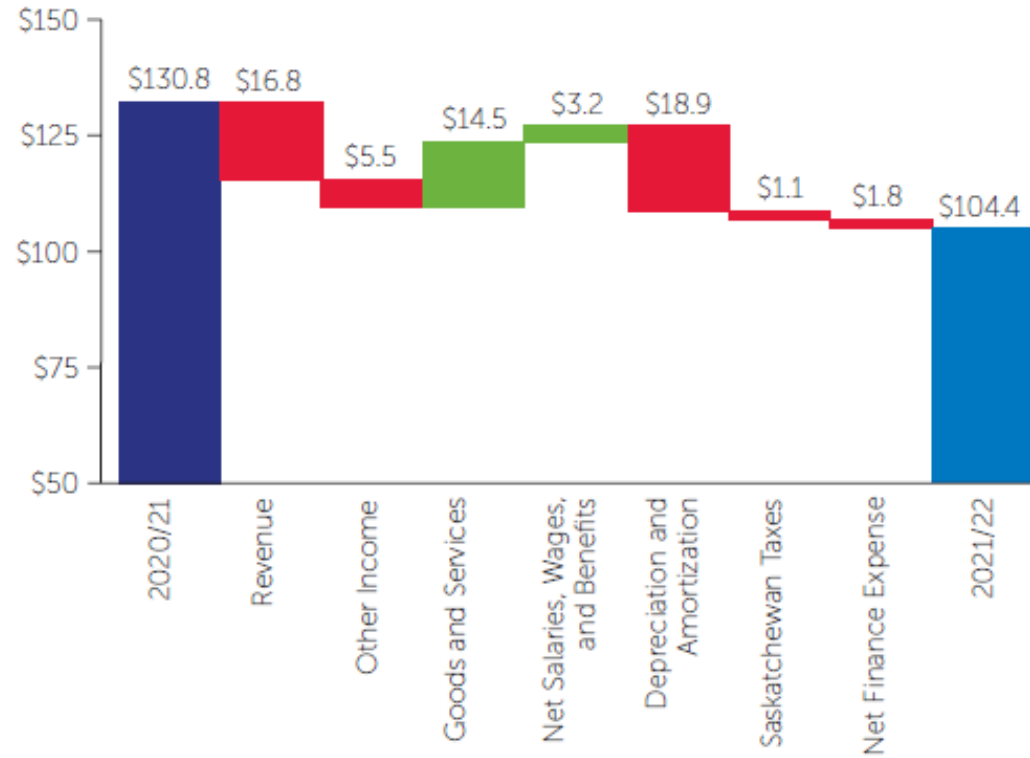




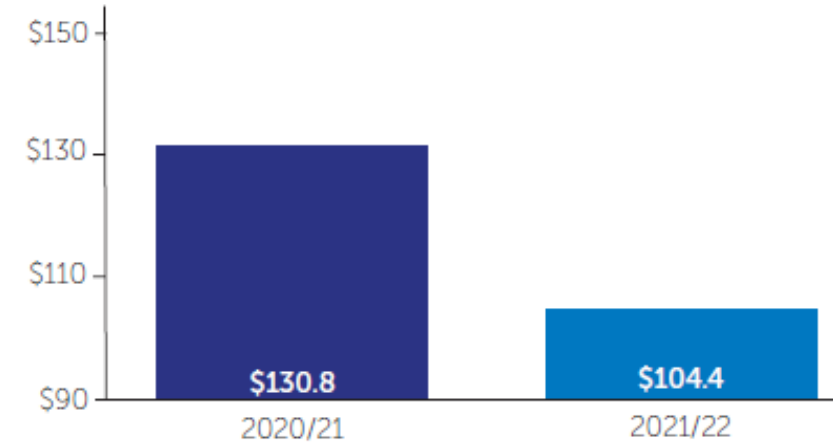
**ALWAYS  
HERE**

**SaskTel** 

