



July 22, 2022

To, BSE Limited The Corporate Relationship Department, P J Towers, Dalal Street, Mumbai – 400 001 BSE Security Code: 533162	To, National Stock Exchange of India Limited Listing Department “Exchange Plaza” Bandra Kurla Complex Bandra (E), Mumbai – 400 051 NSE Trading Symbol: HATHWAY
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Sub: Investor Update on the Unaudited Financial Results of the Company for the first quarter ended June 30, 2022

Dear Sir/Madam,

Please find enclosed the Investor Update on the Unaudited Financial Results (Standalone and Consolidated) of the Company for the first quarter ended June 30, 2022.

Kindly take the aforesaid on record.

Thanking you,

FOR HATHWAY CABLE AND DATACOM LIMITED



AJAY SINGH

Head Corporate Legal, Company Secretary and Chief Compliance Officer

FCS: 5189

Encl: As above

Hathway Cable and Datacom Limited

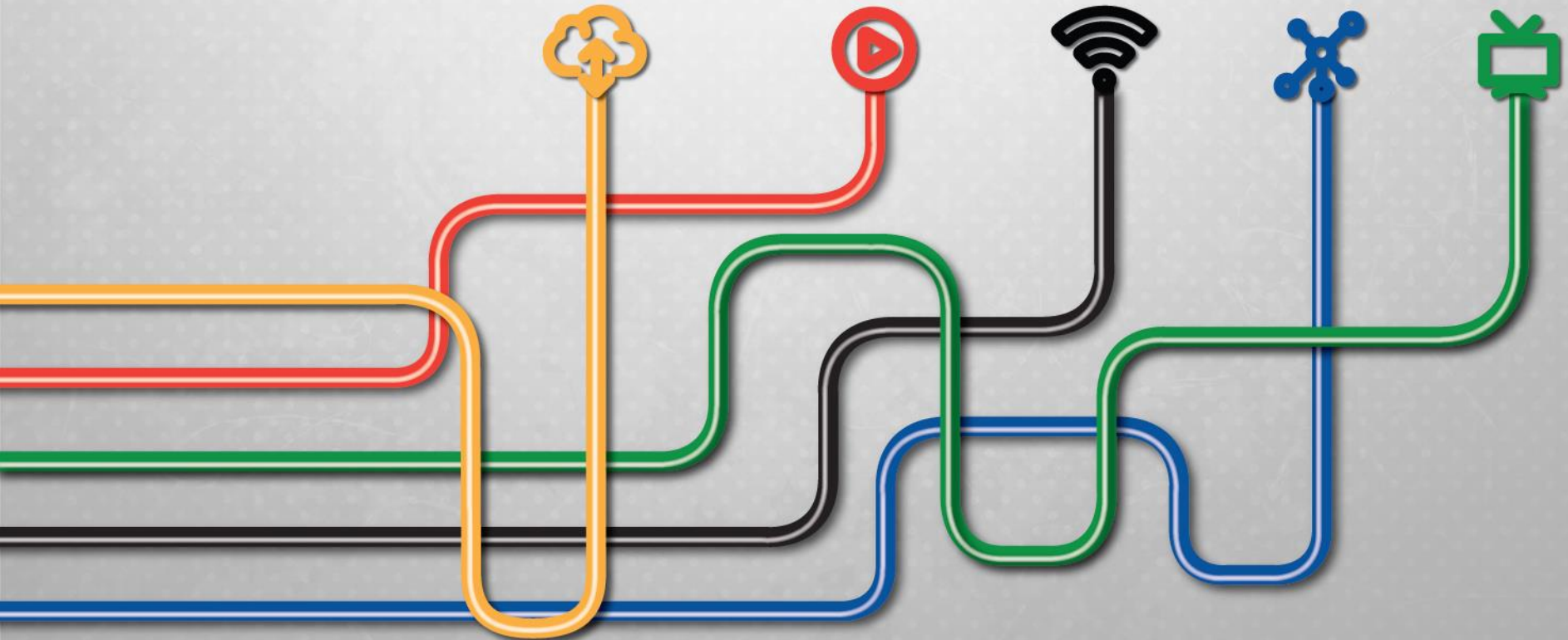
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CIN No. L64204MH1959PLC011421

