



SYMPHONY

OPPORTUNITY DAY

Fiscal Year 2024 Performance



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BUSINESS OVERVIEW



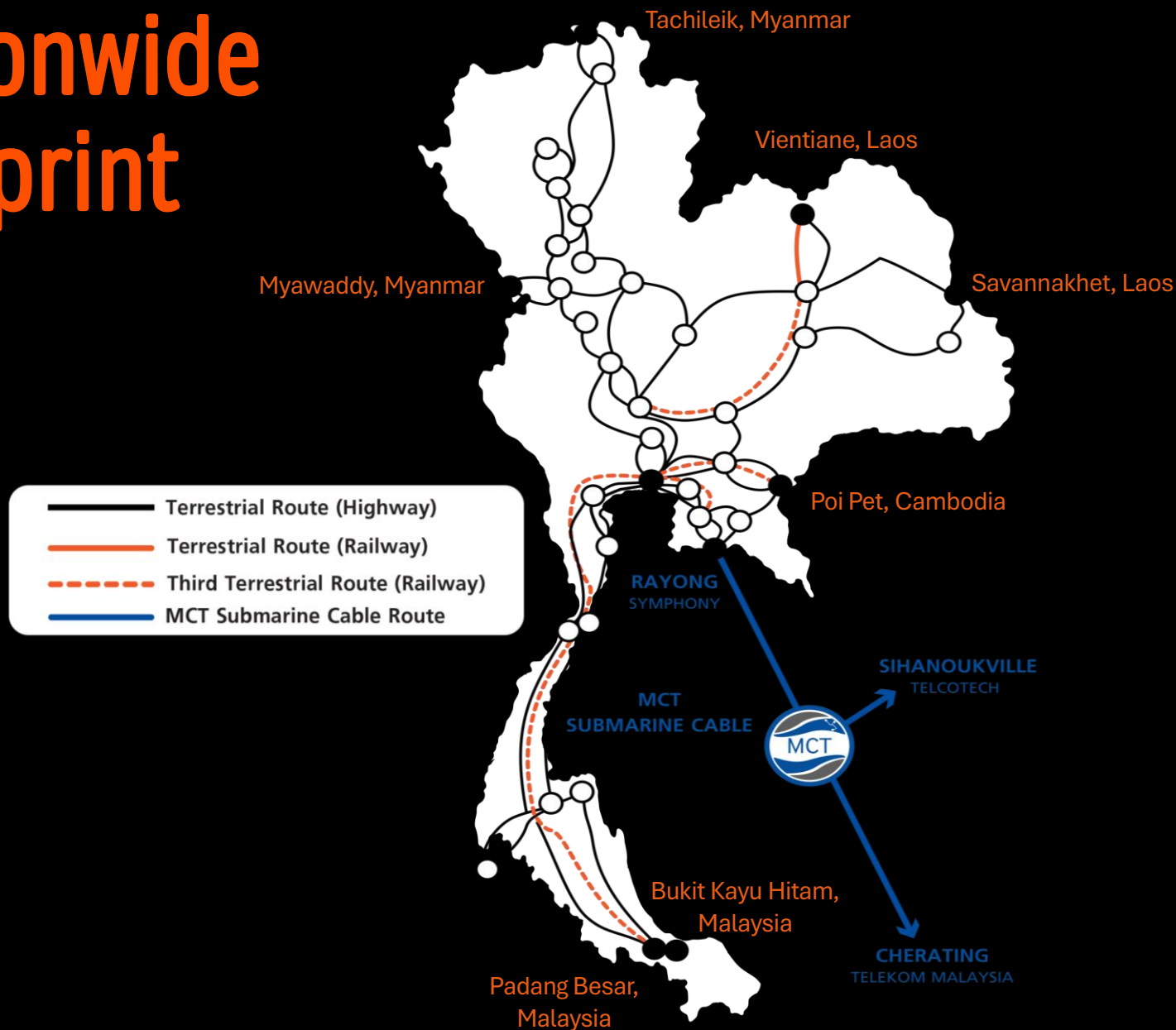
Empowering Connectivity *and* Innovating Solutions

SYMPHONY, We Provides Comprehensive Telecommunications and Digital Services for all.

We are Thailand-based service provider with over 20 years of expertise in domestic fixed- line services and International network connectivity, delivering high-speed and reliable connectivity through advanced terrestrial and submarine fiber optic networks. **Listed company in SET** since 2010.

Our offerings include internet services, ICT solutions, and digital services such as managed services, cloud services, IT security, cybersecurity, and data center solutions. These services cater to enterprise customers in both the public and private sectors, as well as other telecommunication operators.

Nationwide Footprint



27,000++ KMs FIBER FOOTPRINT



52 PROVINCES COVERAGE



TERRESTRIAL & SUBMARINE NETWORK



30+DCs INTERCONNECTION



313 BUILDINGS READY FOR SERVICE



105 AREA INDUSTRIAL ESTATES

ASEAN Connectivity

THAILAND as a Hub for ASEAN Countries and connecting to CLMV & Malaysia towards Singapore and Hong Kong

DIVERSE ROUTING SUPPORT

- Full Protected **Terrestrial** and **Submarine** Cable
- 3 **PHYSICAL** Routes via **Railway** and **Highway**
- **MCT** Submarine Cable

2

Diverse
Infra Routes

8

International
Gateways

MCT

Submarine
System / CLS





3 DIVERSIFY FIBER ROUTES

Along the way from **BANGKOK** to Thailand / Malaysia Border with 2 POIs Symphony has deployed **3 physical routes** via both 1 x **Railway** and 2 x **Highway** in order to guarantee up to **SLA 99.95%**

1 ALTERNATIVE SUBMARINE ROUTE

MCT from Thailand – Malaysia - Singapore

DATA CENTER INTERCONNECTION

Robust high-speed fiber network connecting leading data centers in Thailand.
Offering Dark Fiber, SDN-MPLS, DWDM, and IP Transit.

