

20th Annual General Meeting



27th July 2012
Chua Sock Koong
Group CEO

Forward looking statement – important note

The following presentation contains forward looking statements by the management of Singapore Telecommunications Limited ("SingTel"), relating to financial trends for future periods, compared to the results for previous periods.

Some of the statements contained in this presentation that are not historical facts are statements of future expectations with respect to the financial conditions, results of operations and businesses, and related plans and objectives. Forward looking information is based on management's current views and assumptions including, but not limited to, prevailing economic and market conditions. These statements involve known and unknown risks and uncertainties that could cause actual results, performance or events to differ materially from those in the statements as originally made. Such statements are not, and should not be construed as a representation as to future performance of SingTel. In particular, such targets should not be regarded as a forecast or projection of future performance of SingTel. It should be noted that the actual performance of SingTel may vary significantly from such targets.

“S\$” means Singapore dollars and "A\$" means Australian dollars unless otherwise indicated. Any discrepancies between individual amounts and totals are due to rounding.

Asia's leading communications group

445 MILLION

customers across Asia-Pacific & Africa...



warid



Citycell



airtel



AIS



Globe



SingTel



TELKOMSEL



'yes'
OPTUS

...Covering more than 2 billion people

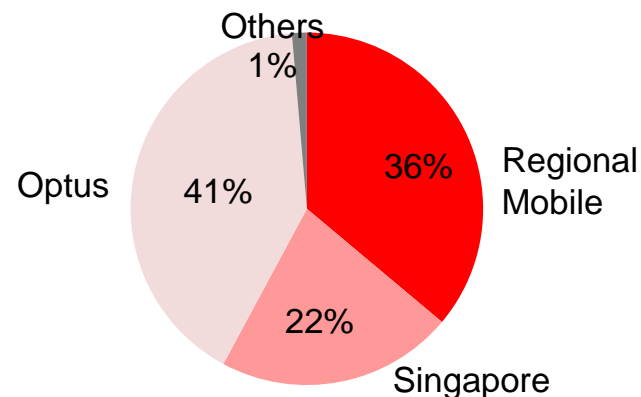
FY2012: diversified earnings base

Revenue & earnings growth

Operating Revenue	S\$18.8b	4%
Singapore	Revenue S\$6.6b	2%
Optus	Revenue A\$9.4b	1%
Regional Mobile	Pre-tax earnings S\$1.9b	6%
Group	Net Profit S\$4.0b	4%
	Free Cash Flow S\$3.5b	14%

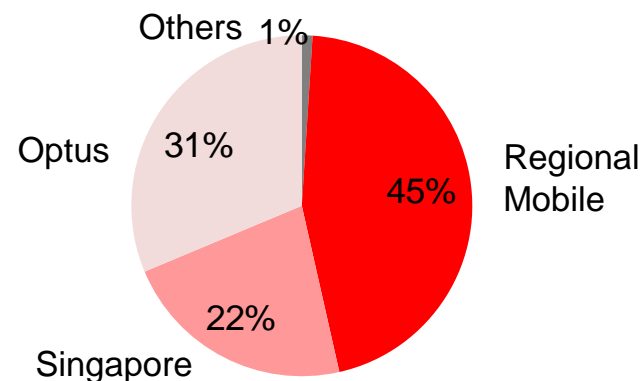
Proportionate revenue¹ outside Singapore

