

## Vodafone Idea Limited

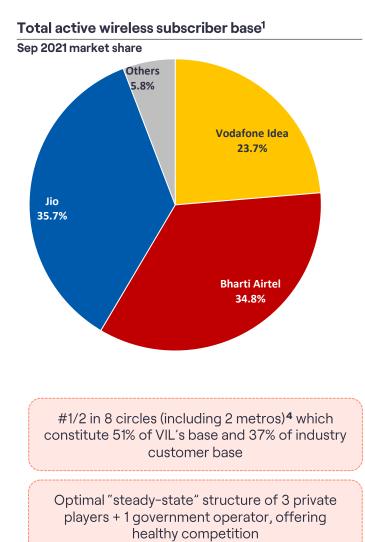


## Company Overview

### **Vodafone Idea Limited: An Overview**

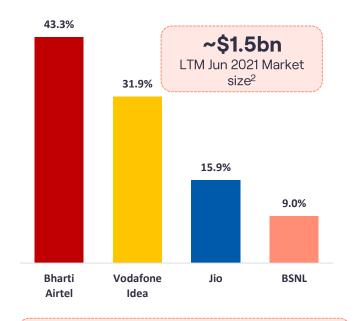


### Strong market position in consumer, business services & IoT



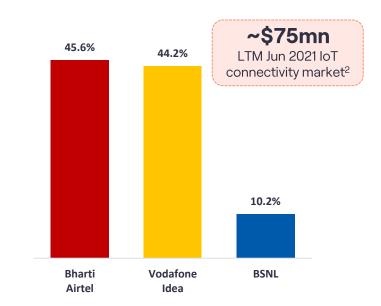
Strong market position in growing business services market<sup>2</sup> LTM Jun 2021 business services mobility RMS(%)

<u>Strong market position in Internet of Things (connectivity)</u><sup>2,5</sup> LTM Jun 2021 IoT connectivity RMS (%)



Strong market position servicing different customer segments including global, national and SME accounts

Differentiated Connectivity portfolio with Security, Business Plus Mobility bundles and SaaS applications



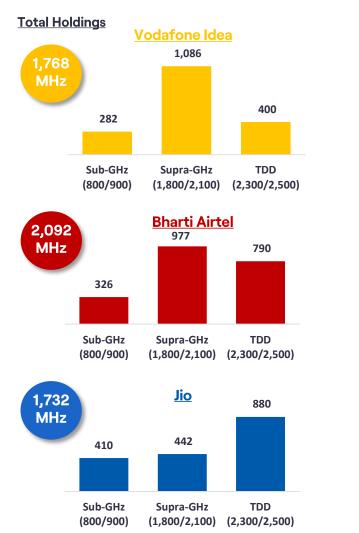
First and only telco to have end-to-end Integrated IoT service in India

Leadership position in vehicle tracking systems, energy, utilities, among others

### Competitive spectrum portfolio and superior customer experience

#### Solid spectrum portfolio

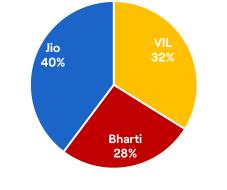
Total holdings - unpaired basis (MHz)<sup>1</sup>



Strong spectrum footprint in 17 priority circles

Focus on customer experience visible in rankings

Spectrum share



Strong spectrum share in 17 priority circles on overall basis as well in Sub GHz band

- 4G coverage has more than doubled since merger
- **Capacity** has **improved by 2.8x** since merger aided by spectrum consolidation and incremental deployment
- ~15 GB average data usage by VIL 4G subscriber<sup>2</sup> (amongst the highest in the world); significant growth in data volumes (27% YoY<sup>2</sup>)
- Vi GIGAnet is India's fastest network, as per Ookla<sup>3</sup>
- As per TRAI "MyCall" dashboard, VIL has best voice quality in India for 10 out of last 12 months (as of Oct 2021)

### Strong Brand, Extensive Reach and Array of Digital Assets

#### One of the most trusted Indian brands



- Over 2 decades of operations backed by strong brand recall and management with global expertise
- Strong new unified brand brings together the power of two networks – Vodafone and Idea into one
- Trusted by 253 million Indians
- Large Enterprise customer base with long standing relationships

Extensive reach



- Ability to communicate effectively with ~253mn users
- +90% district coverage, serving customer across ~900k retailers and 3k branded urban stores
- Strong data and analytics enabling hyper personalization at large scale