3+

Fiber Routes
to Data Center

100G

Bandwidth
Support

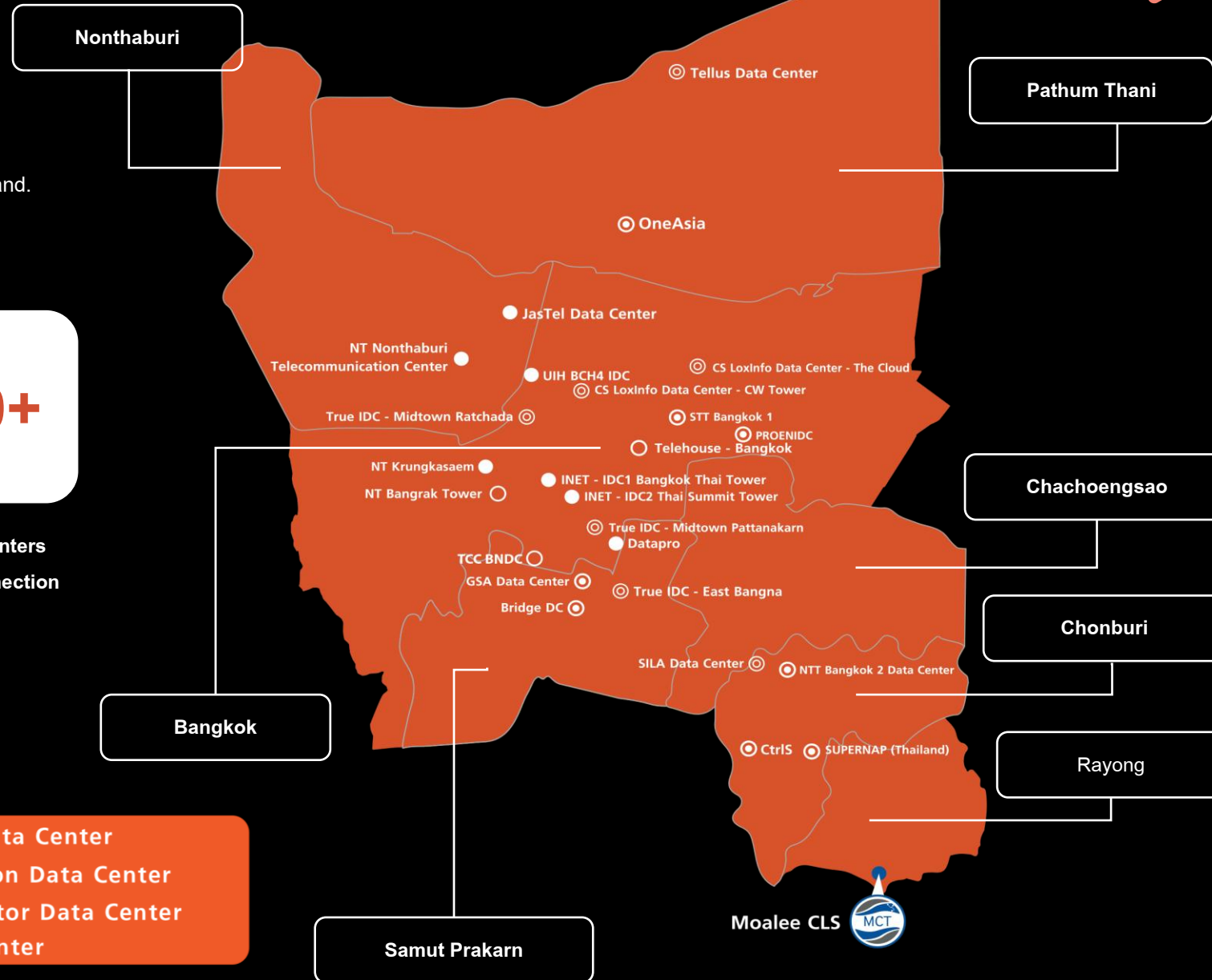
≤ 2ms

Latency
In Bangkok Area

30+

Data Centers
Interconnection

- ⊙ Hyperscale Data Center
- Interconnection Data Center
- ⊙ Mobile Operator Data Center
- Local Data Center



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BUSINESS UPDATE

SET **BBB**
ESG Ratings 2024



บริษัท ซิมโฟนี คอมมูนิเคชั่น จำกัด (มหาชน)

ได้รับผลการประเมินหุ้นยั่งยืน

"SET ESG Ratings"

ระดับ "BBB" ประจำปี 2567

จากตลาดหลักทรัพย์แห่งประเทศไทย

**SYMC received "BBB" SET ESG Rating
for 2024 SET ESG assessment**



AWS Direct Connect

ยกระดับการเชื่อมต่อ AWS Thailand Region
อย่างมีประสิทธิภาพและปลอดภัย

SYMC as the AWS Direct Connect Partner
Launched AWS Direct Connect in Thailand at
Telehouse Bangkok Data Center