77%



Proportionate EBITDA¹ outside Singapore

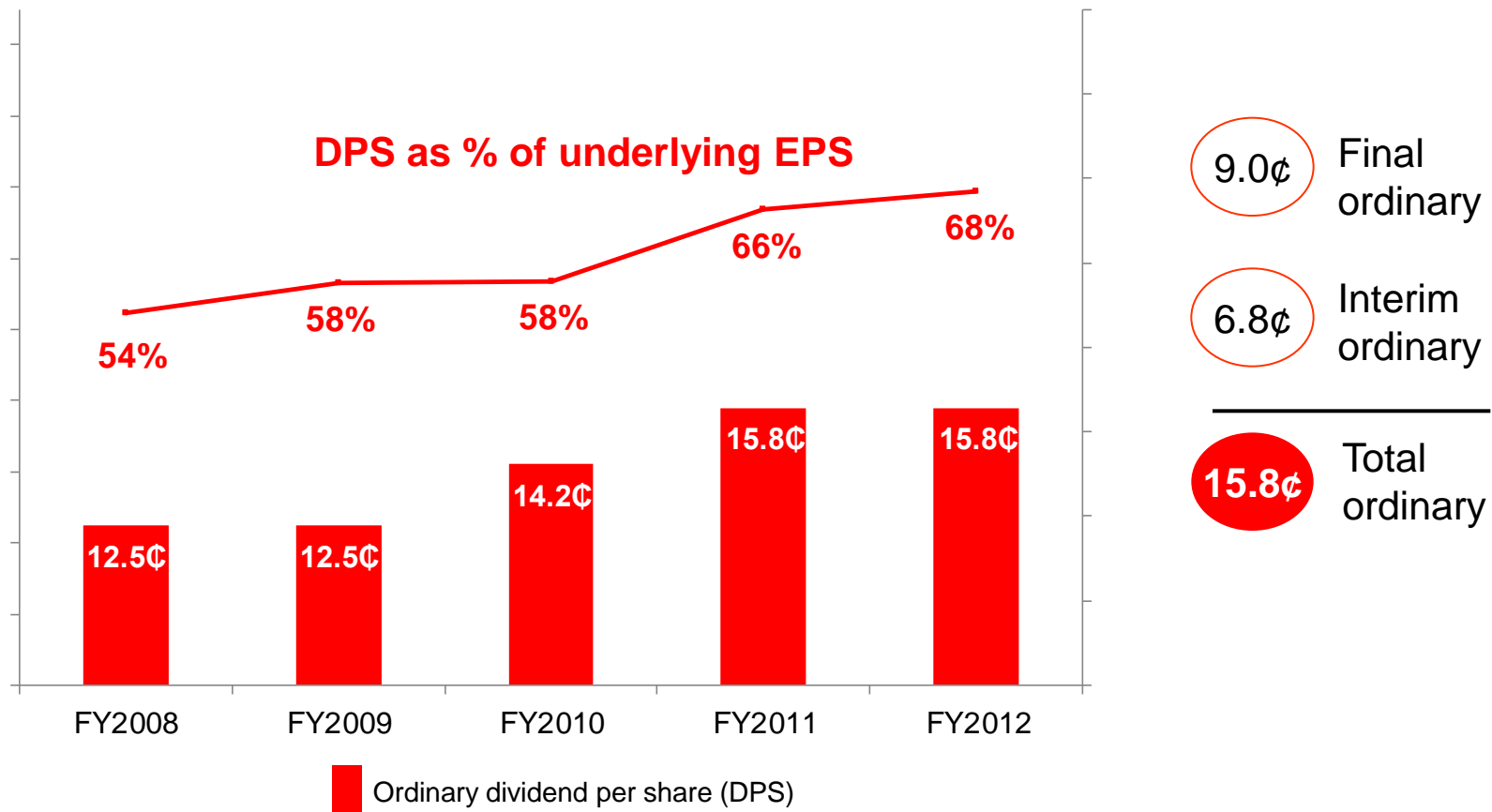
78%



1. Proportionate information based on the Group's effective interests in the respective entities.

Final dividend of 9¢ brings total payout to 68% of earnings

5-year Ordinary dividends¹



1. Does not include special dividends in FY11 – 10.0c

Our industry is changing rapidly...

Challenges

Competition from
non-traditional telco
companies

Emergence of new
devices &
technologies

Growing price
competition

Rapid growth in
mobile data usage



Opportunities

Our vision of winning in the digital space

- › We aspire to lead and shape the industry
- › Deliver sustained shareholder value by focusing on key customer needs:
 - **Reinvent our core carriage business:** new and sustainable business models
 - **Create and drive new growth platforms** that leverage and strengthen the core
 - **Turbo-charge our regional capabilities in enterprise ICT**

Leverage unique assets to compete & win

SingTel has a head-start in this transformation journey

SCALE

More than 400 million customers
and 4,000 enterprises

TOUCH-POINTS

Close customer relationships with
many touch-points e.g. stores, billing
relationships



SingTel

Strong balance sheet
and financial discipline

FINANCIAL STRENGTH

Access to customer data:
preferences, needs, buying
behaviours and location-based info

CUSTOMER DATA

Re-organising for sharper customer focus & to grow digital services

Group Consumer



To be the leading provider of **next generation** communication, infotainment and technology services

Group Digital Life



Create new digital growth engines to delight customers and **disrupt adjacent industries**

Group ICT



To be the **leading ICT services provider** for businesses in the Asia-Pacific in 5 years

Corporate Social Responsibility: making a difference

Lead and shape the
Marketplace;
embrace responsible
business practices




23,000 staff

Invest in our
People;
based on
performance, equal
opportunities
& respect

Support & engage the
Communities
we serve through
philanthropy & staff
volunteering



Manage
Environmental
footprint through
resource conservation
& pollution reduction

Board independence & diversity



Simon Israel
Non-executive
Chairman



Chua Sock Koong
Executive Director
& Group CEO

7 independent directors
4 directors from outside
Singapore
2 female directors



Bobby Chin Yoke Choong



Fang Ai Lian



Dominic Chiu Fai Ho



Low Check Kian



Peter Edward Mason AM



Kaikhushru Shiavax Nargolwala



Peter Ong Boon Kwee



Ong Peng Tsin



SingTel