



OPERATING RESULT

Fiscal Year 2024



AGENDA

01

Financial
Results

02

Business
Update

03

Business
Outlook

04

Q&A



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 year2023, NP increased 0.9% increased.



CONTINUED GROWTH

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

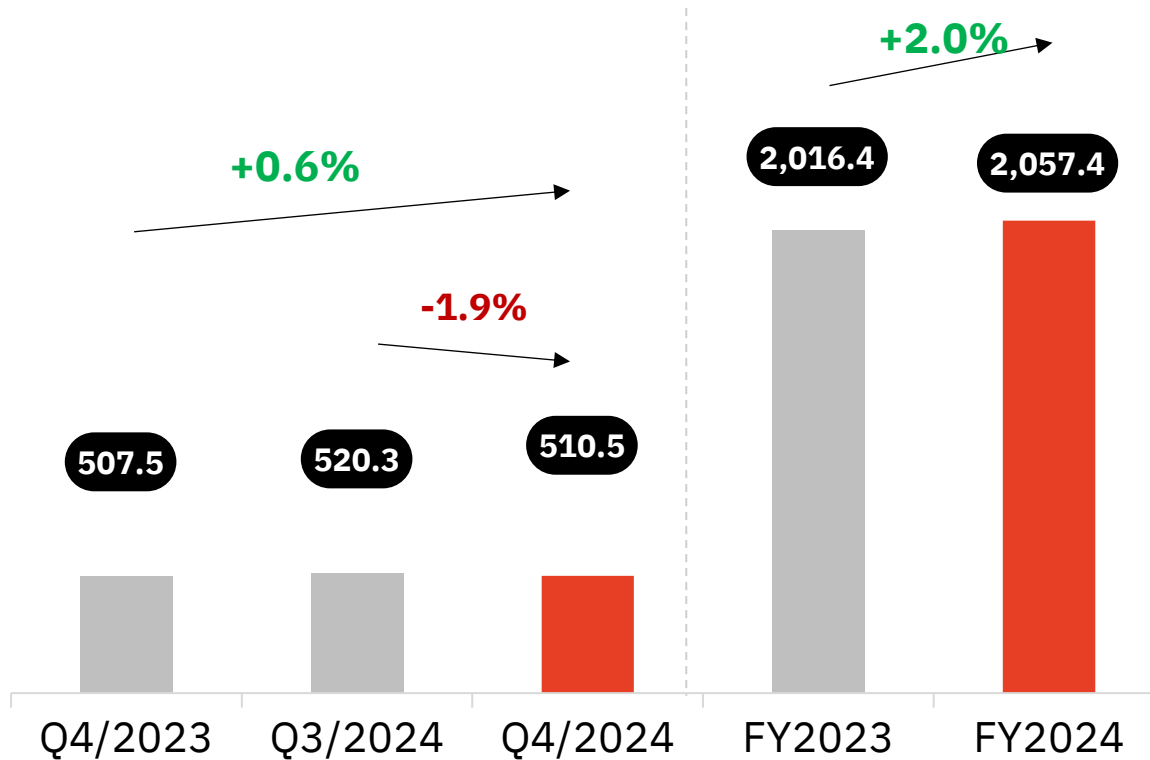


DIVIDEND

Increased dividend payout ratio to 33.5% of net profit.

(Unit: THB mn)

