



# Connected Zamboanga

Janis Racpan



# We live our "Why" by putting our customers first

## Families



Make life easier and more enjoyable for individuals and families through relevant and affordable products and services for their mobile and home needs.

## Businesses



Enable businesses to unlock opportunities through innovative solutions delivering sustainable growth and efficiencies.

## Nation



Empower Public Sector partners through transformative leadership, responsive social services, and inclusive growth toward lasting and impactful change.



## Fueling our vision: OneGlobe Ecosystem

Backbone: Superior Network Experience & Customer Centricity



### ROBUST 4G/LTE AND 5G NETWORK

A consistent, reliable and resilient network capable of serving a growing customer base of over 90M Filipinos. For 2022, **4,658 petabytes** of mobile data traffic has been served.



### SEAMLESS ECOSYSTEM OF CUSTOMER-CENTRIC SOLUTIONS

Products, services, and programs that **enrich the lives of our customers** beyond telco. Democratizing financial services, primary healthcare, and e-commerce.



### COMMITMENT TO A SUSTAINABLE FUTURE

Adhering to the UN Global Compact Principles and committing to 10 Sustainable Development Goals. Committing to **zero carbon emission** by 2050.



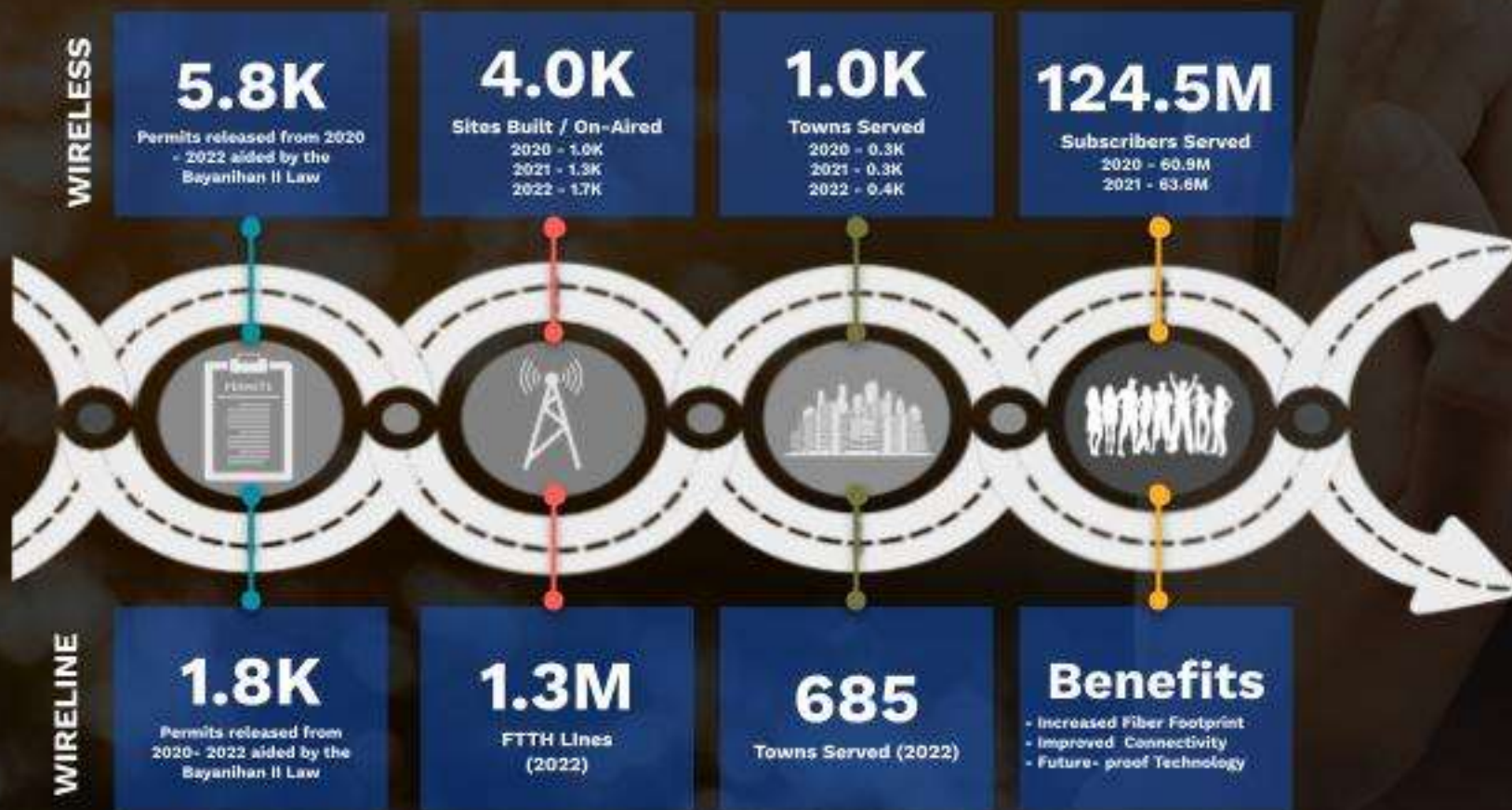


**WE ARE MORE  
THAN A TELCO**

**WE ARE NOW  
"TechCo"**



The assistance provided by ARTA & local government units in the implementation of the Bayanihan II law enables us to proceed with the demand for connectivity and the road to #1stWorldInternet.