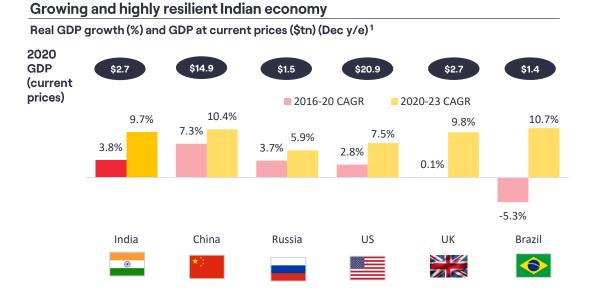


- 24x7 connectivity with Distributors and Retailors; real time market information
- Customer servicing and acquisition
- Competitive content offering through partnerships with several global & regional content providers
- Vi app in the process of creating a Digital Ecosystem through collaboration with several partners



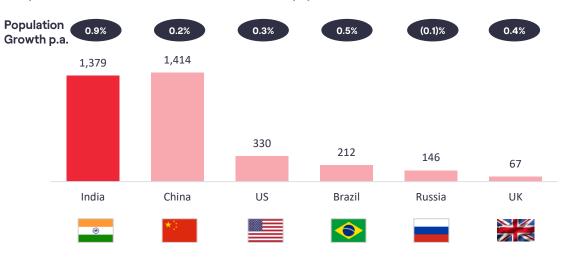
# Growth Opportunities

### **Compelling macroeconomic backdrop**

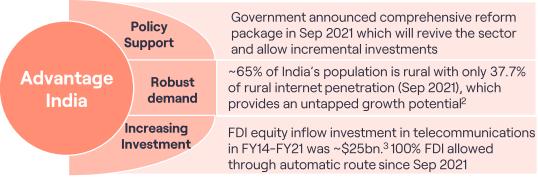


#### Huge market potential underpinned by a large and growing population

Population (mn) (Dec 2020) and 2020-2023 CAGR population<sup>1</sup>(%)



#### Untapped rural population and strong government support driving investments



#### Stable and easing inflationary environment

Consumer price index (%) (Dec y/e)<sup>1</sup>



### **Enormous growth potential in the Indian telecom sector**

58%<sub>56%</sub>

53%

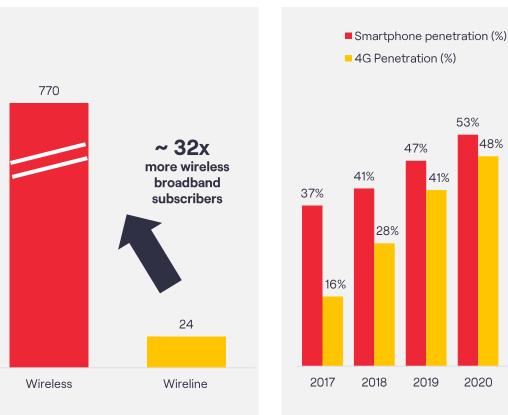
48%

2020

2021

Mobile broadband is the primary medium to access the internet in India...

Broadband Subscribers<sup>1</sup> (mn) (Sep 2021)



...and is well placed to continue its strong growth trajectory...

4G wireless penetration and smartphone adoption<sup>2</sup> (% of population) (Sep end)

... given a large proportion of 2G/3G subscribers still to migrate to 4G...

(mn)

225

84%

11%

Brazil

6

Penetration by access technology<sup>2</sup> (% of subscribers) (Sep 2021)

72

87%

**5%** 

9%

UK

■2G = 3G = 4G = 5G

351

84%

3%

US

72%

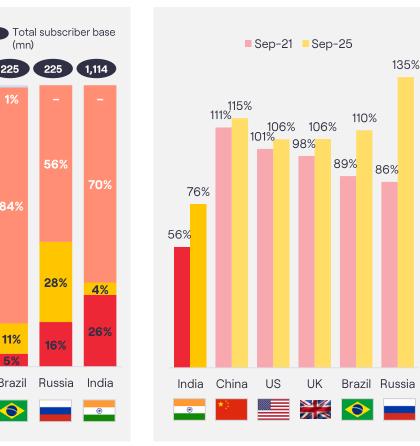
1%

1%

China

...and low 4G penetration relative to global peers

4G/5G wireless penetration<sup>2</sup> (% of population)



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### **Digital Revolution in India offers unlimited growth opportunities**

#### Key trends and enablers

Digital India vision

• Digital infrastructure to every citizen

**Key Trends** 

- Governance and services on demand
- Digital empowerment of every citizen
- Explosion of data usage led by one of the world's lowest data tariffs and tech enabled business models racing for customer acquisition
- Data usage per sub increased by 61x since Sep 2016 and now is at ~14GB per sub<sup>5</sup>
- COVID-19 has been a catalyst in rapidly accelerating India's digital economy