BUSINESS UPDATE



SYMPHONY CLOUD: The first Cloud service provider in Thailand certified for

- Veeam Competency: Off-site Backup for Ransomware Resiliency
- Veeam Competency: BaaS (Backup as a Service) for Microsoft 365



"Top Local Service Provider"

Received the "Strategic Award 2024" in the "Top Local Service Provider" category at HPE Partner Summit 2025



Elevate Market Standard with End-to-End **Uptime**

SLA 99.95%

And 3-Hour Service Resolution Commitment

This initiative reflects SYMPHONY's commitment to leveraging advanced technologies, including artificial intelligence (AI) and intelligent network by using Software-Defined Network (SDN) as network controller, to enhance network reliability and provide seamless connectivity for its business clients. This upgraded is to mitigate potential business disruptions, safeguard opportunities, and enabling users to thrive in the fast-paced digital environment.

In support of this enhanced SLA, SYMPHONY has made substantial investments to upgrade its infrastructure. This includes expanding service in provincial areas, upgrading transmission equipment, and adding redundancy routes for the nationwide network backbone for increased network stability and full connectivity access to major data centers in Thailand. Furthermore, SYMPHONY has increased and upgraded its Points of Presence (POP) sites in Bangkok, Singapore, and Hong Kong to improve internet traffic connections through full diversity and robust technologies with enhanced security, while also increased bandwidth capacity to meet the growing demands of international data usage, both domestically and internationally.



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EXECUTIVE HIGHLIGHT



REVENUE

+2% YoY

Total revenue grew YoY driven by increased demand for domestic connectivity services and ICT Sales. Normalized 5.4% increased.



NET PROFIT

-22% YoY

Net Profit declined due to higher service revenue but offset by higher operating cost. Excluded one-time gain in year 2023, NP increased 0.9% increased.



CONTINUE GROWTH

Rise back in 2025

Strong domestic business continue to hold our business growth amid slower demand from International business and expected to rise back in 2025



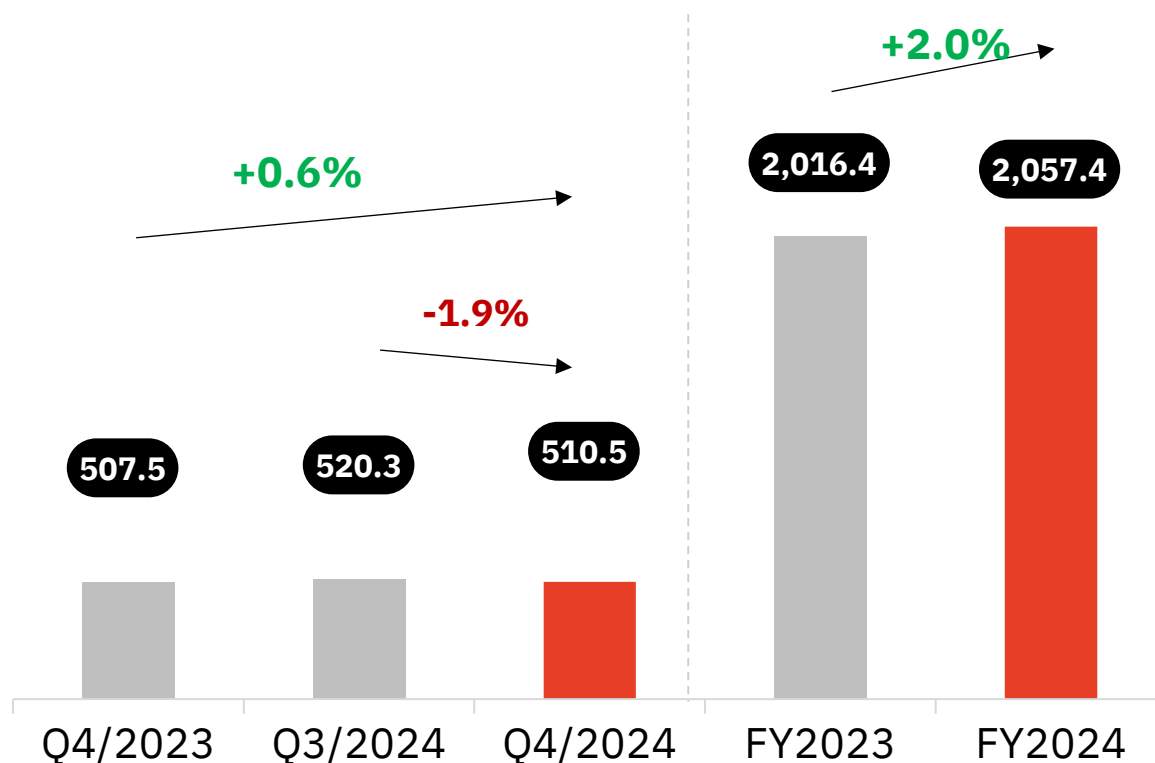
DIVIDEND

33.5% Payout Ratio

Increased dividend payout ratio to 33.5% of net profit.

