



## **Singapore Telecommunications Limited And Subsidiary Companies**

### **MANAGEMENT DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION, RESULTS OF OPERATIONS AND CASH FLOWS FOR THE FOURTH QUARTER AND YEAR ENDED 31 MARCH 2010**

*The financial statements of the Group are prepared in accordance with Singapore Financial Reporting Standards, which are the same, in material respects, to International Financial Reporting Standards. The financial statements for the year ended, and as at, 31 March 2010 are audited.*

*Numbers in all tables may not exactly add due to rounding.*

*For all pages, "@" denotes more than +/- 500%, "\*" denotes less than +/- S\$500,000 or A\$500,000 and "\*\*\*" denotes less than +/- 0.05%, unless otherwise indicated.*

*For all tables, a negative sign for year-on-year change denotes a decrease in operating revenue, expense, gain or loss.*

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**SECTION I : GROUP**

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**FINANCIAL HIGHLIGHTS****FOR THE FOURTH QUARTER ENDED 31 MARCH 2010**

- Operating revenue at S\$4.47 billion – up 25%.
- Operational EBITDA at S\$1.34 billion – up 16%.
- Operating revenue and operational EBITDA lifted by the strong 26% appreciation of the Australian Dollar.
- Pre-tax profit from associates at S\$565 million – up 6.4%.
- EBITDA at S\$1.90 billion – up 13%.
- Underlying net profit up 6.6% to S\$1.02 billion; and net profit increased 12% to S\$1.02 billion.
- Net exceptional loss of S\$7 million mainly from non-cash impairment charge for Warid and other fair value loss partially offset by realised exchange gain of S\$327 million.
- Free cash flow of S\$1.16 billion – with S\$520 million from the Singapore business, S\$507 million (A\$399 million) from the Australia business and S\$132 million from the associates.

**FOR THE YEAR ENDED 31 MARCH 2010**

- Operating revenue at S\$16.87 billion – up 13%.
- Operational EBITDA at S\$4.85 billion – up 9.4%.
- Pre-tax profit from associates at S\$2.41 billion – up 18%.
- EBITDA at S\$7.26 billion – up 12%.
- Both underlying net profit and net profit up 13% to S\$3.91 billion.
- Free cash flow of S\$3.41 billion – up 5.0%.

**SECTION I : GROUP**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
	S\$ m	S\$ m		S\$ m	S\$ m	
Operating revenue	4,471	3,566	25.4	16,871	14,934	13.0
Operating expenses	(3,162)	(2,442)	29.5	(12,119)	(10,595)	14.4
(ex- Cost of Sales)	(2,419)	(1,913)	26.5	(9,324)	(8,288)	12.5
Operational EBITDA	1,336	1,150	16.2	4,847	4,431	9.4
Operational EBITDA margin	29.9%	32.2%		28.7%	29.7%	
Share of associates' pre-tax profit	565	531	6.4	2,410	2,051	17.5
- ordinary operations	574	514	11.8	2,420	2,031	19.2
- exceptional items	(10)	17	nm	(10)	21	nm
EBITDA	1,901	1,680	13.1	7,257	6,482	11.9
Exceptional items <sup>(1)</sup>	(7)	(105)	-93.3	(2)	(56)	-96.0
Underlying net profit	1,022	959	6.6	3,910	3,455	13.1
Net profit	1,015	903	12.4	3,907	3,448	13.3
Free cash flow	1,160	976	18.8	3,406	3,245	5.0
Underlying earnings per share (S cents)	6.42	6.03	6.5	24.56	21.71	13.1
Basic earnings per share (S cents)	6.38	5.68	12.3	24.55	21.67	13.3

	As at		
	31 Mar	31 Dec	31 Mar
	2010 S\$ m	2009 S\$ m	2009 S\$ m
Total assets	37,952	37,010	33,255
Shareholders' funds	23,493	22,384	20,476
Net debt <sup>(2)</sup>	6,311	6,241	6,544
Net debt gearing ratio <sup>(3)</sup>	21.2%	21.8%	24.2%
Net debt to EBITDA <sup>(4)</sup>	0.87X	0.87X	1.01X
Interest cover:			
- EBITDA/ net interest expense <sup>(5)</sup>	23.5X	25.0X	19.9X

**Notes:**

- (1) The foreign exchange gain from the capital reduction of SAI, a wholly-owned subsidiary of the Group, in the last corresponding quarter and preceding year had been reclassified as part of Group's exceptional items.
- (2) Net debt is defined as gross debt less cash and bank balances adjusted for related hedging balances.
- (3) Net debt gearing is defined as the ratio of net debt to net capitalisation. Net capitalisation is the aggregate of net debt, shareholders' funds and minority interests.
- (4) Net debt to EBITDA is calculated on an annualised basis.
- (5) Net interest expense refers to interest expense less interest income.

**SECTION I : GROUP****GROUP SUMMARY INCOME STATEMENTS****For The Fourth Quarter And Year Ended 31 March 2010**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Operating revenue	4,471	3,566	25.4	16,871	14,934	13.0
Operating expenses	(3,162)	(2,442)	29.5	(12,119)	(10,595)	14.4
	1,309	1,124	16.4	4,752	4,339	9.5
Other income	27	26	7.5	95	92	2.8
Operational EBITDA	1,336	1,150	16.2	4,847	4,431	9.4
-EBITDA margin	29.9%	32.2%		28.7%	29.7%	
Share of results of associates						
- ordinary operations	574	514	11.8	2,420	2,031	19.2
- exceptional items	(10)	17	nm	(10)	21	nm
	565	531	6.4	2,410	2,051	17.5
EBITDA	1,901	1,680	13.1	7,257	6,482	11.9
Depreciation & amortisation	(487)	(413)	17.9	(1,878)	(1,733)	8.4
EBIT	1,413	1,267	11.6	5,379	4,750	13.2
Net finance expense						
- net interest expense	(95)	(73)	30.5	(309)	(326)	-5.2
- other finance (expense)/ income	(12)	4	nm	(25)	14	nm
	(107)	(68)	56.7	(334)	(312)	7.1
Profit before exceptional items	1,307	1,199	9.0	5,044	4,437	13.7
Exceptional items	(7)	(105)	-93.3	(2)	(56)	-96.0
Profit before tax	1,300	1,094	18.8	5,042	4,382	15.1
Taxation	(285)	(191)	49.4	(1,136)	(933)	21.7
Profit after tax	1,015	904	12.3	3,907	3,449	13.3
Minority interests	1	*	nm	1	(1)	nm
Net profit	1,015	903	12.4	3,907	3,448	13.3
Net profit	1,015	903	12.4	3,907	3,448	13.3
Exclude:						
Exceptional items	7	105	-93.3	2	56	-96.0
Exceptional tax credit	-	(49)	nm	-	(49)	nm
Underlying net profit	1,022	959	6.6	3,910	3,455	13.1

**Notes:**

- (1) Unless otherwise stated, the presentation of income statements in this document is consistent with prior periods. For income statements presented in accordance with FRS 1, **Presentation of Financial Statements**, please refer to "SGX Appendix 7.2 Announcement".
- (2) See **Appendix 1** for the summary income statements of the various businesses for the fourth quarter and year ended 31 March 2010.

**SECTION I : GROUP****DIVISIONAL TOTALS**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Operating revenue by division:						
Singapore Telco	1,177	1,121	5.0	4,578	4,476	2.3
IT and Engineering <sup>(1)</sup>	463	333	39.1	1,417	1,072	32.3
Singapore Business	1,640	1,453	12.8	5,995	5,547	8.1
Optus	2,831	2,113	34.0	10,876	9,387	15.9
Group	4,471	3,566	25.4	16,871	14,934	13.0
Operational EBITDA by division:						
Singapore Telco	509	529	-3.7	2,090	2,052	1.8
IT and Engineering	70	50	41.2	203	110	85.2
Singapore Business	579	578	0.1	2,293	2,162	6.1
Optus	774	587	32.0	2,623	2,321	13.0
Group and Int'l business net corporate costs	(17)	(15)	12.3	(69)	(52)	34.2
Group	1,336	1,150	16.2	4,847	4,431	9.4
Operational EBITDA margins by division:						
Singapore Telco	43.3%	47.2%		45.7%	45.8%	
IT and Engineering	15.1%	14.9%		14.3%	10.2%	
Singapore Business	35.3%	39.8%		38.2%	39.0%	
Optus (in S\$)	27.3%	27.8%		24.1%	24.7%	
(in A\$)	27.3%	27.8%		24.1%	24.8%	
Group	29.9%	32.2%		28.7%	29.7%	

**Note:**

(1) Included fibre rollout revenue from OpenNet.

**DIVIDENDS**

The Directors have proposed a final one-tier exempt ordinary dividend of 8.0 cents per share (FY2009: 6.9 cents per share) totalling approximately S\$1.27 billion in respect of the financial year ended 31 March 2010. Together with the interim dividend of 6.2 cents per share amounting to S\$987 million paid in the quarter, the total amount of dividends in respect of the financial year ended 31 March 2010 would be 14.2 cents per share (FY2009: 12.5 cents per share) totalling approximately S\$2.26 billion, and representing payout ratio of 58%.

## SECTION I : GROUP

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### REVIEW OF GROUP OPERATING PERFORMANCE

#### For The Fourth Quarter Ended 31 March 2010

The Group recorded strong revenue growth of 25% and operational EBITDA increase of 16%, helped by the steep 26% strengthening of the Australian Dollar from a year ago. If the Australian Dollar was stable from the same quarter last year, operating revenue would be up by 9% and operational EBITDA would have increased 2%.

Singapore Business' operating revenue was up a robust 13%, driven mainly by IT and Engineering revenue, which grew strongly by 39% to S\$463 million due to increased sales by NCS group and fibre rollout revenue of S\$81 million from OpenNet. Mobile Communications revenue increased 9.7% to S\$405 million, underpinned by strong customer acquisitions and improved ARPU.

In Australian Dollar terms, Optus' revenue grew 6.1%. Service mobile revenue increased 11% year-on-year, reflecting six consecutive quarters of double-digit growth. Optus' translated revenue in Singapore Dollars was up a significant 34% from a year ago.

Operational EBITDA grew 16% to S\$1.34 billion with steady operational performance across Singapore and Australia boosted by the stronger Australian Dollar. The Group's margin, however, fell 2.3 percentage points to 29.9% attributable mainly to lower margin at the Singapore Business due to higher mix of lower-margin IT and Engineering revenue, increased content and programming costs of mio TV and higher mobile selling costs on strong customer connections.

The Group's share of pre-tax profit from the associates grew 6.4% from a year ago. The growth was boosted by the significant 15% appreciation of the Indonesian Rupiah and fair value gains on mark-to-market valuations of foreign currency denominated liabilities of the associates as compared to fair value losses a year ago.

The Group's EBITDA grew 13% to S\$1.90 billion and would be up 2% if the Australian Dollar and regional currencies were constant from a year ago.

Net finance expense increased 57% from a year ago, mainly due to foreign exchange losses and higher interest expense.

The exceptional loss for the quarter included additional impairment provision of S\$260 million on Warid and fair value loss of S\$61 million on certain available-for-sale investments. This was partly offset by a realised foreign exchange gain of S\$327 million arising from a loan repayment by SAI, a wholly-owned investment holding company (see Page 13).

Tax expense in the same quarter last year benefited from tax credits of S\$61 million, of which S\$49 million had been classified as an exceptional tax credit, following the reduction in Singapore corporate tax rate and other tax measures introduced last year.

Net profit grew 12% to S\$1.02 billion from a year earlier. Underlying net profit was up 6.6% to S\$1.02 billion but would have declined 2% if the Australian Dollar and regional currencies were stable from a year ago.

Free cash flow grew 19% to S\$1.16 billion, driven by strong operating cash flows further lifted by a stronger Australian Dollar.

## SECTION I : GROUP

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The Group continued to maintain strong credit metrics with net debt gearing ratio of 21.2% as at 31 March 2010.

On a proportionate basis where the associates are consolidated line-by-line, operations outside Singapore accounted for 72% (Q4 FY2009: 70%) and 75% (Q4 FY2009: 71%) of the Group's proportionate revenue and EBITDA respectively.

### For The Year Ended 31 March 2010

The Group's performance was in line with the revised guidance issued during the half year ended 30 September 2009.

The Group's underlying net profit achieved double-digit growth of 13%, underpinned by robust performance in the Singapore and Australia businesses and earnings recovery in Telkomsel.

Operating revenue grew 13% to S\$16.87 billion, benefiting from the 8% strengthening of the Australian Dollar from a year ago.

Operational EBITDA grew 9.4% to S\$4.85 billion. Margin, however, declined 1.0 percentage point to 28.7%, as the Group invested in mobile customer growth which drove strong customer activations and retentions, and correspondingly, higher acquisition and retention costs in the year.

The Group's share of pre-tax profit of associates was S\$2.41 billion, up 18% boosted by a strong turnaround in Telkomsel's operational performance as well as fair value gains on mark-to-market valuations of the associates' foreign currency denominated liabilities compared to significant fair value losses a year ago.

Consequently, the Group's EBITDA rose 12% to S\$7.26 billion.

Both the Group's net profit and underlying net profit grew 13% to S\$3.91 billion.

Free cash flow for the year was up 5.0% to S\$3.41 billion.

**SECTION I : GROUP****SEQUENTIAL QUARTERLY RESULTS**

Results for the current quarter compared to the preceding quarter ended 31 December 2009 were as follows:

	Quarter		QOQ Chge %
	31 Mar 2010 S\$ m	31 Dec 2009 S\$ m	
<b>Operating revenue</b>	<b>4,471</b>	<b>4,450</b>	<b>0.5</b>
Singapore Business	1,640	1,530	7.1
Optus	2,831	2,920	-3.0
Operating expenses	(3,162)	(3,239)	-2.4
<b>Operational EBITDA</b>	<b>1,336</b>	<b>1,233</b>	<b>8.4</b>
<b>Operational EBITDA margin</b>	<b>29.9%</b>	<b>27.7%</b>	
Singapore Business	35.3%	37.9%	
Optus	27.3%	23.0%	
<b>Share of pre-tax profit of associates</b>	<b>565</b>	<b>592</b>	<b>-4.7</b>
<b>Profit before exceptional items and tax</b>	<b>1,307</b>	<b>1,265</b>	<b>3.3</b>
<b>Underlying net profit</b>	<b>1,022</b>	<b>990</b>	<b>3.2</b>
<b>Net profit</b>	<b>1,015</b>	<b>991</b>	<b>2.5</b>
<b>Free cash flow</b>	<b>1,160</b>	<b>580</b>	<b>99.8</b>

Operating revenue was stable from a quarter ago with higher IT and Engineering revenue from the Singapore Business partly offset by seasonally lower equipment sales and ICT and managed services revenue at Optus.

Operational EBITDA grew 8.4% from the preceding quarter. Margin increased 2.2 percentage points to 29.9% from improved margin at Optus due to seasonality. Singapore Business' margin, however, fell 2.6 percentage points due to higher mix of IT and Engineering revenue, increased content and programming costs of mio TV and higher staff cost.

Underlying net profit was up 3.2% from a quarter ago, reflecting improved operational performance partly offset by lower share of profit from Telkomsel due to seasonality and keen competition.

## SECTION I : GROUP

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### NEXT GENERATION NATIONAL BROADBAND NETWORK (“NGNBN”) IN SINGAPORE

With the implementation of the Singapore Government’s NGNBN, a structurally-separated open-access fibre-to-the-home network, it is expected that the telecommunications industry will attract new market entrants and accelerate development of new and innovative services.

As a result, competition in the traditional carriage business is expected to intensify. The NGNBN will also alter SingTel's income stream and cost structure.

By participating at different layers of the NGNBN, SingTel aims to safeguard its competitive and economic position. As a retail service provider, SingTel will launch new, faster speed and higher value services. It will also generate new income streams as a shareholder of OpenNet, as a key contractor for fibre rollout and through leasing its passive infrastructure to OpenNet.

Through these arrangements, SingTel is well-placed to capture the growth potential from successful adoption of fibre services, while mitigating the impact of competition on its carriage business.

SingTel has also undertaken to IDA to transfer relevant passive infrastructure assets to a separate wholly-owned entity, AssetCo, and to establish AssetCo as a business trust by April 2011. SingTel will reduce its stake in AssetCo to less than 25 per cent by April 2014, subject to relevant approvals being obtained. This provides SingTel with an opportunity to unlock the value of its existing assets, with proceeds potentially to be redeployed to other businesses or for capital management initiatives.

### OUTLOOK FOR THE NEXT FINANCIAL YEAR ENDING 31 MARCH 2011

#### Macro-economic environment

As the global economic recovery gathers pace, the economies of Singapore, Australia and the region are expected to improve in 2010. The latest 2010 GDP forecast for Singapore is a growth of 7.0% to 9.0%, following a contraction of 2.0% in 2009. In Australia, the GDP growth is expected to accelerate to around 3.5% for the year ending June 2011, from 2.3% in the prior year. India and Indonesia are expected to register GDP growth of 6% to 8%.

#### Singapore

SingTel is investing in key strategic initiatives to drive longer term growth in the new NGNBN era.

In the consumer segment, SingTel will leverage its strength in carriage business and iconic sports content to build scale in mio TV and drive take-up of its multimedia bundled services. In the business segment, SingTel will continue to drive growth in managed ICT services by expanding its suite of hosted infrastructure and software applications.

In the short term, the investment in mio TV will incur costs, particularly in content, customer acquisitions and rollout, before it delivers longer term scale benefits. Managed ICT services are also expected to register lower margins than traditional carriage services.

## SECTION I : GROUP

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For the financial year ending 31 March 2011, operating revenue is expected to grow at mid single-digit level, driven by higher mobile, IT & Engineering and mio TV revenue. EBITDA margin is expected to decline to around 35%, for the above reasons and due to the roll-back of job credit stimulus measure by the government. Consequently, EBITDA is expected to decline within low to mid single-digit range.

Capital expenditure is estimated at around S\$830 million, including S\$170 million for construction of the ST-2 satellite, which is expected to be launched in the second half of calendar year 2011.

Free cash flow is expected to be in the range of S\$1.1 billion.

### Optus

Optus expects to build on the positive momentum in mobile customer acquisition to deliver above market revenue growth. It will continue to compete with innovative plans and smartphone offerings, supported by investment to enhance network performance and customer experience. Optus is continuing to increase the depth and reach of its mobile network to 98% population coverage, providing a platform for future growth. In fixed line, Optus will continue to focus on profitable on-net services to customers. For the year ending 31 March 2011, operating revenue and EBITDA are expected to grow at mid single-digit levels.

Capital expenditure is estimated at around A\$1.2 billion, comprising mainly investments in mobile network to expand coverage, increase capacity and speed.

Free cash flow is expected to be above A\$1.0 billion.

### Associates

Despite the continued intense competition in India, Bharti expects to maintain its market leadership.

On 30 March 2010, Bharti announced that it has entered into a legally binding definitive agreement to acquire Zain's African mobile operations in 15 countries. With this transformational acquisition, the Group will further expand its presence into markets with significant growth potential. Bharti intends to leverage its low-cost operating model to drive synergies in Africa. However, in the near term, Bharti's earnings are expected to be diluted by acquisition financing costs for Zain and the investment in 3G spectrum.

Telkomsel expects to maintain its leadership market share at around 50%, leveraging its strong financial position and network quality. Operating revenue is expected to grow at high single-digit level and EBITDA margin is forecasted to decline slightly.

Ordinary dividends from the regional mobile associates are expected to increase, with higher profits reported by Telkomsel in 2009.

## SECTION I : GROUP

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### Group

Consolidated operating revenue and operational EBITDA will be impacted by exchange rate movements of the Australian Dollar. Similarly, earnings contribution from the regional mobile associates, when translated to Singapore Dollar, will be impacted by exchange rate movements of the regional currencies.

### Dividend Policy

SingTel's dividend payout ratio ranges from 45% to 60% of underlying net profit.

The Group is committed to an optimal capital structure while maintaining financial flexibility and investment grade credit ratings.

### Strategic Focus

In Singapore and Australia, the Group is focused on enhancing and deepening customer relationships, enhancing customer experience and extending its services into media/ICT. These growth drivers are supported by continuing cost transformation and investment in organisational capabilities.

The Group will continue to leverage the strength of its 293 million regional customers to drive scale synergies, exploit the breadth of customer knowledge and lead and experiment with new services and technologies across the region.

SingTel continues to review new investment opportunities in communications and adjacent businesses in Asia and emerging markets and will be financially disciplined in its evaluation of such opportunities.