**Key Enablers** 

#### Rapid digitalization of Indian market on the back of increasing smartphone usage





#### Total smartphone subscribers (mn)<sup>3</sup>

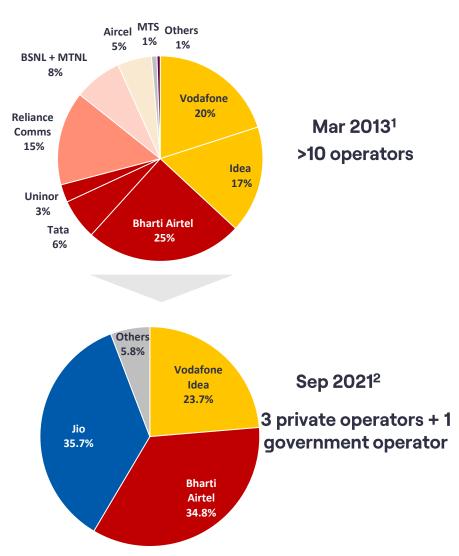


Note: FX 1USD=75 INR.

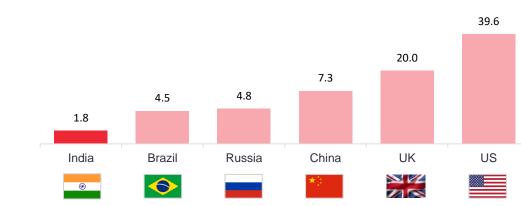
1. Source: Unique Identification Authority of India. 2. Source: TRAI Subscription Report Sep 2021 (VLR subs). 3. GSMA Intelligence database. 4. Source: NPCI Database. A Unified Payment Interface (UPI) is an instant real-time payment system developed by National Payments Corporation of India ("NPCI") facilitating inter-bank transaction via a smartphone application. 5. Source: TRAI Performance Indicator Report. Internet subscribers includes wireless and wireline subscribers. 6. IBEF

### Optimal market structure providing clear runway for market repair

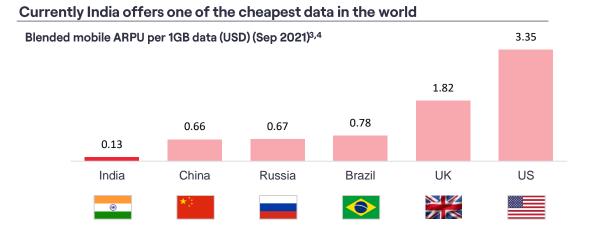
#### Optimal structure now that encourages healthy competition



#### Significant growth potential for Indian ARPU



#### Blended mobile ARPU (USD) (Sep 2021)<sup>3</sup>



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1. Source: TRAI Subscription Report Mar 2013 (VLR subs). Others includes Videocon, HFCL and Loop. 2. Source: TRAI Subscription Report Sep 2021 (VLR subs). Others Representative of BSNL / MTNL. 3. Source: GSMA Intelligence database. 4. Source: TRAI Subscription Report Sep 2021 (VLR subs). Others and Company Estimates.

### **Reform Package : A Boost for Telecom Industry**

	4 years of Moratorium for AGR instalments and Spectrum Instalments due between Oct'21 and Sep'25				
	<ul> <li>VIL opted for deferment of AGR and Spectrum instalments for 4 years</li> </ul>				
	<ul> <li>Deferral of spectrum dues will result in liquidity of ~Rs. 589 billion over a period of 4 years (~Rs.147 billion annually).In discussion with DoT to determine the final amount of AGR in line with the SC order.</li> </ul>				
<b>Reforms to address</b>	Operators have option to convert the interest on the deferred instalments, into equity upfront				
the Liquidity	<ul> <li>Board of Directors, at its meeting held on 10th January, 2022, has approved the conversion of the full amount of such interest related to spectrum auction instalments and AGR Dues into equity</li> </ul>				
	• NPV of this interest is expected to be about Rs.16,000 crores as per VIL's best estimates, subject to confirmation by DoT				
	<ul> <li>Post moratorium, Government has option to convert the due amount pertaining to such deferment into equity</li> </ul>				
	Reduction in Bank Guarantee requirements				
	<ul> <li>Rationalisation of AGR definition, interest rate on LF&amp;SUC payment and removal of penalty</li> </ul>				
	Extension of spectrum tenure from 20 years to 30 years				
Structural and Procedural reforms	<ul> <li>No SUC on new spectrum acquired through auctions and no SUC on spectrum sharing</li> </ul>				
	100% FDI through Automatic Route				
	All reforms are beneficial to the industry				
	<ul> <li>Reduction in Bank Guarantees will reduce the bank's exposure to VIL and help in various ongoing discussions with banks and other lenders</li> </ul>				

