

Chief Executive Officer's Review

I am delighted to present my first report as CEO of Mauritius Telecom since my appointment on 1 August 2022 and I would like to thank the Board for putting their trust in me to reshape the future of MT. However, the Company is far from being unfamiliar territory to me.

I have previously contributed as an employee and then as a member of the executive management team of this forward-looking organisation for 27 years. It makes me truly proud to lead Mauritius Telecom on a new journey into this era of digitalisation so that we can continue to provide our customers with great services and experience.

My main aim will be to re-assert and consolidate MT's position as a driving force for the economic growth of the country in this post-pandemic era, which is also one of economic turmoil.

2022 has been a year of many challenges for Mauritius Telecom, including the need to ensure long-term sustainability and rebuild the Company's reputation after being in the media spotlight. One of my priorities is to regain the trust of all our stakeholders, including shareholders and customers.

We have already built a solid foundation for this over many years and Mauritius Telecom's proven history and its contribution to the Mauritian economy is indisputable. What is more, our Company's DNA is unshakable and unchangeable, the very fabric of who we are and what we do.

We have a strong team committed to building the Company's long-term sustainability. This will depend on how fast we innovate, on showing respect and integrity in our interactions, on how we care and create trust, and on how agile we are.

FINANCIAL RESULTS

Despite the many challenges and uncertainties we have faced in terms of long-term sustainability and corporate reputation, Mauritius Telecom continued to grow and thrive, particularly in the second half of 2022, with an accelerated action plan designed to rebuild confidence and optimisation, and prepare the Company to embark on a new journey.

We have worked hard to deliver outstanding results for our stakeholders. Our excellent financial performance during this reporting year reflects the initiatives we undertook and commitment we displayed during the latter part of the year. For the first time MT Group revenue exceeded the Rs 11 billion mark.

During 2022, the Group's organic revenue grew to reach Rs 11.4 billion with an EBITDAaL margin of 37.7% compared to 37.0% in 2021 and achieved an EBITDAaL of Rs 4.32 billion (+7.2% year over year). Furthermore, the Group reported a net profit of Rs 1.1 billion as compared to Rs 618 million in 2021, representing a year-on-year increase of 78.7%. The Group's cash balance as at February 2023 grew to Rs 2.6 billion and the balance sheet remained strong with a total asset base of Rs 24 billion.

Despite the impact of a slow market recovery post-Covid and a volatile environment resulting from the ongoing Russia-Ukraine war that led to soaring prices and impacted on the foreign exchange market, the MT Group performed remarkably well.



It was essential to rethink our way of doing business and I have already set the Company on a journey to better face 2023 and beyond.