# #1stWorld Internet



Continuous work with other MNOs, local government units and agencies such as ARTA & DICT, to institutionalize ordinances to **treat Telco as a utility like power and water**



|                  | WATER  | ELECTRICITY  | TELCO   |
|------------------|--|--|---|
| NEED             | Vital  | Vital  | Vital: Life line of very Filipino<br>(Online Classes, WFH, Online Shopping, Telemedicine & Online Gaming) |
| PROVIDER         | Single Provider  | Single Provider  | Multiple Provider   |
| PROVISION        | Advance and Prioritize   | Advance and Prioritize   | Delayed and Deprioritized   |
| COMMERCIAL TERMS | Lease Free and other Charges passed onto End-User (CUSA, Dues) | Lease Free and other Charges passed onto End-User (CUSA, Dues) | With Lease and other charges are passed on to the provider  |



**Institutionalize** Telco provision requirements



**LGU Support on Ordinance & Development Rating** based on Telco provisions



**Property Developers & Management Offices to include Telco facilities in the real estate masterplanning**



## Digital Apps



## AI & Big Data



## IoT



## Cyber security

Secureworks



## Cloud



## Connectivity



NOKIA





## CONNECTED ZAMBOANGA

Igniting the ingenuity of every Filipino towards an adaptive, resilient and sustainable globally-competitive country through technology.

Business &  
Investment  
Promotion

Inclusive &  
Equitable  
Education

Peaceful,  
Orderly & Just  
Community

Accountable &  
Transparent  
Zamboanga

Clean Water,  
Energy &  
Sanitation  
for All

Disaster  
Resilient  
Zamboanga

Good Health  
& Well-  
Being

Clean and  
Liveable  
Environment

GOV EFFICIENCY

RESILIENCY

INFRASTRUCTURE

ECONOMIC DYNAMISM

INNOVATION



Google



Microsoft 365



mobile 360



EMERGENCY  
CONTACT &  
DISPATCH  
CENTER



AdSpark

zoom

G) GCash



konsultaMD™

917V ENTURES

Promote Digital Inclusivity & Sustainability



**DIGITAL INCLUSIVITY** at the  
forefront of public service focused on  
people

### Livelihood



### Education



### Health



### Tourism



### Disaster Resilience





# PROMOTING GOVERNMENT OPERATIONAL EFFICIENCY | G2G2C

## Globe to Government Solutions (G2G)



Equipping government with the right connectivity and ICT solutions to communicate efficiently across units, secure data and systems interoperability

## Globe-Government to Business (G2GB)



Solutions enabling government to deliver fast and efficient services to equip local businesses to thrive and sustaining economic dynamism within its locality.

## Globe- Government to Citizens (G2C)



Digital solutions and innovations that streamline exchange and access of online information and services to every constituent including government employees.



# PROMOTING FINANCIAL INCLUSIVITY | GCash

## Promoting the Stay-at-Home Lifestyle

Offering convenience of buying load, paying bills, games, app store, and online purchases in the comfort of home.

# #1

FINANCE APP  
(JAN 2020 - DEC 2020)\*



## Enabling Merchants

Enabling social commerce, microbusiness, and communities, through QR, online payments, P2P, and bank transfer.

GCash growing significantly in users and transactions  
(June 2020 vs March 2020)

- ▲ 86% MONTHLY ACTIVE USERS
- ▲ 116% DAILY AVERAGE TRANSACTIONS
- ▲ 97% GROSS TRANSACTION VALUE

## Emergence of GCredit, GSave, & Ginvest

Offering competitive and compelling proposition of best rate in the market and allows remote and contactless deposits.



Let weekend while at Naugha, these fishermen dropped by. Get lobster and fish to add to our dinner. I didn't have enough cash because of the lobster but I got on the right, and I could pay in GCash! How awesome is that? 🙌 GCash FTW!