#### Reforms to enable industry to focus on returns and profitability

## **VIL Strategy**

### **Vodafone Idea Strategy**

Focused network investments for superior customer experience



- Investment focused in 17 circles to improve competitiveness in priority markets
- 4G coverage and capacity expansion to enhance customer experience and choice
- Deploying an array of 5G concepts and technologies (like Cloudification of Core, DSR, Massive MIMO, Open RAN etc)





- Build consumer preference and Trust with the launch of new Brand & messaging architecture
- Drive extraction in new 4G geographies – increase rural thrust and presence
- Scale up share of primary SIM in covered geographies by delivering best in class experience & differentiated propositions
- Drive higher share of 4G devices on network through partnerships

- 3 Focus on Business services through Telco-to-Techco transformation
- Driving partnerships and digital revenue streams



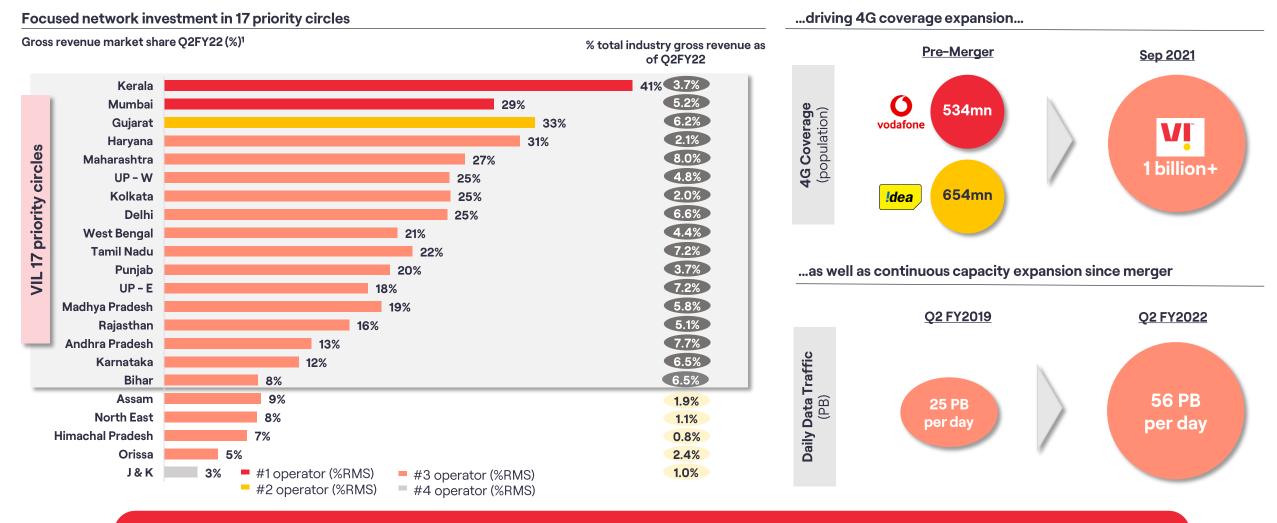
- Protect & Grow connectivity business through superior customer experience & Vodafone Group Global expertise
- Strengthen SME/SOHO relationship through digital propositions
- Focus on fast growing integrated loT segment by offering End2End services
- Multi-Cloud Services central to growth strategy



- Deep integration to deliver differentiated Telco + experience & value for partners and customers
- Create data monetization opportunities using platform capabilities
- Partner the Digital India agenda via Access, Data & Affordability

Digital Transformation, Enhanced Customer Experience and Partnerships to Drive Cash Generation

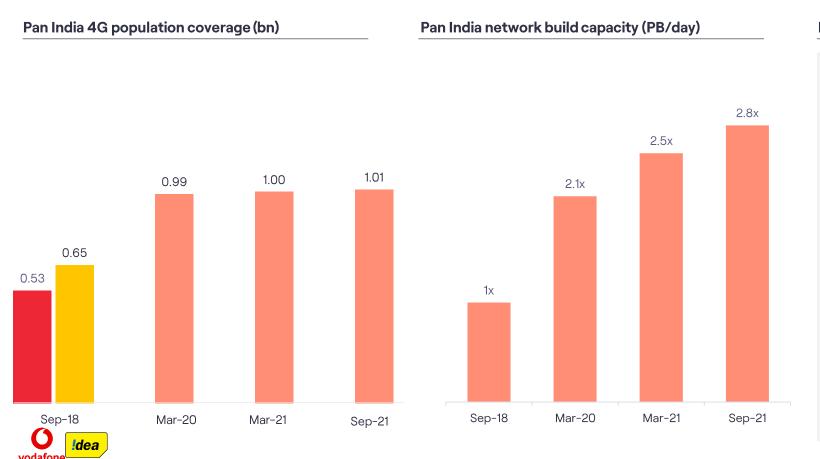
### **1** Focused investments to drive coverage & capacity expansion



