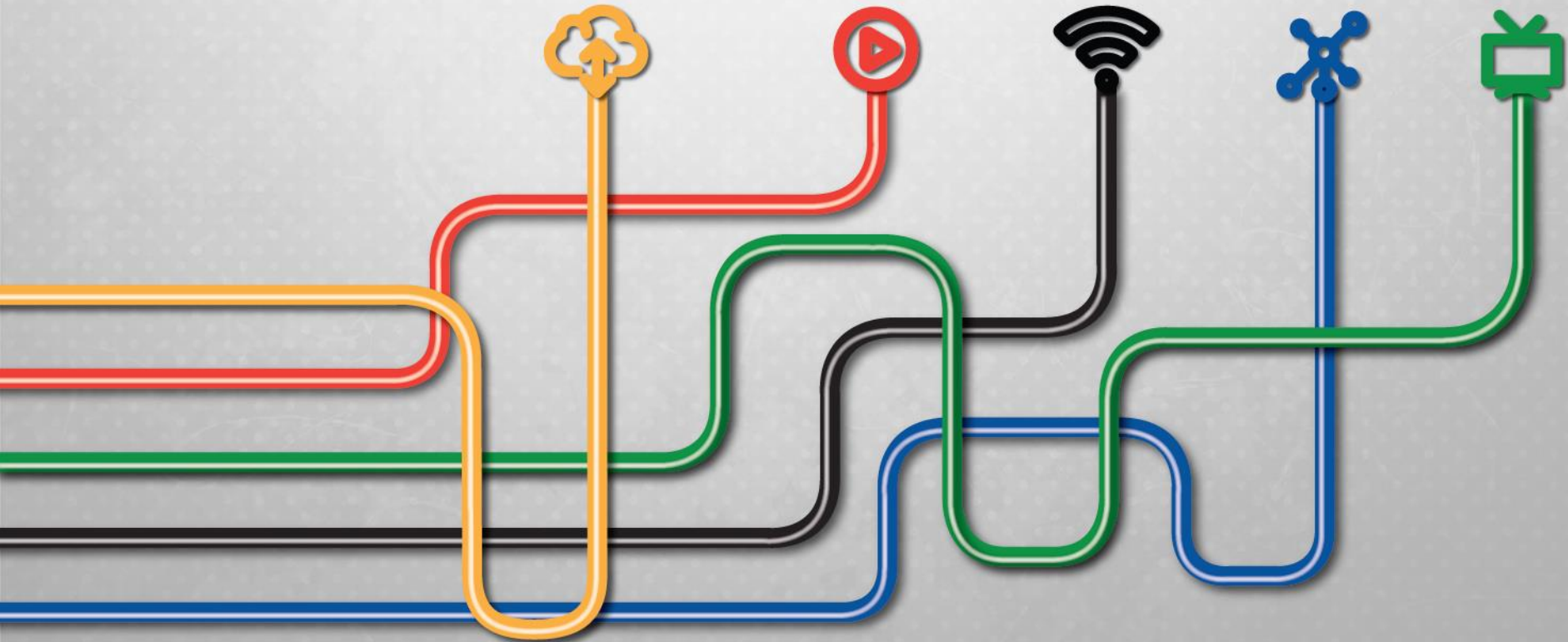


# Hathway Cable and Datacom Limited Investor Update – Q2 / FY23



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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