Hathway Cable and Datacom Limited Investor Update – Q1 / FY23



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- Hathway Cable and Datacom Limited (HCDL), part of Reliance Group; is engaged in wireline Internet services (ISP) along with providing Cable Television services (CATV) through its wholly owned subsidiary, Hathway Digital Limited (HDL), which is one of the largest Multi System Operator (MSO) in India today
- The company's vision is to be a single point access provider, bringing into the home and work place a converged world of information, entertainment and services



Broadband

- Hathway holds a PAN India ISP license and is the first cable television services provider to offer broadband Internet services
- Approximately 5.7 Mn two-way broadband homes passed
- Total broadband Subscribers – 1.12 Mn High-speed cable broadband services across 22 cities (major presence in 4 metros and 3 mini metros)
- Telco grade technology and consumer engagement platform



Cable Television

- One of India's largest MSO, across various regions of the country and transmitting the same to LCOs or directly to subscribers
- Extensive network connecting 5.5 Mn digital cable subscribers / households
- 100% Subscribers are served through Hathway Connect platform and 96% online payment made by LCOs
- Offers cable television services across 700+ cities & towns



- Gross Revenue at INR 447.2 Cr, an improvement of 1% Y-o-Y
 - Broadband Revenue at INR 157.2 Cr
 - CATV Revenue at INR 290.0 Cr
- EBITDA at INR 102.6 Cr



Gross Revenue
INR 447.2 Cr

EBITDA
INR 102.6 Cr
Margin 23%

- In last two years, company has created an extensive incremental infrastructure for market share gain . We have connected over 250 new locations with IP links
- Product/ GTM Strategy/ Infrastructure ready for taking benefit of more conducive market and business scenario with Pandemic becoming more manageable. Set top box procurement and market share gain plans being rolled out
- Casting of OTT apps through already seeded new generation HD boxes piloted. This unique feature can give access of OTT to millions of Hathway Cable TV customers without any need to buy additional OTT box
- TV Plug Piloted. Using this Hathway can provide most reliable last mile Cable TV connectivity from a Mobile Tower Network
- Focusing on enriching customer experience through our Technology initiatives
 - Bringing customers our unique product and service offerings –Next generation HEVC HD box and OTT Hybrid box
 - Call Center providing enhanced customer service experience using automated multi-lingual technology
 - Empower customers with online renewal facility
- Targeted Marketing Campaigns with underlying themes like - Monsoon Campaign, DTH Conversion Campaign in multiple vernaculars across key markets for greater traction in customer interest & conversion
- Industry First -Digital Platform LightHouse App launched to enhance the competencies of our partner LCOs in Cable TV business



100% base

Served through Hathway Connect

5.5 Mn

STBs

96% Online Collection

700+

Presence in cities and towns

61,000 Kms

Fiber cable Network



Feature	Details of the feature
Dual DVB-C tuner	Allows User to watch a program on one channel while recording a program from another channel
Recording & External Storage Support	Supports USB Flash drive or Hard Disk up to 1 TB for PVR and Push VOD use Cases
Time Shift	Allows Play, Pause of Live TV with trick play mode (Forward - rewind on Live TV)
Electronic Programming Guide	It provides information of Live programs, events up to 7 days.
Multiple Regional language	22 Regional Language Support (4 Language available now)
Single Remote for STB & TV	Allows user to map their TV remote to STB remote and use a single remote for STB & TV
Reminders	Allows to Set Reminder for your Favorite Shows
User Settings	Allows User to manage STB settings like Audio, Language, Resolution Selection from Settings Menu
B-Mail	Has Ability to send Broadcast Messages for Emergency Messages, Promotions or Critical Reminders
DVB - Software Download	Supports download of new software through signaling on one way broadcast system
Radio Channels	Broadcast of Popular Radio Channels

First time ever in cable TV industry Hathway rolling out next generation Set Top boxes with singular focus of consumer delight.