17 priority circles account for ~98% of VIL revenue (~93% of industry revenue)<sup>1</sup>

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### **1** Focused investments in 17 priority circles



#### Focus areas

- Focus on improving 4G population coverage and capacity in 17 priority circles
- Re-farming 900 MHz to 4G leading to better consumer experience
- Re-farm 2100 MHz band for 4G with phased 3G shutdown
- Significant Massive-MIMO roll-out to add large capacity
- Small cell deployment to de-congest metros / large cities
- 5G ready architecture

Focused investments to improve competitiveness in priority circles

### **1** Existing award winning network built on 5G-ready architecture

5G read	DIO dy radio /ments	India's la	DRE rgest edge ployment			<b>SMISSION</b> er Scale
<ul> <li>90% of TDD radios are 5G ready</li> <li>All new basebands are 5G capable</li> <li>Open RAN deployments</li> <li>5G trials in Pune &amp; Gandhinagar – achieved 4.2 Gbps speeds on mmwave</li> </ul>	<ul> <li>India's largest deployment of Massive MIMO</li> <li>Dynamic spectrum refarming to 4G/5G</li> <li>900 and 2100 MHz spectrum refarm to 4G</li> </ul>	<ul> <li>Multi-tenant shared cloud : Voice, Data, Business Services, IT applications in one common shared cloud</li> <li>Cloud native deployments</li> </ul>	<ul> <li>Platform to Edge (Video analytics at Edge, Al based analytics, Industrial IOT &amp; slices)</li> <li>Lean Operating model (Lean CS Core, 50G lean edge core, Orchestration &amp; Automation)</li> </ul>	<ul> <li>Transpose</li> <li>Transmiss with adva intelligence</li> <li>White Bo Disaggreg</li> </ul>	sion embedded anced ce x Routers – gation of H/W iving cost	<ul> <li>IP intensification in major cities (advanced software deployment)</li> <li>Robust system with flexibly memory, networking and storag- capabilities</li> <li>Unified network transportation</li> </ul>
Disaggregated RAN bringing cost efficiency & new capabilities		80+ distributed cloud locations with potential to scale up to ~200		Increased ability to carry data traffic, reduced latency and on demand bandwidth expansion		
				odel enabling scalability from to enterprise networks		
Red-Hat Innovator of the Year Award 2020 Secosystem partnerships Amdocs Innovation at the core Award 2020 Solution						

Benefiting from technology advancement as relatively recent 4G rollout leading to cost efficiencies and 5G readiness

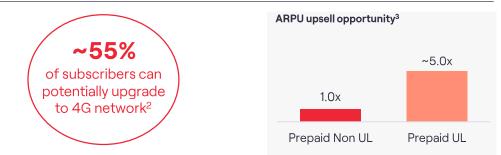
### Initiatives to drive ARPU improvement & customer acquisition

Build Consumer	<ul> <li>Build consumer confidence around the new integrated network that delivers a superior experience backed by strong claims – India's Fastest 4G network</li> <li>Drive aggressive Communication to dial up a suite of</li> </ul>			
Preference & Trust	propositions to help drive differentiation and consideration for Vi			
	<ul> <li>Create a strong position for the brand in the minds of the consumer – Vi helps me thrive</li> </ul>			
	• Strong focus on expanding 4G footprint in rural and semi urban growth markets.			
	<ul> <li>Enhance proportion of high ARPU subs through superior network experience in existing markets</li> </ul>			
Drive a Strong ARPU Agenda	<ul> <li>Strong segment focus on building propositions in conjunction with partners to target share growth</li> </ul>			
	• Focus on driving higher share of 4G devices through focused programs in conjunction with OEMs and NBFC			
	• 2G subs presents a strong opportunity to upgrade			
Markat Mida Tariff	• Despite tariff hikes announced in Nov 2021, Indian ARPU will remain amongst the lowest in the world while having amongst the highest data usage per sub			
Market Wide Tariff Hikes	• Significant headroom relative to historic ARPU as customer ability to pay higher is already established			
	• Prices still need further uptick to generate reasonable returns and support future investments			

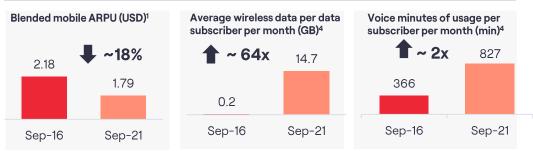
#### Brand initiatives - Active communication to improve customer perception