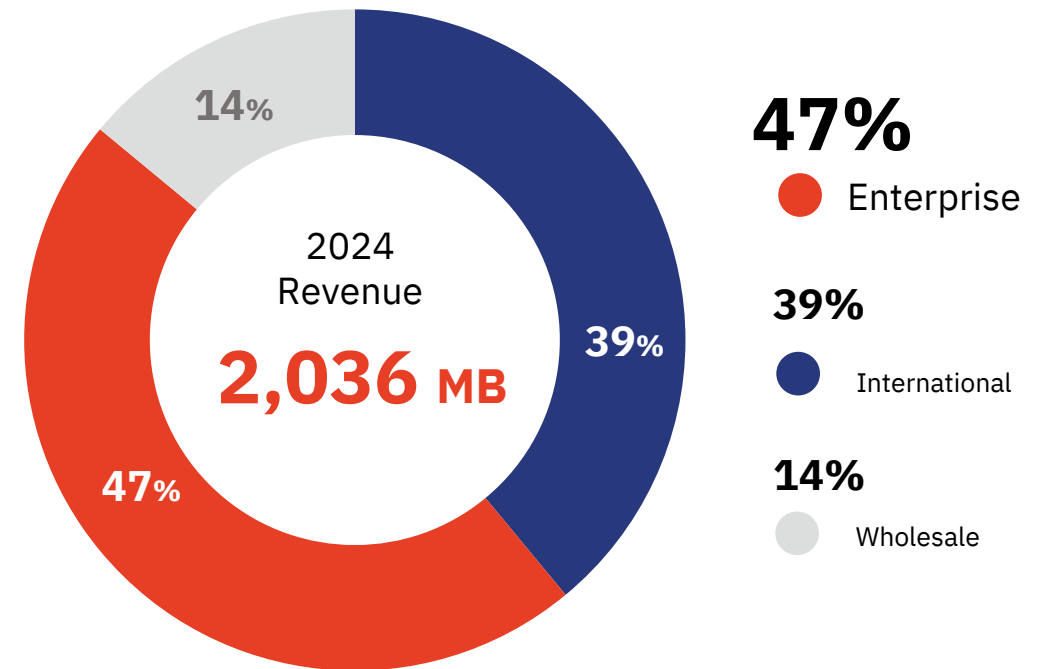
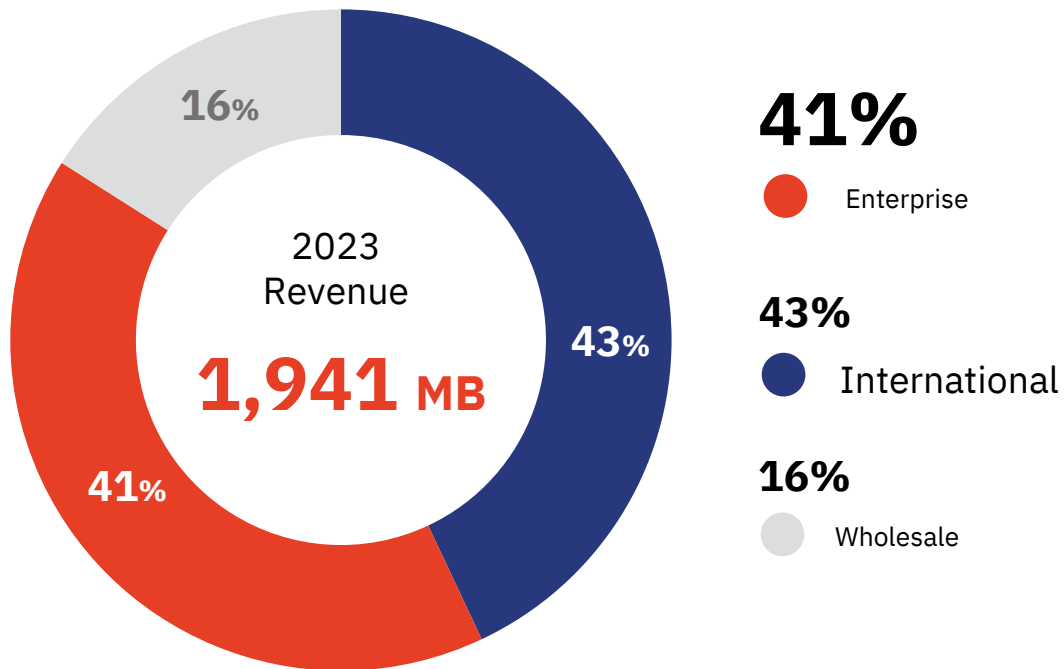
TOTAL REVENUE



