etisalat

EMIRATES TELECOMMUNICATIONS GROUP COMPANY PJSC 'ETISALAT GROUP'

EARNINGS RELEASE
THIRD QUARTER 2020

21 OCTOBER 2020

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FINANCIAL HIGHLIGHTS FOR Q3 2020

- Aggregate subscriber base reached 149 million, representing a year over year increase of 1%;
- Consolidated revenue for the third quarter of 2020 amounted to AED 13.0 billion, representing an increase of 0.5% year over year;
- Consolidated EBITDA for the third quarter of 2020 amounted to AED 6.9 billion, representing an increase of 2% year over year and resulting in EBITDA margin of 53%, 1 percentage point higher than the prior year;
- Consolidated net profit after Federal Royalty amounted to AED 2.4 billion, representing a 6% increase year over year and resulting in a net profit margin of 18%; and
- Consolidated capital spending decreased by 17% to AED 1.5 billion, representing 12% of the consolidated revenues.

FINANCIAL HIGHLIGHTS FOR 9M 2020

- Aggregate subscriber base reached 149 million, representing a year over year increase of 1%;
- Consolidated revenue for the first nine months of 2020 amounted to AED 38.6 billion, representing a decrease of 0.5% year over year;
- Consolidated EBITDA for the first nine months of 2020 amounted to AED 20.1 billion, slightly higher by 0.2% compared to the same period in the previous year and resulting in EBITDA margin of 52%, which was higher by 0.4 point compared to the prior year;
- Consolidated net profit after Federal Royalty amounted to AED 7.0 billion, representing a 3.7% increase year over year and resulting in a net profit margin of 18%;
- Consolidated capital spending decreased by 14.9% to AED 4.1 billion, representing 11% of the consolidated revenues; and
- Operating free cash flow amounted to AED 16.0 billion, representing an increase of 5.1% year over year.

KEY DEVELOPMENTS IN Q3 2020

- Etisalat Group continued to prioritize employee and customer safety and remained committed to providing reliable broadband connectivity in support of its communities during the pandemic;

- Etisalat enabled access to 5G fixed services to its customers in the UAE;

- Etisalat partnered with Ericsson to connect to its charging system and 5G business support systems supporting new use cases including IoT, network slicing, AR and VR;

- Dubai International Financial Centre collaborated with Etisalat to deploy innovative technologies for an advanced telecom infrastructure, high speed internet and superior mobile connectivity;

- Etisalat Digital partnered with seven global emerging companies in AREA 2071 to develop innovative solutions that adopt advanced technology;

- Etisalat partnered with Synamedia and launched Switch TV, a new cloud-based direct-to-consumer video streaming service;

- Etisalat partnered with technology services firm Smartworld to create Shahada, a blockchain-based credential solution targeted towards educational institutions in the UAE;

- Etisalat launched e-store, a free website builder and part of the Business Edge portfolio for SMB customers to transform their businesses online;

- Etisalat unveiled a dedicated microsite emiratiya.ae featuring women's notable achievements on an interactive virtual UAE map, in celebration of Emirati Women's Day;

- Etisalat exclusively launched the HTC 5G Hub in the UAE, a smart innovative mobile distributor that secures a fifth-generation connection speed at home, work or anywhere the user desires; and

- PTCL and Telenor Microfinance Bank signed an agreement to expedite the bank's digital transformation journey, including provision of physical and virtual data center hosting services.

STATEMENT FROM HATEM DOWIDAR, ACTING CEO OF ETISALAT GROUP

"Etisalat's performance in the third quarter exemplifies resilience in these uncertain times and is a testament to the vital role the network played in our customers' lives, enabling businesses and the society to easily transition to the new normal.

"Thanks to the advanced capabilities of our infrastructure, Etisalat will continue to navigate through the rapidly changing business landscape while remaining focused on addressing the increasing customers' needs during the pandemic. We have continued our efforts in realising our vision of 'Driving the digital future to empower societies' through these challenging times, and the availability and access to the super-fast speeds on 5G fixed networks from homes is a testament to our efforts taken towards this direction.