#### Upsell initiatives supported by structural growth in digitalization and data



#### Significant runway for ARPU growth



### Supported by digitalisation of customer servicing & distribution

	Digita	ally enabled customer service	Digital tools for sales and distribution		
Digital itiatives for ustomer	<ul> <li>Transition to digital customers to engage</li> <li>Enabling customer potential disengage</li> <li>Transition include u</li> </ul>	ing in industry best closure of customer queries <b>enabled platforms</b> , providing multiple options for ge with VIL and resolving queries more efficiently <b>retention</b> with instant connect at the time of ement sage of latest technologies like Robotic Process BOT and others to improve customer experience	<ul> <li>Digital connect with retailers, promotors and distributors through apps like m-Power and Smart-Connect which sport some Industry 1<sup>st</sup> features</li> <li>These apps provide real time information on various KPI's which help the team be on top of the business and drive efficiency at outlet level</li> <li>Built in attendance and market working tracking mechanism helps in monitoring performance</li> </ul>		
etention Id Upsell	Select Tools	Use Case	Select Tools	Use Case	
	<b>O</b> Whatsapp Bot	<ul> <li>Automated customer service</li> <li>Automated retention offers at the time of potential disengagement</li> </ul>	m-Power app	<ul> <li>Learning tools and virtual classroom for field team</li> <li>Call to action based on Real time information to aid the selling process</li> </ul>	
	. Mobile App	<ul> <li>Mobile App for consumers effortless account management on-the-go</li> </ul>	Smart Connect app	<ul> <li>Special features for trade partners</li> <li>Features include contactless recharge and UPI autopay</li> </ul>	
igital stomer	<ul> <li>Free of cost door step delivery and digital KYC currently available in 100+ cities for both prepaid and postpaid customers</li> <li>Customers can choose number of their choice, track orders, reschedule their appointment or modify their orders providing a true ecommerce type</li> </ul>				



experience

Acquisition

• Vi app won for UI/UX among 1000 brands

Google Accolades

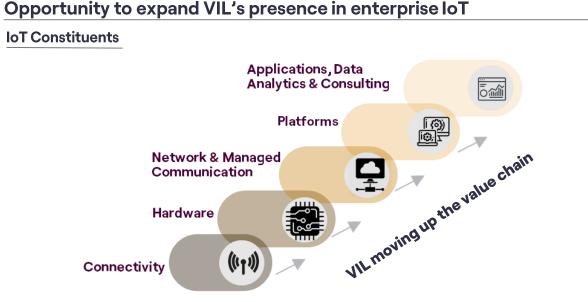
Global accolade from Google on Vi's VIC Chatbot

Initiatives driving new customer acquisitions, supporting upsell and improving retention

### **3** Focus on business services through Telco to Techco Transformation



### **3 Accelerating IoT with end-to-end solutions**



- **1. First and only telco** to have end-to-end Integrated IoT offering, comprising of connectivity, hardware, network, application, analytics, security and support
- 2. Early mover in IoT automotive opportunity, leveraging Vodafone Group IoT expertise
- 3. Leadership position in Vehicle tracking systems, Energy, Utilities, among others
- **4.** India's first eSIM which is GSMA SAS-SM, DOT, ARAI, AIS140 compliant; widest IoT connectivity portfolio with GSMA certified e-UICC SIM