- **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

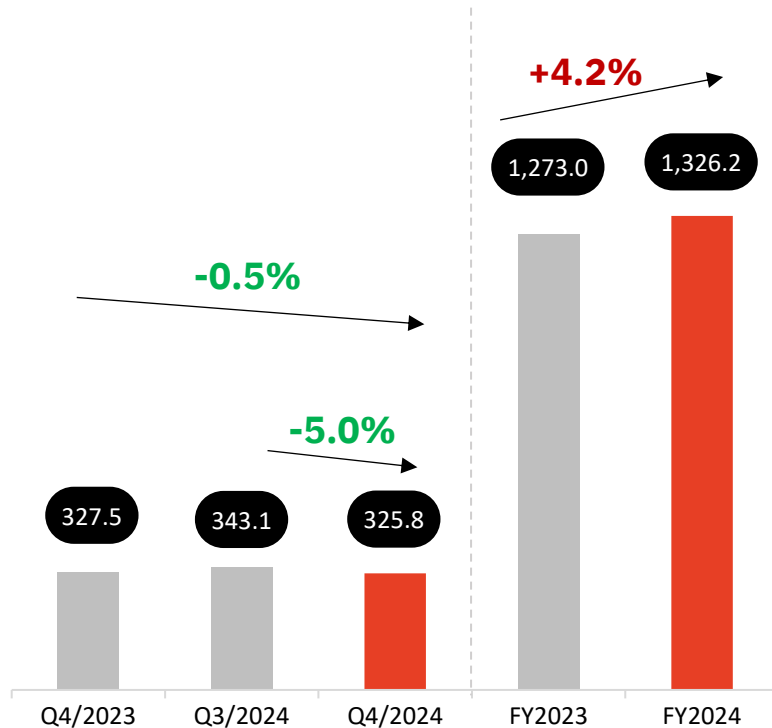


Revenue mix dynamics in year 2024 witnessed a notable shift, with a significant contribution from domestic enterprises slightly surpassing that of the international segment. There is a discernible upward trend in both domestic enterprise and international sectors. Conversely, the wholesale segment is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

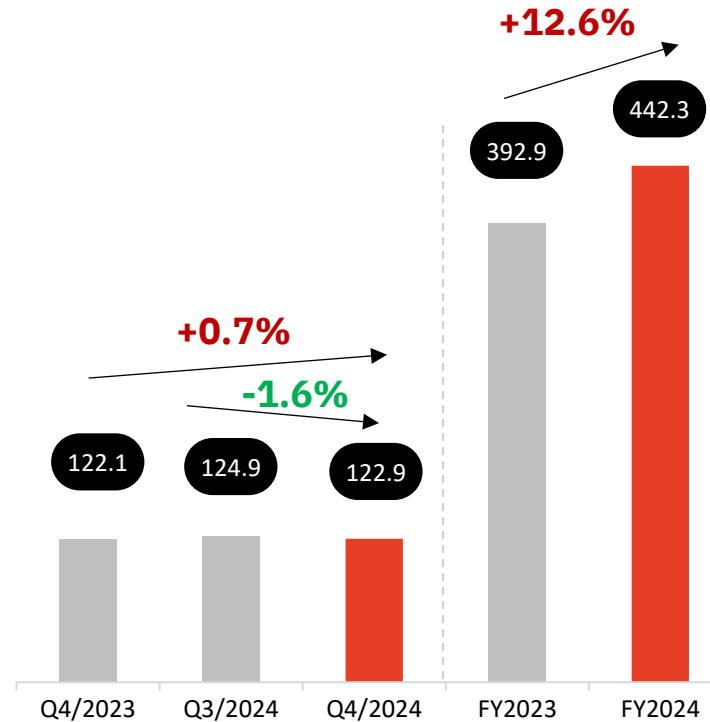
(Unit: THB mn)

COSTS

Cost of services and Sales



Service exp. & Admin. (SG&A)