TOTAL REVENUE

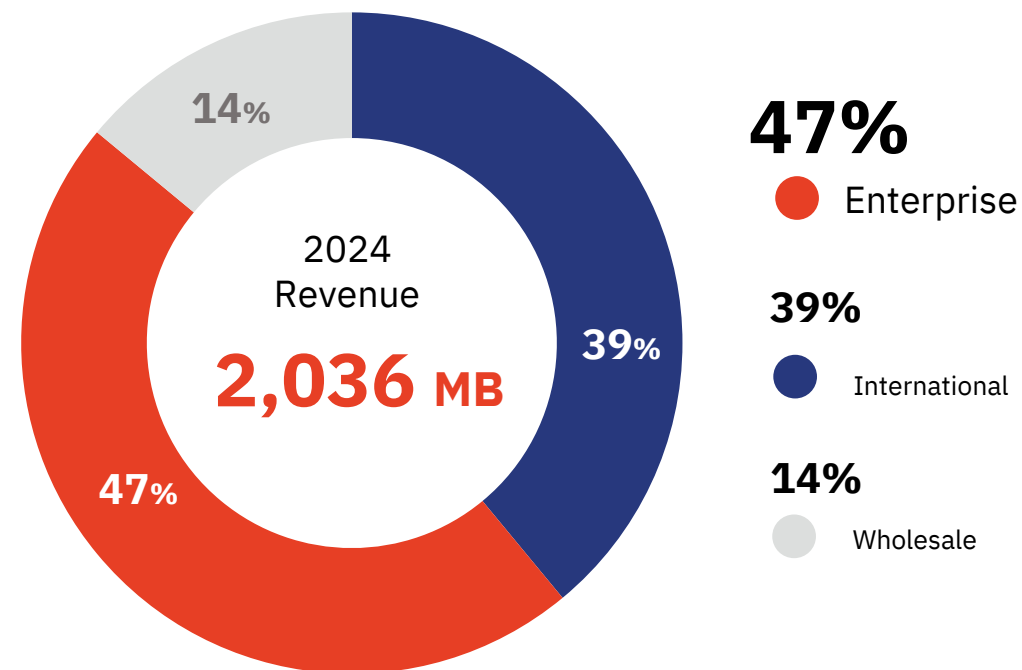
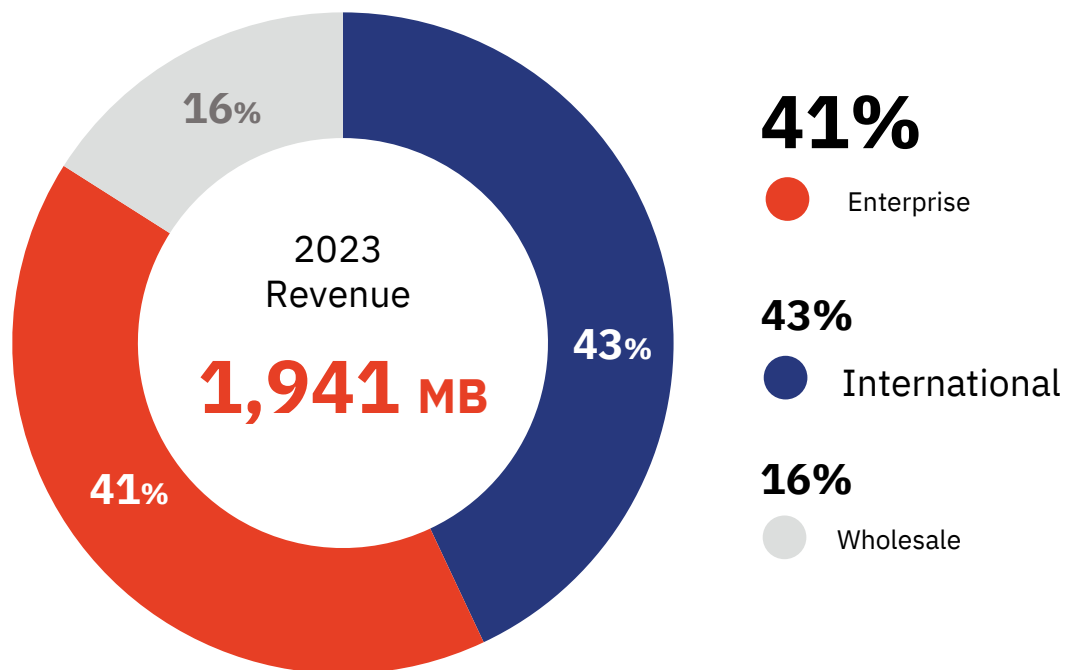
(Unit: THB mn)



- **FY2024 Total Revenue** increase YoY driven by robust sales of connectivity services to domestic and international clients.
- The growth seem lower than actual performance due to the high based in 2023 which incur a one-time gain from sales of investment in associate.
- **Q4/2024 Total Revenue** remain relatively stable.
- QoQ decrease, mainly due to lower connectivity service revenue from international clients.
- YoY increase due to higher other income.