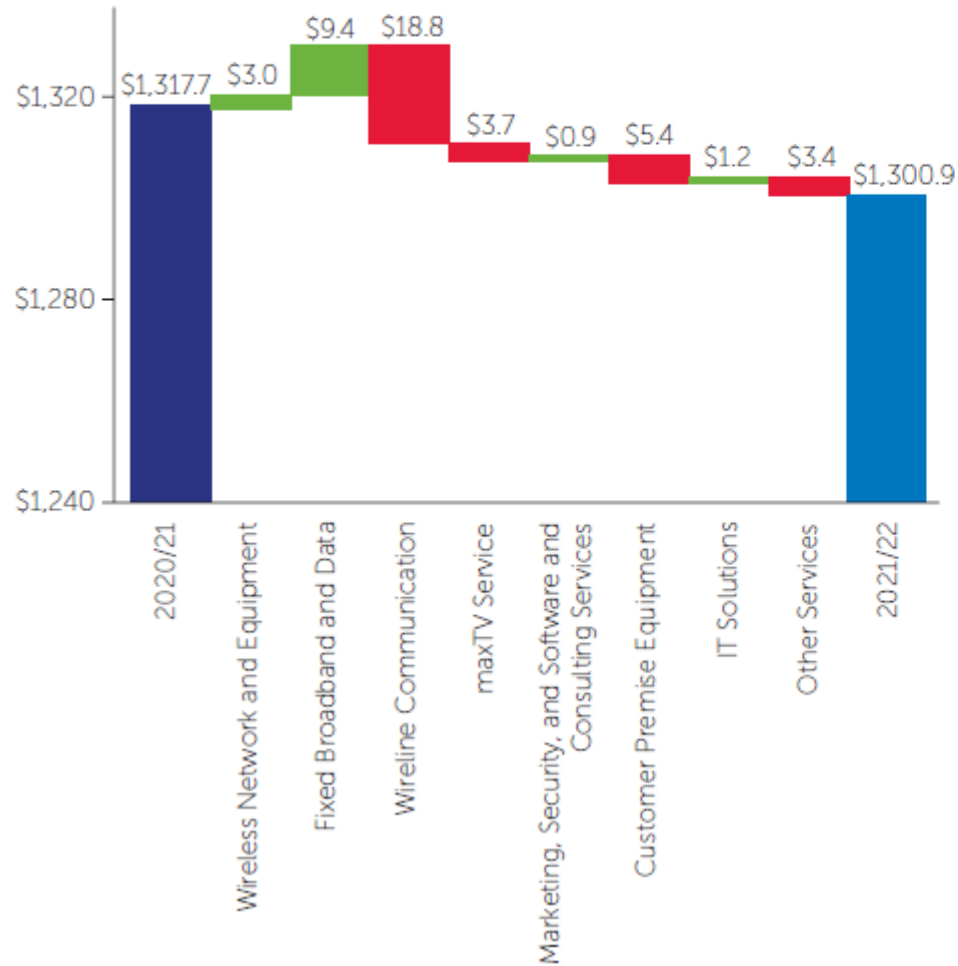
## Net Income (\$ millions)



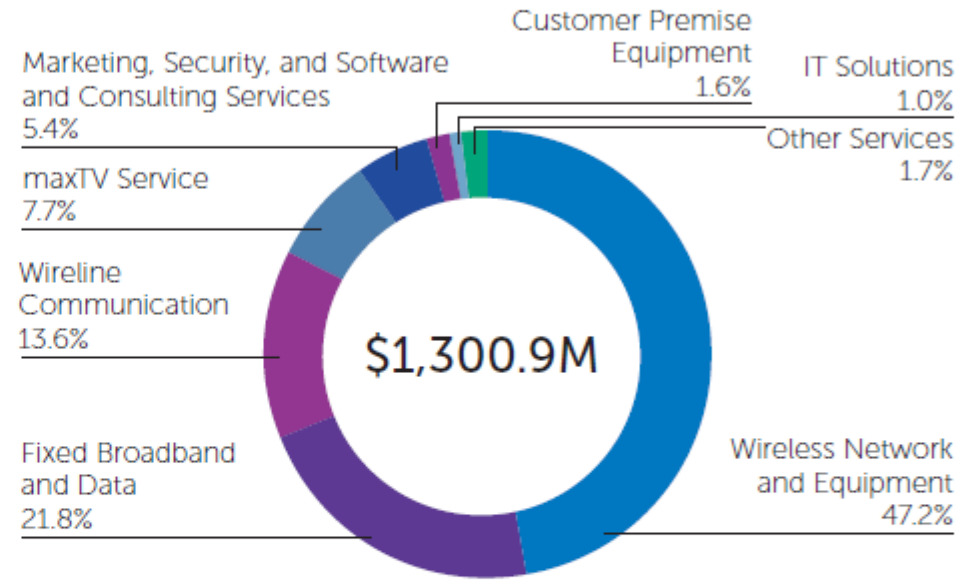
## Net Income (\$ millions)