**SECTION I : GROUP****GROUP OPERATING REVENUE**

By Products And Services	Quarter				YOY Chgde  %	Year		YOY Chgde  %
	31 Mar					31 Mar		
	2010		2010	2009		2010	2009	
	S'pore Business		Group			Group		
	Optus	Group	Group	Group		Group	Group	
	S\$ m	S\$ m	S\$ m	S\$ m		S\$ m	S\$ m	%
Mobile communications	405	1,469	1,874	1,417	32.3	7,043	5,936	18.7
Data and Internet	400	481	881	743	18.6	3,342	3,110	7.5
IT and Engineering <sup>(1)</sup>	463	114	576	432	33.4	1,960	1,557	25.9
National telephone	96	390	486	418	16.3	1,894	1,862	1.7
Sale of equipment	86	273	359	260	38.3	1,452	1,221	18.9
International telephone	135	37	172	188	-8.5	702	800	-12.2
Others <sup>(2)</sup>	54	68	123	109	12.5	478	449	6.5
Total	1,640	2,831	4,471	3,566	25.4	16,871	14,934	13.0
Operating revenue			4,471	3,566	25.4	16,871	14,934	13.0
Associates' proportionate revenue <sup>(3)</sup>			1,655	1,535	7.8	6,543	6,250	4.7
Group's proportionate revenue			6,125	5,100	20.1	23,414	21,185	10.5

**Notes:**

(1) Included fibre rollout revenue from OpenNet.

(2) Comprised revenue from pay television, maritime and land mobile, lease of satellite transponders etc.

(3) Proportionate share of revenue of associates is based on operating revenue of the associate multiplied by SingTel's effective ownership interest.

Operating Revenue Mix By Services	Quarter		Year	
	31 Mar		31 Mar	
	2010	2009	2010	2009
	Mix	Mix	Mix	Mix
Mobile communications	41.9%	39.7%	41.7%	39.7%
Data and Internet	19.7%	20.8%	19.8%	20.8%
IT and Engineering	12.9%	12.1%	11.6%	10.4%
National telephone	10.9%	11.7%	11.2%	12.5%
Sale of equipment	8.0%	7.3%	8.6%	8.2%
International telephone	3.9%	5.3%	4.2%	5.4%
Others	2.7%	3.1%	2.8%	3.0%
	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

The Group's operating revenue grew strongly by 25% to S\$4.47 billion, helped by 26% appreciation of the Australian Dollar from the same quarter last year. Operating revenue would have been up 9% if the Australian Dollar was stable from a year ago.

Mobile Communications, the largest revenue stream, continued its strong momentum, with contribution to total revenue up 2.2 percentage points to 42%.

The Group's enlarged revenue, including the proportionate share of operating revenue from the associates, was up 20% to S\$6.13 billion.

**SECTION I : GROUP****GROUP OPERATING EXPENSES  
(Before Depreciation And Amortisation)**

	Quarter					YOY Chge  %	Year		YOY Chge  %
	31 Mar						31 Mar		
	2010			2010	2009		2010	2009	
	S'pore Business S\$ m	Optus S\$ m	Corp S\$ m	Group S\$ m	Group S\$ m		Group S\$ m	Group S\$ m	
Selling & administrative	278	805	8	1,092	803	35.9	4,165	3,545	17.5
Cost of sales	350	393	-	743	529	40.5	2,796	2,308	21.1
Traffic expenses	202	485	-	687	581	18.3	2,714	2,497	8.7
Staff costs	215	328	12	555	461	20.3	2,122	1,966	8.0
Repair & maintenance	30	53	*	84	73	15.3	322	299	7.7
Others	(6)	8	*	2	(5)	nm	*	(19)	nm
Total	1,069	2,073	20	3,162	2,442	29.5	12,119	10,595	14.4

As a percentage of operating revenue	Quarter		Year	
	31 Mar		31 Mar	
	2010	2009	2010	2009
Selling & administrative	24.4%	22.5%	24.7%	23.7%
Cost of sales	16.6%	14.8%	16.6%	15.5%
Traffic expenses	15.4%	16.3%	16.1%	16.7%
Staff costs	12.4%	12.9%	12.6%	13.2%
Repair & maintenance	1.9%	2.0%	1.9%	2.0%
Others	**	-0.1%	**	-0.1%
	<b>70.7%</b>	<b>68.5%</b>	<b>71.8%</b>	<b>70.9%</b>

The Group's operating expenses would have increased 12% if the Australian Dollar remained stable against the Singapore Dollar from a year ago.

Total operating expenses were at 71% of operating revenue, up from 69% a year earlier.

The increase in Selling & administrative expenses, the largest expense category at 24% of operating revenue, was primarily due to higher mobile selling expenses.

Cost of Sales accounted for 17% of revenue, up from 15% a year ago, in line with higher IT and Engineering revenue and increased equipment sales.

**SECTION I : GROUP****GROUP EXCEPTIONAL ITEMS <sup>(1)</sup>**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Foreign exchange gain from SAI loan repayment/ capital reductions	327	17	@	327	84	290.2
Impairment provision for Warid (associate)	(260)	(300)	-13.3	(260)	(300)	-13.3
Impairment provision for PBTL (joint venture)	-	(30)	nm	-	(30)	nm
Impairment provision for Available-For-Sale investments	(61)	-	nm	(61)	-	nm
Dilution gain on associates	1	1	-46.2	3	4	-22.0
Gain on disposal of APT Satellite Telecom (joint venture)	-	-	-	-	4	nm
Gain on disposal of SCS' subsidiary	-	-	-	-	2	nm
Share of AIS' impairment of Digital Phone Company	-	-	-	-	(44)	nm
Share of Bharti's dilution gain on Infratel	(7)	217	nm	(7)	225	nm
Others	-	(6)	nm	-	(6)	nm
Corporate	*	(101)	nm	3	(63)	nm
Impairment of property, plant and equipment	(9)	(4)	154.3	(9)	(4)	154.3
Gain on sale of Available-For-Sale investments	-	-	-	2	-	nm
Write-back of impairment of property, plant and equipment	-	-	-	-	11	nm
Others	2	-	nm	2	-	nm
Singapore	(7)	(4)	108.6	(5)	7	nm
Group	(7)	(105)	-93.3	(2)	(56)	-96.0

**Note:**

(1) Exceptional items are material non-recurring items for which separate disclosure is considered necessary to avoid distortion of reported results of performance.

In the March quarter last year, the Group recorded impairment provisions of S\$300 million for Warid and S\$30 million for PBTL.

As part of the Group's annual review this quarter, the Group made additional impairment provision of S\$260 million for Warid, which arose from applying a higher discount rate with increased cost of debt, as well as lower expected earnings.

In view of the prolonged decline in the market price of certain Available-For-Sale equity investments, the Group also transferred the deficit of the carrying value against market value of S\$61 million from 'Reserves' in the Balance Sheet to the Income Statement.

The above charges do not impact the cash flows of the Group.

In the quarter, the Group also recognised a foreign exchange gain, net of hedging, of S\$327 million upon a partial loan repayment by SAI, a wholly-owned investment holding company of the Group. The foreign exchange gain represents the difference between the repayment of a Singapore Dollar-denominated loan of approximately S\$1.2 billion by SAI to its holding company and the historical loan amount recorded by SAI in Australian Dollar terms.

The foreign exchange gain of S\$84 million last year arose from the capital reduction of SAI.

**SECTION I : GROUP****GROUP SUMMARY STATEMENTS OF FINANCIAL POSITION**

	As at		
	31 Mar	31 Mar	31 Dec
	2010	2009	2009
	S\$ m	S\$ m	S\$ m
Current assets (excluding cash)	3,531	2,718	3,455
Cash and bank balances	1,614	1,076	1,615
Non-current assets	32,807	29,461	31,940
<b>Total assets</b>	<b>37,952</b>	<b>33,255</b>	<b>37,010</b>
Current liabilities	6,835	5,103	6,304
Non-current liabilities	7,601	7,652	8,298
<b>Total liabilities</b>	<b>14,436</b>	<b>12,754</b>	<b>14,602</b>
<b>Net assets</b>	<b>23,516</b>	<b>20,500</b>	<b>22,408</b>
Share capital	2,616	2,606	2,614
Reserves	20,877	17,871	19,771
<b>Equity attributable to shareholders</b>	<b>23,493</b>	<b>20,476</b>	<b>22,384</b>
Minority interest	23	24	24
	<b>23,516</b>	<b>20,500</b>	<b>22,408</b>

The Group remained in a strong financial position with a cash balance of S\$1.61 billion as at 31 March 2010. SingTel is rated at Aa2 by Moody's and A+ by Standard & Poor's.

As at 31 March 2010, the equity attributable to the shareholders was S\$23.49 billion, up S\$3.02 billion from a year ago. The increase included a net translation gain of S\$1.08 billion recognised in foreign currency translation reserve account arising from higher Singapore Dollar translated net assets of foreign subsidiaries and associates mainly from the strengthening of the Australian Dollar from 31 March 2009.

**SECTION I : GROUP****GROUP LIQUIDITY AND GEARING**

	As at		
	31 Mar	31 Mar	31 Dec
	2010	2009	2009
	S\$ m	S\$ m	S\$ m
Gross debt			
Current debt	1,528	1,434	755
Non-current debt	5,351	6,061	6,189
Gross debt as reported in balance sheet	<b>6,879</b>	<b>7,495</b>	<b>6,944</b>
Related net hedging liability <sup>(1)</sup>	1,045	125	912
	<b>7,924</b>	<b>7,620</b>	<b>7,856</b>
<b>Less</b> : Cash and bank balances	(1,614)	(1,076)	(1,615)
<b>Net debt</b>	<b>6,311</b>	<b>6,544</b>	<b>6,241</b>
<b>Gross debt gearing ratio</b> <sup>(2)</sup>	<b>25.2%</b>	<b>27.1%</b>	<b>26.0%</b>
<b>Net debt gearing ratio</b>	<b>21.2%</b>	<b>24.2%</b>	<b>21.8%</b>
<b>Return On Invested Capital ("ROIC")</b>	<b>18.9%</b>	<b>17.2%</b>	<b>nm</b>

**Notes:**

(1) The net hedging liability arose from mark-to-market of cross currency and interest rate swaps.

(2) Gross debt gearing refers to the ratio of gross debt to gross capitalisation. Gross capitalisation is the aggregate of gross debt, shareholders' funds and minority interests.

Gross debt (net of hedging) increased S\$68 million to S\$7.92 billion from a quarter ago, mainly due to the translation impact of a stronger Australian Dollar on Optus' debt and increased hedging liability from mark-to-market adjustments.

Return On Invested Capital (ROIC) is the ratio of earnings before interest and tax (EBIT) to average net capitalisation which is the aggregate of net debt, shareholders' funds and minority interests. For the year ended 31 March 2010, with higher EBIT, ROIC rose 1.7 percentage points to 18.9%.

On 8 April 2010, SingTel successfully completed a S\$600 million Note issue maturing in 2020. The Notes form part of the Group's long term financing strategy and extended the maturity of the Group's debts.

**SECTION I : GROUP****GROUP CASH FLOW AND CAPITAL EXPENDITURE**

	Quarter			Year		YOY Chge %
	31 Mar	31 Mar	31 Dec	31 Mar		
	2010 S\$ m	2009 S\$ m	2009 S\$ m	2010 S\$ m	2009 S\$ m	
<b>Net cash inflow from operating activities</b>						
Profit before tax	1,300	1,094	1,265	5,042	4,382	15.1
Non-cash items	47	66	(23)	(159)	84	nm
<b>Operating cashflow before working capital changes</b>	1,346	1,160	1,242	4,883	4,465	9.4
<b>Changes in operating assets and liabilities</b>	273	202	(159)	(136)	(28)	383.6
	1,619	1,362	1,084	4,747	4,437	7.0
Cash paid to employees under performance share plans	-	(1)	-	(2)	(4)	-40.5
Tax paid on operating activities	(74)	(31)	(82)	(274)	(234)	17.2
<b>Operating cashflow before dividends from associates</b>	1,545	1,330	1,002	4,471	4,200	6.5
Dividends received from associates	150	99	115	954	1,068	-10.7
Withholding tax paid on dividends received	(18)	(10)	(14)	(96)	(105)	-8.9
	1,678	1,419	1,103	5,329	5,163	3.2
<b>Net cash outflow for investing activities</b>						
Net investment in associates	(13)	1	(82)	(99)	(265)	-62.8
Proceeds from sale of associates	-	-	-	-	13	nm
Payment for purchase of subsidiary, net of cash acquired	-	(1)	-	-	(194)	nm
Payment for purchase of property, plant and equipment	(518)	(443)	(522)	(1,923)	(1,918)	0.2
Advance payment for purchase of C2C submarine cable capacity	-	-	-	(29)	(44)	-33.1
Draw down of prepaid C2C submarine cable capacity	-	-	26	59	25	139.3
Proceeds from disposal of property, plant and equipment	1	*	*	17	1	@
Payment for purchase of licences and other intangibles	(115)	(3)	(5)	(123)	(4)	@
Withholding tax paid on interest received on inter-company loans	(1)	(17)	(129)	(131)	(89)	47.7
Others ( <i>interest received, etc</i> )	6	19	7	49	84	-41.7
	(639)	(443)	(705)	(2,179)	(2,391)	-8.8
<b>Net cash (outflow)/ inflow for financing activities</b>						
Final dividend paid to SingTel shareholders	-	-	-	(1,097)	(1,098)	-0.1
Interim dividend paid to SingTel shareholders	(987)	(891)	-	(987)	(891)	10.7
Net (decrease)/ increase in borrowings	*	(215)	109	(204)	(466)	-56.1
Settlement of swap upon bond redemption	-	-	-	-	(137)	nm
Net interest paid on borrowings and swaps	(43)	(33)	(117)	(315)	(374)	-15.7
Net loan contribution from a minority shareholder	(1)	-	19	23	-	nm
Proceeds from share issue	3	1	4	11	12	-10.1
Purchase of performance shares	(5)	(2)	(5)	(64)	(63)	2.1
Others	-	(1)	(1)	(1)	(1)	-14.3
	(1,034)	(1,141)	8	(2,634)	(3,018)	-12.7
<b>Net increase/ (decrease) in cash &amp; cash equivalents</b>	5	(165)	406	515	(245)	nm
Exchange effects on cash and cash equivalents	(6)	21	1	23	(51)	nm
<b>Group cash and cash equivalents at beginning</b>	1,615	1,220	1,208	1,076	1,372	-21.6
<b>Group cash and cash equivalents at end</b>	1,614	1,076	1,615	1,614	1,076	50.0
<b>Free cash flow (before associates' dividends)</b>	1,027	887	480	2,548	2,281	11.7
<b>Free cash flow</b>	1,160	976	580	3,406	3,245	5.0
<b>Cash capex to operating revenue</b>	12%	12%	12%	11%	13%	

**SECTION I : GROUP**

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Net cash inflow from operating activities for the quarter increased 18% to S\$1.68 billion. Operating cash flow (before associates' dividend receipts) grew 16% to S\$1.55 billion on strong operational performance. Dividends from associates rose 51% to S\$150 million primarily due to timing difference in Telkomsel's dividend payment schedule.

Net cash outflow for investing activities was S\$639 million, mainly for payment of capital expenditure of S\$518 million.

Capital expenditure increased 17% year-on-year largely due to the higher translated capital expenditure of Optus. Capital expenditure represented 12% of operating revenue, similar to a year ago.

Group's free cash flow for the quarter was S\$1.16 billion. It grew a strong 19% from a year ago, and doubled from the preceding quarter, on improved operational performance and higher dividends received from the associates.

Net cash outflow for financing activities was S\$1.03 billion including the payment of S\$987 million for interim dividend in respect of the current financial year and interest payments of S\$43 million.

Overall cash balance decreased S\$2 million from a quarter ago, resulting in ending cash balance of S\$1.61 billion as at end of the financial year.

**SECTION II : SINGAPORE**

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**SINGAPORE****MANAGEMENT DISCUSSION AND ANALYSIS**

The equity accounted results of associates, as well as dividends from associates, are disclosed in **Section IV**.

**FINANCIAL HIGHLIGHTS****FOR THE FOURTH QUARTER ENDED 31 MARCH 2010**

- Operating revenue at S\$1.64 billion – up 13%.
- Operational EBITDA stable at S\$579 million.
- Operational EBITDA margin at 35.3% – down 4.5 percentage points.
- Underlying net profit at S\$349 million – down 4.5%.
- Free cash flow of S\$520 million – up 12%.

**FOR THE YEAR ENDED 31 MARCH 2010**

- Operating revenue at S\$6.0 billion – up 8.1%.
- Operational EBITDA at S\$2.29 billion – up 6.1%.
- Operational EBITDA margin at 38.2% – down 0.8 percentage point.
- Underlying net profit at S\$1.35 billion – up 3.8%.
- Free cash flow of S\$1.29 billion – up 4.8%.

**SECTION II : SINGAPORE**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Operating revenue						
Singapore Business	1,640	1,453	12.8	5,995	5,547	8.1
Singapore Telco business	1,177	1,121	5.0	4,578	4,476	2.3
IT and Engineering business	463	333	39.1	1,417	1,072	32.3
Operating expenses	(1,089)	(907)	20.1	(3,815)	(3,479)	9.7
Singapore Business	(1,069)	(888)	20.3	(3,743)	(3,414)	9.6
Group and Int'l business corp costs	(20)	(18)	12.1	(73)	(66)	10.5
Operational EBITDA						
Singapore Business	579	578	0.1	2,293	2,162	6.1
Operational EBITDA margin						
Singapore Business	35.3%	39.8%		38.2%	39.0%	
Singapore Telco business	43.3%	47.2%		45.7%	45.8%	
IT and Engineering business	15.1%	14.9%		14.3%	10.2%	
Exceptional items <sup>(3)</sup>	(7)	(4)	108.6	(5)	7	nm
Underlying net profit	349	365	-4.5	1,348	1,299	3.8
Net profit <sup>(4)</sup>	341	410	-16.8	1,343	1,355	-0.9
Free cash flow	520	465	11.8	1,290	1,231	4.8

**Notes:**

- (1) The figures in this section are after elimination of inter-company transactions and cash flows within the Group except for transactions and cash flows with Optus. Material inter-company transactions, cash flows and balances between Singapore and Optus are eliminated in the Group's financials under **Section I**.
- (2) With effect from 1 April 2009, SCS' operations have been integrated with NCS. Consequently, the financial information excluding SCS are not shown as they are not meaningful.
- (3) The exceptional items relate to impairment, or write back of impairment, on property, plant and equipment and gain on disposal of available-for-sale investments at the Singapore Business, and do not include exceptional items recognised directly at Group as disclosed in **Section I** (See Page 13).
- (4) The foreign exchange gains on SAI's capital reduction of S\$17 million in the last corresponding quarter and S\$84 million in the preceding year had been reclassified as part of Group's exceptional items.

**SECTION II : SINGAPORE****SINGAPORE SUMMARY INCOME STATEMENTS**  
**For The Fourth Quarter And Year Ended 31 March 2010**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Singapore Business						
Operating revenue	1,640	1,453	12.8	5,995	5,547	8.1
Operating expenses	(1,069)	(888)	20.3	(3,743)	(3,414)	9.6
	571	565	1.1	2,252	2,134	5.6
Other income	8	14	-39.7	41	28	45.2
Operational EBITDA	579	578	0.1	2,293	2,162	6.1
- EBITDA margin	35.3%	39.8%		38.2%	39.0%	
Group and Int'l business net corp costs	(17)	(15)	12.3	(69)	(52)	34.2
	562	563	-0.2	2,224	2,110	5.4
Depreciation & amortisation	(134)	(130)	2.8	(518)	(476)	8.8
EBIT	428	433	-1.1	1,705	1,634	4.4
Net finance expense						
- net interest expense	(50)	(49)	1.0	(201)	(195)	3.1
- other finance (expense)/ income	(6)	7	nm	(22)	21	nm
	(56)	(42)	31.7	(223)	(174)	28.2
Profit before exceptional items	373	391	-4.7	1,483	1,460	1.5
Exceptional items	(7)	(4)	108.6	(5)	7	nm
Profit before tax	365	387	-5.7	1,478	1,468	0.7
Taxation	(25)	23	nm	(136)	(112)	21.3
Profit after tax	341	410	-17.0	1,342	1,356	-1.0
Minority interests	1	*	nm	1	(1)	nm
Net profit	341	410	-16.8	1,343	1,355	-0.9
Net profit	341	410	-16.8	1,343	1,355	-0.9
Exclude:						
Exceptional items	7	4	108.6	5	(7)	nm
Exceptional tax credit	-	(49)	nm	-	(49)	nm
Underlying net profit	349	365	-4.5	1,348	1,299	3.8

## SECTION II : SINGAPORE

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### REVIEW OF SINGAPORE OPERATING PERFORMANCE

#### For The Fourth Quarter Ended 31 March 2010

In the fourth quarter, the Singapore Business registered strong double-digit revenue growth of 13% to S\$1.64 billion. The growth was driven mainly by IT and Engineering revenue, which grew significantly by 39% to S\$463 million, due to increased sales by NCS group and fibre rollout revenue of S\$81 million from OpenNet.