Costs of Services and Sales increase

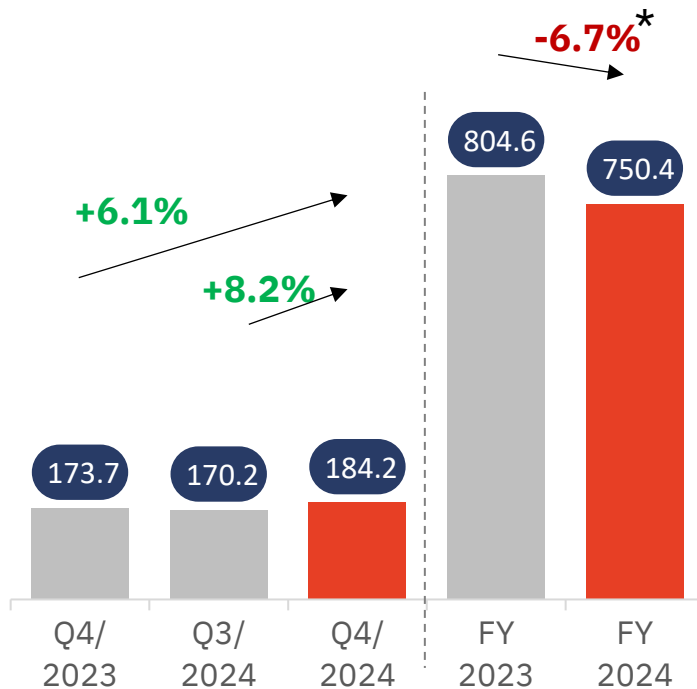
YoY in line with operating revenue.

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.