"Etisalat will move ahead in its journey of transformation on an accelerated path showing agility by future-proofing its business against challenges and capitalising on opportunities. We will remain focused on our long-term goals while creating incremental business value. As a company, we will continue to digitally transform our business, focusing on innovation in our existing assets by building new capabilities that are digitally enabled and sustainable.

"I would like to thank the UAE leadership for their vision and support during this period, inspiring us to pursue our digital ambitions and face the new reality to meet the distinctive needs and expectations of the communities we serve. Etisalat also extends its appreciation to its loyal customers, partners and shareholders for their continued confidence during this period."

IMPACT OF COVID-19 PANDEMIC ON ETISALAT GROUP

On March 11, 2020, the World Health Organization declared the coronavirus outbreak a pandemic. Most countries globally, including a majority of the countries where we operate, reacted by implementing severe restrictions on travel and public gatherings such as the closure of airports, government offices, schools, businesses, retail stores and other public venues, and by instituting curfews or enforcing quarantine. These restrictions resulted in a significant reduction in mobility and a severe disruption in global economic activity during the second and third quarter of the year.

Impact on our operations:

The Group's operations were impacted as a result of the temporary lockdown measures that led to mobility and travel restrictions. This affected the way we conduct our business and put pressure on our revenue by virtue of the closure of stores, affecting the mobile prepaid segment and handset sales in addition to loss of roaming revenue due to the travel ban and additional provisions related to trade receivables and contract assets. In the third quarter, as restrictions began to ease, we noticed a gradual improvement in the commercial activities; however, remaining below pre-COVID-19 levels as a result of weaker macro-economics.

Company response:

The crisis has forced us to adapt rapidly to new realities and consider faster ways of working with customers, government authorities, vendors and co-workers. We demonstrated resilience as we ensured the delivery of uninterrupted high quality services to our customers and furthermore contributed to supporting the societies in which we operate.

Our first priority was and remains providing our customers with critical services and ensuring our customers and employees' health and safety. Accordingly, necessary precautions and preventive measures were taken at our premises and we implemented remote working for most of the staff, with the exception of critical technical and installation services. We closed our shops and shifted sales to digital channels. As restrictions began to ease, we gradually started reopening our company-operated stores with our new touchless retail approach to further employee and customer safety.

Etisalat Group's existing documented business continuity plan was activated to ensure the safe and stable continuation of its business operations. Business continuity planning committees were formed to determine and oversee the implementation of all business continuity plans associated with the effects of COVID-19, including measures to address and mitigate any identified key operational and financial issues.

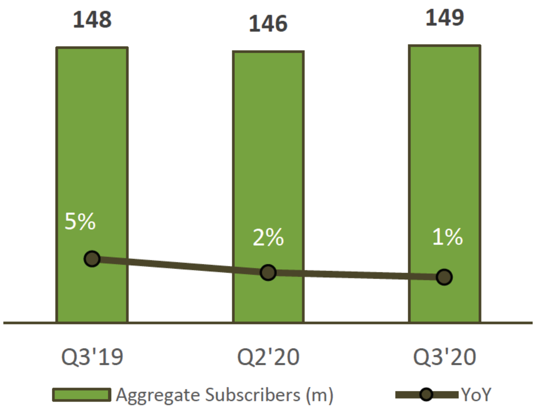
In response to the top-line pressure, Etisalat Group was agile in implementing cost optimization initiatives to face the impact of COVID-19, while developing new initiatives for the future.

Outlook:

Despite the improvement we observed in the third quarter, our performance remained below pre-COVID levels and heightened macro risks will likely persist and continue to pressure our business at least for the remainder of 2020. However, it is evident that this crisis has made our network infrastructure and telecom services more essential than ever.

Etisalat Group continues to update its plans while aiming to respond to the situation effectively. For more details on the impact of COVID-19 on Etisalat Group's business and financial results, please refer to note 26 in the condensed consolidated interim financial report.

SUBSCRIBERS



Etisalat Group aggregate subscribers as at 30 September 2020 was 149 million reflecting a net addition of 1.1 million during the last 12 month period due to subscriber growth in Mali, Chad, Burkina Faso and Ivory Coast. Quarter over quarter subscriber base increased by 2% as COVID-19 restrictions began to ease across our markets.