#### **Global Practices**

from Vodafone Group Deep Experience Technology delivery professionals

**Diverse Learning** due to maximum deployed loT use cases Millions of diverse IoT end-points



loT Application

**IoT Platform** 



#### VIL's Integrated IoT solutions – end to end solutions to capture future growth

End-to-end IoT Solution

**IoT Managed Connectivity** 



INTEGRATED

**Best practices** IoT Consultation, Diverse use cases, Partner place, Connectivity management platform, e-SIM

#### Launchpad for Innovations & Startups

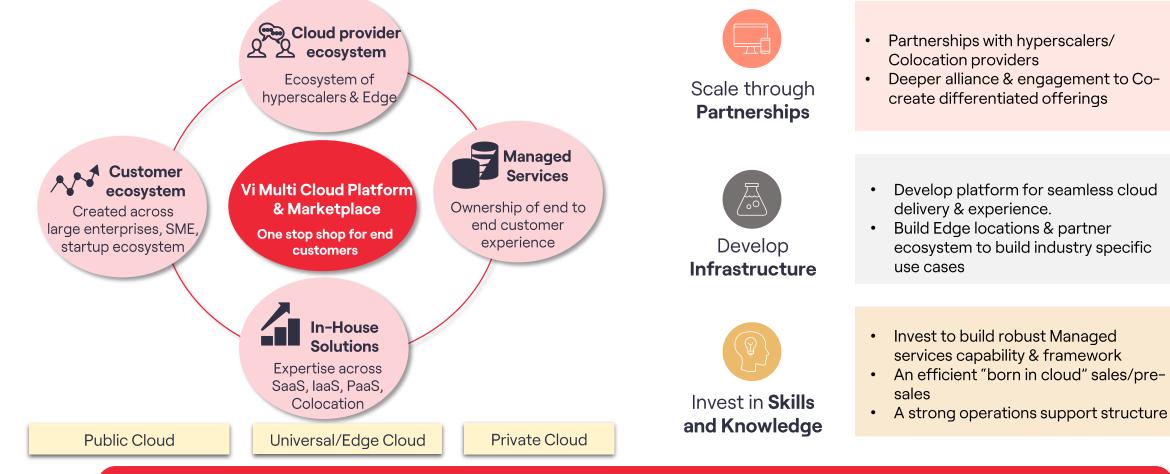
- IoT Lab
- Help Scale nationwide
- Lend product & positioning expertise

IoT market to expand exponentially, VIL well positioned to gain competitive share

### **Partner of choice in provision of end to end cloud services**

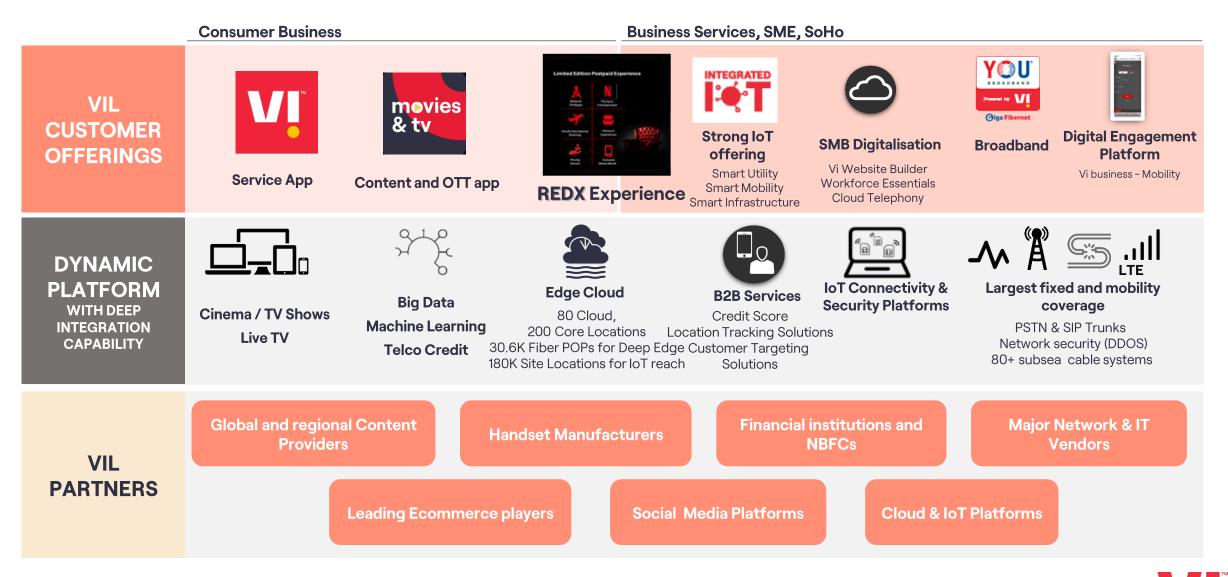
Integrated multi cloud platform enabling public, private and edge cloud services





VIL's position as a top partner of choice creates significant opportunities for new revenue streams