Revenue (\$ millions)



2021/22 Revenue Profile



Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<i>Transformation</i>				
Benefits realized from transformation initiatives (\$ millions)	\$15.4	\$20.0	\$27.0	\$32.0
<i>Efficiency</i>				
EBITDA margin	28.2%	28.0%	28.5%	28.4%

Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<i>Shareholder Value</i>				
ROE	11.0%	8.6%	8.8%	8.8%
Debt ratio	50.4%	52.5%	54.6%	54.3%

# Reinvigorate SaskTel Through Digital Transformation

We will use our technology to build new business capabilities, making it easier for our customer to do business with us and easier for employees to serve customers.

Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<i>Transformation</i>				
Benefits realized from transformation initiatives (\$ millions)	\$15.4	\$20.0	\$27.0	\$32.0
<i>Efficiency</i>				
EBITDA margin	28.2%	28.0%	28.5%	28.4%

## PATH TO SUCCESS

- Simplify
- Automate
- Implement a digital-only model
- Transform initiatives from our exceptional customer experience goal

# Maximize Long-term Financial Sustainability

We will find creative solutions to position SaskTel for financial success, securing our ability to serve customers throughout the province of Saskatchewan for many years to come.

Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<b>Shareholder Value</b>				
ROE	11.0%	8.6%	8.8%	8.8%
Debt ratio	50.4%	52.5%	54.6%	54.3%
<b>Revenue Generation</b>				
Total revenue (\$ millions)	\$1,317.7	\$1,298.6	\$1,300.9	\$1,317.2
<b>Net Income</b>				
Net income (\$ millions)	\$130.8	\$100.0	\$104.4	\$106.5
<b>Capital Investment</b>				
Capital intensity (excluding spectrum)	23.4%	24.9%	24.5%	25.6%
<b>Crown Collaboration</b>				
Crown Collaboration Savings (\$ millions)	N/A	\$50.0	\$48.9	\$55.0
Red tape reductions/Customer service enhancements	N/A	N/A	N/A	8 new initiatives
Investment attractions (\$ billions)	N/A	N/A	N/A	\$1.0