REVENUE MIXED

**Well balance of operating revenue from sales and services mixed by client type:
International , domestic enterprise and wholesales**

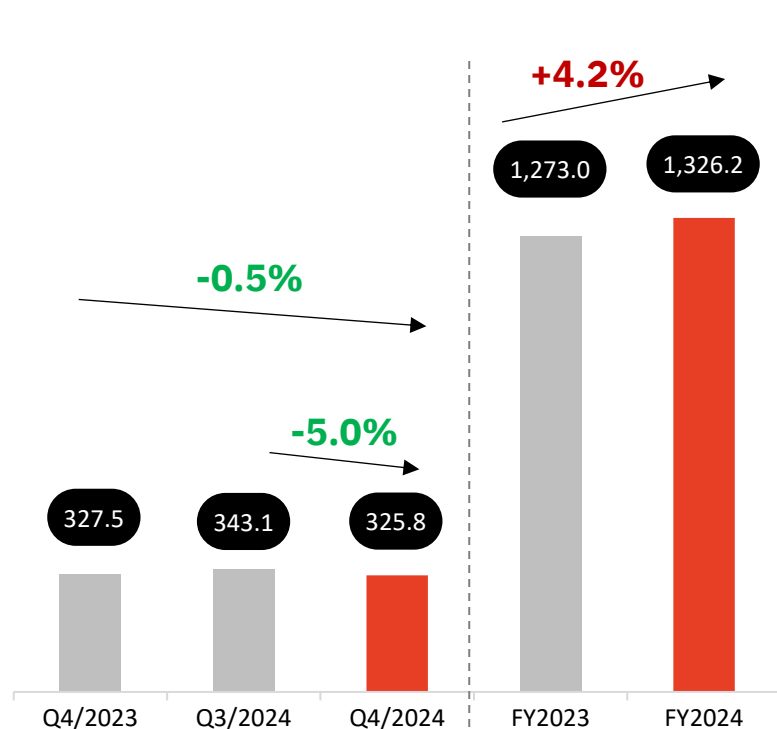


Revenue mix dynamics in year 2024 witnessed a notable shift, with a significant contribution from domestic enterprises slightly surpassing that of the international segment. There is a discernible upward trend in both domestic enterprise and international sectors. Conversely, the wholesale segment is anticipated to experience a decline, yet it remains a valuable component for the company.

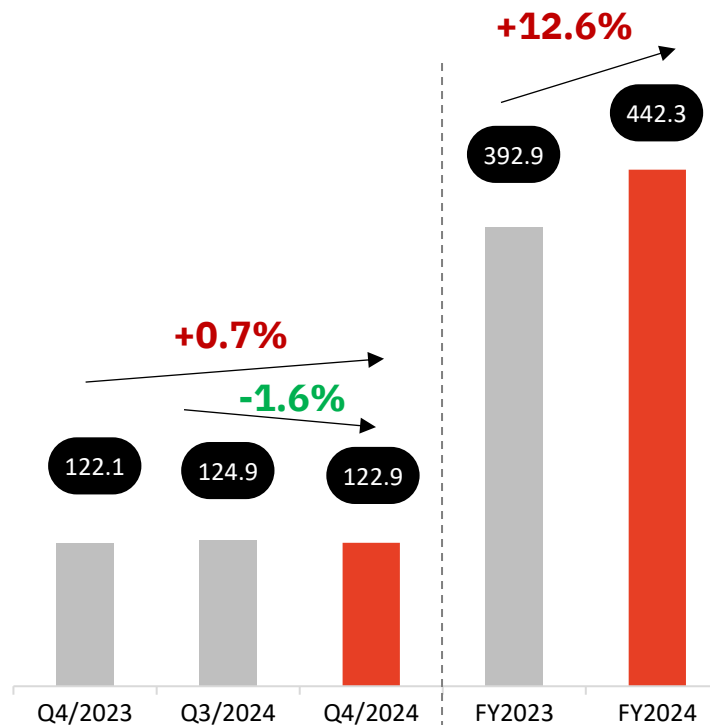
(Unit: THB mn)

COSTS AND SG&A

Cost of services and sales



Service exp. & Admin. (SG&A)



Costs of Services and Sales increase

YoY in line with operating revenue.

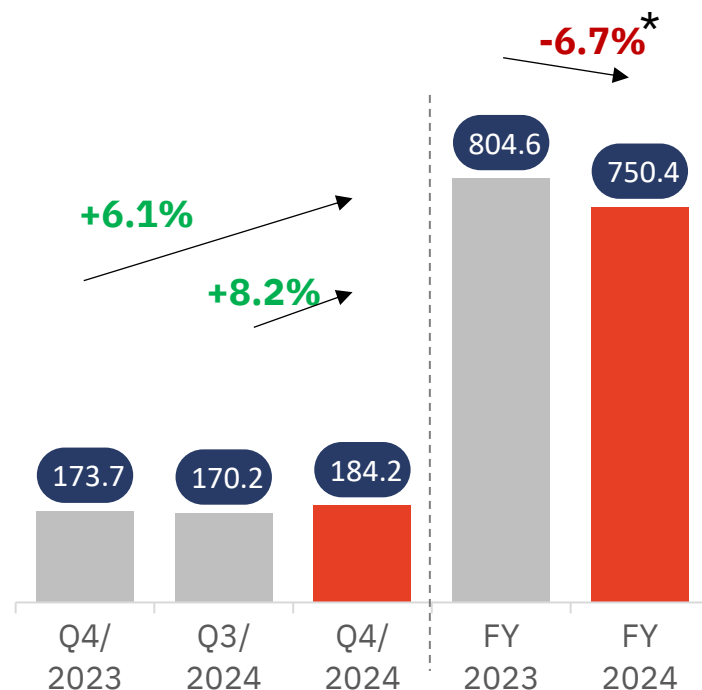
The cost rose from connection expenses related to lease line rentals for domestic services and Cloud connection expenses, a higher employee expenses, and costs to support sales of ICT equipment.