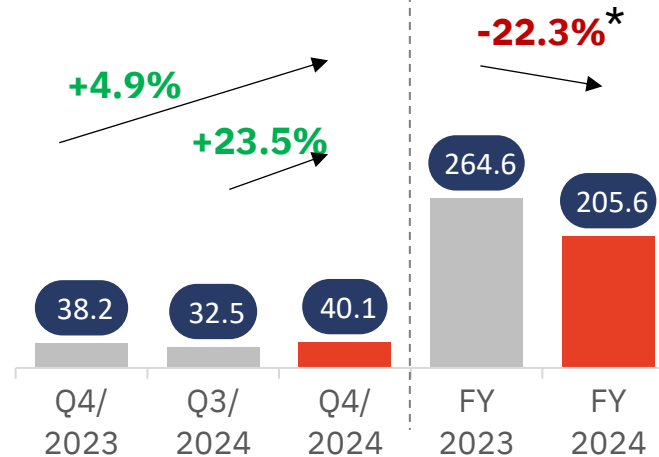
PROFITABILITY

EBITDA



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

Net Profit

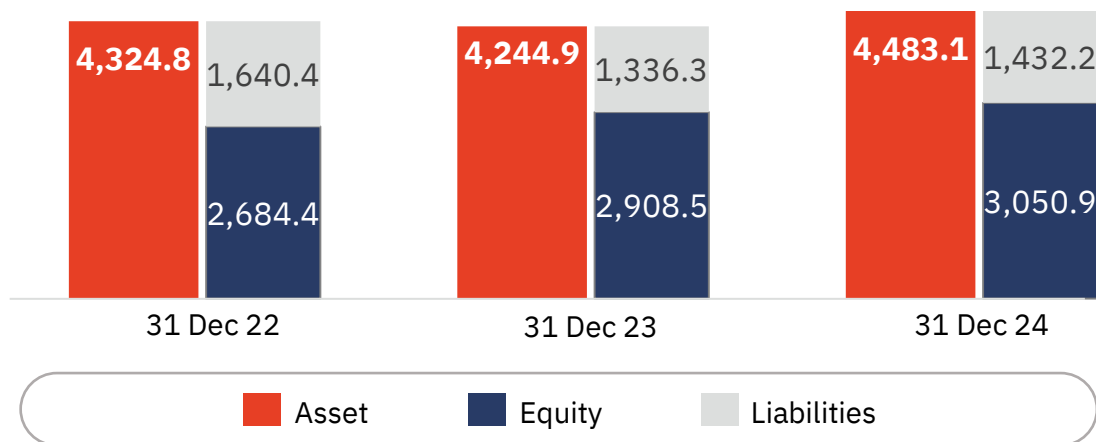


* 2023's Normalized NPAT = THB 203.9mn, resulting in +0.9% Growth YoY

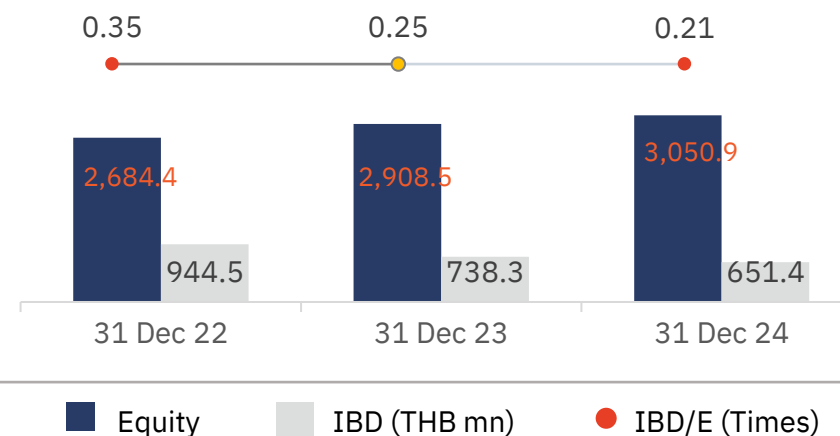
- **Full year picture seems drop**, due to the comparison with an unusual high base in 2023. Normalized EBITDA and Net Profit continue to grow YoY.
- **Q4/2024's profit grew YoY. EBITDA grew** from higher depreciation related to investments in network equipment. **Net Profit increase** YoY from lower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

STRONG FINANCIAL POSITION AND HIGH RETURNS

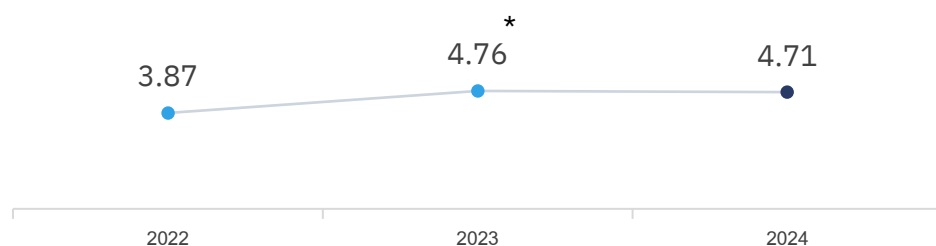
Financial Position (THB mn)



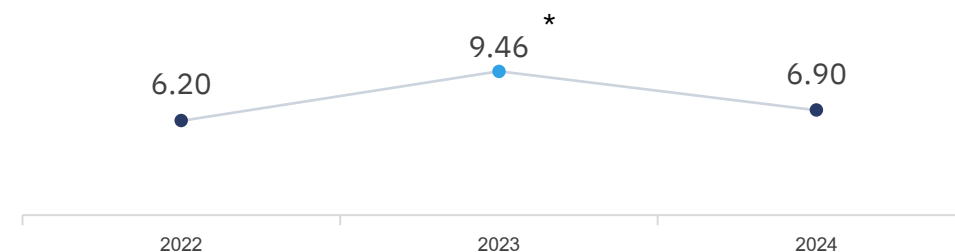
Interest Bearing Debt To Equity (IBD/E) (Times)



Return On Asset (ROA) (%)



Return On Equity (ROE) (%)