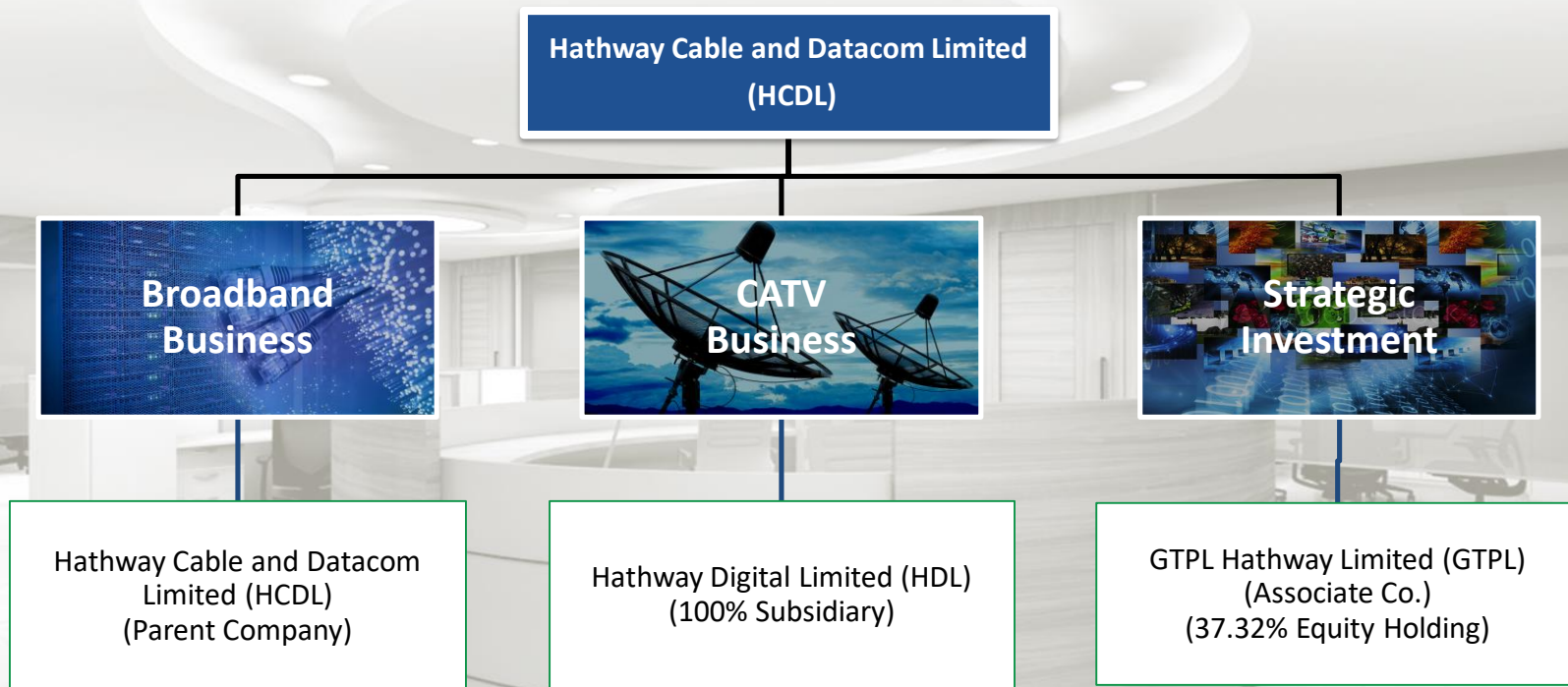
## Broadband

- Hathway holds a PAN India ISP licence and is the first cable television services provider to offer broadband Internet services
- Approximately 5.8 Mn two-way broadband homes passed
- Total broadband Subscribers – 1.13 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 5.6 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 473.2 Cr, an improvement of 6% Y-o-Y
  - Broadband Revenue at INR 161.1 Cr improvement of 3% on Y-o-Y
  - CATV Revenue at INR 312.1 Cr improvement of 7% on Y-o-Y
- EBITDA at INR 101.1 Cr



Gross Revenue  
**INR 473.2 Cr**

EBITDA  
**INR 101.1 Cr**  
Margin 21%

- 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 post Covid-19 Pandemic. 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 on large screen 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 – Aha OTT Offer in key markets for greater traction in customer interest & conversion
- Industry First LightHouse App launched for as a key tool for LCO engagement



**100% base**

Served through Hathway Connect

**28K Kms**

Fiber cable Network

**5.6 Mn**

STBs

**700+**

Presence in cities and towns

**96%** Online Collection



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 161.1 Cr, a growth of 3% Y-o-Y
- Revenue increased by 2% Q-o-Q, increase in Net Add by 12.5K
- 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. Docsis upload speeds also have been doubled for all consumers
- Introduction of CCMTS and other Network Improvements have helped in reducing repeat complaints from 18% in Q1 FY22 to 12% in Q2 FY23
- FTTH capacity augmented to accommodate additional 1.2 lakhs consumers
- Customer Satisfaction Score (CSAT) has increased from 62% in Q1 FY22 to 83% in Q2 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 FTTH consumers per quarter
- Data Consumption increased by 7% in case of DOCSIS customers and by 8% for GPON customers in Q2 FY23 as compared to Q1 FY23