### Vodafone Idea's digital propositions & integrated platform

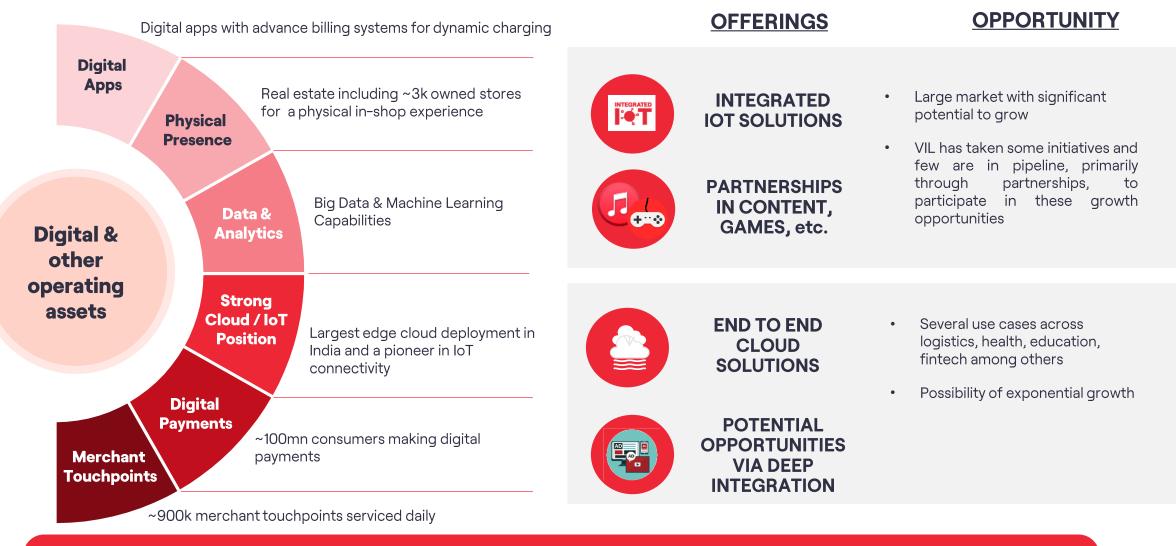


### **4**Vi is creating a Digital ecosystem

Several collaboration projects to expand digital footprint - Vi app to be the go-to destination for movies, music, games, deals & rewards, news, jobs, learnings & more



### Monetization through Digital initiatives & partnership opportunities



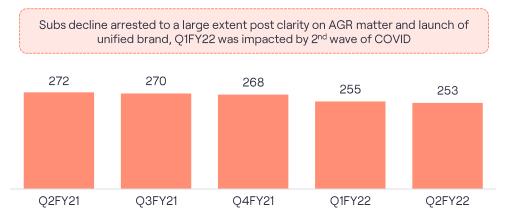
Significant monetization opportunity on the back of digital offerings

# Q2FY22 Update

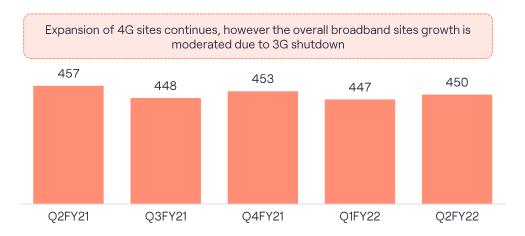
### **Key Operating Trends**

#### **Subscriber Base**

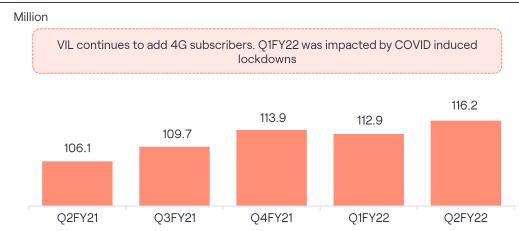
Million



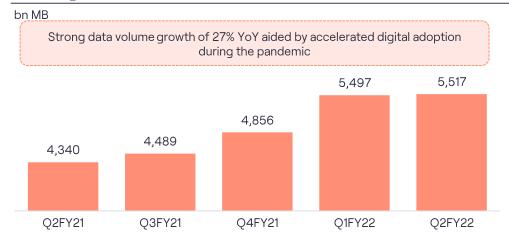
#### Broadband Sites ('000)



#### **Consistent Growth in 4G Subscribers**



#### Growing Data Volume



27

### **Quarterly Results**

Rs. bn	Q1FY22	Q2FY22
Revenue	91.5	94.1
EBITDA (pre-Ind AS 116	13.8	15.6
Сарех	9.4	13.0
Net debt	1,906.7	1,945.3

- Q2FY22 revenue grew by 2.8% QoQ supported by the gradual resumption of economic activity post severe second wave of COVID, which had negatively impacted Q1
- EBITDA for the quarter improved QoQ aided by increase in revenue which was partially offset by increase in customer acquisition costs due to higher gross additions during the quarter and other inflationary cost increases
- Q1FY22 EBITDA had one-off of Rs. 1 billion in network & IT costs and employee expenses. Q2FY22 EBITDA had one-off of Rs. 1.5 billion in other expenses.
- Gross debt (excluding lease liabilities, but including interest accrued but not due on borrowings) as of Sep 30, 2021 was Rs. 1,947.8 bn, comprising of deferred spectrum payment obligations of Rs. 1,086.1 bn and AGR liability of Rs. 634.0 bn that are due to the Government and debt from banks and financial institutions of Rs. 227.7 bn.

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