NCS' revenue grew strongly by 15% to S\$382 million, with major contract wins both locally and overseas. It extended its leadership in Singapore and increased its market share in the Asia Pacific (excluding Japan) region. NCS had a healthy order book of approximately S\$1.3 billion as at end of March 2010.

Despite the highly competitive market conditions, revenue from the Singapore Telco business was up 5.0% to S\$1.18 billion underpinned by strong growth in mobile and higher handset sales.

Mobile Communications revenue increased 9.7% to S\$405 million on strong customer growth and improved ARPU. As at 31 March 2010, SingTel's total mobile customer base was 3.1 million, up 4.7% from a year ago and represented a leading market share of 45.2% in the Singapore mobile market.

SingTel continued to lead the market with smartphones on innovative and exciting mobile price plans. During the quarter, SingTel was the first to launch the Android-powered smartphones, Motorola DEXT™ and Sony Ericsson XPERIA™ X10, thus strengthening its foothold in the social mobile space. It also introduced BlackBerry and iFlexi Youth Plans with bundled data, campus calls and unlimited SMS to complement the growing demand of smartphones amongst the youth segment.

Data and Internet revenue was up 1.8% to S\$400 million with strong growth in Managed Services partially offset by lower revenue from International Leased Circuits. SingTel continued to introduce innovative ICT and cloud computing solutions. During the quarter, SingTel launched Meg@POP eLite, a high-speed fibre service powered by Gigabit Passive Optical Network (GPON) technology, and Private Cloud Computing, a private cloud-based service which provides businesses with on-demand access to scalable computing capacity.

SingTel continues to make significant strides in mio TV. A record 36,000 customers were added in the quarter, up from 29,000 in the preceding quarter, with the customer base totalling 191,000 as at 31 March 2010 and exceeding 200,000 by end April 2010. The growth was mainly driven by demand for SingTel's Barclays Premier League (BPL) 'early bird' offers and exciting content bundles. During the quarter, SingTel also unveiled plans to create the best BPL experience ever in Singapore for football fans.

With the increase in operating expenses of 20%, operational EBITDA was stable at S\$579 million. Margin, however, declined 4.5 percentage points to 35.3% due to higher mix of IT and Engineering revenue which had relatively lower margins, higher content and programming costs for mio TV, and higher mobile selling costs on strong customer connections.

Tax expense in the same quarter last year benefited from tax credits of S\$61 million, of which S\$49 million had been classified as exceptional tax credit, arising from the reduction in the Singapore tax rate and other tax measures introduced last year.

**SECTION II : SINGAPORE**

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Net profit totalled S\$341 million. Excluding the exceptional and one-off items, underlying net profit fell 4.5% to S\$349 million.

Free cash flow generated in the quarter was S\$520 million, up from S\$465 million in the same quarter last year, driven by strong operating cash flow but partly offset by increased capital expenditure.

**For The Year Ended 31 March 2010**

The Singapore Business exceeded its targets for the financial year ended 31 March 2010.

Operating revenue was up 8.1% to S\$6.0 billion, driven by solid mobile performance and an enlarged IT and Engineering business with full year contribution from SCS and inclusion of fibre rollout revenue from OpenNet.

Operational EBITDA grew 6.1% to S\$2.29 billion. Margin, however, declined 0.8 percentage point to 38.2% due to increased revenue mix from IT and Engineering.

Net finance expense increased 28% year-on-year on foreign exchange losses as compared to foreign exchange gains a year ago.

Net profit totalled S\$1.34 billion. Underlying net profit increased 3.8% to S\$1.35 billion.

Free cash flow for the year grew 4.8% to S\$1.29 billion, driven by the higher EBITDA and reduced capital spending.

**SECTION II : SINGAPORE****SEQUENTIAL QUARTERLY RESULTS**

Results for the current quarter compared to the preceding quarter ended 31 December 2009 were as follows:

	Quarter		QOQ Chge %
	31 Mar	31 Dec	
	2010 S\$ m	2009 S\$ m	
<b>Operating revenue</b>			
<b>Singapore Business</b>	<b>1,640</b>	<b>1,530</b>	<b>7.1</b>
<i>Singapore Telco business</i>	<i>1,177</i>	<i>1,167</i>	<i>0.9</i>
<i>IT and Engineering business</i>	<i>463</i>	<i>363</i>	<i>27.3</i>
<i>Operating expenses</i>	<i>(1,089)</i>	<i>(976)</i>	<i>11.6</i>
<i>Singapore Business</i>	<i>(1,069)</i>	<i>(959)</i>	<i>11.5</i>
<i>Group and Int'l business corp costs</i>	<i>(20)</i>	<i>(17)</i>	<i>18.6</i>
<b>Operational EBITDA</b>			
<b>Singapore Business</b>	<b>579</b>	<b>580</b>	<b>-0.1</b>
<b>Operational EBITDA margin</b>			
<b>Singapore Business</b>	<b>35.3%</b>	<b>37.9%</b>	
<i>Singapore Telco business</i>	<i>43.3%</i>	<i>44.3%</i>	
<i>IT and Engineering business</i>	<i>15.1%</i>	<i>17.1%</i>	
<b>Profit before exceptional items and tax</b>	<b>373</b>	<b>379</b>	<b>-1.6</b>
<b>Net profit</b>	<b>341</b>	<b>343</b>	<b>-0.4</b>
<b>Underlying net profit</b>	<b>349</b>	<b>343</b>	<b>1.7</b>
<b>Free cash flow</b>	<b>520</b>	<b>220</b>	<b>136.7</b>

Operating revenue grew 7.1%, driven by seasonally higher NCS revenue in the March quarter and increased fibre rollout revenue.

Operational EBITDA was stable at S\$579 million, with margin declining 2.6 percentage points to 35.3%, reflecting higher revenue mix from IT and Engineering, increased content and programming costs for mio TV and higher staff cost.

**SECTION II : SINGAPORE****OPERATING REVENUE**

	Quarter				YOY Chge %	Year				YOY Chge %
	31 Mar					31 Mar				
	2010		2009			2010		2009		
	S\$ m	Mix %	S\$ m	Mix %		S\$ m	Mix %	S\$ m	Mix %	
Mobile communications	405	25	370	25	9.7	1,567	26	1,445	26	8.4
Data and Internet	400	24	393	27	1.8	1,577	26	1,535	28	2.7
International telephone	135	8	146	10	-7.1	563	9	624	11	-9.9
National telephone	96	6	101	7	-5.5	393	7	404	7	-2.6
Sale of equipment	86	5	56	4	52.3	268	5	268	5	0.3
Others <sup>(1)</sup>	54	3	54	4	-	210	4	200	4	5.0
Telco	1,177	72	1,121	77	5.0	4,578	76	4,476	81	2.3
IT and Engineering <sup>(2)</sup>	463	28	333	23	39.1	1,417	24	1,072	19	32.3
Total	1,640	100	1,453	100	12.8	5,995	100	5,547	100	8.1

**Notes:**

(1) Comprise revenue from mio TV, maritime & land mobile revenue and lease of satellite transponders etc.

(2) Included fibre rollout revenue from OpenNet with effect from 1 April 2009.

Revenue from IT and Engineering grew significantly by 39% to S\$463 million, boosted by fibre rollout revenue and strong contribution from NCS group. It was the largest revenue contributor this quarter and accounted for 28% of total operating revenue, an increase of 5 percentage points from a year ago.

Mobile Communications revenue rose 9.7% year-on-year, driven by both continued customer and ARPU growth, contributing 25% to total revenue, similar to a year ago.

International Telephone revenue declined 7.1% due to higher mix of “free IDD” mobile traffic and increased take-up of calling plans, particularly in the business segment.

Sale of Equipment revenue grew strongly by 52% from a year ago and increased 8.9% from the preceding quarter, driven by higher smartphone volumes.

**SECTION II : SINGAPORE****Mobile Communications**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
Cellular service <sup>(1)</sup>	405	370	9.7	1,567	1,445	8.4

Key Drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
Number of mobile subscribers (000s)						
Prepaid	1,496	1,586	1,469	1,496	1,469	1.8
Postpaid	1,620	1,595	1,507	1,620	1,507	7.5
Total	3,116	3,181	2,976	3,116	2,976	4.7
MOUs per subscriber per month <sup>(2)</sup>						
Prepaid	324	318	327	328	360	-9.0
Postpaid <sup>(3)</sup>	369	375	366	372	379	-1.8
Average revenue per subscriber per month <sup>(2) (4)</sup> (\$\$ per month)						
Prepaid	14	14	15	14	15	-6.0
Postpaid	86	89	83	86	87	-0.7
Blended	51	51	50	51	52	-2.5
Data services as % of ARPU <sup>(5)</sup>	36%	35%	32%	34%	32%	
Acquisition cost per postpaid subscriber (\$\$)	355	387	290	346	283	22.3
Postpaid external churn per month <sup>(6)</sup>	0.9%	1.0%	0.9%	0.9%	0.8%	
Singapore mobile penetration rate <sup>(7)</sup>	138%	138%	133%	138%	133%	
Singapore mobile subscribers (000s) <sup>(7)</sup>	6,887	6,857	6,415	6,887	6,415	
Market share <sup>(7)</sup>						
Prepaid	44.4%	46.5%	47.0%	44.4%	47.0%	
Postpaid	46.0%	46.3%	45.9%	46.0%	45.9%	
Overall	45.2%	46.4%	46.4%	45.2%	46.4%	

**Notes:**

- (1) Cellular service revenue is determined net of bill rebates and net of prepaid sales discount, and includes revenue earned from mio plans and mobile broadband. It excludes revenue earned from international calls classified under "International Telephone" revenue, consistent with prior periods.
- (2) Based on average subscribers, calculated as the simple average of opening and closing subscribers.
- (3) Postpaid MOU is calculated based on voice plan customers only – i.e. it excludes customers with only data plan subscriptions.
- (4) ARPU includes revenue earned from international telephone calls. For prepaid, ARPU is computed net of sales discounts.
- (5) Include revenue from SMS, \*SEND, MMS and other data services.
- (6) Calculated by expressing the number of postpaid subscribers who deactivate or disconnect their service (both voluntary and the Company's initiated churn) as a percentage of the average subscribers.
- (7) Source: IDA.

## SECTION II : SINGAPORE

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Mobile Communications continued to deliver strong results with robust revenue growth of 9.7% year-on-year to S\$405 million, underpinned by strong customer growth and improved ARPU. Compared to a quarter ago, revenue was stable, despite the seasonal decline in mobile roamings.

Total mobile customer base increased 4.7% or 140,000 from a year ago. With 3.12 million customers, SingTel maintained its lead with a market share of 45.2% as at 31 March 2010.

SingTel gained healthy postpaid net additions of 25,000 in the quarter through continuing momentum of bundling smartphones with innovative mobile price plans. These included mSocial plan, a value-added service to complement the newly launched Motorola DEXT™ smartphone, and Blackberry Youth plans bundled with benefits like data and unlimited SMS. The total postpaid customer base increased to 1.62 million, representing a leading market share of 46.0%.

The increased penetration of smartphones and growing popularity of mobile broadband continued to drive demand for 3G services. Total 3G customer base grew 46,000 this quarter to 1.45 million as at 31 March 2010. Approximately 90% of SingTel's total postpaid base were on 3G services, 2 percentage points higher than a quarter ago.

SingTel reduced the validity period of lower denomination cards to 90 days and deactivated 101,000 inactive prepaid customers, resulting in a net decline of 90,000 prepaid customers in the quarter. This deactivation has no revenue impact. With a total prepaid base of 1.50 million, SingTel continued to lead the prepaid market with a share of 44.4%.

Blended ARPU increased to S\$51 from S\$50 a year ago, underpinned by postpaid ARPU growth.

Postpaid ARPU grew 3.9% year-on-year to S\$86, reflecting the acquisition and retention of higher value smartphone customers. Excluding 'data only' SIMs, postpaid ARPU grew 5.8%. Compared to a quarter ago, postpaid ARPU declined 2.8%, primarily on lower roaming revenue due to seasonality partly offset by subscription uplift from higher value plans.

Prepaid ARPU remained stable at S\$14 from a quarter ago. Year-on-year, it was down from S\$15 due to competition in various prepaid segments.

SingTel's efforts to drive smartphone take-up and stimulate mobile data usage gained strong traction. Mobile data services accounted for 36% of ARPU this quarter, up from 35% a quarter ago. Mobile broadband customer base<sup>1</sup> was up 22% or 92,000 from a quarter ago, bringing total mobile broadband base to 505,000.

SingTel continued to enhance its mobile broadband network and data offerings. In March 2010, SingTel announced that it will be upgrading its mobile broadband network to achieve download speeds of up to 42 Mbps from the current 21 Mbps by the second half of 2010. SingTel also successfully demonstrated 100 Mbps mobile broadband speed on a live mobile network during a Long Term Evolution (LTE) trial.

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<sup>1</sup> Refer to mobile customers who registered for the monthly mobile broadband data subscription plans.

## SECTION II : SINGAPORE

Acquisition cost per postpaid subscriber grew 22% from a year ago, attributed to a higher mix of smartphones and continued investment in acquiring higher value customers. However, compared to the preceding quarter, it was 8.3% lower due to increased marketing initiatives during the December festive quarter.

### Data and Internet

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
<b>Data services</b>						
Local Leased Circuits <sup>(1)</sup>	114	113	1.2	456	444	2.7
Managed Services <sup>(2)</sup>	94	74	27.2	328	281	16.5
International Leased Circuits ("ILC")	40	53	-23.2	177	196	-9.6
Others <sup>(3)</sup>	45	45	-	186	176	5.3
	<b>294</b>	<b>285</b>	<b>3.3</b>	<b>1,146</b>	<b>1,097</b>	<b>4.5</b>
<b>Internet related</b>						
Fixed broadband <sup>(4)</sup>	90	90	0.8	360	363	-0.7
SingTel Internet Exchange ("STiX") <sup>(5)</sup>	12	14	-10.8	53	51	5.3
Narrowband and others	4	5	-28.3	18	25	-29.4
	<b>107</b>	<b>109</b>	<b>-2.1</b>	<b>431</b>	<b>438</b>	<b>-1.6</b>
<b>Total</b>	<b>400</b>	<b>393</b>	<b>1.8</b>	<b>1,577</b>	<b>1,535</b>	<b>2.7</b>

Key Drivers - Internet related	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
Number of fixed broadband lines (000s) <sup>(6) (9)</sup>	515	512	505	515	505	2.0
Singapore fixed broadband penetration rate <sup>(7) (9)</sup>	94.2%	88.3%	82.5%	94.2%	82.5%	
Fixed broadband market share <sup>(8) (9)</sup>	45.7%	46.8%	49.5%	45.7%	49.5%	

#### Notes:

- (1) Include resale of overseas local leased circuits.
- (2) Include ATM, MEG@POP, Global Corporate IP, Facility Management and Managed Hosting Services.
- (3) Include ISDN, VSAT, DTE/ DCE, digital video broadcasting etc.
- (4) Include revenue from Internet access under mio plans.
- (5) Include inter-company sales to Optus of S\$4 million (Q4 FY2009: S\$4 million) and S\$15 million (FY2009: S\$14 million) for the quarter and year ended 31 March 2010 respectively.
- (6) Fixed broadband service comprises all ADSL lines, including SingNet retail fixed broadband lines but excluding leased lines and other fixed broadband access.
- (7) Total estimated ADSL and cable lines divided by total number of households (Source: IDA).
- (8) Based on total SingTel ADSL lines divided by total ADSL and cable lines in the population. Market share information based on IDA's published statistics.
- (9) Comparatives have been restated on a retrospective basis consistent with IDA's published statistics.

Data and Internet revenue grew 1.8% year-on-year to S\$400 million and was up 2.0% from a quarter ago.

## SECTION II : SINGAPORE

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Data revenue for the quarter was S\$294 million, up 3.3% from the same quarter last year and 3.1% on a sequential quarter.

Local Leased Circuits grew 1.2% from a year ago and was stable against the preceding quarter. The growth in Ethernet services was mitigated by the decline in legacy Diginet services as customers increasingly migrated to IP-based products.

International Leased Circuits revenue fell 23% from a year ago and was down 5.6% from a quarter ago. The declines reflected the continued migration to Managed Services as well as the price impact of customers consolidating their capacity requirements into higher bandwidth circuits.

SingTel continued to strengthen its lead in IP VPN in the region. With SingTel's global network and its comprehensive suite of ICT solutions that meet different customer needs, Managed Services achieved strong double-digit revenue growth of 27% from a year ago and 12% from the preceding quarter.

SingTel was awarded the 2009 Singapore Frost & Sullivan Market Leadership Award, a strong external endorsement of SingTel's achievements in Data Centre and Cloud services. SingTel's cloud computing services will be deployed at the upcoming Singapore Youth Olympic Games (YOG) and it continued to attract new customers such as the National University of Singapore, Tropical Marine Science Institute and SAFRA Radio.

In January 2010, SingTel joined a consortium to build and operate the new Southeast Asia Japan Cable system, linking Singapore, Indonesia, the Philippines, Hong Kong and Japan. When completed in the second quarter of 2012, it will provide cost efficient capacity to support the projected growth in data traffic requirements.

Internet revenue for the quarter fell 2.1% to S\$107 million from a year ago due to competitive pricing. Compared to the preceding quarter, revenue was stable.

Revenue from Fixed Broadband remained stable at S\$90 million amid a highly competitive market where market penetration reached a high of 94% as at 31 March 2010. Fixed broadband lines totalled 515,000, up 2.0% or 10,000 from a year ago. SingTel added 3,000 fixed broadband lines in the quarter, up from 1,000 lines in the preceding quarter.

To provide customers with increased value and choice, SingTel continued to create attractive packages for different customer segments ranging from competitively priced 'no-frills' broadband plans to attractive packages. A total of 18,000 customers subscribed to mio bundles<sup>2</sup> this quarter, with the customer base on mio bundles totalling 187,000 as at 31 March 2010.

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<sup>2</sup> mio bundles comprised mio Plan (bundling of mobile, fixed broadband and fixed voice) and mio Home (bundling of pay TV, fixed broadband and fixed voice).

**SECTION II : SINGAPORE****IT and Engineering**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
	S\$ m	S\$ m		S\$ m	S\$ m	
Revenue from NCS group <sup>(1)</sup>	382	333	14.8	1,236	1,072	15.4
Fibre rollout revenue <sup>(2)</sup>	81	-	nm	181	-	nm
<b>Total</b>	<b>463</b>	<b>333</b>	<b>39.1</b>	<b>1,417</b>	<b>1,072</b>	<b>32.3</b>

NCS group segment revenue (%)	Quarter			Year	
	31 Mar	31 Dec	31 Mar	31 Mar	
	2010	2009	2009	2010	2009
Geographical markets					
Singapore	87	82	80	82	80
Overseas	13	18	20	18	20
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Lines of business					
Infrastructure services <sup>(3)</sup>	69	70	65	69	67
Business solutions <sup>(4)</sup>	31	30	35	31	33
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Notes:**

- (1) Generated by NCS and its subsidiaries. Included billings to Optus of approximately S\$22 million (Q4 FY2009: S\$15 million) and S\$90 million (FY2009: S\$79 million) for the quarter and year ended 31 March 2010 respectively.
- (2) This revenue is for the roll out of fibre on behalf of OpenNet under Singapore's Next Generation National Broadband Network (NGNBN) initiative.
- (3) Infrastructure services include the full suite of managed services, network and communication engineering services, and value-added reselling and services.
- (4) Business solutions include applications management services and outsourcing, system integration and business process outsourcing.

IT and Engineering revenue grew strongly by 39% from a year ago to S\$463 million.

Fibre rollout revenue from OpenNet, based on progressive completion for the rollout, contributed revenues of S\$81 million and S\$181 million for the quarter and full year respectively. The rollout is expected to accelerate in the next financial year.

Revenue from NCS group grew 15% year-on-year to S\$382 million. This solid performance was mainly driven by strong growth in facilities management services, as well as higher hardware sales in Singapore.

On a sequential quarter, NCS group's revenue rose 24% with buoyant demand in its infrastructure services business in Singapore as well as seasonally higher revenue in the March quarter.

## SECTION II : SINGAPORE

NCS group continued to win major corporate and government deals. In Singapore, NCS secured a major win with the Prime Minister's Office to develop its human resource management system, a contract with a local Institute of Higher Learning to implement its campus-wide network and a contract with a leading European bank to provide data centre services.

NCS' significant new overseas contracts included the provision of intelligent building solutions for a large real estate development group in China and the provision of application services for the information system of an overseas government unit.