- Subscription Revenue at INR 157.2 Cr, a growth of 3% Y-o-Y
- Revenue broadly stable Q-o-Q, in line with growth in REC Base
- Next Generation Docsis upgradation completed in all cities resulting in 80% decline in Docsis speed complaints and 65% of Docsis consumers have been upgraded to 100 Mbps speed plans
- Introduction of CCMTS and other Network Improvements have helped in reducing repeat complaints from 18% in Q1 FY22 to 13% in Q1 FY23
- FTTH capacity augmented to accommodate additional 1.2 lakhs consumers
- Customer Satisfaction Score (CSAT) has increased from 62% in Q1 FY22 to 84% in Q1 FY23
- Next Generation Customer Authentication and Rating system implemented in partnership with Nokia and Sterlite
- With better external environment in metros and based on technology upgradation initiatives, we are working on adding 30k consumer per quarter
- Data Consumption increased by 9.5% in case of DOCSIS customers and by 4% for GPON customers in Q1 FY23 as compared to Q4 FY22



Subscription Revenue
INR 157.2 Cr

300 Mbps
Maximum speed offered to customers

Broadband Subscribers
1.12 Mn

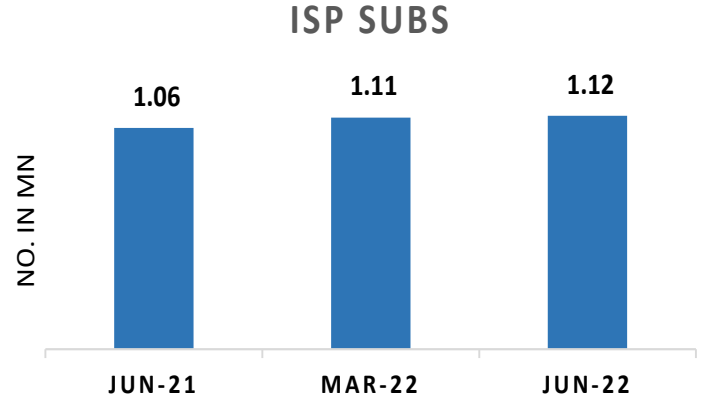
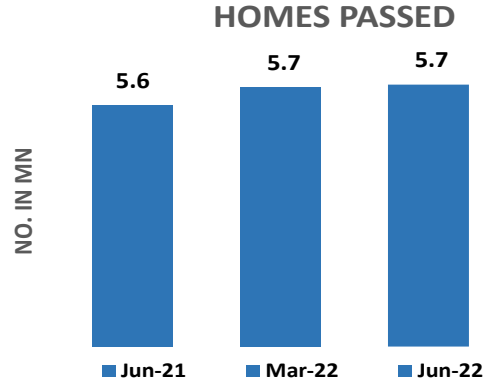
Broadband homes passed and presence
in 22 cities (4 metros and 3 mini metros)

5.7 Mn

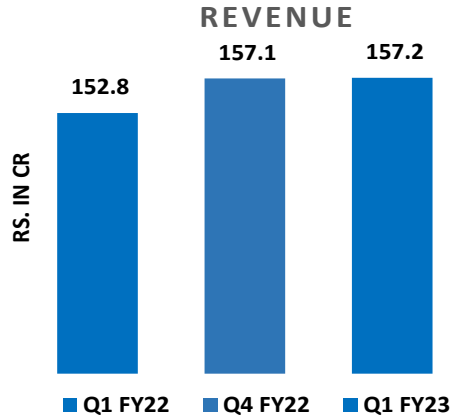
Up to 3 TB
Data offered with average consumption