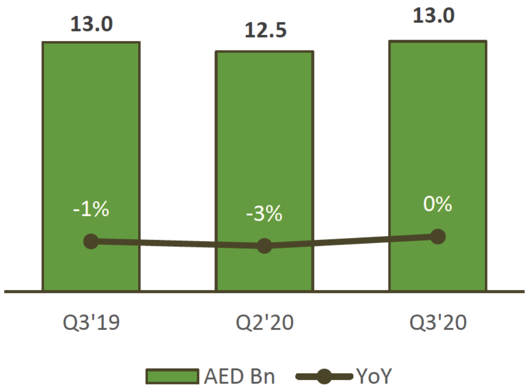
In the UAE, the active subscriber base amounted to 12.1 million subscribers in the third quarter of 2020, which declined by 2% year on year and increased by 3% quarter over quarter. The mobile subscriber base decreased by 3% year on year to 10.3 million subscribers attributed to the prepaid segment that dropped by 5%. The postpaid segment grew by 5% year over year. eLife subscription continued to drive consistent growth with a 4% year on year increase to 1.1 million subscribers. Total broadband segment grew by 3% year on year to 1.2 million subscribers.

For Maroc Telecom Group, the subscriber base reached 70.5 million subscribers as at 30 September 2020, representing a year over year growth of 4%. This growth is mainly attributable to the operations in Mali, Chad, Burkina Faso and Ivory Coast.

In Egypt, subscriber base decreased by 1% year over year to 26.2 million mainly in the prepaid segment. Quarter over quarter increased by 1%.

In Pakistan, subscriber base decreased to 24.8 million, representing a 2% drop year over year, and remained flat quarter over quarter. The decrease is attributed to lower subscriber acquisition in the mobile segment.

REVENUE



Etisalat Group's consolidated revenue for the third quarter of 2020 amounted to AED 13.0 billion, representing an increase of 0.5% in comparison to the same period last year as commercial activities remains below pre-COVID-19 level. Quarter over quarter, consolidated revenue increased by 4% and this is attributed to domestic and international operations as a result of the easing of COVID-19 restrictions following the temporary lockdown in the previous quarter.

In the UAE, revenue in the third quarter decreased year on year by 3% to AED 7.5 billion and increased quarter over quarter by 1%. The decline is attributed to the fact that commercial activities remain below pre-COVID-19 levels as the macro-economic situation continue to pressure consumer and corporate spending. As a result, mobile and fixed voice, outbound roaming, visitor roaming and handset sales declined year over year. This was partially offset by growth in data, digital, wholesale and TV services. The quarter over quarter increase in revenue by 1% is attributed to easing of restrictions on mobility. Mobile segment revenue declined year over year by 12% to AED 2.7 billion attributed to the impact of COVID-19 that resulted in a drop in mobile prepaid and roaming revenues, in addition to increased penetration of OTT services. However, quarter over quarter mobile revenue increased by 5% due to the improvement in people mobility and commercial activities compared to the second quarter. Fixed segment revenue increased by 2% to AED 2.8 billion attributed to expanding eLife customer base and TV services. Other segment revenue increased by 4% year over year to AED 1.9 billion attributed to higher digital and ICT services.

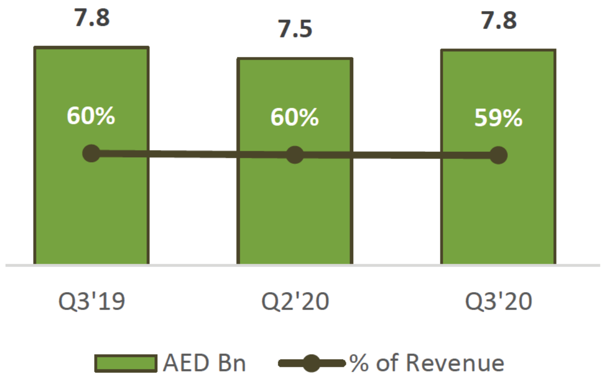
Revenues of International consolidated operations for the third quarter of 2020 increased by 3% year over year to AED 5.4 billion and increased quarter over quarter by 7%. The growth is mainly attributed to the strong performance of Etisalat Misr and improvement in the performance of our operations in Pakistan despite the unfavorable exchange rate movement in Pakistani Rupees against the UAE Dirham. In constant currency, revenues from international operations grew year over year by 1%. Revenues from International operations represented 41% of Group consolidated revenue.