### International Telephone <sup>(1)</sup>

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
International (incl Malaysia) call revenue	114	120	-5.1	469	506	-7.3
Inpayments and net transit	22	26	-16.5	93	118	-21.2
<b>Total</b>	<b>135</b>	<b>146</b>	<b>-7.1</b>	<b>563</b>	<b>624</b>	<b>-9.9</b>
International Telephone outpayments	48	49	-1.6	194	217	-10.4
<b>Net</b>	<b>88</b>	<b>97</b>	<b>-9.9</b>	<b>368</b>	<b>407</b>	<b>-9.6</b>
<b>Margin %</b>	<b>65%</b>	<b>67%</b>		<b>65%</b>	<b>65%</b>	

Key drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
International telephone outgoing minutes (m mins) (excl Malaysia)	684	655	576	2,531	2,420	4.6
Average IDD call collection rate - net basis (S\$/ min) (excl Malaysia)	0.147	0.158	0.181	0.163	0.182	-10.4

**Note:**

(1) International telephone services include international calling cards, IDD calls and facsimile services into and out of Singapore, other international call services, corporate voice, video and audio conferencing and wholesale voice services. It also includes international telephone revenue earned from calls made from mobile phones.

International Telephone revenue fell 7.1% year-on-year, moderating from the 13% decline in the preceding quarter. On a sequential quarter, revenue fell 3.4%.

International call revenue declined 5.1% due mainly to higher mix of "free IDD" mobile traffic and increased take-up of calling plans, particularly in the business segment.

Inpayments and net transit were down 17% year-on-year, mainly due to lower inpayment rates as well as adjustment credits on traffic settlement in the corresponding quarter.

With lower revenue, margin fell 2 percentage points to 65% from a year ago.

## SECTION II : SINGAPORE

### National Telephone

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Direct exchange lines ("DEL")						
- rental	41	43	-4.8	168	169	-0.5
- traffic	18	21	-15.0	76	83	-8.4
Others <sup>(1)</sup>	59	64	-8.1	244	252	-3.1
	46	45	2.2	181	178	1.6
Inter-company eliminations	105	109	-3.9	425	430	-1.2
	(9)	(8)	18.2	(32)	(27)	19.5
	96	101	-5.5	393	404	-2.6

Key Drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
<b>Fixed working lines (000s) <sup>(2)</sup></b>						
Residential	907	902	933	907	933	-2.8
Business	766	762	764	766	764	0.3
<b>Total</b>	<b>1,673</b>	<b>1,664</b>	<b>1,697</b>	<b>1,673</b>	<b>1,697</b>	<b>-1.4</b>
<b>Singapore fixed line penetration rate <sup>(3)</sup></b>	<b>38.7%</b>	<b>38.0%</b>	<b>38.1%</b>	<b>38.7%</b>	<b>38.1%</b>	
<b>Singapore fixed working lines (000s) <sup>(3)</sup></b>	<b>1,931</b>	<b>1,896</b>	<b>1,876</b>	<b>1,931</b>	<b>1,876</b>	
<b>Fixed Line market share <sup>(3)</sup></b>	<b>86.6%</b>	<b>87.7%</b>	<b>90.5%</b>	<b>86.6%</b>	<b>90.5%</b>	

#### Notes:

(1) Include revenue from enhanced telephone services, payphones, DEL interconnect and call management services such as 1900/1800 call services, Telepoll and mio voice.

(2) Fixed working lines refer to Direct Exchange Lines (DEL) and mio voice.

(3) Source: IDA.

For the quarter, revenue from fixed line phone services fell 5.5% to S\$96 million and was down 2.8% from the preceding quarter on lower voice traffic, reflecting continued fixed-to-mobile substitution.

Compared to a quarter ago, the number of residential lines grew 5,000 driven by take-up of mio bundled plans and subscription of mio TV for BPL, while the number of business lines increased 4,000, reflecting the improved economic environment.

**SECTION II : SINGAPORE****OPERATING EXPENSES  
(Before Depreciation And Amortisation)**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Cost of sales	350	237	47.3	1,027	850	20.8
Selling & administrative	287	231	24.0	1,015	916	10.9
Staff costs	227	212	7.1	859	805	6.7
Traffic expenses	202	210	-4.0	825	834	-1.1
Repair & maintenance	30	25	24.1	114	101	12.5
Others <sup>(1)</sup>	(7)	(9)	-24.4	(26)	(28)	-7.6
<b>Total</b>	<b>1,089</b>	<b>907</b>	<b>20.1</b>	<b>3,815</b>	<b>3,479</b>	<b>9.7</b>
<b>Total</b>	<b>1,089</b>	<b>907</b>	<b>20.1</b>	<b>3,815</b>	<b>3,479</b>	<b>9.7</b>
Less: Group and Int'l business corp costs	(20)	(18)	12.1	(73)	(66)	10.5
<b>Singapore Business</b>	<b>1,069</b>	<b>888</b>	<b>20.3</b>	<b>3,743</b>	<b>3,414</b>	<b>9.6</b>

As a percentage of operating revenue	Quarter		Year	
	31 Mar		31 Mar	
	2010	2009	2010	2009
Cost of sales	21.3%	16.3%	17.1%	15.3%
Selling & administrative	17.5%	15.9%	16.9%	16.5%
Staff costs	13.8%	14.6%	14.3%	14.5%
Traffic expenses	12.3%	14.5%	13.8%	15.0%
Repair & maintenance	1.9%	1.7%	1.9%	1.8%
Others	-0.4%	-0.6%	-0.4%	-0.5%
<b>Total</b>	<b>66.4%</b>	<b>62.4%</b>	<b>63.6%</b>	<b>62.7%</b>
<b>Singapore Business</b>	<b>65.2%</b>	<b>61.1%</b>	<b>62.4%</b>	<b>61.5%</b>

**Note:**

(1) Include government grants and recoveries of costs.

Total operating expenses increased 20% from a year ago, largely from higher Cost of Sales and Selling & administrative expenses.

Cost of Sales, including fibre rollout costs, grew 47% in line with higher IT and Engineering revenue and strong handset sales this quarter. This constituted 21% of operating revenue, up from 16% a year ago.

Selling & administrative expenses were up 24% year-on-year and constituted 18% of operating revenue, an increase of 1.6 percentage points from a year earlier.

## SECTION II : SINGAPORE

### Selling & administrative Expenses

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Selling & administrative expenses	287	231	24.0	1,015	916	10.9
Singapore Business - Selling & administrative expenses	278	224	24.2	987	887	11.3

The increase in Selling & administrative expenses was largely due to higher mobile subscriber acquisition and retention costs in line with the strong growth in mobile customer base and increased smartphone penetration, as well as higher content and programming costs for mio TV. Rental expenses also increased due to the commissioning of the new Kim Chuan Telecommunications Centre II, a next-generation Green Data Centre, in January 2010.

### Traffic Expenses

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
	S\$ m	S\$ m		S\$ m	S\$ m	
International Telephone outpayments	48	49	-1.6	194	217	-10.4
Mobile roaming outpayments	54	53	1.5	219	237	-7.4
Total outpayments	102	102	-	413	454	-8.8
Leases <sup>(1)</sup>	76	89	-14.4	320	303	5.8
Interconnect	24	20	21.4	91	78	16.6
Traffic expenses	202	210	-4.0	825	834	-1.1
Singapore Business - Traffic expenses	202	210	-4.0	825	834	-1.1

**Note:**

(1) Leases comprise backhaul charges, Inmarsat satellite rental, cost of restoring cable breakages and leased circuit charges.

See Page 30 for an analysis of International Telephone outpayments relative to inpayments.

Outpayments for international calls fell 1.6% year-on-year and 1.0% on a sequential quarter, benefiting from improved international outpayment rates as well as the impact of a weaker US Dollar.

Mobile roaming outpayments were up 1.5% from a year ago, in line with the higher roaming revenue. However, it fell 10% from a quarter ago due to seasonal decline in roaming traffic and related revenue.

## SECTION II : SINGAPORE

Lease expenses declined 14% year-on-year and was down 4.9% from the preceding quarter, partly due to a release of lease provisions no longer required and lower satellite circuits lease costs with corresponding decline in mobile satellite services.

The increase in interconnect charges of 21% was due to higher volume of inter-operator SMS traffic.

### Staff Costs

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Gross staff costs	232	221	4.8	883	810	9.0
Performance share cost <sup>(1)</sup>	6	6	5.4	26	21	24.6
Capitalisation of staff costs <sup>(2)</sup>	237	227	4.8	910	831	9.4
	(6)	(5)	9.4	(18)	(17)	7.0
	232	221	4.7	891	814	9.5
Job credits	(5)	(9)	-50.0	(32)	(9)	250.0
Total (net)	227	212	7.1	859	805	6.7
Singapore Business - Staff costs	215	201	7.0	815	768	6.0

Key Drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
Singapore average number of staff	12,660	12,614	12,791	12,649	11,956	5.8
Revenue per staff (S\$'000) <sup>(3)</sup>	130	121	114	474	464	2.1
As at end of period:						
Number of staff						
NCS group <sup>(4)</sup>	5,859	5,916	5,892	5,859	5,892	-0.6
SingTel and other subsidiaries	6,795	6,745	6,866	6,795	6,866	-1.0
Singapore	12,654	12,661	12,758	12,654	12,758	-0.8
Optus	10,394	10,500	10,497	10,394	10,497	-1.0
Total Group	23,048	23,161	23,255	23,048	23,255	-0.9

#### Notes:

- (1) Performance share expense for a share grant is amortised and recognised in income statement on a straight line basis over the vesting period of 3 years from the date of the grant.
- (2) The amounts represent capitalisation of direct staff costs in property, plant and equipment and/ or inventories (work-in-progress) related to the fibre rollout contract with OpenNet.
- (3) Based on average employee numbers.
- (4) SCS' staff cost for the seven-month period from September 2008 to March 2009 was included in the corresponding year ended 31 March 2009.

Staff costs increased 7.1% year-on-year mainly due to additional incentive provision as well as lower job credits received under the Jobs Credit Scheme this quarter with the phased scaling down of the Government's stimulus measures.

## SECTION II : SINGAPORE

Overall headcount for Singapore declined by 104 from a year ago to 12,654 at 31 March 2010 and was comparable to a quarter ago, reflecting continued prudent headcount management.

### OTHER INCOME STATEMENT ITEMS

#### Depreciation and Amortisation

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Depreciation of property, plant and equipment	129	126	2.3	502	470	6.9
Amortisation	5	4	20.0	16	6	160.7
	134	130	2.8	518	476	8.8
Depreciation as a percentage of operating revenue	7.9%	8.7%		8.4%	8.5%	

Depreciation expense increased 2.3% with additions to property, plant and equipment partly offset by the impact of fully depreciated assets in the previous financial year.

Amortisation expense increased, reflecting the intangibles recorded on acquisition of SCS.

#### Net Finance Expense

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
<b>Net interest expense</b>						
- Interest income	2	1	66.7	5	15	-67.8
- Interest expense	(51)	(50)	2.2	(206)	(210)	-1.9
	<b>(50)</b>	<b>(49)</b>	<b>1.0</b>	<b>(201)</b>	<b>(195)</b>	<b>3.1</b>
<b>Other finance (expense)/ income</b>						
- FRS 39 fair value adjustments <sup>(1)</sup>	(3)	*	nm	(19)	*	nm
- Investment gain <sup>(2)</sup>	-	-	-	19	22	-12.2
- Net foreign exchange (loss)/ gain	(3)	7	nm	(23)	(1)	@
	<b>(6)</b>	<b>7</b>	<b>nm</b>	<b>(22)</b>	<b>21</b>	<b>nm</b>
<b>Net finance expense</b>	<b>(56)</b>	<b>(42)</b>	<b>31.7</b>	<b>(223)</b>	<b>(174)</b>	<b>28.2</b>

#### Notes:

(1) Adjustment arose from the revaluation of trading investments and hedging instruments measured at fair values at balance sheet date under FRS 39, *Financial Instruments: Recognition and Measurement*.

(2) Comprise mainly dividend income and realised gains or losses on disposals of investments held for resale.

## SECTION II : SINGAPORE

The higher interest income was due to an increase in average cash balance.

Interest expense was up 2.2% from a year ago on higher interest rates.

### Taxation

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
	S\$ m	S\$ m		S\$ m	S\$ m	
Taxation						
Current and deferred taxes (a)	56	42	31.7	256	251	2.0
Tax benefit of inter-company interest expense	(31)	(17)	86.8	(120)	(90)	33.2
Exceptional adjustment to deferred tax liability provided in prior years	-	(49)	nm	-	(49)	nm
Total	25	(23)	nm	136	112	21.3
Effective tax rates based on :						
Singapore reported profit before tax				9.2%	7.6%	
Profit before tax				1,478	1,468	
Exclude :						
Exceptional items				5	(7)	
Net foreign exchange losses (non-trade)				23	1	
Fair value adjustments				19	*	
Adjusted pre-tax profit (b)				1,524	1,461	
Effective tax rate (a)/ (b)				16.8%	17.2%	
Applicable statutory tax rate in the period				17.0%	17.0%	

Tax expense in the same quarter last year benefited from tax credits of S\$61 million, of which S\$49 million had been classified as exceptional tax credit, arising from the reduction in the Singapore tax rate and other tax measures introduced in the same quarter last year.

The Australian Dollar-denominated deferred tax credit relating to intercompany interest expense benefited from a stronger Australian Dollar this quarter.

## SECTION II : SINGAPORE

## SINGAPORE CASH FLOW AND CAPITAL EXPENDITURE

	Quarter			Year		YOY Chge %
	31 Mar	31 Mar	31 Dec	31 Mar		
	2010	2009	2009	2010	2009	
	S\$ m	S\$ m	S\$ m	S\$ m	S\$ m	
Net cash inflow from operating activities						
Profit before tax	365	387	379	1,478	1,468	0.7
Non-cash items	204	182	191	774	668	15.9
Operating cash flow before working capital changes	570	569	570	2,252	2,136	5.4
Changes in operating assets and liabilities	229	116	(97)	(34)	69	nm
	799	686	473	2,218	2,204	0.6
Cash paid to employees under performance share plans	-	(1)	-	(2)	(4)	-40.5
Tax paid on operating activities	(74)	(31)	(82)	(274)	(234)	17.3
Operating cash flow	725	654	391	1,942	1,967	-1.3
Net cash inflow/ (outflow) for investing activities						
Net loan from Optus to STAI <sup>(1)</sup>	604	177	704	1,319	357	269.6
Withholding tax paid on interest received on inter-company loans	(1)	(17)	(129)	(131)	(89)	47.7
Payment for purchase of property, plant and equipment	(205)	(189)	(171)	(652)	(736)	-11.4
Advance payment for purchase of C2C submarine cable capacity	-	-	-	(29)	(44)	-33.1
Drawdown of prepaid C2C submarine cable capacity	-	-	26	59	25	139.3
Proceeds from disposal of property, plant and equipment	1	*	*	17	1	@
Payment of purchase of subsidiary, net of cash acquired	-	(1)	-	-	(194)	nm
Net investment in associates	(13)	1	(82)	(99)	(265)	-62.5
Proceeds from sale of associates	-	-	-	-	13	nm
Others (dividends and interest received etc)	(3)	14	(1)	24	61	-61.1
	385	(15)	347	508	(871)	nm
Net cash outflow for financing activities						
Final dividend paid to shareholders	-	-	-	(1,097)	(1,098)	-0.1
Interim dividend paid to shareholders	(987)	(891)	-	(987)	(891)	10.7
Net decrease in borrowings	(155)	(12)	(251)	(265)	(207)	28.2
Settlement of swap upon bond redemption	-	-	-	-	(137)	nm
Net interest paid on borrowings and swaps	(10)	(1)	(96)	(211)	(212)	-0.3
Net loan contribution from a minority shareholder	(1)	-	19	23	-	nm
Proceeds from share issue	3	1	4	11	12	-10.1
Purchase of performance shares	(5)	(2)	(5)	(52)	(49)	6.7
Others	-	(1)	(1)	(1)	(1)	-14.3
	(1,154)	(906)	(331)	(2,579)	(2,583)	-0.1
Net (decrease)/ increase in Singapore cash balance	(45)	(267)	407	(130)	(1,487)	-91.3
Net (decrease)/ increase in Singapore cash balance	(45)	(267)	407	(130)	(1,487)	-91.3
Dividends received from associates	150	99	115	954	1,068	-10.7
Withholding tax paid	(18)	(10)	(14)	(96)	(105)	-8.9
Net dividends received from associates	132	89	101	858	963	-10.9
Net increase/ (decrease) in cash and cash equivalents	88	(177)	508	728	(524)	nm
SingTel cash and cash equivalents at beginning	1,343	900	837	725	1,250	-42.0
Exchange effects on cash and cash equivalents	(15)	3	(2)	(37)	(1)	@
SingTel cash and cash equivalents at end	1,416	725	1,343	1,416	725	95.3
Singapore free cash flow	520	465	220	1,290	1,231	4.8
Free cash flow from associates' dividends	132	89	101	858	963	-10.9
Cash capex to operating revenue	13%	13%	11%	11%	13%	

**Note:**

(1) This inter-company loan was eliminated at the Group level.

**SECTION II : SINGAPORE**

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Operating cash flow for the quarter amounted to S\$725 million, 11% higher than a year ago and up 85% from a quarter ago, primarily on favourable working capital movements from better inventory management and timing of trade receipts and payments. As at 31 March 2010, the work-in-progress and receivable balances in respect of the fibre rollout contract with OpenNet totalled S\$216 million.

Net cash inflow from investing activities was S\$385 million which included S\$604 million (A\$473 million) of inter-company loan received from Optus by STAI (a wholly-owned investment holding company). In the quarter, SingTel injected its proportionate share of equity contribution of S\$13 million into Warid Telecom (Private) Limited, a 30%-owned associate of the Group.

Capital expenditure for the quarter totalled S\$205 million and represented 13% of operating revenue, similar to a year ago. Major capital expenditure in the quarter included progressive payments for the investment in Unity submarine cable network expected to be completed in the next quarter, and ongoing upgrades and expansion of the mobile and core network infrastructure to support customer and data growth.

Free cash flow from Singapore grew 12% to S\$520 million from a year ago and more than doubled from the preceding quarter, driven by strong operating cash flow partly offset by increased capital expenditure.

Net cash outflow for financing activities was S\$1.15 billion for the quarter. The outflows comprised mainly S\$987 million for payment of interim dividend in respect of the current financial year as well as net repayment of borrowings of S\$155 million.

Including net dividends of S\$132 million received from the associates this quarter, overall cash balance increased S\$72 million from a quarter ago to S\$1.42 billion as at end of the financial year.

## SECTION III : OPTUS

## SINGTEL OPTUS PTY LIMITED

## MANAGEMENT DISCUSSION AND ANALYSIS

## FINANCIAL HIGHLIGHTS

## FOR THE FOURTH QUARTER ENDED 31 MARCH 2010

- Operating revenue up 6.1%.
- Operational EBITDA at A\$610 million - up 4.5%.
- Operational EBITDA margin at 27.3%.
- Net profit at A\$220 million – up 14%.
- Free cash flow of A\$399 million – down 4.5%.

## FOR THE YEAR ENDED 31 MARCH 2010

- Operating revenue up 7.5%.
- Operational EBITDA at A\$2.15 billion - up 4.2%.
- Operational EBITDA margin at 24.1%.
- Net profit at A\$676 million - up 16%.
- Free cash flow of A\$1.02 billion - up 5.0%.

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
	A\$ m	A\$ m		A\$ m	A\$ m	
Operating revenue	2,232	2,103	6.1	8,949	8,321	7.5
Operational EBITDA	610	584	4.5	2,153	2,067	4.2
<i>Operational EBITDA margin</i>	<i>27.3%</i>	<i>27.8%</i>		<i>24.1%</i>	<i>24.8%</i>	
EBIT	331	302	9.9	1,032	959	7.7
Net profit	220	193	13.8	676	583	15.9
Free cash flow	399	418	-4.5	1,015	967	5.0

**SECTION III : OPTUS****OPTUS SUMMARY INCOME STATEMENTS – Singapore GAAP  
For The Fourth Quarter And Year Ended 31 March 2010**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
Operating revenue	2,232	2,103	6.1	8,949	8,321	7.5
Operating expenses	(1,634)	(1,528)	6.9	(6,838)	(6,300)	8.6
	597	575	4.0	2,111	2,022	4.4
Other income	13	9	40.7	42	45	-7.1
Operational EBITDA - EBITDA margin	610 27.3%	584 27.8%	4.5	2,153 24.1%	2,067 24.8%	4.2
Share of results of joint ventures	*	*	**	*	*	**
EBITDA	610	584	4.5	2,153	2,067	4.2
Depreciation & amortisation	(279)	(282)	-1.1	(1,120)	(1,108)	1.1
EBIT	331	302	9.9	1,032	959	7.7
Net finance expense	(27)	(25)	4.7	(72)	(122)	-40.7
Profit before tax	305	276	10.3	960	836	14.8
Tax expense	(85)	(83)	2.2	(284)	(253)	12.2
Net profit after tax	220	193	13.8	676	583	15.9

Optus Mobile results have been disclosed as a division, consistent with general industry practice. Optus fixed line revenue has been presented in accordance with the organisational structure by customer segments.