SG&A increase YoY, primarily a result of the marketing expenses, maintenance costs of equipment and employee expenses.

(Unit: THB mn)

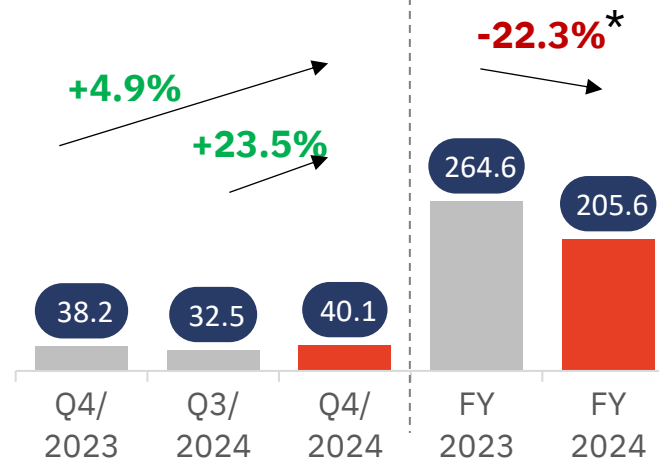
PROFITABILITY

EBITDA



* 2023's Normalized EBITDA = THB 740.9mn, resulting in +1.3% Growth YoY

Net Profit

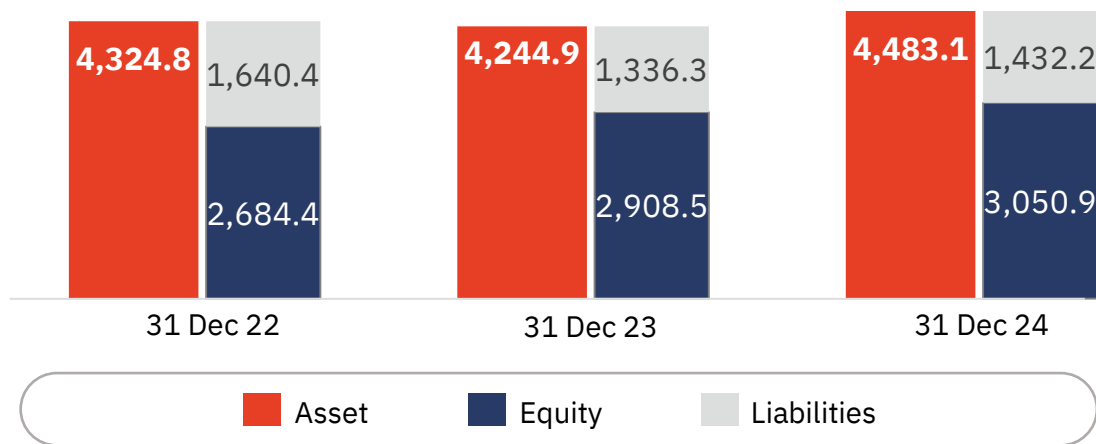


* 2023's Normalized NPAT = THB 203.9mn, resulting in +0.9% Growth YoY

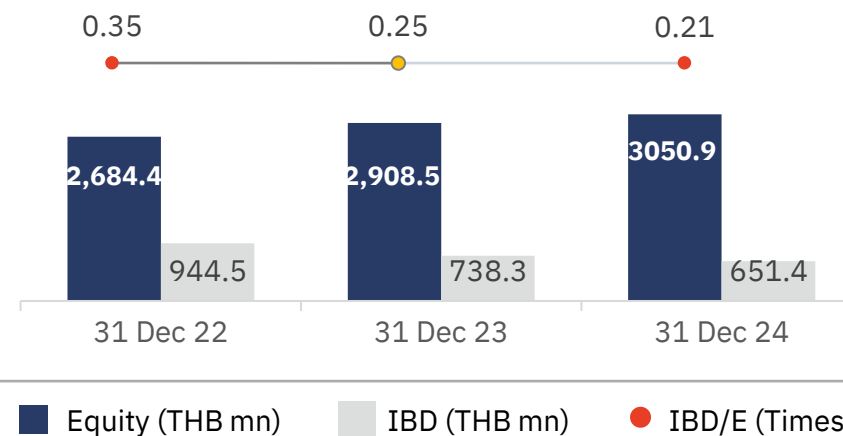
- **Full year picture seems drop**, due to the comparison with an unusual high base in 2023. Normalized EBITDA and Net Profit continue to grow YoY.
- **Q4/2024's profit grew YoY. EBITDA grew** from higher depreciation related to investments in network equipment. **Net Profit increase** YoY from lower costs of services and sales as well as reduction in SG&A expenses.