Maroc Telecom Group's consolidated revenue for the third quarter of 2020 amounted to AED 3.4 billion, an increase of 1% year over year. In Morocco, revenue decreased year over year by 7% in local currency. The mobile segment revenue decreased by 11% impacted by the loss of revenue from tourists and Moroccans living abroad that were not able to visit Morocco during the summer, in addition to the decline in incoming international revenue, outgoing prepaid and roaming activities. This however was partially offset by the increase in the revenue of the fixed segment by 3%. Revenue from international operations increased year over year by 1% in local currency, resulting in 46% contribution to Maroc Telecom Group's consolidated revenue.

In Egypt, revenue for the third quarter of 2020 was AED 1.1 billion, an increase of 18% year on year and 11% quarter over quarter. This growth is attributed to strong contribution from mobile data and national roaming revenue.

In Pakistan, revenue for the third quarter was AED 0.7 billion representing a year over year decrease of 1% and an increase of 3% quarter over quarter. Revenue growth is impacted by unfavourable exchange rate movements of the Pakistani Rupee against AED. In local currency, revenue increased in the quarter by 3% attributed to better performance in the mobile operations, fixed broadband and Ubank segments.

OPERATING EXPENSES



Consolidated operating expenses for the third quarter of 2020 was AED 7.8 billion, a decrease of 1% compared to the same quarter of the previous year and an increase of 4% from the second quarter of 2020 associated with improvement in commercial activities and revenue in the third quarter. The year-over-year decrease is mainly attributed to the agility of the group to optimize cost structure during COVID-19 pandemic resulting in lower staff costs, marketing , IT and consultancy expenses. Key components of operating expenses are:

- Direct cost of sales increased year over year by 1% to AED 3.1 billion in the third quarter of 2020, while increased by 5% quarter over quarter as a result of higher commercial activities. As a percentage of revenue, it remained stable at 24% in the third quarter.

- Staff expenses decreased by 6% to AED 1.1 billion for the third quarter of 2020 as compared to the same period of last year and increased by 5% quarter over quarter. As a percentage of revenue, staff costs decreased by 1 percentage point in the third quarter to 8%.

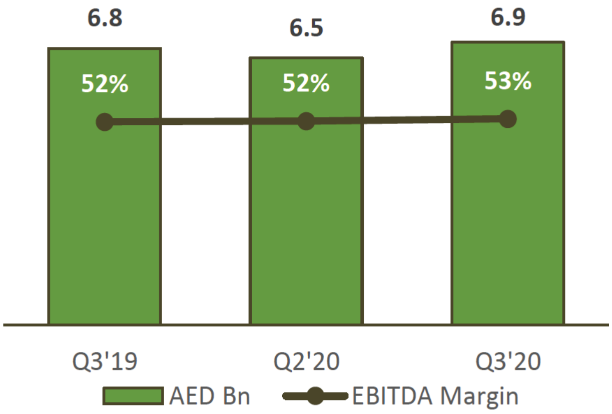
- Depreciation and Amortization expenses increased year over year by 5% to AED 2.0 billion in the third quarter of 2020 as compared to the same period in 2019, and increased by 6% quarter over quarter. As a percentage of revenue, depreciation and amortization expenses increased by 1 percentage point to 15% in the third quarter and remained constant compared to the second quarter of 2020.

- Network costs increased by 2% year over year to AED 0.7 billion in the third quarter of 2020 as compared to the same period in 2019 and increased by 7% compared to the second quarter. As a percentage of revenue, network costs remained stable at 5%, similar to the same period last year and the second quarter of this year.

- Marketing expenses decreased by 15% to AED 0.2 billion in the third quarter of 2020 as compared to the same period in 2019 and increased by 4% in comparison to the second quarter of this year due to improvement in commercial activities in the third quarter. As a percentage of revenue, marketing expenses remained stable at 1% in the third quarter, in comparison to the same period last year and the second quarter of this year.