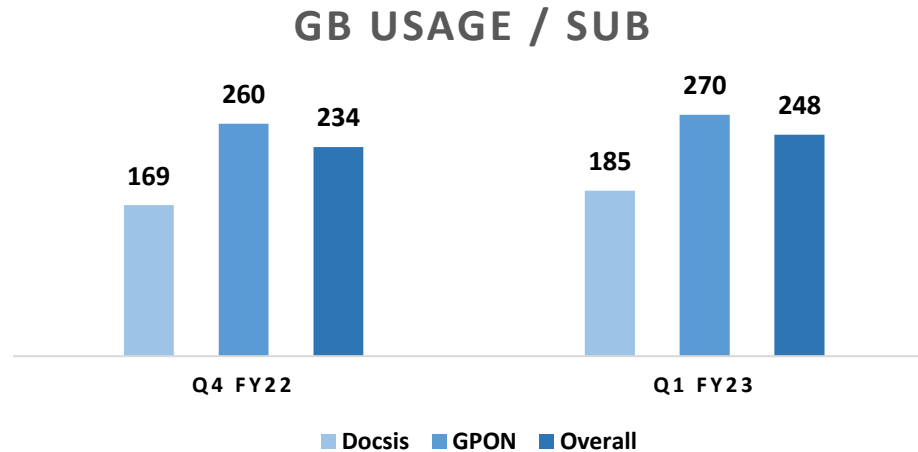
248 GB

- **Broadband Industry First** – Implemented AI & ML based **VoiceBOT** for handling interactive Voice Services at Call Centers
 - Improved the Quality of Troubleshooting
 - Increased FTR (First Time Resolution)
 - Reduction in AHT (Average Hold Time)
- **ChatBOT** has enhanced customer experience in a holistic manner, improving FTR to 73% through enabling resolution of customer queries through Web/ App/ WhatsApp interface
- **Smart IVRs** implemented at Call Centers helping customer with First time resolution & reduced wait time. 23% Reduction in calls in Q1 FY23 as compared to Q1 FY22
- **DIY** (Do It Yourself) videos content made available and is being sent through SMS for speedy resolution
- **Band Steering** feature implemented in Dual Band ONUs, enabling seamless Wi-Fi experience
- Enhanced Hathway Broadband Mobile App to make it more customer friendly



Industry leading HP penetration @19%





Bandwidth increase per customer is healthy from long term wireline industry relevance perspective.

Income statement (INR Cr)	Q1-FY23	Q4-FY22	Q-o-Q Growth	Q1-FY22	Y-o-Y Growth
Revenue from Operation	447.2	448.8	0%	441.3	1%
Total Income	447.2	448.8	0%	441.3	1%
Pay Channel Cost	172.7	168.2	3%	155.1	11%
Operational Cost	77.2	75.6	2%	79.6	-3%
Licence Fees	12.6	12.6	0%	0.8	1476%
Employee Cost	26.5	26.4	0%	24.6	8%
Other Expenses	71.2	73.4	-3%	71.4	0%
Total Expenditure	360.2	356.2	1%	331.5	9%
Operating EBITDA	87.0	92.6	-6%	109.8	-21%
Share of Profit/(Loss) of Associates	15.6	27.1	-42%	17.2	-9%
EBITDA	102.6	119.7	-14%	127.0	-19%
EBITDA margin %	23%	27%	-14%	29%	-20%
Non Operational Income	17.6	14.1	25%	24.3	-27%
Finance cost	-	-	NA	0.1	-100%
Depreciation / Amortization	91.1	91.4	0%	92.1	-1%
Exceptional items	-	9.9	-100%	-	NA
PBT	29.1	32.5	-11%	59.1	-51%
Current Tax	-	0.0	-100%	-	NA
Deferred Tax	8.1	4.1	97%	10.2	-20%
PAT	21.0	28.4	-26%	48.9	-57%
PAT margin %	5%	6%	-26%	11%	-58%
Other comprehensive income/ (loss)	(10.5)	1.7	-712%	(1.2)	794%
Total comprehensive income	10.5	30.1	-65%	47.7	-78%

Statement of Assets and Liabilities (INR Cr)	Mar-22	Mar-21
A. Equity and Liabilities		
1.Shareholder's Funds		
a. Share Capital	354.0	354.0
b. Reserves and Surplus	3,771.0	3,642.5
Sub Total – Shareholder's funds	4,125.1	3,996.5
2. Non- Controlling Interests	1.6	1.4
3. Liabilities		
a. Trade Payables	253.2	213.3
b. Other Financial Liabilities	107.4	136.0
c. Provisions and other current Liabilities	132.6	171.8
Sub Total – Current & Non – current liabilities	493.2	521.1
TOTAL – EQUITY AND LIABILITIES	4,619.8	4,519.1
B. Assets		
1. Non-current assets		
a. Property, Plant, Equipment & Intangibles	1,649.1	1,683.3
b. Investments	766.0	720.4
c. Loans & other financial assets	559.2	19.6
d. Other non-current assets	159.2	143.7
e. Deferred tax assets (net)	386.7	412.3
Sub Total – Non – current assets	3,520.2	2,979.4
2. Current assets		
a. Inventories	3.7	5.6
b. Investments	736.9	1,071.4
c. Trade Receivables	52.4	5.5
d. Cash and Cash equivalents & Other Bank Balance	168.6	330.6
e. Loans & other financial assets	43.1	38.7
f. Current Tax Assets (Net)	0.3	1.9
g. Other Current Assets	94.7	86.0
Sub Total –Current assets	1,099.6	1,539.7
TOTAL - ASSETS	4,619.8	4,519.1