## SECTION III : OPTUS

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### REVIEW OF OPTUS OPERATING PERFORMANCE For The Fourth Quarter Ended 31 March 2010

Optus delivered a strong set of results with operating revenue rising 6.1% to A\$2.23 billion, reflecting six consecutive quarters of double-digit mobile service revenue growth.

In Mobile, service revenue continued its growth trajectory, increasing by 11% year-on-year. Mobile EBITDA was at 30%, 5 percentage points higher than the preceding quarter.

Optus strengthened its market position this quarter, with exclusive handsets, innovative content and refreshed data-centric usage plans. The success of this strategy was reflected in the 254,000 new mobile and wireless broadband additions, which was Optus' highest quarterly performance in five years.

Optus expanded its suite of innovative mobile applications this quarter to include the SocialView application which enables customers to experience all their favourite social networks and photo sites on the go. In addition, Optus launched the Business App Store, a dedicated business service providing customers with a wide range of productivity applications across a range of handsets.

Leading and shaping the Australian market in mobile offerings, Optus announced the exclusive launch of the Motorola DEXT™ and Motorola BACKFLIP™. To complement the enhanced social networking experience offered by MOTOBLUR™, Optus has released new data-centric 'yes' Social and 'yes' Business Complete plans. These competitively-priced plans offer increased data allowances and unlimited access to popular social networking sites, enabling optimisation of social networking tools for personal and business use.

During the quarter, Optus received the relevant regulatory approvals to purchase spectrum licenses in the 2100MHz band from Qualcomm. With this acquisition, Optus' 2100MHz paired spectrum holdings in the eight capital cities have now doubled. The additional capacity will boost Optus' ability to support the increasing demand for an expanding range of data services.

In Optus Business and Wholesale, revenue stabilised as growth in data and satellite was partly mitigated by lower wholesale international voice revenue. EBITDA grew 4.1% and EBITDA margin improved by 4 percentage points from the preceding quarter to 28%.

In Consumer Fixed, Optus' on-net strategy continued to deliver on-net revenue growth of 6.4% and EBITDA growth of 5.8%, with margin expanding to 16%. Total on-net broadband customers as at 31 March 2010 rose 8.5% to 920,000.

Optus' operational EBITDA grew 4.5% to A\$610 million. EBITDA margin was slightly lower than the same quarter last year at 27.3%, due to increased selling costs from the successful customer acquisition strategy.

Net finance expense increased slightly by 4.7% or A\$2 million mainly due to higher interest rates.

Net profit for the quarter grew 14% to A\$220 million.

Free cash flow generated in the quarter was A\$399 million, almost doubling from A\$205 million a quarter ago. This was attributable to higher EBITDA and favourable working capital movements.

**SECTION III : OPTUS**

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**For The Year Ended 31 March 2010**

For the full financial year, Optus reported a 7.5% increase in operating revenue to A\$8.95 billion, supported by a strong 13% annual growth in mobile service revenue.

Operational EBITDA grew 4.2% or A\$86 million to A\$2.15 billion with EBITDA margin at 24.1%. These results reflected the successful acquisition of higher value customers and on-net focus, while supporting higher acquisition and retention costs from increased customer growth.

Net profit grew 16% to A\$676 million with lower net finance expense.

Optus delivered its strongest free cash flow in five years, with full-year cash flows exceeding A\$1 billion, after an annual capital investment of A\$1.05 billion.

**SECTION III : OPTUS****SEQUENTIAL QUARTERLY RESULTS**

Results for the current quarter compared to the preceding quarter ended 31 December 2009 were as follows:

	Quarter		QOQ Chge %
	31 Mar	31 Dec	
	2010 A\$ m	2009 A\$ m	
<b>Operating revenue</b>	<b>2,232</b>	<b>2,302</b>	<b>-3.1</b>
Operating expenses	(1,634)	(1,784)	-8.4
<b>Operational EBITDA</b>	<b>610</b>	<b>529</b>	<b>15.3</b>
<b>Operational EBITDA margin</b>	<b>27.3%</b>	<b>23.0%</b>	
<i>Mobile</i>	30%	25%	
<i>Business &amp; wholesale fixed</i>	28%	24%	
<i>Consumer &amp; SMB fixed</i>	16%	15%	
<b>Profit before tax</b>	<b>305</b>	<b>238</b>	<b>28.0</b>
<b>Net profit</b>	<b>220</b>	<b>165</b>	<b>32.6</b>
<b>Free cash flow</b>	<b>399</b>	<b>205</b>	<b>94.5</b>

Operating revenue in the current quarter was seasonally lower, declining 3.1% from the preceding quarter. This was attributable to lower equipment sales and ICT and managed services revenue.

Strong EBITDA gains were recorded across all segments, with operational EBITDA increasing by 15% or A\$81 million against the preceding quarter. Margin improvement was due to seasonal factors including lower subscriber acquisition costs in the current quarter.

Free cash flow was up A\$194 million from higher EBITDA and favourable working capital movements.

## SECTION III : OPTUS

## DIVISIONAL TOTALS

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
<b>Operating revenue by division:</b>						
Mobile	1,398	1,269	10.1	5,573	4,938	12.9
Optus Business Fixed	314	313	0.4	1,322	1,297	1.9
Optus Wholesale Fixed	177	176	0.7	682	677	0.7
Consumer and SMB Fixed	346	348	-0.6	1,384	1,421	-2.6
Less inter-divisional revenue <sup>(1)</sup>	(3)	(3)	-3.7	(11)	(12)	-12.1
<b>Total</b>	<b>2,232</b>	<b>2,103</b>	<b>6.1</b>	<b>8,949</b>	<b>8,321</b>	<b>7.5</b>
<b>Operational EBITDA by division:</b>						
Mobile	417	399	4.5	1,455	1,388	4.8
Optus Business & Wholesale Fixed	136	130	4.1	490	474	3.4
Consumer and SMB Fixed	57	54	5.8	209	205	1.8
<b>Total</b>	<b>610</b>	<b>584</b>	<b>4.5</b>	<b>2,153</b>	<b>2,067</b>	<b>4.2</b>
<b>Operational EBITDA margins by division:</b>						
Mobile	30%	31%		26%	28%	
Optus Business & Wholesale Fixed	28%	27%		24%	24%	
Consumer and SMB Fixed	16%	15%		15%	14%	
<b>Total</b>	<b>27.3%</b>	<b>27.8%</b>		<b>24.1%</b>	<b>24.8%</b>	

**Note:**

(1) Inter-divisional revenue represents mobile termination revenue for fixed to mobile calls originating from Optus customers.

Operating revenue grew 6.1% in the current quarter, led by a strong mobile performance. Mobile revenue contributed 63% to total revenue, 2 percentage points higher than the same quarter last year. While fixed revenue remained relatively stable, healthy EBITDA growth was contributed by all segments in the quarter, as a result of clear focus on growth of higher value customers and improvement in on-net mix and ARPUs.

## SECTION III : OPTUS

## OPTUS MOBILE DIVISION

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
<b>Mobile communications revenue <sup>(1)</sup></b>						
Outgoing service revenue	960	866	10.8	3,735	3,313	12.7
Incoming service revenue	224	201	11.3	867	774	12.0
Service revenue	1,184	1,068	10.9	4,601	4,087	12.6
Equipment	213	202	5.7	971	851	14.1
<b>Total Mobile revenue</b>	<b>1,398</b>	<b>1,269</b>	<b>10.1</b>	<b>5,573</b>	<b>4,938</b>	<b>12.9</b>
<b>Operational EBITDA <sup>(2)</sup></b>	<b>417</b>	<b>399</b>	<b>4.5</b>	<b>1,455</b>	<b>1,388</b>	<b>4.8</b>
<b>- EBITDA margin</b>	<b>30%</b>	<b>31%</b>		<b>26%</b>	<b>28%</b>	

Key Drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
<b>Number of mobile subscribers (000s)</b>						
Prepaid	4,307	4,201	4,195	4,307	4,195	2.7
Postpaid <sup>(3)</sup>	4,191	4,043	3,595	4,191	3,595	16.6
<b>Total</b>	<b>8,498</b>	<b>8,244</b>	<b>7,789</b>	<b>8,498</b>	<b>7,789</b>	<b>9.1</b>
<b>Mobile penetration rate <sup>(4)</sup></b>	<b>ND</b>	<b>115%</b>	<b>ND</b>	<b>ND</b>	<b>ND</b>	
<b>MOUs per subscriber per month <sup>(5)</sup></b>						
Prepaid	77	81	81	79	80	-1.4
Postpaid	187	198	189	197	179	10.0
<b>ARPU per month (A\$) <sup>(6)</sup></b>						
Prepaid	26	27	27	27	27	0.4
Postpaid	69	70	68	69	68	1.2
<b>Blended</b>	<b>47</b>	<b>48</b>	<b>46</b>	<b>47</b>	<b>46</b>	<b>3.3</b>
<b>Data revenue as a % of service revenue</b>						
- total data	<b>38%</b>	<b>36%</b>	<b>35%</b>	<b>36%</b>	<b>33%</b>	
- non-SMS data	<b>16%</b>	<b>14%</b>	<b>10%</b>	<b>13%</b>	<b>8.5%</b>	
<b>Market share - total</b>	<b>ND</b>	<b>32.3%</b>	<b>ND</b>	<b>ND</b>	<b>ND</b>	
<b>Retail postpaid churn rate per month <sup>(7)</sup></b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>1.6%</b>	<b>1.8%</b>	
<b>% users through wholesale</b>	<b>8%</b>	<b>8%</b>	<b>6%</b>	<b>8%</b>	<b>6%</b>	
<b>Acquisition cost per subscriber</b>	<b>A\$186</b>	<b>A\$211</b>	<b>A\$163</b>	<b>A\$206</b>	<b>A\$170</b>	

**Notes:**

- (1) Includes international outgoing and international incoming revenue.
- (2) In calculating divisional EBITDA, shared costs have been allocated using cost allocation methodologies.
- (3) Includes bundled telephony and broadband products delivered over the 3G network.
- (4) Penetration and market share are estimated by Optus based on published data and includes wireless broadband subscribers.
- (5) Based on average customers, calculated as the simple average of opening and closing customers. MOU includes outgoing minutes only. This calculation is based on customers with voice plan only – i.e. it excludes customers with only wireless broadband.
- (6) Based on average customers, calculated as the simple average of opening and closing customers. Excludes equipment revenue.
- (7) Churn calculation includes subscriber churn from Optus, Virgin Mobile and other Optus subsidiaries' subscribers but excludes customers transferring from postpaid to prepaid.

### SECTION III : OPTUS

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Mobile business continued to deliver strong results with total revenue growth of 10% to A\$1.40 billion. Service revenue reported growth of 11%, representing six consecutive quarters of double-digit growth.

Customer growth and improved ARPU drove strong outgoing service revenue growth of 11%. Optus added 254,000 new mobile customers in this quarter, the strongest quarterly performance in five years, bringing net additions for the year ended 31 March 2010 to 709,000.

Postpaid subscribers increased 17% year-on-year, with a total of 596,000 postpaid customers added during the year. The number of 3G subscribers<sup>3</sup> increased to 3.61 million, a 7.8% increase from a quarter ago. This included a base of 907,000 wireless broadband<sup>4</sup> subscribers.

Incoming service revenue increased 11% this quarter supported by subscriber growth and higher voice and SMS terminating traffic. Termination rates remained at 9 cents per minute.

In the fourth quarter, postpaid subscribers comprised 49% of the total base, up 3 percentage points from a year ago. Underpinned by growth of higher value customers and increased mix of postpaid subscribers, blended ARPU improved to A\$47, up A\$1 from A\$46 a year ago. Excluding wireless broadband, postpaid ARPU grew 5.9% year-on-year.

SMS and other data revenue was 38% of ARPU, up from 35% a year ago with increased penetration of wireless data products and smartphones. The proportion of non-SMS data revenue (including premium content SMS) grew to 16% of ARPU in the current quarter, compared to 10% a year ago and 14% a quarter ago.

The sustained demand for smartphones and "Timeless" plans has further increased the penetration of capped plans into the base. A total of 90%<sup>5</sup> of new and recontracted postpaid customers chose capped plans this quarter. Approximately 64% of the total Optus postpaid mobile base were on capped plans as at 31 March 2010, up from 54% a year ago<sup>6</sup> and 3 percentage points higher than a quarter ago.

Acquisition cost per subscriber was seasonally lower compared to the preceding quarter, but was 14% higher than a year ago with increased acquisition of higher value customers on smartphone and "Timeless" plans.

Operational EBITDA increased 4.5% or A\$18 million. EBITDA margin was 30%, down from 31% a year ago as Optus continued to invest in customer growth.

In December 2008, Optus completed its 3G mobile network rollout on schedule to reach 96% population coverage. Optus continues to invest in transmission, backhaul capacity and additional mobile site coverage. Coverage will be extended to 98% of the population, with the mobile network footprint exceeding 97% voice coverage as at 31 March 2010. With this significant investment, Optus will be the only carrier capable of challenging the incumbent telco's network on both coverage and speed.

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<sup>3</sup> 3G subscribers are defined as subscribers who i) own a 3G device and ii) are provisioned with 3G Data Services access.

<sup>4</sup> Wireless broadband subscribers are defined as subscribers provisioned with an HSPA broadband service. Excludes data packs attached to voice services.

<sup>5</sup> These cap penetration metrics exclude customers on Optus' capped plans offered through Optus wholesale service providers. Including these customers, the percentage of total Optus postpaid customers on capped plans as at 31 March 2010 was 70% (December 2009: 67%), with 83% of total new and recontracted customers choosing capped plans in this quarter (December 2009: 82%).

<sup>6</sup> All calculations for capped plans include customers with voice plans only.

## SECTION III : OPTUS

## OPTUS BUSINESS &amp; WHOLESALE FIXED DIVISIONS

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
<b>Business revenue</b>						
Voice	101	102	-0.9	391	413	-5.3
Data and IP	124	118	4.3	483	485	-0.4
ICT and Managed Services	89	92	-3.0	448	399	12.2
<b>Total Business fixed revenue</b>	<b>314</b>	<b>313</b>	<b>0.4</b>	<b>1,322</b>	<b>1,297</b>	<b>1.9</b>
<b>Wholesale revenue</b>						
Domestic Voice	33	33	-0.3	135	118	14.8
International Voice	4	19	-77.0	22	66	-66.6
Data and IP	66	64	3.4	259	244	6.0
Satellite	73	60	23.4	265	249	6.6
<b>Total Wholesale fixed revenue</b>	<b>177</b>	<b>176</b>	<b>0.7</b>	<b>682</b>	<b>677</b>	<b>0.7</b>
<b>Total Business &amp; Wholesale fixed revenue</b>	<b>491</b>	<b>488</b>	<b>0.5</b>	<b>2,004</b>	<b>1,974</b>	<b>1.5</b>
<b>Operational EBITDA <sup>(1)</sup></b>	<b>136</b>	<b>130</b>	<b>4.1</b>	<b>490</b>	<b>474</b>	<b>3.4</b>
<b>- EBITDA margin</b>	<b>28%</b>	<b>27%</b>		<b>24%</b>	<b>24%</b>	

Key Drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
Business voice minutes (m min)	1,230	1,179	1,220	4,834	5,210	-7.2
Wholesale domestic voice minutes (m min)	837	873	751	3,486	2,636	32.2
<b>As at end of period:</b>						
Buildings connected <sup>(2)</sup>	17,487	17,321	16,946	17,487	16,946	3.2

**Notes:**

(1) In calculating divisional EBITDA, shared costs have been allocated using cost allocation methodologies.

(2) Directly connected buildings include all connections via all access media - fibre, DSL, fixed wireless, satellite and leases.

Total Business and Wholesale fixed revenue growth stabilised in the quarter with carriage revenue flowing from recent customer wins. Higher data & IP and satellite revenue was partly offset by lower international voice revenue.

Business Data & IP revenue grew 4.3% in the quarter, reversing the decline from previous quarters, driven by increased take-up of IP VPN services. As part of its strategy of focusing on IP VPN, Optus launched Evolve™ Video, an interoperable high definition conferencing service with the ability to simplify multi-party video conferences without high upfront investment costs.

Optus Business fixed voice traffic saw a turnaround, registering growth for the first time in seven quarters and voice revenue decline moderated to 0.9%.

Total Wholesale fixed revenue grew 0.7% year-on-year, with strong satellite performance partly offset by lower international voice revenue.

**SECTION III : OPTUS**

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Satellite revenue lifted by 23% or A\$13 million, boosted by the sale of transponder services from the recently launched D3 satellite. Continued demand for internet bandwidth and access delivered wholesale Data and IP revenue growth of 3.4%. International voice revenue, which had lower margins, declined year-on-year due to lower usage and rates for international inpayment traffic.

In the same quarter last year, operational EBITDA included a one-off A\$5 million benefit from interconnect pricing adjustment with other carriers. Excluding this impact, underlying operational EBITDA for the combined division rose 8.3% to A\$136 million this quarter. The underlying margin increased to 28%, reflecting a combination of clear on-net focus and prudent cost management.

## SECTION III : OPTUS

## OPTUS CONSUMER AND SMB FIXED DIVISION

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
<b>On-net</b>						
Voice	135	131	3.5	530	513	3.4
Broadband	115	96	19.8	436	367	18.8
Pay TV	25	32	-21.7	111	134	-16.9
<b>Consumer Fixed on-net</b>	<b>276</b>	<b>259</b>	<b>6.4</b>	<b>1,077</b>	<b>1,013</b>	<b>6.3</b>
<b>Off-net</b>						
Voice	18	29	-37.7	86	145	-40.2
Broadband	7	12	-38.3	34	58	-40.7
Dial-up	2	3	-50.0	8	15	-48.3
<b>Consumer Fixed off-net</b>	<b>27</b>	<b>43</b>	<b>-38.7</b>	<b>129</b>	<b>218</b>	<b>-40.9</b>
<b>Consumer Fixed revenue</b>	<b>302</b>	<b>302</b>	<b>-0.1</b>	<b>1,205</b>	<b>1,231</b>	<b>-2.1</b>
<b>SMB</b>						
Voice	32	34	-6.7	132	146	-9.7
Data and IP	12	11	2.7	47	44	4.7
<b>SMB fixed revenue</b>	<b>44</b>	<b>46</b>	<b>-4.4</b>	<b>178</b>	<b>190</b>	<b>-6.3</b>
<b>Total Consumer &amp; SMB fixed revenue</b>	<b>346</b>	<b>348</b>	<b>-0.6</b>	<b>1,384</b>	<b>1,421</b>	<b>-2.6</b>
<b>Operational EBITDA <sup>(1)</sup></b>	<b>57</b>	<b>54</b>	<b>5.8</b>	<b>209</b>	<b>205</b>	<b>1.8</b>
<b>- EBITDA margin</b>	<b>16%</b>	<b>15%</b>		<b>15%</b>	<b>14%</b>	

Key Drivers	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
On-net ARPU (A\$) <sup>(2)</sup>						
Voice	52	53	54	52	55	-4.7
Broadband	49	48	43	48	43	9.9
Telephony customers ('000)						
HFC <sup>(3)</sup>	514	520	525	514	525	-2.0
ULL <sup>(4)</sup>	490	486	436	490	436	12.3
On-net	1,004	1,006	961	1,004	961	4.5
Resale	81	90	131	81	131	-38.4
Long distance only	11	14	31	11	31	-64.5
Off-net	92	104	162	92	162	-43.3
HFC bundling rate <sup>(5)</sup>	86%	86%	81%	86%	81%	
HFC penetration	37%	37%	37%	37%	37%	
Internet customers (000s)						
On-net						
HFC broadband	426	427	424	426	424	0.4
ULL broadband <sup>(4)</sup>	463	455	394	463	394	17.6
Business grade broadband <sup>(6)</sup>	31	31	30	31	30	4.4
	920	913	848	920	848	8.5
Off-net						
Broadband	60	67	103	60	103	-41.6
Broadband subtotal	980	980	951	980	951	3.1
Dial-up	29	36	69	29	69	-57.9
Total Internet customers	1,009	1,016	1,019	1,009	1,019	-1.0

**SECTION III : OPTUS**

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**Notes:**

- (1) In calculating divisional EBITDA, shared costs have been allocated using cost allocation methodologies.
- (2) Per month, based on average HFC and ULL customers.
- (3) Includes all customers who take local telephony over the HFC network, and customers who take one or more of pay TV or cable internet services over the HFC network.
- (4) Include wholesale ULL subscribers.
- (5) Based on customers who are receiving a "bundled benefit" from taking a package of products (local telephony plus at least one of broadband, dial-up internet or pay TV).
- (6) Revenue associated with the business grade retail broadband customers is included within Optus Business fixed segment.