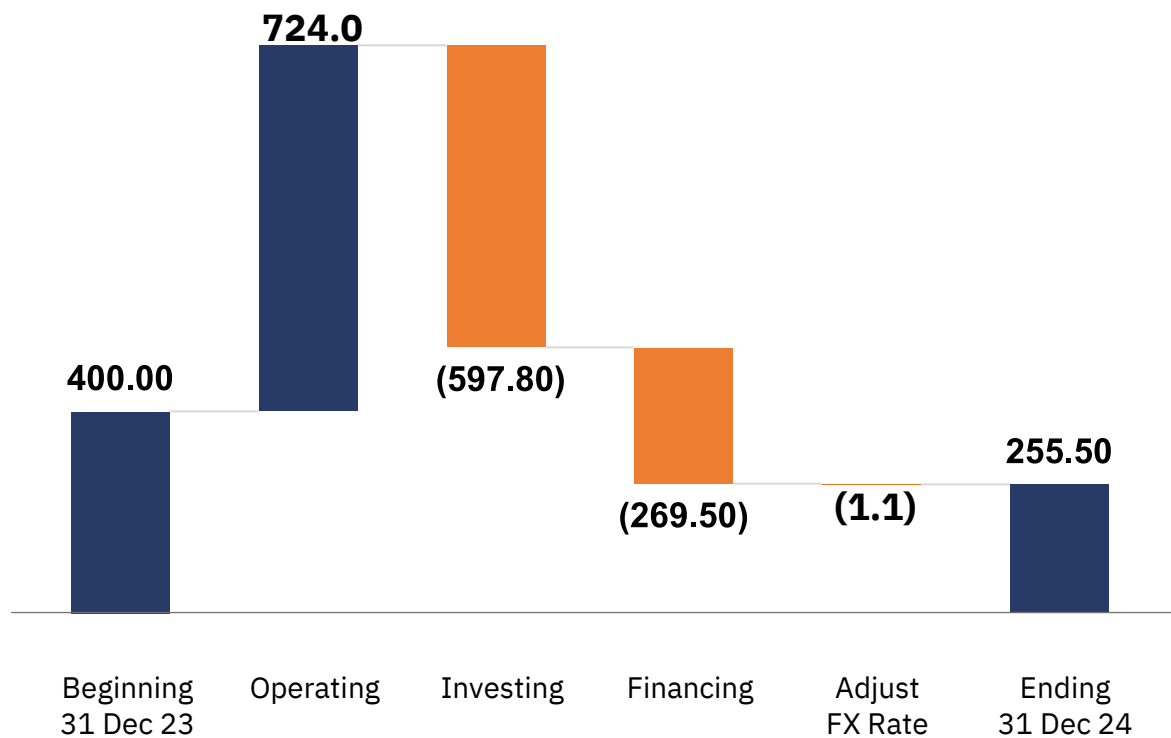


* Included one-time gain on sales of associated

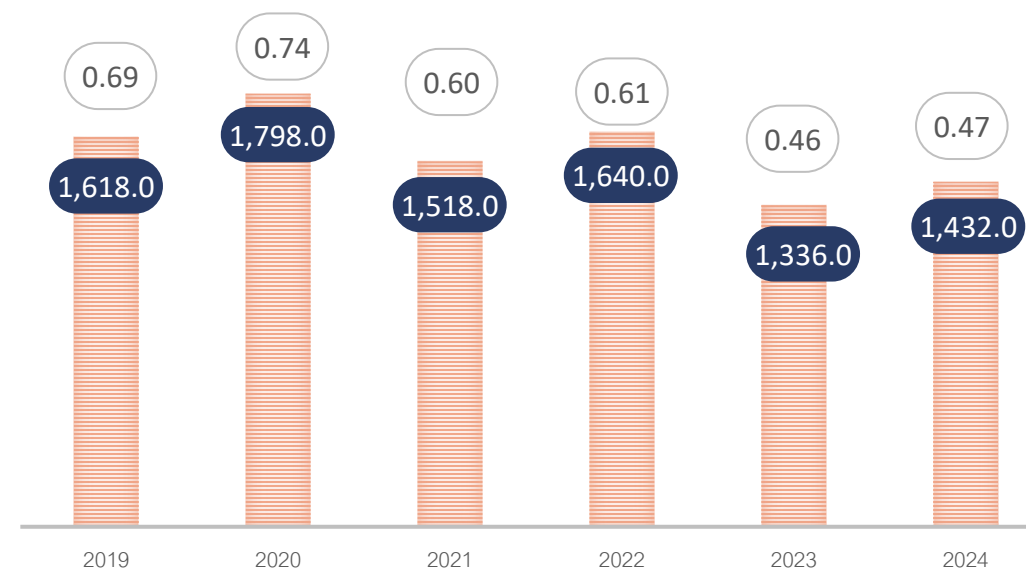
(Unit: THB mn)

CASH FLOW AND DEBT MATURITY PROFILE

Cash Flow Management FY2024



Debt Maturity Profile



 Total Liabilities  D/E Ratio (times)

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01

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BUSINESS UPDATE



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**



Collaborative Academic Knowledge Exchange

MOU Signing Ceremony: Academic Collaboration
Between Symphony Communication and KMUTL



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

BUSINESS UPDATE



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

HPE Partner Summit 2025

Power UP: Accelerating as One



POWER UP
ACCELERATING AS ONE

"Top Local Service Provider"