Subscription Revenue  
**INR 161.1 Cr**

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

**5.8 Mn**

**300 Mbps**

Maximum speed offered to customers

**Up to 3 TB**

Data offered with average consumption

**269 GB**

Broadband Subscribers

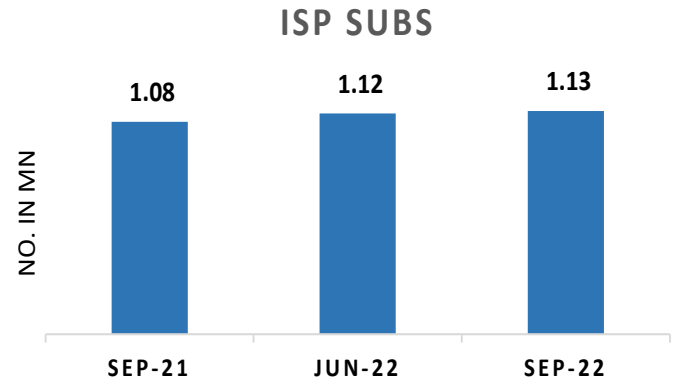
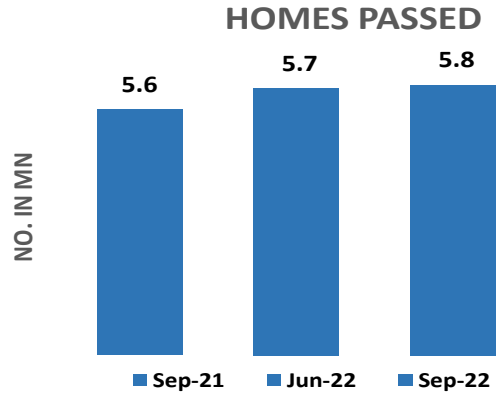
**1.13 Mn**

**64K Kms**

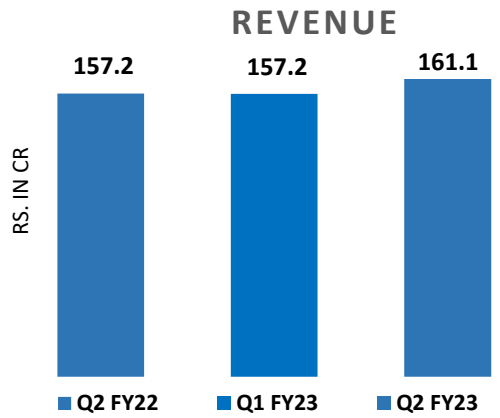
Fiber cable Network



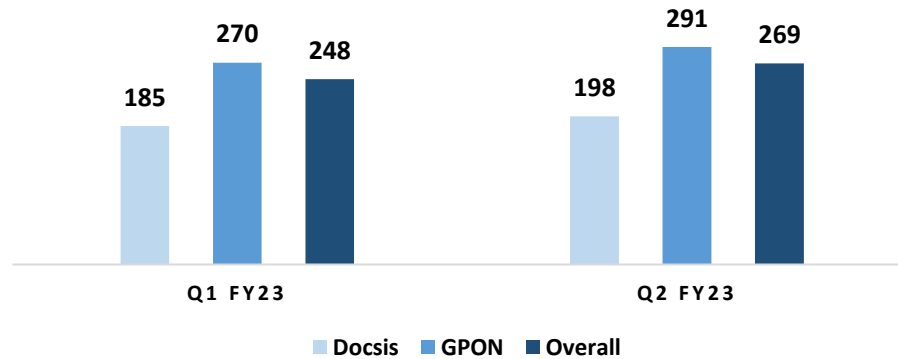
- **Broadband Industry First** – Implemented AI & ML based **VoiceBOT** for handling interactive Voice Services at Call Centers
  - Improved the Quality of Troubleshooting
  - Increased FTR (First Time Resolution)
  - Reduction in AHT (Average Hold Time)
- **ChatBOT** has enhanced customer experience 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 Q2 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%