- Other operating expenses decreased by 14% year over year to AED 0.8 billion in the third quarter and decreased by 7% quarter over quarter. This decline is mainly attributed to strict cost control measures. Other operating expenses represented 6% of the quarter's revenues, 1 percentage point lower compared to the same period of the prior year and the second quarter of 2020.

EBITDA



Group Consolidated EBITDA for the third quarter of 2020 increased by 2% year on year and by 6% quarter on quarter to AED 6.9 billion, resulting in an EBITDA margin of 53%, 1 percentage point higher than the prior year and prior quarter. Excluding one-off item related to resolution of disputes, EBITDA would have been stable year over year.

In the UAE, EBITDA in the third quarter of 2020 was AED 4.0 billion, a 4% decrease year-over-year and leading to an EBITDA margin of 54%, stable compared to the third quarter of the previous year. EBITDA remained stable with EBITDA margin down by 1 percentage point in comparison to the second quarter of 2020. The year over year decrease is mainly attributed to lower revenue that outweighed the cost reductions; while the stable EBITDA margin is due to a better revenue mix.

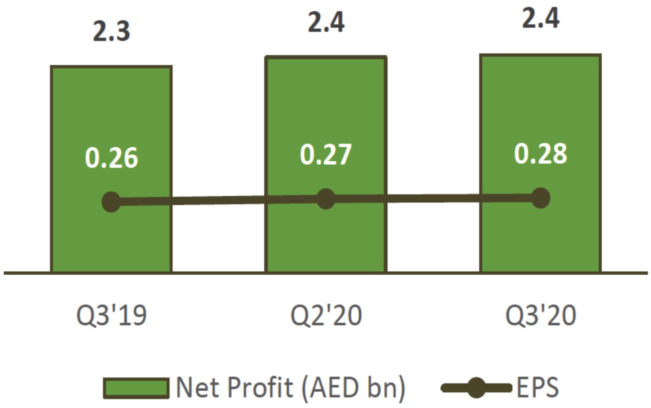
EBITDA of International consolidated operations increased year over year by 8% to AED 2.8 billion in the third quarter, resulting in a 40% contribution to Group consolidated EBITDA. EBITDA margin of international operations increased by 2 percentage points to 52%, compared to the same period last year and increased by 3 percentage points compared to the second quarter of 2020.

Maroc Telecom Group's consolidated EBITDA for the third quarter of 2020 amounted to AED 2.0 billion increasing year over year by 7%, resulting in an EBITDA margin of 59%. In Moroccan Dirham, EBITDA in absolute terms increased by 4% year over year. In Morocco, EBITDA increased year-over-year by 6% to MAD 3.4 billion due to a one-off item related to the resolution of disputes. On a like for like basis, EBITDA would have declined by 7% due to COVID-19 impact on revenue affecting tourism in Morocco. EBITDA from international markets decreased year over year by 1% in MAD.

In Egypt, EBITDA in the third quarter increased year on year by 12% to AED 0.5 billion and EBITDA margin decreased by 3 percentage points to 45%. Quarter over quarter, EBITDA increased by 20% and EBITDA margin increased by 3 percentage points. The year on year increase is attributed to higher revenue growth coupled with lower cost of sales.

In Pakistan, EBITDA in the third quarter of 2020 increased year on year by 5% to AED 0.2 billion and EBITDA margin increased by 2 percentage points to 32%. EBITDA increase is attributed to higher revenue and lower interconnection and terminal costs as well as lower provision on trade receivables. In local currency, EBITDA increased year over year by 11%. Quarter over quarter, EBITDA increased by 5% while EBITDA margin remained stable.

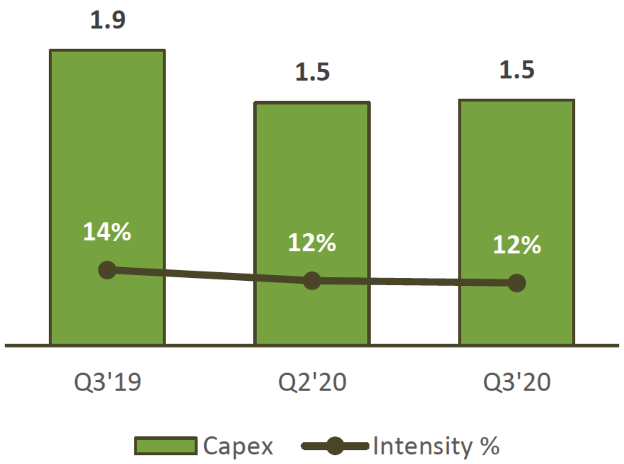
NET PROFIT & EPS



Earnings per share (EPS) amounted to AED 0.28 in the third quarter, an increase of 6% as compared to EPS of the same period last year.