STRONG FINANCIAL POSITION AND HIGH RETURNS

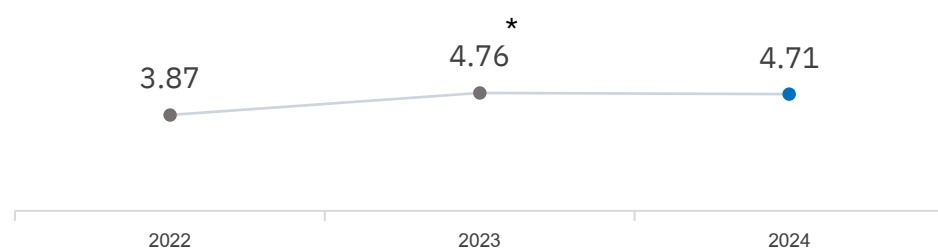
Financial Position (THB mn)



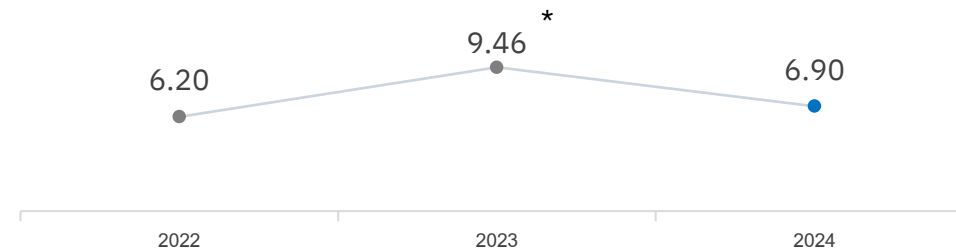
Interest Bearing Debt To Equity (IBD/E)



Return On Asset (ROA) (%)



Return On Equity (ROE) (%)

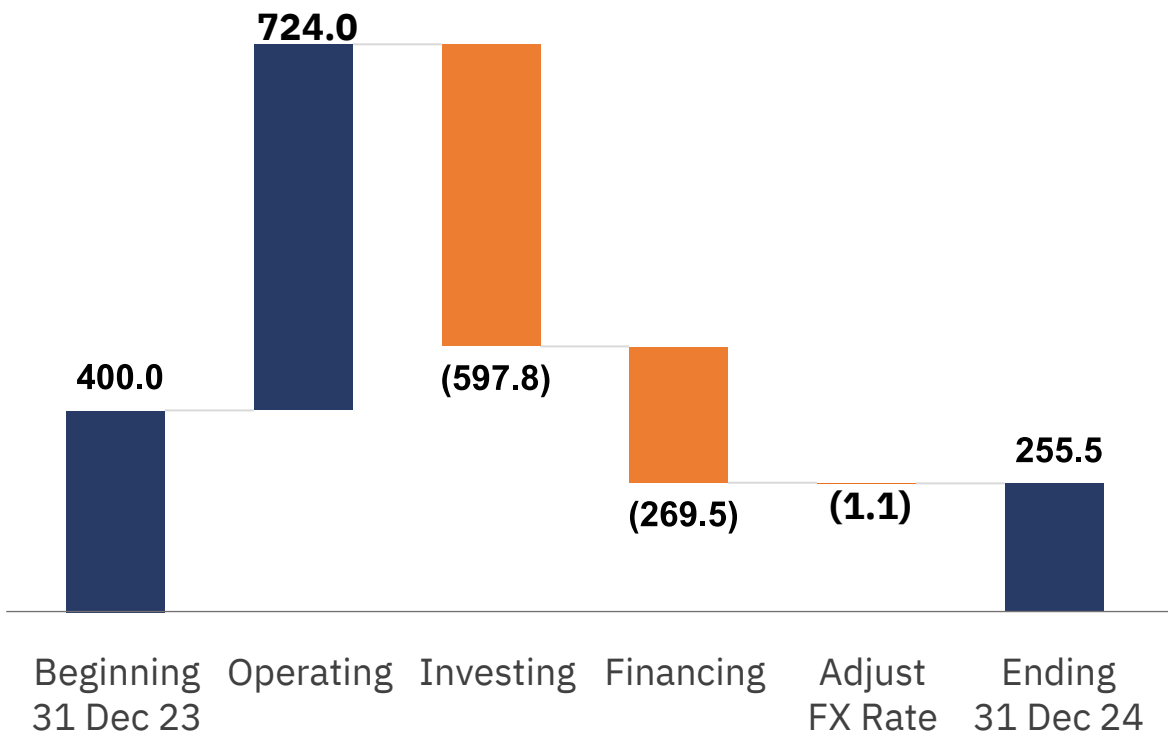


* Included one-time gain on sales of associated

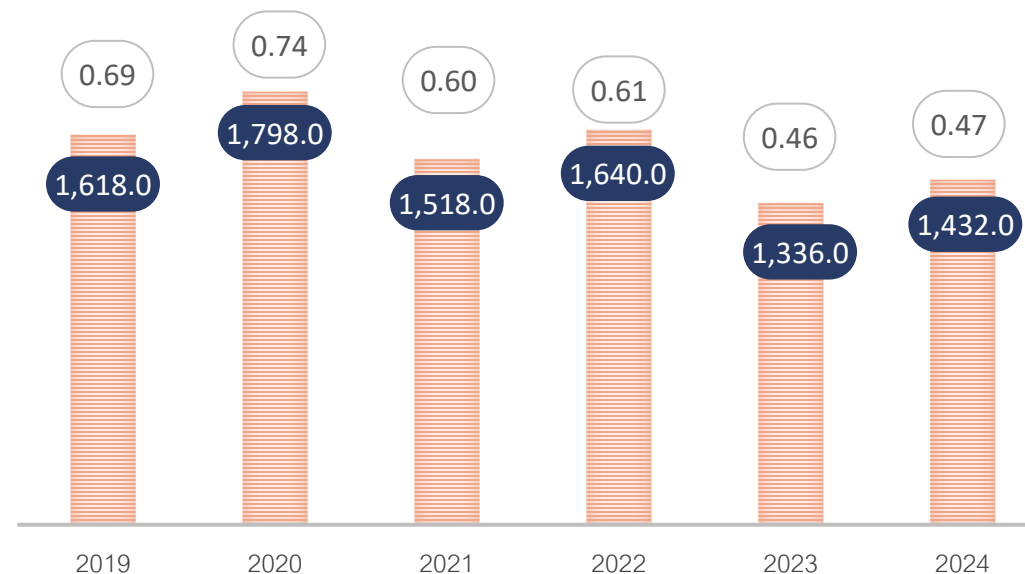
(Unit: THB mn)