Consumer fixed on-net revenue grew 6.4%, led by growth in ULL customers and the continued popularity of Optus' market-leading Fusion plan, the innovative fixed telephony and broadband bundle. As at 31 March 2010, Optus has 490,000 ULL customers, up from 4,000 from a quarter ago and 54,000 from a year ago.

To support the growing demand for increased broadband speed, Optus has commenced upgrading the Hybrid Fibre Coaxial (HFC) cable network to speeds of up to 100 Mbps. With this upgrade, Optus will deliver faster broadband speeds to customers in Sydney, Melbourne and Brisbane, enabling them to enjoy high-speed content and services later in 2010.

On-net broadband revenue growth accelerated to 20%, supported by an enlarged customer base which grew 8.5% to 920,000. On-net broadband customers accounted for 94% of the total broadband customer base (including business grade customers) of 980,000, an increase of 3.1% or 29,000 from a year ago.

Overall Consumer fixed revenue decline has moderated this quarter as strong on-net revenue growth has mitigated the reduction in off-net revenue. On-net revenue contributed 91% to overall Consumer fixed revenue in the quarter, up from 86% a year ago.

SMB fixed revenue declined 4.4% with lower off-net voice revenue mitigated by growth in on-net data & IP services.

Optus' strategy to focus on optimising on-net growth was demonstrated in operational EBITDA growing by 5.8% to A\$57 million, with margin expansion to 16%. The increase was driven by improved on-net revenue mix and yield management initiatives.

**SECTION III : OPTUS****OPTUS OPERATING EXPENSES**  
**(Before Depreciation and Amortisation)**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
Interconnect	329	297	10.8	1,311	1,208	8.6
Outpayments & other leases	53	72	-25.8	244	269	-9.2
Traffic expenses	383	369	3.7	1,555	1,477	5.3
Selling & administrative	635	570	11.4	2,594	2,329	11.4
Cost of sales	310	290	6.7	1,457	1,289	13.0
Staff costs	291	286	1.8	1,172	1,165	0.6
Repair & maintenance and others	55	56	-2.5	218	208	4.9
Capitalisation of costs <sup>(1)</sup>	(39)	(43)	-9.5	(159)	(168)	-5.8
<b>Total</b>	<b>1,634</b>	<b>1,528</b>	<b>6.9</b>	<b>6,838</b>	<b>6,300</b>	<b>8.6</b>
<b>As a percentage of operating revenue</b>						
Traffic expenses	17%	18%		17%	18%	
Selling & administrative	28%	27%		29%	28%	
Cost of sales	14%	14%		16%	15%	
Staff costs	13%	14%		13%	14%	
Repair & maintenance and others	2%	3%		2%	3%	
Capitalisation of costs <sup>(1)</sup>	-2%	-2%		-2%	-2%	
	<b>73%</b>	<b>73%</b>		<b>76%</b>	<b>76%</b>	

	Quarter			Year		YOY Chge %
	31 Mar	31 Dec	31 Mar	31 Mar		
	2010	2009	2009	2010	2009	
Staff statistics						
Number of employees, at end of period	10,394	10,500	10,497	10,394	10,497	-1.0
Average number of employees	10,450	10,525	10,536	10,489	10,668	-1.7
Revenue per employee (A\$'000) <sup>(2)</sup>	214	219	200	853	780	9.4

**Notes:**

(1) Capitalisation relates primarily to staff costs.

(2) Based on average employee numbers.

Operating expenses increased 6.9% in the current quarter, mainly from growth in Selling & administrative expenses and Cost of sales.

Selling & administrative expenses grew 11% to support investment in customer growth, with increased acquisition of higher value customers on smartphone and "Timeless" plans.

Cost of sales were up 6.7% largely in line with higher mobile equipment sales.

Staff costs grew modestly at 1.8% reflecting lower headcount and tight cost management.

**SECTION III : OPTUS****OTHER INCOME**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
Sublease income	9	8	13.6	33	31	7.7
Foreign exchange losses	(2)	(2)	-25.0	(17)	(5)	235.3
Other	5	3	58.8	26	19	33.5
<b>Total</b>	<b>13</b>	<b>9</b>	<b>40.7</b>	<b>42</b>	<b>45</b>	<b>-7.1</b>

Other income was up A\$4 million mainly due to sublease and other service income from co-located 3G mobile base stations.

**OTHER INCOME STATEMENT ITEMS****Depreciation and Amortisation**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
Depreciation and amortisation expense	279	282	-1.1	1,120	1,108	1.1
<i>As a percentage of operating revenue</i>	<i>12%</i>	<i>13%</i>		<i>13%</i>	<i>13%</i>	

Depreciation and amortisation expense declined 1.1% as growth from newly capitalised assets was offset by assets which have been fully depreciated during the quarter.

**Net Finance Expense**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010	2009		2010	2009	
	A\$ m	A\$ m		A\$ m	A\$ m	
Interest expense	32	28	16.6	94	137	-31.4
Interest capitalised	-	(3)	nm	(6)	(10)	-41.2
	32	25	30.8	88	127	-30.6
Interest income	(2)	(3)	-15.4	(10)	(17)	-41.7
Net interest expense	30	22	36.2	79	110	-28.9
<b>Other finance costs</b>						
Unwinding of discounts, incl adjs	(3)	1	nm	1	4	-79.1
Fair value (gain)/loss on derivatives	(1)	2	nm	(7)	7	nm
<b>Total</b>	<b>27</b>	<b>25</b>	<b>4.7</b>	<b>72</b>	<b>122</b>	<b>-40.7</b>

Net finance expense was up by 4.7% primarily due to increase in interest expense attributed to higher interest rates.

**SECTION III : OPTUS****Taxation**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
Optus' Australian income tax expense	87	83	4.9	286	253	13.1
Share of joint venture income tax expense	(2)	0	nm	(2)	(0)	nm
	85	83	2.2	284	253	12.2

The income tax expense reflected primarily the Australian statutory tax rate of 30% together with variations between accounting and taxable income.

**CASH FLOW AND CAPITAL EXPENDITURE**

	Quarter			Year		YOY Chge %
	31 Mar	31 Mar	31 Dec	31 Mar		
	2010	2009	2009	2010	2009	
	A\$ m	A\$ m	A\$ m	A\$ m	A\$ m	
<b>Net cash inflow from operating activities</b>						
Profit before tax	305	276	238	960	836	14.8
Non-cash items	308	311	293	1,200	1,239	-3.1
Operating cashflow before working capital changes	613	588	531	2,160	2,075	4.1
Changes in operating assets and liabilities	34	84	(49)	(96)	(67)	42.7
<b>Net cash inflow from operating activities</b>	<b>646</b>	<b>671</b>	<b>482</b>	<b>2,064</b>	<b>2,008</b>	<b>2.8</b>
<b>Net cash outflow from investing activities</b>						
Purchases of property, plant and equipment	(247)	(253)	(277)	(1,049)	(1,041)	0.7
Loan to STAI	(468)	(167)	(555)	(1,023)	(750)	36.3
Purchase of intangible assets and others	(83)	3	3	(75)	17	nm
	<b>(798)</b>	<b>(417)</b>	<b>(829)</b>	<b>(2,147)</b>	<b>(1,775)</b>	<b>21.0</b>
<b>Net cash inflow/ (outflow) for financing activities</b>						
Net increase/(decrease) in bank borrowings	122	(195)	285	16	(258)	nm
Proceeds from loan received on behalf of STAI	-	-	-	-	432	nm
Purchase of SingTel shares	-	*	-	(11)	(11)	-0.9
Settlement on behalf of STAI	(5)	-	(5)	(10)	-	nm
Net interest paid on borrowings and swaps	(27)	(46)	(16)	(93)	(158)	-41.3
	<b>90</b>	<b>(241)</b>	<b>264</b>	<b>(98)</b>	<b>4</b>	<b>nm</b>
<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(62)</b>	<b>13</b>	<b>(82)</b>	<b>(180)</b>	<b>238</b>	<b>nm</b>
Cash and cash equivalents at beginning	216	321	298	335	97	246.4
Cash and cash equivalents at end	<b>154</b>	<b>335</b>	<b>216</b>	<b>154</b>	<b>335</b>	<b>-54.0</b>
<b>Free cash flow</b>	<b>399</b>	<b>418</b>	<b>205</b>	<b>1,015</b>	<b>967</b>	<b>5.0</b>
<b>Cash capital expenditure to operating revenue</b>	<b>11%</b>	<b>12%</b>	<b>12%</b>	<b>12%</b>	<b>13%</b>	

Operating cash flow amounted to A\$646 million this quarter, A\$25 million lower than the same quarter last year with higher EBITDA offset by working capital movements.

Cash capital expenditure represented 11% of operating revenue this quarter, lower than the 12% in the last corresponding quarter. Free cash flow for the year grew 5.0% to A\$1.02 billion, the strongest performance in five years.

**SECTION III : OPTUS****Capital expenditure by division**

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 A\$ m	2009 A\$ m		2010 A\$ m	2009 A\$ m	
Mobile	128	128	-	536	495	8.1
Business & Wholesale fixed	38	44	-13.2	205	256	-19.8
Consumer & SMB fixed	24	23	6.1	91	107	-15.3
Other	56	58	-3.3	217	182	18.9
<b>Total</b>	<b>247</b>	<b>253</b>	<b>-2.4</b>	<b>1,049</b>	<b>1,041</b>	<b>0.7</b>

This quarter, Optus continued to invest in the expansion and enhancement of the mobile 3G and High Speed Packet Access (HSPA) network, with 52% of total capital expenditure deployed in Mobile. Of this, A\$109 million was incurred to increase the speed, capacity and coverage in metropolitan and regional areas, as Optus delivered on its commitment to deliver quality network coverage across Australia.

In Optus Business and Wholesale fixed division, capital expenditure of A\$38 million was incurred for the expansion of Customer Access, IP and core networks to support customer growth.

Consumer and SMB fixed division capital expenditure of A\$24 million primarily represented cost of new customer connections and upgrading the HFC cable network to speeds of up to 100 Mbps.

Other capital expenditure was related mainly to acquisition of Southern Cross capacity and investments to upgrade core IT systems, facilities and network infrastructure.

## **SECTION IV: ASSOCIATES/ JOINT VENTURES**

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### **FINANCIAL HIGHLIGHTS FOR THE FOURTH QUARTER ENDED 31 MARCH 2010**

- **Pre-tax profit contributions from associates at S\$565 million – up 6.4%.**
- **On a post-tax basis, earnings from associates grew 6.7% to S\$446 million and contributed 44% to the Group's underlying net profit, comparable to a year ago.**
- **The Group's combined mobile customer base<sup>7</sup> was up 2.8% or 8.0 million in the quarter to 293 million. Year-on-year, the mobile customer base was up 17% or 43 million. On a proportionate share basis, the increase was 2.7% from a quarter ago to 103 million customers.**
- **Additional impairment provision of S\$260 million on Warid in Pakistan.**

### **FOR THE YEAR ENDED 31 MARCH 2010**

- **Group's share of pre-tax profits at S\$2.41 billion – up 18%.**
- **Post-tax profit contributions from associates at S\$1.87 billion – up 16%.**
- **Total dividends received from associates of S\$954 million.**

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<sup>7</sup> Combined mobile subscriber base here refers to the total number of mobile subscribers in SingTel, Optus and the regional mobile associates.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

	Equity Int %	Quarter		YOY Chge %	Year		YOY Chge %
		31 Mar			31 Mar		
		2010	2009		2010	2009	
		S\$ m	S\$ m		S\$ m	S\$ m	
<b>Regional mobile associates</b>							
Bharti Telecom / Bharti Airtel <sup>(2)</sup> <sup>(3)</sup>	32.0						
- operating results		229	247	-7.2	941	985	-4.5
- fair value gains/(losses) <sup>(4)</sup>		15	(22)	nm	46	(114)	nm
		245	225	8.6	987	871	13.3
Telkomsel	35.0						
- operating results		201	167	20.8	916	743	23.3
- fair value gains/(losses) <sup>(4)</sup>		4	(4)	nm	24	(31)	nm
		205	163	25.8	940	712	31.9
Globe Telecom <sup>(5)</sup>	47.3						
- operating results		57	80	-28.0	227	268	-15.4
- fair value gains/(losses) <sup>(4)</sup>		3	(2)	nm	8	(11)	nm
		61	78	-22.5	235	258	-8.8
AIS <sup>(6)</sup>	21.3	53	50	4.6	215	239	-10.1
Pacific Bangladesh Telecom Ltd ("PBT")	45.0	(3)	(3)	-15.6	(13)	(23)	-43.7
Warid	30.0						
- operating results		(14)	(22)	-36.6	(59)	(87)	-31.6
- fair value gains/(losses) <sup>(4)</sup>		*	(3)	nm	(4)	(29)	-86.3
		(14)	(25)	-44.9	(63)	(116)	-45.4
		546	489	11.7	2,301	1,941	18.5
<b>Other SingTel associates</b>							
Singapore Post	25.6	12	10	17.2	50	46	8.7
Southern Cross <sup>(7)</sup>	40.0	12	8	41.0	47	21	125.6
Others		5	7	-31.9	22	23	-2.6
<b>SingTel share of ordinary results (pre-tax)</b>		574	514	11.7	2,420	2,031	19.1
<b>Optus share of ordinary results (pre-tax)</b>		*	*	nm	*	*	nm
<b>Group share of ordinary results (pre-tax)</b>		574	514	11.8	2,420	2,031	19.2
<b>Exceptional items ("EI")</b>							
Bharti - share of transaction costs for acquisitions		(10)	-	nm	(10)	-	nm
Telkomsel - recognition of prior years' frequency fees		-	-	-	-	(15)	nm
- price adjustment to PPE and other adjustments		-	8	nm	-	8	nm
Globe - gain on disposal of fixed assets as part of network upgrade		-	9	nm	-	9	nm
AIS - write back of over provision for concession rights payable		-	-	-	-	16	nm
Teletelch Park - write back of impairment charge	40.0	-	-	-	-	4	nm
<b>Group share of EI</b>		(10)	17	nm	(10)	21	nm
<b>SingTel share of pre-tax profit</b>		565	531	6.4	2,410	2,051	17.5
<b>Optus share of pre-tax profit</b>		*	*	nm	*	*	nm
<b>Group share of pre-tax profit <sup>(8)</sup></b>		565	531	6.4	2,410	2,051	17.5

**Notes:**

- (1) The accounts of the associates are prepared based on local GAAP. Where applicable, the accounting policies of the associates have been restated to ensure compliance with the Group's accounting policies.
- (2) In November 2009, the Group increased its shareholdings in Bharti from 30.43% to 32.01%.
- (3) Share of results for the year ended 31 March 2009 excluded the Group's share of Bharti's exceptional dilution gain on Infratel recorded in June 2008 quarter, which had been reclassified as exceptional item of the Group in March 2009 quarter.
- (4) Fair value gains or losses arose from mark-to-market of foreign currency liabilities, net of related hedging, if any.
- (5) In June 2008, the Group increased its shareholding in Globe from 44.47% to 47.34%.
- (6) AIS' financial year end is December. The Group equity accounted for its share of AIS' results based on the financials for the period ended 31 December 2009. One-off transactions between 1 January 2010 and 31 March 2010 which are material are also accounted by the Group in the current quarter.
- (7) Southern Cross registered higher profits from improved sales and lower depreciation.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

	Quarter				YOY Chge %	Year				YOY Chge %
	31 Mar					31 Mar				
	2010		2009			2010		2009		
	S\$ m	% <sup>(1)</sup>	S\$ m	% <sup>(1)</sup>		S\$ m	% <sup>(1)</sup>	S\$ m	% <sup>(1)</sup>	
Post-tax profit contribution										
Bharti Telecom/ Bharti Airtel <sup>(2)</sup>										
- ordinary results	211		207		2.1	857		794		8.0
- exceptional item	(10)		-		nm	(10)		-		nm
- one-off tax credit	-		-		-	-		14		nm
	201	20	207	22	-2.6	848	22	808	23	4.9
Telkomsel										
- ordinary results	152		117		30.1	682		501		36.1
- exceptional item	-		5		nm	-		(6)		nm
- one-off tax credit	-		-		-	-		22		nm
	152	15	122	13	24.8	682	17	517	15	31.8
Globe Telecom										
- ordinary results	42		54		-21.9	165		166		-0.8
- exceptional item	-		6		nm	-		6		nm
	42	4	60	6	-29.7	165	4	172	5	-4.3
AIS										
- ordinary results	36		35		2.6	148		168		-12.0
- exceptional item	-		-		-	-		11		nm
	36	4	35	4	2.6	148	4	179	5	-17.3
PBTL	(3)	**	(3)	**	-18.2	(13)	**	(23)	(1)	-43.5
Warid	(13)	(1)	(24)	(3)	-44.6	(63)	(2)	(115)	(3)	-45.5
Regional mobile associates	416	41	396	41	4.9	1,766	45	1,538	44	14.8
Other SingTel associates	28	3	22	2	28.3	106	3	79	2	35.2
SingTel share of post-tax profit	444	43	418	44	6.1	1,872	48	1,616	47	15.8
Optus share of post-tax profit	2	**	*	**	nm	3	**	*	**	nm
Group share of post-tax profit <sup>(*)</sup>	446	44	418	44	6.7	1,875	48	1,616	47	16.0

**Notes:**

- (1) The above table shows the post-tax profit contribution of the associates to the Group's underlying net profit.  
(2) The comparatives excluded the Group's share of Bharti's exceptional dilution gain on Infratel recorded in the June 2008 quarter.

The Group's share of pre-tax and post-tax profits from the associates increased 6.4% and 6.7% respectively. The growth was boosted by the significant 15% appreciation of the Indonesian Rupiah and fair value gains on mark-to-market valuations of foreign currency denominated liabilities of the associates as compared to fair value losses a year ago.

If the regional currencies had remained stable from a year ago, the overall pre-tax and post-tax profit contributions of the associates would have been stable from a year ago.

The associates contributed 44% to the Group's underlying net profit, comparable to a year ago.

For the year ended 31 March 2010, the Group's share of the associates' pre-tax and post-tax profits increased 18% and 16% respectively. The impact of currency movements year-on-year were not significant on an overall basis.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

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### *Bharti Airtel (“Bharti”)*

Bharti is India's leading private sector provider of telecommunications services, offering mobile, fixed line, long distance, broadband and enterprise services. It is listed on the National Stock Exchange and the Stock Exchange, Mumbai and is the first private telecom operator with an ‘all India’ presence offering mobile services in all 22 licenced telecom circles. Bharti is the largest mobile phone operator in India with 21.8% market share of the total wireless customer base.

On 30 March 2010, Bharti announced that it has entered into a legally binding definitive agreement with the Zain Group to acquire its African mobile operations in 15 countries with a total customer base of over 42 million.

This quarter, the Group's share of Bharti's pre-tax operating profit including Airtel Bangladesh's loss for the month of March 2010 (before fair value adjustments) fell 8.1% year-on-year in Indian Rupee terms. The acquisition of 70% interest in Bangladesh was completed in February 2010. Despite the continued high competitive intensity in India, Bharti's revenue rose 2%, crossing the 100,000 million Indian Rupee mark for the first time. The success of plans such as Freedom (per-second billing), Airtel Advantage (50 paisa per minute) and Turbo (which reduces roaming rates by 60%) have allowed Bharti to recapture and grow the total mobile traffic by a robust 32% from a year ago. The lower tariffs caused ARPU decline of 28% against the same quarter last year.

Compared to the third quarter, pre-tax operating profit grew an encouraging 3.9%, underpinned by an increase of 13% in total mobile traffic.

Bharti recorded fair value gains on mark-to-market valuation of its foreign currency denominated liabilities as the Indian Rupee strengthened against the US Dollar and Japanese Yen. The Group's share of the fair value gains amounted to S\$15 million, compared to losses of S\$22 million a year ago.

In this quarter, Bharti expensed transaction costs related to its acquisitions. The Group's share of this exceptional expenditure amounted to S\$9.6 million. Including the fair value adjustments and exceptional items, overall pre-tax profit contribution from Bharti amounted to S\$235 million, up 4.3% from a year ago.

On a post-tax basis, profit from Bharti was down 2.6% to S\$201 million, contributing 20% of the Group's underlying net profit, 2 percentage points lower than a year ago.

In India, Bharti added 8.8 million mobile customers this quarter, up from 8.4 million in the preceding quarter. With a total mobile customer base of 127.6 million as at 31 March 2010, market share was 21.8%, down 0.8 percentage point from a quarter ago.