Gash recorded **PHP 1 Trillion** gross transaction value in 2020

>33M registered customers

>75,000 merchants

>30,000 cash-in points



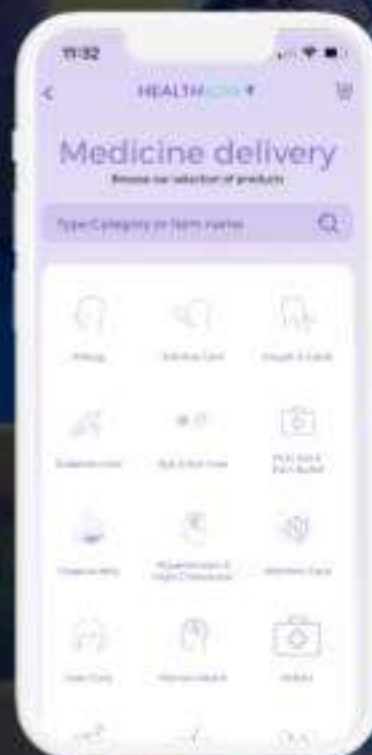
# PROMOTING DIGITAL INCLUSIVITY | KonsultaMS SuperApp

## THE FUTURE OF HEALTH TECH

*"The three largest players in the digital healthcare industry consolidate to uplift the healthcare journey, providing easy, reliable, and affordable end-to-end patient care."*



 **konsultaMD**  
Online Consultations



**HEALTHNOW**   
Medicine Delivery



**AIDE**  
Home Visits & Diagnostics



## FUTURE-READINESS

*As we enable and empower LGUs toward digital transformation,  
and encourage everyday digital use for Filipinos,  
we also arm our customers for a sustainable tomorrow.*



# Integrating sustainable practices into our operations and programs

## SUSTAINABLE DEVELOPMENT GOALS



### Environment

WASSUP  
Wag Sa  
Single-Use  
Plastic



RACE TO ZERO



TCFD TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

### Social

#PLAYITRIGHT



#SAFERKIDS

Retailer Livelihood Program



FUTURE MAKERS

VIRTUALAHAN



### Governance



B-  
2020 Score



SUSTAINALYTICS

Medium ESG Risk Rating  
as of 30 April 202



FTSE4Good  
Index Series

"Best Corporate Governance  
Telecoms - Asia 2019"  
London's Ethical Boardroom

Top 20 ASEAN Publicly Listed Companies  
Top 3 Publicly Listed Companies per Country (PH)  
ASEAN Asset Class Publicly Listed Companies  
ASEAN Corporate Governance Scorecard



## **Forged Alliances with the Academe in Zamboanga**

**ENGAGING IN MEANINGFUL PARTNERSHIPS THAT HELP US ACHIEVE SCALE**



**Globe drove on-ground collaboration and brought deeper care to students and communities through academe partnerships.**

- Students of our partner institutions have the opportunity to gain knowledge from seasoned mentors through Globe's internship program, Career Talks and Symposiums, and Curriculum Development.
- Sustainability programs through education and skills training like the Digital Thumbprint Program.





*Thank you!*



# Zamboanga City Performance: Zamboanga City Network Improvement attributed to Incremental Build & Expansion, and Optimization efforts!

## 2023 Build and Optimization Results



**18** Total New Sites, **7** in District 1  
**127** Expansion Upgrades, **73** in District 1



**1.8k** Optimized Cells, **564** Cells in District 1

|                          | Feb '23 | Feb'24 |   | Delta  |
|--------------------------|---------|--------|---|--------|
| 4G Congestion            | 6.35%   | 4.55%  | ↘ | -1.8%  |
| 4G Ave DL Speed (Ookla)  | 20Mbps  | 22Mbps | ↗ | 2Mbps  |
| 4G Traffic (OSS)         | 6.1PB   | 7.24PB | ↗ | 1.14PB |
| 4G Good Outdoor Coverage | 91%     | 94%    | ↗ | 3%     |
| Bad Areas Improved       | 13      | 5      | ↘ | -8     |



### 2G Voice Focus Optimization

Zamboanga city Improved by 58% 2G Call setup failure rate after parameter optimization



### OOKLA Optimization

Improved 0.58% DL tput and 1.14% of UL tput after optimization of 265 cells



### 4G Coverage and Load Balancing Optimization

527 cells reconfigured where 91% of bad areas improved

## 2024 Ongoing Build and Optimization Initiatives



**12** Planned Sites, **9** in District 1  
**4** Newly TRFS sites, **3** in District 1

**189** Planned Upgrades, **85** in District 1  
**88** New Upgrades, **37** in District 1



**553** Optimized Cells, **315** Cells in District 1

### 2024 Newly TRFS Sites

|  | Barangay      | TRFS Date |
|--|---------------|-----------|
| SC_BrgyStaBarbara_ZamboangaCity_ZDS    | Santa Barbara | Jan - 29  |
| SC_AlavarRestaurant_ZamboangaCity_ZDS  | Tetuan        | Jan - 30  |
| SC_ADZUCAMPUS_ZamboangaCity_ZDS        | Zone II       | Feb - 13  |
| SC_ZamboPuericulture_ZamboangaCity_ZDS | Zone II       | Mar - 14  |

### Other Optimization Initiatives:



### Global Frequency Retune (March 2024)

Call Setup Fail reduced by 19%  
Call Drop Rate reduced by 18%  
Quality improved by 5.5%



### Zamboanga City Golden Cluster (Q1-Q4)

In Depth 2G/4G/5G Optimization  
Projected 5-10% improvement in Coverage, Quality and Throughput