CASH FLOW AND DEBT MATURITY PROFILE

Cash Flow Management FY2024



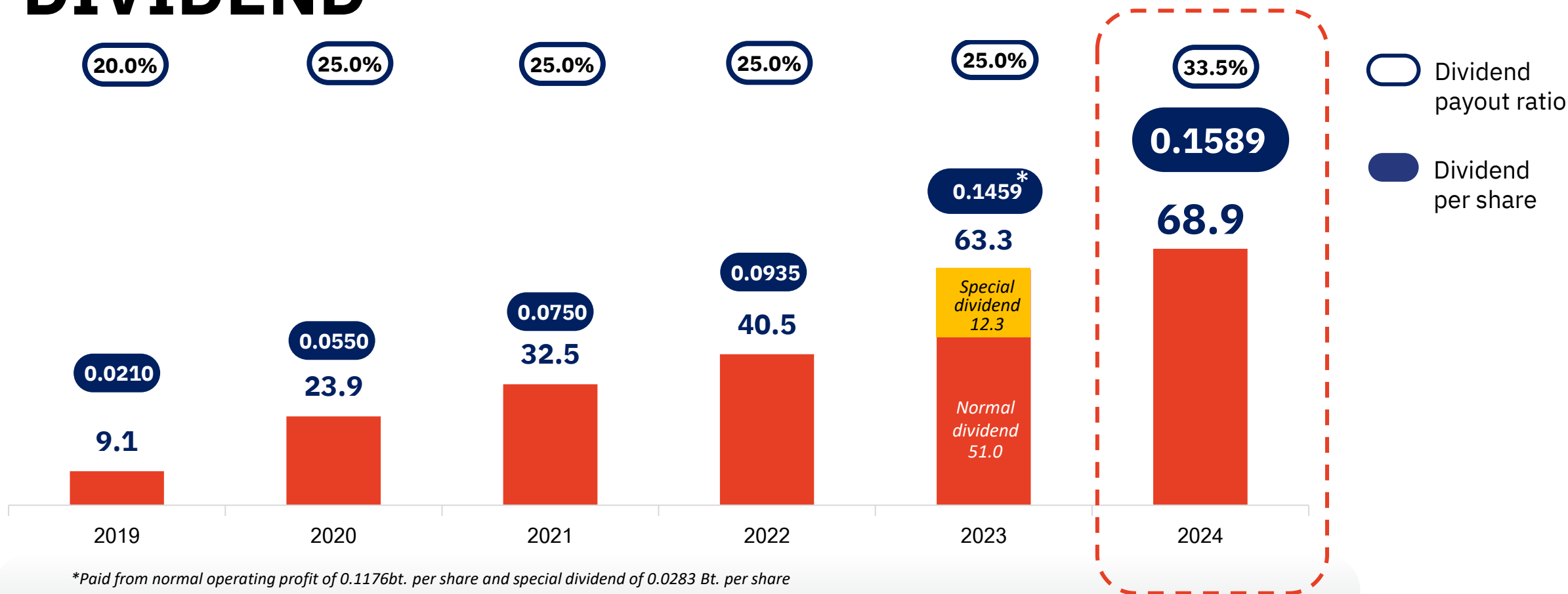
Debt Maturity Profile



Total Liabilities D/E Ratio (times)

(Unit: THB mn)

DIVIDEND



*Paid from normal operating profit of 0.1176bt. per share and special dividend of 0.0283 Bt. per share

Dividend Payment

- To be final approved in 2025 AGM, on 25th, April 2025
- Expecting dividend payment date on 20th May 2025

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2025 OUTLOOK & Priorities



Expanding our enterprise solutions portfolio

Delivering advanced cloud, security, and connectivity solutions that enable enterprise clients to achieve secure operations, seamless scalability, and superior performance across global markets



Strengthening infrastructure for data center connectivity

Modernizing data center infrastructure to support the surge in OTT platforms and hyperscalers, driven by expanded internet access, 5G adoption, AI-powered personalization, and growing demand for high-performance streaming services.



Enhancing network capacity and coverage

Strategically expanding network coverage across ASEAN to address growing connectivity demands, while simultaneously strengthening Thailand's position as an emerging regional data hub by 2027 through targeted infrastructure investments.



Advancing our commitment to sustainability

Advancing our comprehensive sustainability agenda through increased renewable energy adoption, optimized waste management systems, and a strategic roadmap to achieve Net Zero emissions in the future. We maintain unwavering commitment to workplace equality, talent development, and robust governance practices, as validated by our BBB SET ESG Rating—a testament to our leadership in responsible business operations.

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