On 12 November 2009, SingTel acquired 730,000 equity shares in Bharti Telecom Limited, which holds 45.4% of the share capital of Bharti. This acquisition represents 1.5% effective incremental stake in Bharti. The purchase consideration will be INR 18,073 million to INR 30,084 million, payable in cash. In this quarter, SingTel assessed and recorded the fair value of this investment. Any material differences in fair value before settlement will be taken to profit or loss. The determination of the final purchase consideration is based on the prevailing Bharti share price in May 2011, in accordance with the terms of the share purchase agreement. Any realised difference between the final consideration at settlement date and fair value as recorded in the books will be taken to profit or loss.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

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### *PT Telekomunikasi Selular (“Telkomsel”)*

Telkomsel is the leading operator of cellular telecommunications services in Indonesia with over 32,000 radio base stations (including 3G Node B) providing nationwide coverage.

Operating revenue was up 9% on a higher mobile customer base. Depreciation charge, however, increased 21% due to higher capex spending on network rollout and the shortening of useful life of certain infrastructure and supporting facilities assets in the preceding December 2009 quarter. Consequently, the Group's share of Telkomsel's pre-tax operating profit (before fair value adjustments) was up only 3.3% in Indonesian Rupiah terms.

Including the fair value adjustments, the Group's share of Telkomsel's profit in Singapore Dollar terms increased by 26% or S\$42 million, lifted by the strong Indonesian Rupiah which appreciated by a significant 15% against the Singapore Dollar.

Compared to the preceding quarter, the Group's share of operating profit in Indonesian Rupiah terms fell 17% due mainly to the 10% decline in operating revenue with seasonality trends and stiff competition.

On a post-tax basis, Telkomsel's contribution for the quarter increased 25% to S\$152 million, constituting 15% of the Group's underlying net profit, up 2 percentage points from a year ago.

Telkomsel added 307,000 mobile customers this quarter, down from 1.9 million in the preceding quarter amid market competition. Consequently, Telkomsel's market share fell to approximately 46.2% as at 31 March 2010, down 2.8 percentage points from a quarter ago. Total mobile customer base stood at 82.0 million, up 14% or 9.8 million from a year ago.

Telkomsel continued to expand its network, deploying around 1,300 radio base stations (including 3G Node B) in the quarter, compared to 1,200 installed in the preceding quarter.

### *Globe Telecom, Inc (“Globe”)*

Globe is the second largest mobile communications service provider in the Philippines and is listed on the Philippine Stock Exchange.

In Philippine Peso terms, Globe's pre-tax operating profit (before fair value adjustments) declined 26% from a year ago but was up 8.2% against the preceding quarter.

Year-on-year, operating revenue fell 4% due to keen competition and growing multi-SIM usage. The market's increasing preference for bucket and unlimited offerings have also exerted pressure on mobile revenue. However, broadband revenue was up a strong 84% on robust broadband customer growth. Corporate data business also gained traction and grew 16% from a year ago. Operating expenses increased 10% on higher broadband related expenses.

In Singapore Dollar terms, the Group's share of pre-tax operating profit fell 28% as the Peso weakened 4% against the Singapore Dollar. Including the fair value adjustments, the Group's share of pre-tax profit declined 23% year-on-year to S\$61 million.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

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With lower profits, Globe contributed 4% to the Group's underlying net profit, 2 percentage points lower than a year ago.

Globe added 645,000 mobile customers in the current quarter, up from 117,000 in the preceding quarter. As at 31 March 2010, its mobile customer base was 23.9 million, down 7.2% or 1.8 million from a year ago.

### ***Advanced Info Service ("AIS")***

AIS is the largest mobile communications operator in Thailand. As at 31 March 2010, it was the fifth largest listed company on the Stock Exchange of Thailand in terms of market capitalisation.

AIS' pre-tax profit contribution for its fourth quarter ended 31 December 2009 was up 4.9% year-on-year in Thai Baht terms. Service revenue (net of interconnect) grew 3%, reflecting stable conditions in the December 2009 quarter. EBITDA margin improved 3.8 percentage points from cost control measures. In Singapore Dollar terms, the Group's share of AIS' pre-tax profit was up 4.6% to S\$53 million with the Thai Baht stable against the Singapore Dollar.

In Thai Baht terms, AIS' pre-tax contribution was stable compared to the preceding quarter.

AIS' post-tax profit contributed 4% to the Group's underlying net profit, comparable to a year ago.

In the March 2010 quarter, AIS added 736,000 million mobile customers, up from 491,000 in the preceding quarter. Year-on-year, AIS' customer base grew 7.0% or 1.9 million to 29.5 million. As at 31 March 2010, AIS' market share was 44.4%, up 0.3 percentage point from a quarter ago.

### ***Pacific Bangladesh Telecom Limited ("PBTL")***

PBTL is the only CDMA operator in Bangladesh.

The Group's share of PBTL's losses decreased 16%, attributable to decline in subscriber acquisition costs on lower handset subsidies. EBITDA was positive for the fourth consecutive quarter.

Against the preceding quarter, the Group's share of losses decreased 23% due to one-off loan restructuring fees recorded in the preceding quarter.

As at 31 March 2010, PBTL's total mobile customer base was 1.9 million, down 2% or 40,000 from a quarter ago due to competitive pressures.

**SECTION IV : ASSOCIATES/ JOINT VENTURES**

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***Warid Telecom (Private) Limited (“Warid”)***

Warid is the fourth largest mobile operator in Pakistan. It launched its services in May 2005 and has a 15-year licence to operate GSM-mobile services in Pakistan, Azad Jammu and Kashmir, and the Northern areas.

The Group's share of pre-tax operating losses (before fair value losses) of Warid declined 19% in Pakistani Rupee terms. Operating revenue was up 7% while operating expenses declined 14% on cost management measures. In Singapore Dollar terms, with the 14% depreciation of the Pakistani Rupee against the Singapore Dollar, the Group's share of the losses fell 37% to S\$14 million.

Including the Group's share of Warid's fair value losses of S\$3 million in the same quarter last year, the overall pre-tax losses declined 45%.

Against the preceding quarter, the Group's share of pre-tax losses from Warid decreased by 12% or S\$2 million on lower operating expenses and fair value gain compared to losses in the preceding quarter.

Warid's total mobile customer base stood at 16.3 million as at 31 March 2010, 14% or 2.6 million lower than a quarter ago as it deactivated 2.7 million customers from its system, in compliance with regulatory requirements. Excluding the one-time deactivation, Warid added 149,000 customers during the quarter.

The Group made additional impairment provision of S\$260 million for Warid during the quarter resulting from its review of the carrying value of the associates.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

### PROFORMA INFORMATION

The following tables show unaudited proforma proportionate financial information which has been derived from the Income Statements of the Group prepared on a statutory basis.

Proportionate presentation is not required by Singapore GAAP and is not intended to replace the financial statements prepared in accordance with Singapore GAAP. However, since the associates are not consolidated on a line by line basis, proportionate information is provided as supplemental data to facilitate a better appreciation of the relative contribution from the Group's operations in Australia, Singapore and other regional markets.

Proportionate operating revenue	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Group operating revenue						
Singapore Business	1,640	1,453	12.8	5,995	5,547	8.1
Optus	2,831	2,113	34.0	10,876	9,387	15.9
	4,471	3,566	25.4	16,871	14,934	13.0
Proportionate share of operating revenue of associates						
Regional mobile associates	1,560	1,448	7.7	6,170	5,911	4.4
Singapore associates	59	56	3.9	235	227	3.5
Other overseas associates	36	30	19.3	138	113	22.3
	1,655	1,535	7.8	6,543	6,250	4.7
Enlarged revenue	6,125	5,100	20.1	23,414	21,185	10.5
% of overseas revenue to enlarged revenue	72%	70%		73%	73%	

In the quarter, overseas revenue contributed 72% to the Group's enlarged revenue, 2 percentage points higher against the corresponding quarter as the Australian Dollar and Indonesian Rupiah strengthened against the Singapore Dollar.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

Proportionate EBITDA <sup>(1)</sup>	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
<b>Operational EBITDA</b>						
Singapore Business	579	578	0.1	2,293	2,162	6.1
Optus	774	587	32.0	2,623	2,321	13.0
Group and Int'l business net corporate costs	(17)	(15)	12.3	(69)	(52)	34.2
	<b>1,336</b>	<b>1,150</b>	<b>16.2</b>	<b>4,847</b>	<b>4,431</b>	<b>9.4</b>
<b>Proportionate share of EBITDA of associates</b>						
Regional mobile associates	899	818	10.0	3,660	3,246	12.8
Singapore associates	19	21	-8.7	85	83	1.8
Other overseas associates	30	24	27.8	113	90	26.0
	<b>949</b>	<b>862</b>	<b>10.0</b>	<b>3,858</b>	<b>3,419</b>	<b>12.9</b>
<b>Total proportionate EBITDA</b>	<b>2,285</b>	<b>2,012</b>	<b>13.6</b>	<b>8,705</b>	<b>7,850</b>	<b>10.9</b>
<b>Overseas EBITDA as a % to total EBITDA</b>	<b>75%</b>	<b>71%</b>		<b>73%</b>	<b>72%</b>	
<b>Contributions to total proportionate EBITDA</b>						
Regional mobile associates	39%	41%		42%	41%	
Australia	34%	29%		30%	30%	
Singapore	25%	29%		27%	28%	
Others	1%	1%		1%	1%	
	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	

**Note:**

(1) Proportionate EBITDA represents the Group's effective interests in the respective entities' EBITDA. As such, proportionate EBITDA does not represent EBITDA available to the Group.

Through its investments in key markets overseas, the Group has diversified its earnings base. Overseas operations contributed 75% to proportionate EBITDA, up 4 percentage points from a year ago.

Proportionate share of mobile customers <sup>(1)</sup>	Total Number			Prorata Number		
	31 Mar	31 Dec	31 Mar	31 Mar	31 Dec	31 Mar
	2010	2009	2009	2010	2009	2009
<b>(In 000s)</b>						
SingTel Mobile	3,116	3,181	2,976	3,116	3,181	2,976
Optus	8,498	8,244	7,789	8,498	8,244	7,789
	<b>11,614</b>	<b>11,425</b>	<b>10,765</b>	<b>11,614</b>	<b>11,425</b>	<b>10,765</b>
<b>Regional Mobile Associates</b>						
- Bharti	127,619	118,864	93,923	39,849	37,126	27,962
- Telkomsel	81,950	81,643	72,133	28,683	28,575	25,247
- AIS	29,509	28,773	27,582	6,291	6,134	5,889
- Globe	23,890	23,245	25,737	11,309	11,004	12,184
- Warid	16,276	18,847	17,376	4,883	5,654	5,213
- PBTL	1,909	1,949	1,874	859	877	843
	<b>281,153</b>	<b>273,321</b>	<b>238,624</b>	<b>91,874</b>	<b>89,370</b>	<b>77,338</b>
<b>Group</b>	<b>292,767</b>	<b>284,746</b>	<b>249,389</b>	<b>103,488</b>	<b>100,795</b>	<b>88,103</b>

**Note:**

(1) Proportionate share of mobile customers represents the number of mobile customers of an associate multiplied by the Group's effective percentage ownership in the venture at the respective dates.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

Bharti's customer base constituted 44% of the Group's combined mobile customer base as at 31 March 2010, up 6 percentage points from 38% a year ago.

As at 31 March 2010, the Group's combined mobile customer base rose 2.8% or 8.0 million to 293 million from a quarter ago. Year-on-year, the total customer base was up 17% or 43 million. On a proportionate share basis, the increase was 2.7% to 103 million mobile customers from a quarter ago.

### CASH DIVIDENDS RECEIVED FROM ASSOCIATES/ JOINT VENTURES <sup>(1)</sup>

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
<b>Regional mobile associates</b>						
Telkomsel <sup>(2)</sup>						
- final dividend FY 2008 / FY 2007	55	-	nm	447	534	-16.4
Globe <sup>(3)</sup>						
- second dividend FY 2008 / FY 2007	-	-	-	60	72	-17.3
- first dividend FY 2009 / FY 2008	76	63	21.0	76	63	21.0
- special dividend FY 2009 / FY 2008	-	-	-	92	96	-4.3
	76	63	21.0	228	231	-1.5
AIS <sup>(4)</sup>						
- interim dividend FY 2009 / FY 2008	-	-	-	80	79	1.9
- final dividend FY 2008 / FY 2007	-	-	-	89	90	-1.6
	-	-	-	169	169	0.1
Bharti <sup>(5)</sup>						
- final dividend FY 2009	-	-	-	18	-	nm
	132	63	108.7	861	934	-7.8
<b>Other associates</b>						
Southern Cross <sup>(6)</sup>	11	27	-59.1	44	86	-48.3
SingPost	6	6	-	31	31	-
Others	1	2	-62.5	17	17	0.6
<b>Total</b>	<b>150</b>	<b>99</b>	<b>51.3</b>	<b>954</b>	<b>1,068</b>	<b>-10.7</b>

#### Notes:

- (1) The cash dividends received from overseas associates as stated here are before related tax payments.
- (2) Telkomsel declared a full year dividend of 80% on net profit for its 2008 financial year (FY 2007: 85%). The Group's share of the final dividend is S\$447 million, of which S\$392 million and S\$55 million were received in the September 2009 and March 2010 quarter respectively.
- (3) On 6 November 2009, Globe's Board approved, with effect from 2010, an increase in the ordinary dividend payout ratio to 75% to 90% of prior year's net profit, payable semi-annually in March and September of each year. The Group received its share of the first semi-annual dividend for 2009 financial year in March 2010.
- (4) AIS' dividend policy is to pay dividend of not less than 40% of its consolidated net profit, provided that there is no default of principal or interest payment on its debentures. The dividend payout ratio will also depend on AIS' cash flow and investment requirements and it shall not exceed its retained earnings. AIS declared a full year dividend of 114% on net profit for its 2009 financial year (FY 2008: 114%). S\$80 million of interim dividends in respect of FY 2009 was received in the September 2009 quarter. AIS declared a special dividend in April 2010. The Group received its share of the final and special dividends of S\$89 million and S\$134 million respectively in early May 2010.
- (5) Bharti does not have a fixed dividend policy.
- (6) Southern Cross does not have a fixed dividend policy.

The total dividends received from the associates for the quarter was up 51% to S\$150 million largely due to timing difference in Telkomsel's dividend payment schedule.

## SECTION IV : ASSOCIATES/ JOINT VENTURES

## KEY OPERATIONAL DATA

	Bharti	Telkomsel	Globe	AIS	PBTL	Warid
<b>SingTel's investment:</b>						
Year of initial investment	<b>2000</b>	<b>2001</b>	<b>1993</b>	<b>1999</b>	<b>2005</b>	<b>2007</b>
Effective shareholding (%)	32.0%	35.0%	47.3%	21.3%	45.0%	30.0%
Investment to date	S\$2.23 bil	S\$1.93 bil	S\$1.02 bil	S\$870 mil	S\$238 mil	S\$1.29 bil
Closing market share price <sup>(1)</sup>	INR 312	NA	PHP 1,000	THB 86.25 <sup>(6)</sup> THB 85.25 <sup>(7)</sup>	NA	NA
Market capitalisation						
- Total	S\$36.84 bil	NA	S\$4.10 bil	S\$11.01 bil	NA	NA
- SingTel holding	S\$11.79 bil	NA	S\$1.94 bil	S\$2.34 bil	NA	NA
<b>Operational Performance :</b>						
Mobile penetration rate <sup>(2)</sup>	50%	75%	80%	103%	33%	59%
Market share, 31 Mar 2010 <sup>(2)</sup>	21.8%	46.2%	NAV	44.4%	3.5%	16.8%
Market share, 31 Dec 2009 <sup>(3)</sup>	22.6%	49.0%	31.1%	44.1%	3.7%	19.3%
Market position <sup>(2) (4)</sup>	#1	#1	#2	#1	#5	#4
Mobile subs ('000)						
- Aggregate	127,619	81,950	23,890	29,509	1,909	16,276
- Proportionate	39,849	28,683	11,309	6,291	859	4,883
Growth in mobile subs (%) <sup>(5)</sup>	36%	14%	-7.2%	7.0%	1.9%	-6.3%
Credit ratings						
- Sovereign (Moody's/ S&P's)	Baa3/BBB-	Ba2/BB	Ba3/BB-	Baa1/BBB+	Ba3/NA	B3/B-
- Company (Moody's/ S&P's)	NA/BBB-	NA/BBB-	NA	NA/A-	NA	NA

**Notes:**

- (1) Based on closing market price on 31 March 2010, in local currency.
- (2) Based on actual or estimated data available as at 31 March 2010. Mobile penetration rate for Philippines is as at 31 December 2009, which is the latest available data.
- (3) Based on actual data a quarter ago.
- (4) Based on number of mobile customers.
- (5) Compared against 31 March 2009 and based on aggregate mobile customers.
- (6) Based on local market price quoted on the Stock Exchange of Thailand.
- (7) Based on foreign market price quoted on the Stock Exchange of Thailand.
- NA Denotes not applicable.
- NAV Denotes not available.

Please refer to **Appendix 3** for the currency rate movements of the major associates.

**SECTION V : GLOSSARY**

<b>“ACCC”</b>	Australian Competition And Consumer Commission.
<b>“ARPU”</b>	Average revenue per user.
<b>“Associate”</b>	An associated or a joint venture company under Singapore Financial Reporting Standard.
<b>“DEL”</b>	Direct exchange lines, which are telephone lines connected directly to a telephone switch.
<b>“EI”</b>	Exceptional items, which refer to items of income or expense within profit or loss from ordinary activities that are of such size, nature or incidence that their separate disclosure is considered necessary to explain the performance for the financial period.
<b>“EBIT”</b>	Earnings before interest and tax.
<b>“EBITDA”</b>	Earnings before interest, tax, depreciation and amortisation.
<b>“EPS”</b>	Earnings per share.
<b>“FRS”</b>	Financial Reporting Standard.
<b>“Free Cash Flow”</b>	Free cash flow refers to cash flow from operating activities less cash capital expenditure.
<b>“GDP”</b>	Gross Domestic Product.
<b>“HFC”</b>	Hybrid fibre coaxial cable, a system that has the potential to deliver voice, video and data via fibre optic cable for long haul transmission and via coaxial cable for short haul transmission.
<b>“ICT”</b>	Infocomm Technology.
<b>“IP”</b>	Internet protocol.
<b>“IP VPN”</b>	Internet Protocol Virtual Private Network.
<b>“MMS”</b>	Multimedia messaging service.
<b>“MOU”</b>	Minutes of use per subscriber.
<b>“NA”</b>	Not applicable.
<b>“ND”</b>	Not disclosed.
<b>“NCS”</b>	NCS Pte Ltd, SingTel's wholly-owned subsidiary, and its subsidiaries.
<b>“NM”</b>	Not meaningful.
<b>“OpenNet”</b>	OpenNet Pte Ltd, the Netco for Singapore's Next Generation National Broadband Network, which SingTel has a 30% equity interest.
<b>“Optus”</b>	SingTel Optus Pty Limited, SingTel's wholly-owned subsidiary, and its subsidiaries.
<b>“Operational EBITDA”</b>	EBITDA (see above) before the share of pre-tax results of the associates.
<b>“Operational EBITDA margin”</b>	Ratio of operational EBITDA over operating revenue.
<b>“SAI”</b>	SingTel Australia Investment Ltd, SingTel's wholly-owned subsidiary, which has 100% equity interest in Singapore Telecom Australia Investments Pty Limited (“STAI”).
<b>“SCS”</b>	SCS Computer Systems Pte. Ltd. (formerly known as Singapore Computer Systems Limited), a wholly-owned subsidiary of NCS, and its subsidiaries.
<b>“STAI”</b>	Singapore Telecom Australia Investments Pty Limited, which has 100% equity interest in Optus.
<b>“SMB”</b>	Small and medium sized business.
<b>“SMS”</b>	Short message service.
<b>“Singapore”</b>	Unless expressly stated, the term refers to SingTel Group excluding Optus and the associates.
<b>“Singapore Business”</b>	Comprised both the Singapore Telco and IT businesses.
<b>“SME”</b>	Refers to small-medium businesses.
<b>“ULL”</b>	Unbundled Local Loop.
<b>“Underlying net profit”</b>	Defined as net profit before exceptional items and exchange differences on capital reductions of certain overseas subsidiaries, net of hedging, as well as significant exceptional items of associates.