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



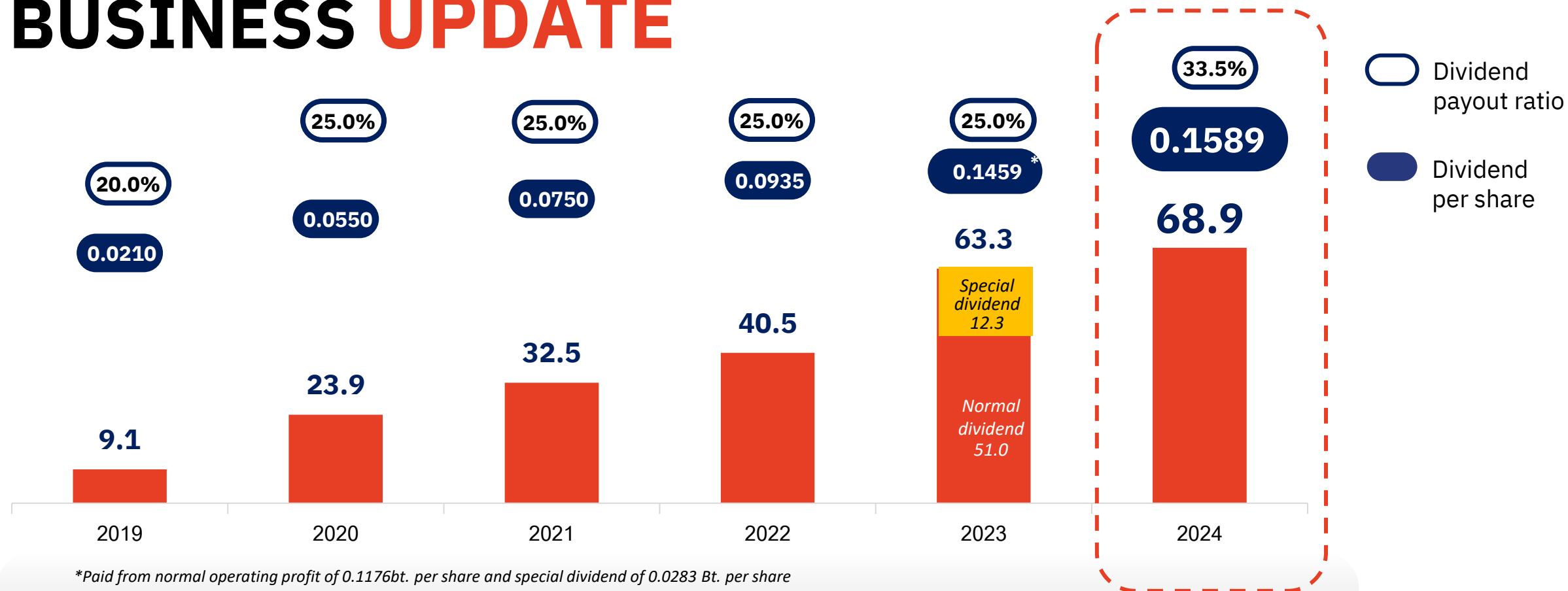
SYMPHONY

“SYMPHONY takes great pride
in delivering best-in-class experiences
through performance, stability, and adaptability for

Elevates Market Standard

with End-to-End SLA 99.95% and MTTR of 3 Hrs

BUSINESS UPDATE



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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01

Financial
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02

Business
Update

03

Business
Outlook

04

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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.

2025 Guidance



REVENUE

High single digit
Growth

Key drivers : International segment expansion, Connectivity service upgrades. Enterprise solutions: Focus on cloud connectivity and managed services.

Risk factors : Domestic enterprise segment slowdown due to macroeconomic headwinds, Reduced consumer spending affecting residential services and Inflationary pressures in key markets

EBITDA

Low to Mid single-digit growth
with sustainable margin

Maintaining sustainable margins with cost optimization initiative, Fiber rental consolidation program expected to reduce network costs, Digital transformation to reduce operational overhead.



NET PROFIT

Low to Mid
Single Digit Growth

Revised target due to rising on costs and lower growth in Domestic enterprise segment.

CAPEX

Capex Spending estimate
20 - 25% of revenue

- Prioritize expanding access to attract new customers.
- Service enhancement
- Digital transformation, AI-powered customer service platforms and internal systems modernization

Q&A



SYMPHONY