## PATH TO SUCCESS

- Grow revenue and gross margin
- Create a competitive operating model



## CUSTOMER CONNECTIONS

### Broadband Internet\*

**+3.0%**

Subscriber Growth

2021/22	863,358
2020/21	838,404

### maxTV Service

**(3.4%)**

Subscriber Decline

2021/22	110,192
2020/21	114,120

### Wireless

**+1.3%**

Subscriber Growth

2021/22	647,765
2020/21	639,707

### Fibre

**+11.9%**

Subscriber Growth

2021/22	167,678
2020/21	149,867

### Wireline Voice

**(5.5%)**

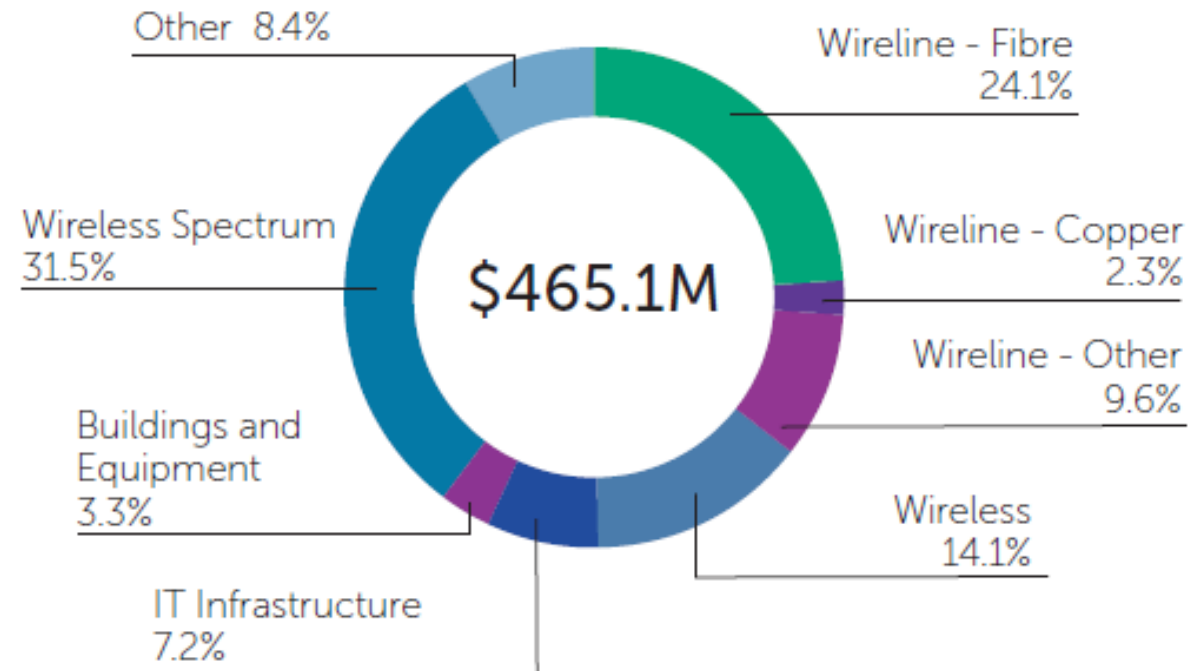
Subscriber Decline

2021/22	273,856
2020/21	289,934

\*Includes Rural Broadband Partnerships

## Capital Expenditures 2021/22

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## INFRASTRUCTURE

50 Mbps Fixed Broadband

**86.0%**

SK Coverage

Fibre Footprint

**63.0%**

SK Coverage

Fibre to the Premises  
(Consumer and Business)

**+11.1%**

Total Passed Growth

Wireless Data Usage

**+12.6%**

Data Traffic Growth

# Lead the Market in Broadband Services

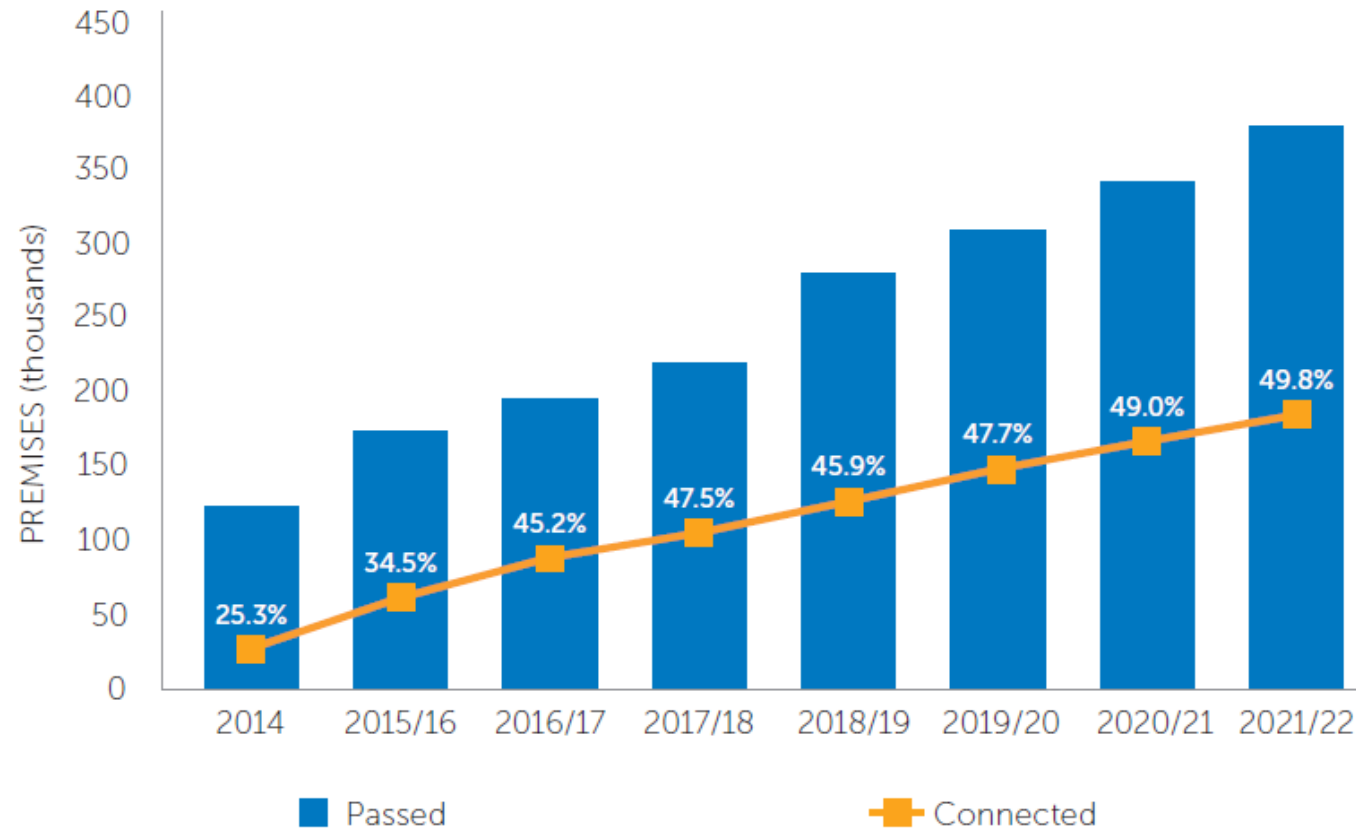
Broadband is essential to the lives of our customers, stimulates economic growth, and enhances the quality of life in Saskatchewan. We will provide access to fast and reliable internet at any location—at home, work, and on the go.

Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<i>Broadband Connections</i>				
Total broadband accesses	832,490	847,805	857,432	907,801
<i>Network Advancements</i>				
SK homes and businesses with access to at least 50 Mbps fixed broadband	85.0%	87.0%	86.0%	89.0%
SK homes and businesses with access to at least 300 Mbps fixed broadband	60.0%	66.0%	63.0%	69.0%

## PATH TO SUCCESS

- Build fixed and mobile broadband networks
- Enable broadband in rural and remote Saskatchewan
- Maximize broadband accesses
- Broadband process transformation

## Fibre to the Premises (Consumer and Business)



Fibre to the Premises (2021/22 – \$78.3 million)

# Deliver an Exceptional Customer Experience

Our customers are at the centre of everything we do. We will deliver an exceptional customer experience at every touchpoint along their journey with SaskTel.

Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<i>Customer Satisfaction</i>				
Customer experience – consumer	8.4	8.5	8.4	8.5
Customer experience – business	8.5	8.6	8.4	8.5

## PATH TO SUCCESS

- Strengthen customer experience
- Use business intelligence to understand our customers
- Accelerate customer self-serve
- Accelerate self-installs

# Empower a High-Performance Workforce

Together, our skilled workforce is committed to transforming SaskTel for the future and ensuring we deliver to our customers' expectations.

Measure	2020/21 Result	2021/22 Approved Target	2021/22 Result	2022/23 Target
<i>Employee Engagement</i>				
Employee engagement score	73.0%	74.0%	72.0%	73.0%
<i>Learning and Growth</i>				
Employee perception of skill evolution	84.0%	85.0%	82.5%	83.5%

## PATH TO SUCCESS

- Improve employee engagement
- Living our culture
- Lead SaskTel through digital transformation

# Environmental, Social, and Governance



## ENVIRONMENTAL, SOCIAL, AND GOVERNANCE

Sponsorships

**\$2.9M**

548 Non-profit & Charitable  
Organizations  
144 Community Partnerships

SaskTel Pioneers

**\$1.6M**

Donations & Over 23,500  
Volunteer Hours

SaskTel TelCare  
Contributions

**\$0.2M**

47 Saskatchewan  
Organizations

Supporting  
Saskatchewan

**74.8%**

Suppliers Located in  
Saskatchewan

Customer  
Data Relief

**21.2 PB**

Unlimited Wireless Data  
provided during the pandemic  
PB = Petabyte

# ALWAYS HERE

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Always here. It's a promise we've carved into the province. We are here in our communities—with our employees, our technology, and our sponsorships—as much a part of the Saskatchewan landscape as the living sky.

**SaskTel** 