**GROUP SUMMARY INCOME STATEMENTS**  
**For The Fourth Quarter Ended 31 March 2010**

	Quarter							YOY Chge %
	31 Mar							
	2010			2010		2010	2009	
	Singapore S\$ m	SingTel Asso/JV S\$ m	Corp S\$ m	SingTel S\$ m	Optus S\$ m	Group S\$ m	Group S\$ m	
Operating revenue	1,640	-	-	1,640	2,831	4,471	3,566	25.4
Operating expenses	(1,069)	-	(20)	(1,089)	(2,073)	(3,162)	(2,442)	29.5
Other income	571	-	(20)	551	758	1,309	1,124	16.4
	8	-	3	11	16	27	26	7.5
Operational EBITDA	579	-	(17)	562	774	1,336	1,150	16.2
- EBITDA margin	35.3%	-	nm	34.3%	27.3%	29.9%	32.2%	
Grp & Int'l business net corp costs	(17)	-	17	-	-	-	-	-
Share of results of associates								
Regional mobile associates	-	546	-	546	-	546	489	11.7
Other associates	-	28	-	28	*	28	25	12.0
- ordinary operations	-	574	-	574	*	574	514	11.8
- exceptional items	-	(10)	-	(10)	-	(10)	17	nm
	-	565	-	565	*	565	531	6.4
EBITDA	562	565	-	1,127	774	1,901	1,680	13.1
Depreciation & amortisation	(134)	-	-	(134)	(354)	(487)	(413)	17.9
EBIT	428	565	-	993	421	1,413	1,267	11.6
Net finance expense <sup>(1)</sup>								
- net interest expense	(50)	-	(10)	(60)	(35)	(95)	(73)	30.5
- other finance (expense)/ income	(6)	-	(7)	(13)	1	(12)	4	nm
	(56)	-	(17)	(73)	(34)	(107)	(68)	56.7
Profit before exceptional items	373	565	(17)	920	387	1,307	1,199	9.0
Exceptional items	(7)	-	*	(7)	-	(7)	(105)	-93.3
Profit before tax	365	565	(17)	913	387	1,300	1,094	18.8
Taxation								
- current and deferred taxes	(25)	-	-	(25)	(108)	(133)	(109)	21.3
- exceptional tax credit	-	-	-	-	-	-	49	nm
- share of taxes of associates	-	(121)	-	(121)	-	(121)	(112)	7.6
- withholding and other taxes <sup>(2)</sup>	-	-	(32)	(32)	-	(32)	(18)	77.5
	(25)	(121)	(32)	(177)	(108)	(285)	(191)	49.4
Profit after tax	341	444	(48)	736	279	1,015	904	12.3
Minority interests	1	-	-	1	-	1	*	nm
Net profit	341	444	(48)	737	279	1,015	903	12.4
Net profit	341	444	(48)	737	279	1,015	903	12.4
Exclude :								
Exceptional items	7	-	*	7	-	7	105	-93.3
Exceptional tax credit	-	-	-	-	-	-	(49)	nm
Underlying net profit	349	444	(48)	744	279	1,022	959	6.6

**Notes:**

- (1) Net finance expense of S\$17 million for the current quarter was classified under 'Corporate' segment'. It comprised mainly unrealised exchange loss on the Group's foreign currency payable in respect of the additional acquisition in Bharti Telecom Limited in November 2009, and accelerated amortisation of upfront arrangement fees on early repayment of a loan.
- (2) This comprised withholding taxes deducted at source or dividend distribution taxes paid by certain associates when dividends are remitted by the overseas associates. For accounting purpose, the dividend income and related withholding and other taxes are accrued when declared by the associates. Dividend income has no impact on the income statement of the Group as they are eliminated at Group. The cash inflows upon the receipt of dividend are shown in **Section IV**.

**GROUP SUMMARY INCOME STATEMENTS**  
**For The Financial Year Ended 31 March 2010**

	Year							YOY Chge %
	31 Mar							
	2010			2010		2010	2009	
	Singapore S\$ m	SingTel Asso/JV S\$ m	Corp S\$ m	SingTel S\$ m	Optus S\$ m	Group S\$ m	Group S\$ m	
Operating revenue	5,995	-	-	5,995	10,876	16,871	14,934	13.0
Operating expenses	(3,743)	-	(73)	(3,815)	(8,304)	(12,119)	(10,595)	14.4
Other income	2,252	-	(73)	2,180	2,572	4,752	4,339	9.5
	41	-	3	44	51	95	92	2.8
Operational EBITDA	2,293	-	(69)	2,224	2,623	4,847	4,431	9.4
- EBITDA margin	38.2%	-	nm	37.1%	24.1%	28.7%	29.7%	
Grp & Int'l business net corp costs	(69)	-	69	-	-	-	-	-
Share of results of associates								
Regional mobile associates	-	2,301	-	2,301	-	2,301	1,941	18.5
Other associates	-	119	-	119	*	119	89	33.2
- ordinary operations	-	2,420	-	2,420	*	2,420	2,031	19.2
- exceptional items	-	(10)	-	(10)	-	(10)	21	nm
	-	2,410	-	2,410	*	2,410	2,051	17.5
EBITDA	2,224	2,410	-	4,633	2,623	7,257	6,482	11.9
Depreciation & amortisation	(518)	-	-	(518)	(1,360)	(1,878)	(1,733)	8.4
EBIT	1,705	2,410	-	4,115	1,263	5,379	4,750	13.2
Net finance expense								
- net interest expense	(201)	-	(11)	(212)	(97)	(309)	(326)	-5.2
- other finance (expense)/ income	(22)	-	(14)	(36)	10	(25)	14	nm
	(223)	-	(25)	(248)	(87)	(334)	(312)	7.1
Profit before exceptional items	1,483	2,410	(25)	3,868	1,177	5,044	4,437	13.7
Exceptional items	(5)	-	3	(2)	-	(2)	(56)	-96.0
Profit before tax	1,478	2,410	(22)	3,866	1,177	5,042	4,382	15.1
Taxation								
- current and deferred taxes	(136)	-	-	(136)	(351)	(486)	(441)	10.3
- exceptional tax credit	-	-	-	-	-	-	49	nm
- share of taxes of associates	-	(538)	-	(538)	3	(535)	(435)	23.0
- withholding and other taxes	-	-	(114)	(114)	-	(114)	(105)	8.4
	(136)	(538)	(114)	(788)	(348)	(1,136)	(933)	21.7
Profit after tax	1,342	1,872	(136)	3,078	829	3,907	3,449	13.3
Minority interests	1	-	-	1	-	1	(1)	nm
Net profit	1,343	1,872	(136)	3,079	829	3,907	3,448	13.3
Net profit	1,343	1,872	(136)	3,079	829	3,907	3,448	13.3
Exclude :								
Exceptional items	5	-	(3)	2	-	2	56	-96.0
Exceptional tax credit	-	-	-	-	-	-	(49)	nm
Underlying net profit	1,348	1,872	(139)	3,081	829	3,910	3,455	13.1

	Quarter	YOY		Year	YOY	
	31 Mar	Change	Change in constant currency <sup>1</sup>	31 Mar	Change	Change in constant currency <sup>1</sup>
	2010			2010		
	S\$ m			S\$ m		
<b>Operating revenue</b>	<b>4,471</b>	<b>25.4</b>	<b>8.9</b>	<b>16,871</b>	<b>13.0</b>	<b>7.9</b>
Operating expenses	(3,162)	29.5	11.8	(12,119)	14.4	9.2
	1,309	16.4	2.4	4,752	9.5	4.9
Other income	27	7.5	-5.9	95	2.8	-0.2
<b>Operational EBITDA</b>	<b>1,336</b>	<b>16.2</b>	<b>2.2</b>	<b>4,847</b>	<b>9.4</b>	<b>4.8</b>
<b>-EBITDA margin</b>	<b>29.9%</b>	<b>-2.3</b>	<b>-1.9</b>	<b>28.7%</b>	<b>-1.0</b>	<b>-0.9</b>
<b>Share of results of associates</b>						
- Bharti	245	8.6	7.5	987	13.3	17.9
- Telkomsel	205	19.7	7.6	940	31.9	29.0
- Globe	61	-30.1	-19.8	235	-8.8	-6.0
- AIS	53	4.6	4.9	215	-10.1	-10.3
- PBTL	(3)	-15.6	-8.4	(13)	-43.7	-43.3
- Warid	(14)	-44.9	-36.8	(63)	-45.4	-39.4
Regional mobile associates	546	11.7	5.2	2,301	18.5	19.9
Other associates	28	12.0	12.0	119	33.2	33.2
- ordinary operations	574	11.8	5.6	2,420	19.2	20.4
- exceptional items	(10)	nm	nm	(10)	nm	nm
	565	6.4	0.4	2,410	17.5	18.8
<b>EBITDA</b>	<b>1,901</b>	<b>13.1</b>	<b>1.7</b>	<b>7,257</b>	<b>11.9</b>	<b>9.2</b>
Depreciation & amortisation	(487)	17.9	0.1	(1,878)	8.4	3.2
<b>EBIT</b>	<b>1,413</b>	<b>11.6</b>	<b>2.2</b>	<b>5,379</b>	<b>13.2</b>	<b>11.4</b>
Net finance expense	(107)	56.7	46.1	(334)	7.1	5.5
<b>Profit before exceptional items</b>	<b>1,307</b>	<b>9.0</b>	<b>-0.3</b>	<b>5,044</b>	<b>13.7</b>	<b>11.8</b>
Exceptional items	(7)	-93.3	-93.3	(2)	-96.0	-96.0
<b>Profit before tax</b>	<b>1,300</b>	<b>18.8</b>	<b>8.6</b>	<b>5,042</b>	<b>15.1</b>	<b>13.2</b>
Taxation	(285)	49.4	33.9	(1,136)	21.7	18.7
<b>Profit after tax</b>	<b>1,015</b>	<b>12.3</b>	<b>3.2</b>	<b>3,907</b>	<b>13.3</b>	<b>11.7</b>
Minority interests	1	nm	nm	1	nm	nm
<b>Net profit</b>	<b>1,015</b>	<b>12.4</b>	<b>3.3</b>	<b>3,907</b>	<b>13.3</b>	<b>11.7</b>
<b>Net profit</b>	<b>1,015</b>	<b>12.4</b>	<b>3.3</b>	<b>3,907</b>	<b>13.3</b>	<b>11.7</b>
Exclude:						
Exceptional items	7	-93.3	-93.3	2	-96.0	-96.0
Exceptional tax credit	-	nm	nm	-	nm	nm
<b>Underlying net profit</b>	<b>1,022</b>	<b>6.6</b>	<b>-2.0</b>	<b>3,910</b>	<b>13.1</b>	<b>11.6</b>

**Note:**

- (1) Assuming constant exchange rates for the Australian Dollar and/ or regional currencies (Bangladesh Taka, Indian Rupee, Indonesian Rupiah, Pakistani Rupee, Philippine Peso and Thai Baht) from the corresponding periods ended 31 March 2009.

**GROUP STATEMENTS OF FINANCIAL POSITION**

	<b>As at</b>		
	<b>31 March 2010</b>	<b>31 Dec 2009</b>	<b>31 Mar 2009</b>
	<b>(Audited)</b>	<b>(Unaudited)</b>	<b>(Audited)</b>
	<b>S\$ million</b>	<b>S\$ million</b>	<b>S\$ million</b>
<b>Current assets</b>			
Cash and cash equivalents	1,614	1,615	1,076
Trade and other receivables	3,172	2,981	2,532
Financial assets at fair value through profit or loss	-	*	11
Derivative financial instruments	13	12	2
Inventories	346	461	173
	<b>5,144</b>	<b>5,070</b>	<b>3,794</b>
<b>Non-current assets</b>			
Property, plant and equipment	10,750	10,273	9,123
Intangible assets	10,200	10,085	10,027
Associated companies	279	532	669
Joint venture companies	10,133	9,499	7,990
Available-for-sale investments	256	253	236
Derivative financial instruments	176	209	461
Deferred tax assets	890	951	806
Other non-current receivables	124	139	148
	<b>32,807</b>	<b>31,940</b>	<b>29,461</b>
<b>Total assets</b>	<b>37,952</b>	<b>37,010</b>	<b>33,255</b>
<b>Current liabilities</b>			
Trade and other payables	4,650	3,940	3,268
Provision	18	17	17
Current tax liabilities	339	319	340
Interim dividend payable	-	988	-
Borrowings (unsecured)	1,513	737	1,427
Borrowings (secured)	15	18	6
Derivative financial instruments	300	284	44
	<b>6,835</b>	<b>6,304</b>	<b>5,103</b>
<b>Non-current liabilities</b>			
Borrowings (unsecured)	5,328	6,172	6,048
Borrowings (secured)	23	17	14
Advance billings	629	563	533
Deferred income	29	31	34
Derivative financial instruments	941	866	563
Deferred tax liabilities	295	333	308
Other non-current liabilities	356	317	153
	<b>7,601</b>	<b>8,298</b>	<b>7,652</b>
<b>Total liabilities</b>	<b>14,436</b>	<b>14,602</b>	<b>12,754</b>
<b>Net assets</b>	<b>23,516</b>	<b>22,408</b>	<b>20,500</b>
<b>Share capital and reserves</b>			
Share capital	2,616	2,614	2,606
Reserves	20,877	19,771	17,871
<b>Equity attributable to shareholders of the Company</b>	<b>23,493</b>	<b>22,384</b>	<b>20,476</b>
Minority interests	23	24	24
<b>Total equity</b>	<b>23,516</b>	<b>22,408</b>	<b>20,500</b>

**CURRENCY RISK MANAGEMENT & OTHER MATTERS**

The Group maintains a policy of hedging all known foreign currency exposures related to commercial commitments or transactions. These commitments or transactions include payment of operating expenses, traffic settlement, capital expenditure, interest and debt. Translation risks of foreign currency EBITDA and net investments are not hedged unless specifically approved by the Board.

Financial instruments such as foreign currency forward contracts and cross currency swaps are used only to hedge underlying commercial exposures and are not held or sold for speculative purposes. All hedging transactions are reviewed regularly.

To minimise the adverse impact of foreign exchange movements on the Group's financial position, the Group determines the appropriate debt currency mix by matching it to the currency mix of the Group's underlying cash flows.

Debt Currency Mix	As at		
	31 Mar	31 Dec	31 Mar
	2010	2009	2009
SGD	60%	62%	66%
AUD	40%	38%	34%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

The debt currency mix is constantly being reviewed and aligned with the Group's cash flows.

**CREDIT RATINGS**

As at 31 Mar 2010	SingTel	Optus
Standard & Poor's	A+ (stable)	A+ (stable)
Moody's Investors Service	Aa2 (stable)	Aa3 (stable)

**MAJOR CURRENCY AVERAGE EXCHANGE RATES**

1 Australian Dollar buys:	Q1	Q2	Q3	Q4	H1	H2	Full Year
Derived weighted average exchange rate <sup>(1)</sup> for:							
Operating revenue							
<u>SGD</u>							
FY09/10	1.1213	1.1998	1.2681	1.2686	1.1608	1.2683	1.2153
FY08/09	1.2895	1.2394	0.9980	1.0045	1.2638	1.0012	1.1281
Change (last corresponding period)	-13.0%	-3.2%	27.1%	26.3%	-8.2%	26.7%	7.7%
Underlying net profit							
<u>SGD</u>							
FY09/10	1.1298	1.2057	1.2677	1.2691	1.1695	1.2685	1.2259
FY08/09	1.2911	1.2096	0.9951	1.0047	1.2499	1.0006	1.1065
Change (last corresponding period)	-12.5%	-0.3%	27.4%	26.3%	-6.4%	26.8%	10.8%

**Note:**

(1) The monthly income statement of Optus is translated from Australian Dollar to Singapore Dollar based on the average exchange rate for the month. These rates represent the derived weighted average exchange rates for the Australian Dollar for the period to date.

1 Singapore Dollar buys:	Q1	Q2	Q3	Q4	H1	H2	Full Year
<b><u>Rupiah</u></b>							
FY09/10	7,143	6,944	6,803	6,579	7,042	6,699	6,881
FY08/09	6,757	6,579	7,266	7,692	6,678	7,488	7,052
Change (last corresponding period)	5.7%	5.5%	-6.4%	-14.5%	5.5%	-10.5%	-2.4%
<b><u>Baht</u></b>							
FY09/10	23.6	23.6	23.9	23.4	23.6	23.6	23.6
FY08/09	23.6	24.2	23.4	23.4	23.9	23.4	23.7
Change (last corresponding period)	-	-2.5%	2.1%	-	-1.3%	0.9%	-0.4%
<b><u>Peso</u></b>							
FY09/10	32.5	33.4	33.6	32.8	32.9	33.2	33.0
FY08/09	31.4	32.6	32.6	31.6	32.0	32.0	32.0
Change (last corresponding period)	3.5%	2.5%	3.1%	3.8%	2.8%	3.8%	3.1%
<b><u>Indian Rupee</u></b>							
FY09/10	33.1	33.7	33.4	32.7	33.4	33.0	33.2
FY08/09	30.5	31.3	32.8	33.0	30.9	32.9	31.9
Change (last corresponding period)	8.5%	7.7%	1.8%	-0.9%	8.1%	0.3%	4.1%
<b><u>Taka</u></b>							
FY09/10	46.9	48.1	49.5	49.3	47.4	49.4	48.5
FY08/09	50.3	49.0	46.3	45.5	49.5	46.0	48.1
Change (last corresponding period)	-6.8%	-1.8%	6.9%	8.4%	-4.2%	7.4%	0.8%
<b><u>Pakistani Rupee</u></b>							
FY09/10	54.9	57.5	59.9	60.2	56.4	60.0	58.1
FY08/09	48.5	53.2	53.8	52.6	51.7	53.2	52.3
Change (last corresponding period)	13.2%	8.1%	11.3%	14.4%	9.1%	12.8%	11.1%

**OPTUS FINANCIALS IN SINGAPORE DOLLARS**

Optus' contribution to the Group summary income statements (in Singapore Dollars) –

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Operating revenue	2,831	2,113	34.0	10,876	9,387	15.9
Operating expenses	(2,073)	(1,535)	35.1	(8,304)	(7,116)	16.7
Other income	16	9	76.9	51	50	1.6
Operational EBITDA - EBITDA margin	774 27.3%	587 27.8%	32.0	2,623 24.1%	2,321 24.7%	13.0
Share of results of joint ventures	*	*	nm	*	*	nm
EBITDA	774	587	32.0	2,623	2,321	13.0
Depreciation & amortisation	(354)	(283)	24.9	(1,360)	(1,257)	8.2
EBIT	421	303	38.6	1,263	1,064	18.7
Net finance expense	(34)	(26)	31.8	(87)	(139)	-37.3
Profit before tax	387	278	39.3	1,177	926	27.1
Taxation	(108)	(84)	29.2	(348)	(281)	24.1
Net profit	279	194	43.6	829	645	28.4

**Note:**

The monthly income statement of Optus was translated from the Australian Dollar to Singapore Dollar based on the average exchange rate for the month. The derived weighted average exchange rates on translation of Optus income statement is shown in **Appendix 3**.

**OPTUS FINANCIALS IN SINGAPORE DOLLARS**

Optus' contribution to the Group operating revenue in Singapore Dollars –

	Quarter		YOY Chge %	Year		YOY Chge %
	31 Mar			31 Mar		
	2010 S\$ m	2009 S\$ m		2010 S\$ m	2009 S\$ m	
Mobile communications	1,469	1,047	40.3	5,476	4,490	21.9
Data & Internet	481	349	37.6	1,765	1,575	12.1
National telephone	390	316	23.2	1,500	1,458	2.9
Sale of equipment	273	203	34.4	1,184	954	24.1
IT & Engineering	114	99	14.3	543	486	11.8
International telephone	37	43	-13.1	140	176	-20.4
Others	68	55	24.8	268	249	7.7
Total	2,831	2,113	34.0	10,876	9,387	15.9

Optus' contribution to certain Group items in the statement of financial position were –

	As at		
	31 Mar 2010 S\$ m	31 Mar 2009 S\$ m	31 Dec 2009 S\$ m
<b>Property, plant and equipment (net)</b>	<b>7,849</b>	<b>6,306</b>	<b>7,548</b>
Gross debt			
Current debt	578	542	587
Non-current debt	1,169	1,044	1,003
Gross debt as reported in balance sheet	1,746	1,587	1,590
Related net hedging liability	317	80	279
	2,064	1,667	1,869
<b>Less:</b> Cash and bank balances	(198)	(351)	(272)
<b>Net debt</b>	<b>1,866</b>	<b>1,316</b>	<b>1,598</b>
	<b>A\$ m</b>	<b>A\$ m</b>	<b>A\$ m</b>
<b>Property, plant and equipment (net)</b>	<b>6,118</b>	<b>6,014</b>	<b>6,003</b>
Gross debt			
Current debt	450	517	467
Non-current debt	911	996	798
Gross debt as reported in balance sheet	1,361	1,513	1,265
Related net hedging liability	247	77	222
	1,608	1,590	1,487
<b>Less:</b> Cash and bank balances	(154)	(335)	(216)
<b>Net debt</b>	<b>1,454</b>	<b>1,255</b>	<b>1,271</b>