Consolidated net profit after Federal Royalty increased year over year by 6% to AED 2.4 billion in the third quarter of 2020 while net profit margin improved by 1 percentage point to 18%. This increase is attributed to higher EBITDA, better performance of associates and lower federal royalty charges. Quarter over quarter, net profit increased by 1%.

CAPEX



Consolidated capital expenditure decreased year over year by 17% to AED 1.5 billion in the third quarter of 2020 resulting in a capital intensity ratio of 12%, 2 percentage points lower than the same period in 2019.

In the UAE, capital expenditure in the third quarter was focused on building new data centers and enhancing network quality and capacity. Capital expenditure during the quarter amounted to AED 0.9 billion, a 12% increase in comparison to the same period last year. Capital intensity ratio was 13%, representing 2 percentage points higher than the same quarter of the prior year and consistent with the second quarter of 2020.

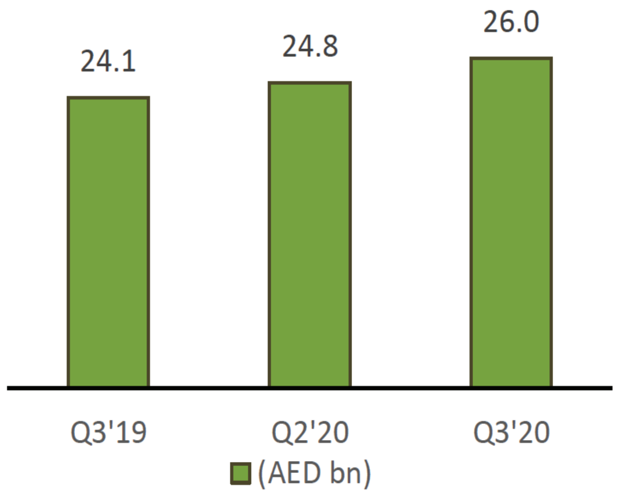
Capital expenditures in consolidated international operations in the third quarter of 2020 decreased by 43% to AED 0.6 billion compared to the same period last year and represented 37% of total Group capital expenditure.

In Maroc Telecom Group, capital expenditure for the third quarter decreased by 37% year over year to AED 0.3 billion resulting in a capital intensity ratio of 10%. Capex spend in Morocco decreased year over year by 63% and focused on supporting the increase in mobile and fixed data traffic and ensure network quality. On the international front, capex spend increased year over year by 1% with spend focusing on mobile networks expansion and upgrades to support the growth of data usage.

In Egypt, capital expenditure for the third quarter decreased by 30% year over year to AED 0.1 billion resulting in a capital intensity ratio of 11%, 7 percentage points lower than the same period of the prior year. Capex spend focused on network deployment and capacity upgrade.

In Pakistan, capital expenditure for the third quarter decreased by 67% year over year to AED 0.1 billion resulting in a capital intensity ratio of 14%, 28 percentage points lower than the prior year.

DEBT



Total consolidated debt amounted to AED 26.0 billion as of 30 September 2020, as compared to AED 23.9 billion as at 31 December 2019; an increase of AED 2.1 billion mainly due to the increase in bank borrowings in Maroc Telecom Group.

Consolidated debt breakdown by operations as of 30 September 2020 is as following:

- Etisalat Group (AED 15.3 billion)
- Maroc Telecom Group (AED 8.6 billion)
- PTCL Group (AED 1.3 billion)
- Etisalat Misr (AED 0.9 billion)

Around 49% of the debt balance is of long-term maturity that is due beyond the third quarter of 2021.

Currency mix for external borrowings is 40% in Euros, 20% in US Dollars, 21% in MAD and 19% in various currencies.

