

Good afternoon, ladies and gentlemen. I am happy to discuss our various business initiatives that contributed to our revenues in 2020 and in the current year, 2021.

Through this world crisis, we stayed true to our promise of keeping Filipinos connected. While we have seen great success, PLDT and Smart are committed to do more. Our economy's growth is dependent on public spending and better progress in the country's coronavirus vaccination drive. The economic recovery feels like a waiting game, PLDT and Smart are forging ahead as technology evolves, we evolve with and ahead of it, because it is clear to us that our job is to ensure that Filipinos thrive in this fast-changing digital world.

2020 was a year of remarkable growth driven by the rapid acceleration of data consumption led by the pandemic. It is commitment, courage, and an unrelenting spirit that enabled us to deliver the needs of our customers – allowing us to achieve our goals, ending the year with a 9% YoY growth. We further strengthened our data revenue stream as our main source of income, attributing to 73% of our revenue.

We pivoted in 2020 and remained focused on the jobs to be done in order to accelerate our capabilities, with initial actions taken to improve overall CX.

- Individual enabled customers to utilize data through relevant content
- Home expanded Fibr across the country.
- Enterprise delivered end-to-end ICT managed services while acting as a digital transformation partner

- International made the most out of niche segments and capitalizing on strategic partnerships.

Our nation-widest coverage on wireless and Fiber Footprint expansion strengthens our foundation as the only integrated telco in the country. Speed at homes is strengthened through our continuous fiber expansion, while the introduction of 5G last year uplifted the wireless experience. We are leading this charge and will never stop innovating, as we aim to help elevate the country's overall speeds, taking the Philippines to global heights.

Citations received from 3 reputable 3rd party award-giving bodies are a true testament of our unrelenting work to deliver the best experience our customers deserve. Ookla named us the Philippines' fastest broadband network, Umlaut gave Smart the Best in Test award, and as a first in history, we brought home all 7 OpenSignal citations on speed and quality. We will continue to benchmark against global telcos. By doing this, we are not just improving PLDT and Smart but also the internet speed of the Philippines.

Wireless service now goes beyond providing mere connectivity, digitization allowed us to enable passions and redefine how information and the internet in general is consumed. We are making technology simple through the GigaLife app while providing easy access to our customer-focused data offers.

Through these combined efforts, we were able to continuously grab market share from competition, and we aim to further gain market share as we further establish our 5G system in the country.

Our investment in fiber is also crucial and continuous, to support our increasingly connected societies especially in the new normal where the digital lifestyle is powered by connectivity – supporting our livelihood, education, daily transactions, entertainment and socio-economic responsibilities. More than fiber expansion, we have ramped up our fiber installation and repair capabilities despite the restrictions brought about by the pandemic. We covered 48% of the country at the start of the year and are gunning to expand to 66% by yearend.

The enterprise business is the most impacted segment in this pandemic. As such, we will ensure to continue supporting Filipino enterprises by providing them with the best solutions available, exemplifying the most innovative digital transformation, enabling e-Industries, empowering businesses in all shapes and sizes to evolve and thrive in this new operating condition, and ultimately recover from this pandemic-induced recession.

Our International Business continues to optimize the long tail and keep the momentum in niche segments. In just a year, our A2P or Application-to-Person Traffic increased to more than double in both volume and revenue. 5G roaming partnerships with the world's top operators in Taiwan, South Korea and United Arab Emirates will deliver world-class roaming services as travel restrictions relax post mass vaccination.

Leveraging on the quick adoption of a digital lifestyle, PayMaya now provides the fastest way to own a financial account, bridging the unbanked and underserved. PayMaya has over 35 million registered users across consumer platforms, with over 250k widest digital payment touchpoints and over 39k largest financial services agent network. It is the #1 digital payments processor for key industries, e-commerce, and government. Soon, PayMaya will power GigaLife.

As a telco, we not only enable lives by keeping people connected, but also by securing a safe and inclusive future through our sustainability and CSR programs.

Some key initiatives that we have rolled out:

- We have deployed the country's first carbon fiber towers on urban rooftops in an effort to transition to more sustainable and environment-friendly solutions, while providing connectivity to more communities,
- In Education, the School-in-a-Bag Program provides access to technology, connectivity, content, and a disaster-resilient learning methodology even for schools in remote areas without electricity.
- Finally, the “Buy Local, Buy Smart” initiative encourages us to buy our produce directly from local farming communities helping small-scale farmers earn more and develop a more sustainable model.

Also, we are leveraging on our relationship with Meralco to help energy efficiency projects such as chiller upgrades in the PLDT facilities and energy conservation programs for ePLDT's data center which are heavy users of power.

We constantly take action in the area of Sustainability to empower Filipinos towards a brighter future.

With the pace at which we are transitioning to an ever more digital world, further accelerated by the impacts of COVID-19, network services and technology have proven their value and role in our economic recovery and overall nation-building. Connectivity being a primary necessity puts telco in a good position to help our country get back on its feet. PLDT and Smart being the only integrated telco in the Philippines gives us the upper hand, with entailing responsibilities, to offer a range of products and services to our countrymen today, and post-COVID. We will never stop evolving as our vision for the future is one where all Filipinos are digitally-empowered.

Thank you.