## GB USAGE / SUB



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

Income statement (INR Cr)	Q2-FY23	Q1-FY23	Q-o-Q Growth	Q2-FY22	Y-o-Y Growth	H1-FY23	H1-FY22	HY Growth
Revenue from Operation	473.2	447.2	6%	447.9	6%	920.4	889.2	4%
<b>Total Income</b>	<b>473.2</b>	<b>447.2</b>	<b>6%</b>	<b>447.9</b>	<b>6%</b>	<b>920.4</b>	<b>889.2</b>	<b>4%</b>
Pay Channel Cost	195.8	172.7	13%	157.3	24%	368.5	312.4	18%
Operational Cost	80.7	77.2	5%	77.7	4%	157.9	157.3	0%
Licence Fees	12.9	12.6	2%	26.7	-52%	25.5	27.5	-7%
Employee Cost	25.8	26.5	-3%	25.7	0%	52.3	50.3	4%
Other Expenses	73.4	71.2	3%	71.4	3%	144.6	142.8	1%
<b>Total Expenditure</b>	<b>388.6</b>	<b>360.2</b>	<b>8%</b>	<b>358.7</b>	<b>8%</b>	<b>748.8</b>	<b>690.3</b>	<b>8%</b>
<b>Operating EBITDA</b>	<b>84.6</b>	<b>87.0</b>	<b>-3%</b>	<b>89.2</b>	<b>-5%</b>	<b>171.6</b>	<b>198.9</b>	<b>-14%</b>
Share of Profit/(Loss) of Associates	16.5	15.6	6%	16.5	0%	32.1	33.7	-5%
<b>EBITDA</b>	<b>101.1</b>	<b>102.6</b>	<b>-1%</b>	<b>105.7</b>	<b>-4%</b>	<b>203.7</b>	<b>232.6</b>	<b>-12%</b>
<b>EBITDA margin %</b>	<b>21%</b>	<b>23%</b>	<b>-7%</b>	<b>24%</b>	<b>-9%</b>	<b>22%</b>	<b>26%</b>	<b>-15%</b>
Non Operational Income	28.6	17.6	62%	20.3	41%	46.2	44.6	4%
Finance cost	0.0	-	NA	0.0	-86%	0.0	0.2	-96%
Depreciation / Amortization	91.2	91.2	0%	92.0	-1%	182.3	184.1	-1%
Exceptional items	0.5	-	NA	8.2	-94%	0.5	8.2	-94%
<b>PBT</b>	<b>38.0</b>	<b>29.1</b>	<b>31%</b>	<b>25.7</b>	<b>48%</b>	<b>67.1</b>	<b>84.8</b>	<b>-21%</b>
Current Tax	-	-	NA	-	NA	-	-	NA
Deferred Tax	7.8	8.1	-4%	6.7	16%	15.9	16.9	-6%
<b>PAT</b>	<b>30.3</b>	<b>21.0</b>	<b>44%</b>	<b>19.1</b>	<b>59%</b>	<b>51.2</b>	<b>67.9</b>	<b>-25%</b>
<b>PAT margin %</b>	<b>6%</b>	<b>5%</b>	<b>36%</b>	<b>4%</b>	<b>50%</b>	<b>6%</b>	<b>8%</b>	<b>-27%</b>
Other comprehensive income/ (loss)	3.2	(10.5)	-131%	3.2	-1%	(7.2)	2.1	-451%
<b>Total comprehensive income</b>	<b>33.5</b>	<b>10.5</b>	<b>218%</b>	<b>22.3</b>	<b>50%</b>	<b>44.0</b>	<b>70.0</b>	<b>-37%</b>