Consolidated cash balance amounted to AED 27.0 billion as of 30 September 2020 leading to a net cash position of AED 0.9 billion.

PROFIT & LOSS SUMMARY

(AED m)	Q3'19	Q2'20	Q3'20	QoQ	YoY
Revenue	12,977	12,492	13,039	+4%	0%
EBITDA	6,754	6,523	6,904	+6%	+2%
EBITDA Margin	52%	52%	53%	+1pp	+1pp
Federal Royalty	(1,628)	(1,509)	(1,475)	-2%	-9%
Net Profit	2,286	2,388	2,412	+1%	+6%
Net Profit Margin	18%	19%	18%	-1pp	+1pp

BALANCE SHEET SUMMARY

(AED m)	December 2019	September 2020
Cash & Bank Balances	29,657	26,952
Total Assets	128,266	126,343
Total Debt	23,889	26,028
Net Cash / (Debt)	5,768	924
Total Equity	57,767	57,656

CASH FLOW SUMMARY

(AED m)	9M' 2019	9M' 2020
Operating	10,692	10,506
Investing	(4,572)	(4,317)
Financing	(8,529)	(8,681)
Net change in cash	(2,409)	(2,492)
Effect of FX rate changes	504	(187)
Reclassified as held for sales	(27)	(26)
Ending cash balance	26,429	26,952

	Average Rates			Closing Rates		
Foreign Exchange Rates	Q3'19	Q3'20	YOY	Q3'19	Q3'20	YOY
EGP - Egyptian Pound	0.2221	0.2307	3.89%	0.2252	0.2330	3.49%
SAR - Saudi Riyal	0.9792	0.9792	0.00%	0.9790	0.9791	0.01%
CFA - Central African Franc	0.0062	0.0066	5.44%	0.0061	0.0065	6.96%
PKR - Pakistani Rupee	0.0231	0.0221	-4.62%	0.0234	0.0222	-5.37%
AFA - Afghanistan Afghani	0.0457	0.0475	3.91%	0.0470	0.0476	1.17%
MAD - Moroccan Dirham	0.3816	0.3941	3.28%	0.3770	0.3966	5.18%

RECONCILIATION OF NON-IFRS FINANCIAL MEASUREMENTS

We believe that EBITDA is a measurement commonly used by companies, analysts and investors in the telecommunications industry, which enhances the understanding of our cash generation ability and liquidity position, and assists in the evaluation of our capacity to meet our financial obligations. We also use EBITDA as an internal measurement tool and, accordingly, we believe that the presentation of EBITDA provides useful and relevant information to analysts and investors.

Our EBITDA definition includes revenue, staff costs, direct cost of sales, regulatory expenses, operating lease rentals, repairs and maintenance, general financial expenses, and other operating expenses.

EBITDA is not a measure of financial performance under IFRS, and should not be construed as a substitute for net earnings (loss) as a measure of performance or cash flow from operations as a measure of liquidity.

The following table provides a reconciliation of EBITDA, which is a non-IFRS financial measurement, to Operating Profit before Federal Royalty, which we believe is the most directly comparable financial measurement calculated and presented in accordance with IFRS.

(AED m)	Q3'19	Q2'20	Q3'20
EBITDA	6,754	6,523	6,904
Depreciation & Amortization	(1,864)	(1,852)	(1,955)
Exchange Gain/ (Loss)	(39)	37	69
Share of Associates and JV's results	12	49	58
Impairment and other losses	0	0	0
Operating Profit before Royalty	4,864	4,758	5,076

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This Presentation includes certain "forward-looking statements". Such forward looking statements are not guarantees of future performance and involve risks of uncertainties. Actual results may differ materially from these forward looking statements.

ABOUT ETISALAT GROUP

Etisalat Group is an international, blue-chip organisation with operations in 16 countries across the Middle East, Africa and Asia. It is one of the leading telecom operators with one of the largest market capitalization among Middle East, African and Asian telcos. It is a highly rated telecom company with ratings from Standard & Poor's and Moody's (AA-/Aa3).

Etisalat Group's shareholding structure consists of 60% held by the Emirates Investment Authority and 40% free float. Etisalat (Ticker: Etisalat) is quoted on the Abu Dhabi Stock Exchange (ADX).

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