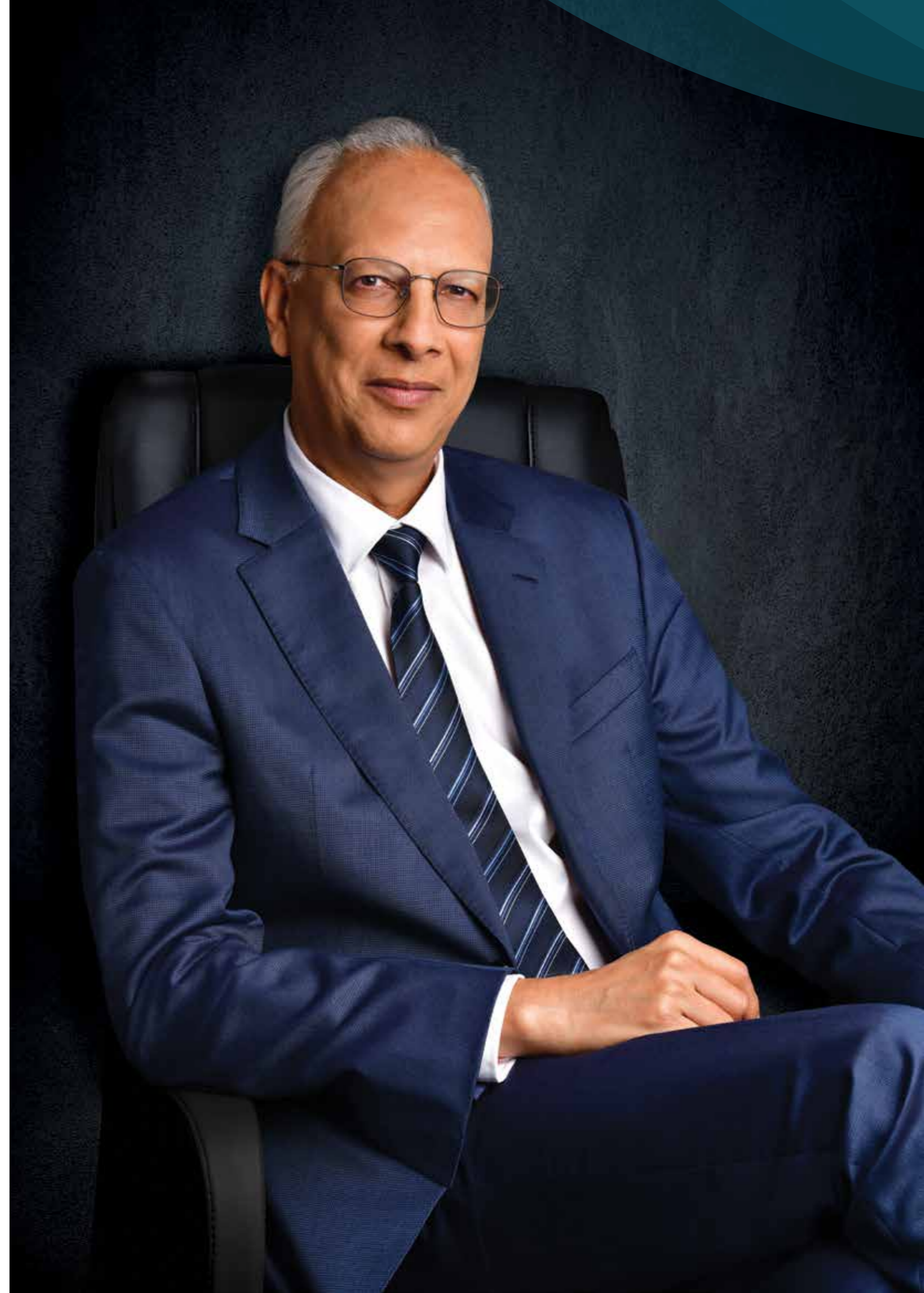
BEST CONTENT AND SERVICES

During this reporting year, our teams focused on enriching our customers' digital lives in a variety of ways.

Our partnership with Showmax, a premier streaming service, enabled football fans to live their passion watching the greatest football championships: UEFA Champions League, English Premier League, Nations League, Conference League, Serie A and La Liga, as well as the UEFA Europa League, FA Cup and Carabao Cup.

It was also thanks to this partnership with Showmax that our customers could experience the sports highlight of the year when MT made the 64 FIFA World Cup Qatar 2022 matches available to our customers in 4K format.

The introduction of my.t eSIM provided both Mauritians and tourists with a SIM-less option, enabling them to have a second number on their compatible phones and smartwatches.



Chief Executive Officer's Review (cont'd)

A further breakthrough came with the launch of the my.t money SuperApp, propelling my.t money to a new level. The daily payment limit was increased to Rs 50,000, with instant digital money transfers from any Mauritian bank account to a my.t money wallet and vice-versa, made possible through the local Instant Payment Switch system.

Our overall client base grew by 5.3%, reaching 1.05 million mobile, 277,000 my.t broadband (including TV) and 393,000 fixed-line customers, testament to their loyalty and confidence in our products and services.

IMPLEMENTING A NEW STRATEGIC ORIENTATION

It was essential to rethink our way of doing business and I have already set the Company on a journey to better face 2023 and beyond. Together with the management team, we took vital steps to build and shape a stronger Company for the future and developed a new strategic plan for 2023-2025. This aims at empowering everyone with the vision of being the most secure and trusted digital telecommunications partner by 2025.

This new strategic plan lays a solid foundation for transforming the Company into a leading digital telecommunications company with strong financial foundations and ensuring profitability and creating value for our stakeholders.

ENHANCING GOVERNANCE

When I took over as CEO, I took the decision to review the way we conduct our business to ensure that we go beyond our financial objectives in order to achieve those results with trust, integrity, governance and innovation.

To that end, the services of FTI Consulting were retained to assist the Mauritius Telecom Group in gathering and evaluating facts and information, inter alia to allow the Board of Directors to determine whether appropriate procedures and practices were being adhered to for the procurement of goods and services, and whether the existing procurement policies and procedures were consistent with international best practices.

To improve governance and processes and strengthen controls, recommendations were made and are now in the process of being implemented.

We have thoroughly reviewed our code of conduct, to which all employees of the Group must adhere. It is now a mandatory requirement for all employees to read and understand the code and its do's and don'ts. We must all take responsibility for identifying ethical problems and pledge to embrace and uphold the required standards in the conduct of our duties and in our daily interactions with customers, colleagues, suppliers, stakeholders, competitors and third parties.

THE WAY AHEAD

As we navigate our way within a rapidly evolving industry, I am confident that we will be able to handle the challenges we may face.

We intend to build further on our strong foundations and take advantage of growth opportunities. Our main aim is to bring our services to an even higher level.

We have already embarked on several key actions including:

- In partnership with Aprecomm India, developing and implementing an AI (Artificial Intelligence) application to improve domestic customers' digital-line experience.
- Investing in international connectivity for the next generation digital life, which will be bandwidth-hungry. We have started laying our third submarine cable T3 from Mauritius to South Africa, with a total capacity of 72 terabits per second and based on the latest fibre-optic cable and low latency technology.
- Re-inforcing our security measures on all our network platforms, reviewing our point of failures and improving coverage.
- Six key strategic initiatives (KSI) have been launched alongside our 2023-2025 strategic plan to ensure we reach our goal. These KSIs focus on:
 - Innovation and new revenue streams
 - Client service transformation and digitalisation
 - Data management and security
 - Green strategy
 - HR business-value transformation
 - International business.

THANK YOU

Our success would not have been possible without the support of our stakeholders, to whom I extend my gratitude.

I particularly want to thank all the members of the Mauritius Telecom family for their hard work and the encouragement given to me when I took up the mantle of CEO.

And last, but by no means least, I wish to thank our customers for their continued trust in MT.

Together we will succeed.



Kapildeo (Kapil) Reesaul
CHIEF EXECUTIVE OFFICER

May 2023