Statement of Assets and Liabilities (INR Cr)	Sep-22	Mar-22
<b>A. Equity and Liabilities</b>		
<b>1.Shareholder's Funds</b>		
a. Share Capital	354.0	354.0
b. Reserves and Surplus	3,815.0	3,771.0
<b>Sub Total – Shareholder's funds</b>	<b>4,169.0</b>	<b>4,125.1</b>
<b>2. Non- Controlling Interests</b>	<b>1.6</b>	<b>1.6</b>
<b>3. Liabilities</b>		
a. Trade Payables	378.0	253.2
b. Other Financial Liabilities	122.4	107.4
c. Provisions and other current Liabilities	141.6	132.6
<b>Sub Total – Current &amp; Non – current liabilities</b>	<b>641.9</b>	<b>493.2</b>
<b>TOTAL – EQUITY AND LIABILITIES</b>	<b>4,812.5</b>	<b>4,619.8</b>
<b>B. Assets</b>		
<b>1. Non-current assets</b>		
a. Property, Plant, Equipment & Intangibles	1,697.1	1,649.1
b. Investments	785.3	1,168.4
c. Loans & other financial assets	16.5	156.8
d. Other non-current assets	142.5	159.2
e. Deferred tax assets (net)	373.4	386.7
<b>Sub Total – Non – current assets</b>	<b>3,014.7</b>	<b>3,520.2</b>
<b>2. Current assets</b>		
a. Inventories	4.1	3.7
b. Investments	1,190.2	736.9
c. Trade Receivables	174.4	52.4
d. Cash and Cash equivalents & Other Bank Balance	298.0	168.6
e. Loans & other financial assets	20.6	43.1
f. Current Tax Assets (Net)	0.1	0.3
g. Other Current Assets	110.4	94.7
<b>Sub Total –Current assets</b>	<b>1,797.8</b>	<b>1,099.6</b>
<b>TOTAL - ASSETS</b>	<b>4,812.5</b>	<b>4,619.8</b>

Investment in GTPL: CMV – INR 640 Cr

Free Cash Balance – INR 1,495.6 Cr

# HCDL Standalone Income Statement



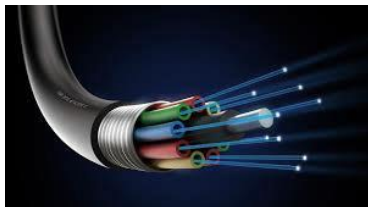
Income statement (INR Cr)	Q2-FY23	Q1-FY23	Q-o-Q Growth	Q2-FY22	Y-o-Y Growth	H1-FY23	H1-FY22	YTD Growth
Subscription Revenue	161.1	157.2	2%	157.2	3%	318.3	309.9	3%
<b>Total Income</b>	<b>161.1</b>	<b>157.2</b>	<b>2%</b>	<b>157.2</b>	<b>3%</b>	<b>318.3</b>	<b>309.9</b>	<b>3%</b>
Operational Cost	38.8	37.5	3%	38.7	0%	76.3	77.0	-1%
Licence Fees	12.9	12.6	2%	26.7	-52%	25.5	27.5	-7%
Employee Cost	13.9	14.1	-1%	14.4	-3%	28.0	27.1	3%
Other Expenses	45.1	43.5	4%	42.4	6%	88.6	83.8	6%
<b>Total Expenditure</b>	<b>110.8</b>	<b>107.6</b>	<b>3%</b>	<b>122.2</b>	<b>-9%</b>	<b>218.4</b>	<b>215.3</b>	<b>1%</b>
<b>Operating EBITDA</b>	<b>50.3</b>	<b>49.6</b>	<b>2%</b>	<b>35.0</b>	<b>44%</b>	<b>99.9</b>	<b>94.6</b>	<b>6%</b>
<b>EBITDA margin %</b>	<b>31%</b>	<b>32%</b>	<b>-1%</b>	<b>22%</b>	<b>40%</b>	<b>31%</b>	<b>31%</b>	<b>3%</b>
Non Operational Income	17.2	25.5	-32%	25.6	-33%	42.8	36.9	16%
Finance cost	0.0	-	NA	-	NA	0.0	0.0	-75%
Depreciation / Amortization	44.9	44.9	0%	45.1	-1%	89.8	89.3	1%
Exceptional items	0.5	-	NA	-	NA	0.5	-	NA
<b>PBT</b>	<b>22.2</b>	<b>30.2</b>	<b>-26%</b>	<b>15.5</b>	<b>43%</b>	<b>52.4</b>	<b>42.1</b>	<b>24%</b>
Deferred Tax	5.9	7.8	-25%	4.2	41%	13.7	11.1	24%
<b>PAT</b>	<b>16.3</b>	<b>22.4</b>	<b>-27%</b>	<b>11.3</b>	<b>44%</b>	<b>38.7</b>	<b>31.1</b>	<b>25%</b>
<b>PAT margin %</b>	<b>10%</b>	<b>14%</b>	<b>-29%</b>	<b>7%</b>	<b>41%</b>	<b>12%</b>	<b>10%</b>	<b>21%</b>
Other comprehensive income/ (loss)	1.3	(2.8)	-147%	1.4	-5%	(1.5)	1.2	-221%
<b>Total comprehensive income</b>	<b>17.6</b>	<b>19.6</b>	<b>-10%</b>	<b>12.7</b>	<b>39%</b>	<b>37.2</b>	<b>32.3</b>	<b>15%</b>