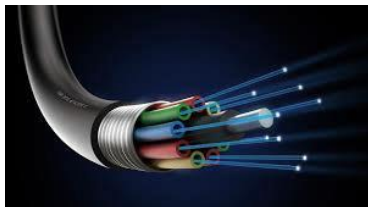
Investment in GTPL: CMV – INR 855 Cr

Free Cash Balance – INR 1,452.9 Cr

Income statement (INR Cr)	Q1-FY23	Q4-FY22	Q-o-Q Growth	Q1-FY22	Y-o-Y Growth
Subscription Revenue	157.2	157.1	0%	152.8	3%
Total Income	157.2	157.1	0%	152.8	3%
Operational Cost	37.5	36.2	4%	38.2	-2%
Licence Fees	12.6	12.6	0%	0.8	1476%
Employee Cost	14.1	14.1	0%	12.7	11%
Other Expenses	43.5	44.3	-2%	41.4	5%
Total Expenditure	107.6	107.1	1%	93.2	16%
Operating EBITDA	49.6	50.0	-1%	59.6	-17%
EBITDA margin %	32%	32%	-1%	39%	-19%
Non Operational Income	25.5	5.7	346%	11.3	127%
Finance cost	-	-	NA	0.0	-100%
Depreciation / Amortization	44.9	45.0	0%	44.2	2%
Exceptional items	-	(3.6)	-100%	-	NA
PBT	30.2	14.4	110%	26.6	13%
Deferred Tax	7.8	8.2	-5%	6.9	13%
PAT	22.4	6.1	265%	19.7	13%
PAT margin %	14%	4%	265%	13%	10%
Other comprehensive income/ (loss)	(2.8)	0.9	-417%	(0.2)	1710%
Total comprehensive income	19.6	7.0	180%	19.6	0%

Income statement (INR Cr)	Q1-FY23	Q4-FY22	Q-o-Q Growth	Q1-FY22	Y-o-Y Growth
Subscription Income	174.7	178.5	-2%	182.8	-4%
Placement	101.4	98.2	3%	85.0	19%
Activation	2.8	4.5	-38%	9.4	-71%
Other Operating Income	8.3	9.6	-13%	7.0	20%
Total Income	287.2	290.7	-1%	284.2	1%
Pay Channel Cost	170.7	166.1	3%	152.5	12%
Operational Cost	39.4	41.5	-5%	39.6	0%
Employee Cost	11.8	11.6	1%	12.3	-4%
Other Expenses	27.3	28.9	-6%	30.2	-9%
Total Expenditure	249.2	248.1	0%	234.5	6%
Operating EBITDA	38.0	42.6	-11%	49.7	-24%
EBITDA margin %	13%	15%	-10%	17%	-24%
Non Operational Income	9.4	8.5	10%	12.6	-26%
Finance cost	-	-	NA	0.0	-100%
Depreciation / Amortization	46.0	46.2	0%	47.7	-3%
Exceptional items	-	10.8	-100%	-	NA
PBT	1.3	(5.9)	222%	14.6	-91%
Deferred Tax	0.3	(3.9)	NA	3.3	-91%
PAT	1.0	(2.0)	249%	11.3	-91%
PAT margin %	0%	-1%	250%	4%	-91%
Other comprehensive income/ (loss)	(7.8)	0.4	NA	(1.0)	668%
Total comprehensive income	(6.8)	(1.6)	319%	10.3	-165%

Advanced technology and equipment provided by leading technology vendors



Optic Fibre Cable Network

- 61,000 Kms



Digital Headends

- 8 Head ends



GPON Technology

- Broadband speed upto 1 Gbps
- Passive Network (No Power)
- VoD, OTT capabilities

Leading Technology Vendors

STBs (SD & HD)



Head-ends/ Compression



Modems



GPON



CAS



NOC & OSS



ERP & Billing System



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