Provision for employees' end of service benefits	213	208
Other provisions	218	211
<b>Total non-current liabilities</b>	<b>1,945</b>	<b>2,092</b>

AED million	2024 30 Sept	2023 31 Dec
<b>Current liabilities</b>		
Trade and other payables	3,021	5,247
Federal royalty on profit and corporate income tax	1,436	-
Lease liabilities	540	650
Contract liabilities	487	466
Due to related parties	10	6
<b>Total current liabilities</b>	<b>5,494</b>	<b>6,369</b>
<b>Total equity and liabilities</b>	<b>16,726</b>	<b>17,704</b>

# Appendix



## Cash flow statement

AED million	2024 9m	2023 9m	AED million	2024 9m	2023 9m
<b>Net profit</b>	<b>1,903</b>	<b>1,271</b>	Dividend paid	(1,858)	(1,179)
Adjustment for non-cash items	3,297	1,940	Repayment of lease liabilities	(382)	(184)
Change in working capital	(470)	1,036	Interest paid on lease liabilities	(47)	(62)
<b>Cash generated from operations</b>	<b>4,730</b>	<b>4,248</b>	<b>Net cash used in financing activities</b>	<b>(2,288)</b>	<b>(1,424)</b>
Royalty paid	(1,929)	(1,688)	<b>Net decrease in cash and cash equivalent</b>	<b>(223)</b>	<b>(419)</b>
Payment of employees end of service benefit	(17)	(21)	Cash and cash equivalent at 1 Jan	608	868
<b>Net cash generated from operating activities</b>	<b>2,784</b>	<b>2,539</b>	<b>Cash and cash equivalent at 30 Sept<sup>(1)</sup></b>	<b>384</b>	<b>450</b>
Purchase of property, plant and equipment	(1,094)	(1,399)			
Purchase of intangible assets	(301)	(225)			
Interest received	72	42			
Term deposit matured	602	48			
<b>Net cash used in investing activities</b>	<b>(720)</b>	<b>(1,533)</b>			

(1) Cash and cash equivalent excludes restricted cash



# Thank you



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**Upcoming events:**

Citi's Dubai 1x1 conference  
December 5<sup>th</sup>, 2024