# HDL Standalone Income Statement



Income statement (INR Cr)	Q2-FY23	Q1-FY23	Q-o-Q Growth	Q2-FY22	Y-o-Y Growth	H1-FY23	H1-FY22	HY Growth
Subscription Income	176.1	174.7	1%	185.3	-5%	350.8	368.2	-5%
Placement	124.1	101.4	22%	86.6	43%	225.4	171.6	31%
Activation	1.5	2.8	-45%	7.8	-81%	4.3	17.2	-75%
Other Operating Income	7.2	8.3	-14%	7.4	-3%	15.5	14.4	8%
<b>Total Income</b>	<b>308.9</b>	<b>287.2</b>	<b>8%</b>	<b>287.2</b>	<b>8%</b>	<b>596.1</b>	<b>571.4</b>	<b>4%</b>
Pay Channel Cost	193.6	170.7	13%	155.1	25%	364.3	307.5	18%
Operational Cost	41.4	39.4	5%	37.7	10%	80.8	77.3	5%
Employee Cost	11.5	11.8	-2%	11.9	-3%	23.2	24.0	-3%
Other Expenses	27.9	27.3	2%	29.0	-4%	55.2	59.3	-7%
<b>Total Expenditure</b>	<b>274.3</b>	<b>249.2</b>	<b>10%</b>	<b>233.6</b>	<b>17%</b>	<b>523.6</b>	<b>468.1</b>	<b>12%</b>
<b>Operating EBITDA</b>	<b>34.6</b>	<b>38.0</b>	<b>-9%</b>	<b>53.6</b>	<b>-35%</b>	<b>72.5</b>	<b>103.3</b>	<b>-30%</b>
<b>EBITDA margin %</b>	<b>11%</b>	<b>13%</b>	<b>-15%</b>	<b>19%</b>	<b>-40%</b>	<b>12%</b>	<b>18%</b>	<b>-33%</b>
Non Operational Income	11.1	9.4	18%	11.7	-5%	20.4	24.3	-16%
Finance cost	-	-	NA	0.0	-100%	-	0.0	-100%
Depreciation / Amortization	45.5	46.0	-1%	46.7	-2%	91.6	94.3	-3%
Exceptional items	3.0	-	NA	8.2	-64%	3.0	8.2	-64%
<b>PBT</b>	<b>(2.9)</b>	<b>1.3</b>	<b>-322%</b>	<b>10.4</b>	<b>-128%</b>	<b>(1.6)</b>	<b>25.0</b>	<b>-106%</b>
Current Tax	-	-	NA	0.0	-100%	-	0.0	-100%
Deferred Tax	0.1	0.3	-80%	2.5	-98%	0.4	5.8	-94%
<b>PAT</b>	<b>(2.9)</b>	<b>1.0</b>	<b>-395%</b>	<b>7.9</b>	<b>-138%</b>	<b>(2.0)</b>	<b>19.2</b>	<b>-110%</b>
<b>PAT margin %</b>	<b>-1%</b>	<b>0%</b>	<b>-374%</b>	<b>3%</b>	<b>-135%</b>	<b>0%</b>	<b>3%</b>	<b>-110%</b>
Other comprehensive income/ (loss)	1.6	(7.8)	-120%	1.8	-12%	(6.2)	0.8	-905%
<b>Total comprehensive income</b>	<b>(1.4)</b>	<b>(6.8)</b>	<b>-80%</b>	<b>9.6</b>	<b>-114%</b>	<b>(8.1)</b>	<b>20.0</b>	<b>-141%</b>

## Advanced technology and equipment provided by leading technology vendors



### Optic Fibre Cable Network

- 64K 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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