



To,
The Listing Department,
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001
Maharashtra, India

The Listing Department,
National Stock Exchange of India Limited,
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051
Maharashtra, India

Dear Sir/Madam,

Sub: Announcement under Regulation 30 and other applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements)
Regulations, 2015 - Investor Presentation - Financial Results for the quarter and financial year ended March 31, 2025

Ref: <u>Le Travenues Technology Limited (the "Company")</u>

BSE Scrip Code: 544192 and NSE Symbol: IXIGO

In compliance with Regulation 30 and other applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended), please find enclosed the Investor Presentation on the financial results (standalone and consolidated) of the Company for the guarter and financial year ended March 31, 2025.

This is for your information and records.

Thank you,

For Le Travenues Technology Limited

Suresh Kumar Bhutani (Group General Counsel, Company Secretary & Compliance Officer)











# **18 Years** of Trust, Travel & Tech

















#### Safe Harbour

This presentation and the accompanying slides ("Presentation") by Le Travenues Technology Limited (the "Company") are for informational purposes only and do not constitute an offer, recommendation, or invitation to purchase or subscribe for any securities. They should not be relied upon for any contract or binding commitment. No securities offering will be made except through a statutory offering document with detailed information about the Company.

The Company has prepared this Presentation based on reliable information but makes no representation or warranty, express or implied, about its accuracy, completeness, fairness, or reasonableness. This Presentation may not include all material information. Any liability for the contents or omissions is expressly excluded.

Some statements may discuss the Company's market opportunity and business prospects as forward-looking statements, which are not guarantees of future performance and are subject to risks, uncertainties, and assumptions that are difficult to predict. These include economic performance, industry competition, strategic implementation, technological changes, revenue fluctuations, market preferences, and exposure to market risks.

Actual results may differ materially from those expressed or implied. The Company assumes no obligation to update any forward-looking information. Any third-party forward-looking statements and projections included are not adopted by the Company, and it is not responsible for them.

#### Vision

Our vision is to become the most customer-centric travel company, by offering the best customer experience to our users.



## **Our Business**









**Flights** 

Hotels

**Trains** 

Buses

#### Who We Are

We are a technology company focused on empowering Indian travellers to plan, book and manage their trips.









#### What We Stand For



Leading OTA for Next Billion Users with 544.35 Mn Annual Active Users<sup>1</sup>



Assisting travellers in making smarter travel decisions by leveraging artificial intelligence



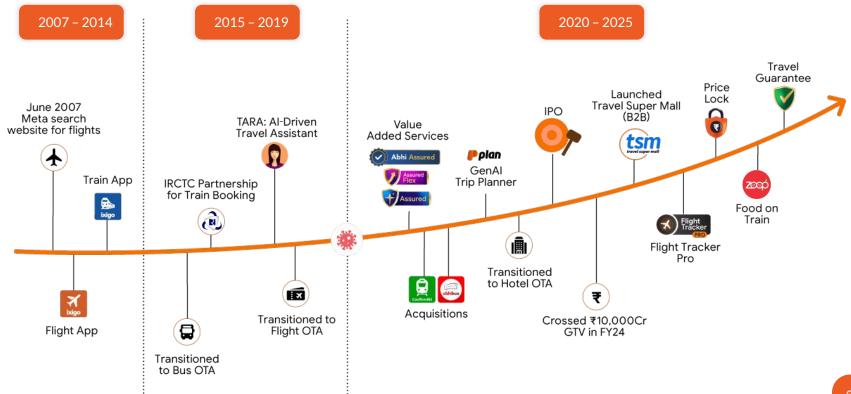
Empowering travellers to plan, book, & manage trips across trains, flights, buses & hotels, assisting them before, during, and after the journey



Culture and values defined by core tenets of customer obsession, empathy, ingenuity, ownership, resilience and excellence

Note: 1. For year ended 31st March 2025

## **Our Journey**



# **India's Largest Travel Platform**<sup>1</sup>





681.72 Mn

Lifetime Downloads<sup>4</sup>



 $MAU^2$ 83.56 Mn Towns<sup>4</sup> 2400+

85.80% Repeat Transaction Rate<sup>3</sup>

93.92%



Lifetime Transacted Users <sup>4</sup>

300.74 Mn

Annual Passenger Segments Booked<sup>3</sup>

122.95 Mn

Deep penetration in Tier II / III<sup>2</sup>



43.83 Mn

Lifetime

Users <sup>4</sup>

Registered

# **Fun Facts**

# about ixigo



₹14,972 Cr

That's more than Bollywood's annual box office collection in its best-ever year!



83.56 Mn

That's twice as many people as it would take to form a human chain around the Earth.



96.03 Mn

That's enough travelers to fill more than 230 Vande Bharat Trains, everyday, for 1 year!



4. Queries Solved by AI Chatbot

5.01 Mn

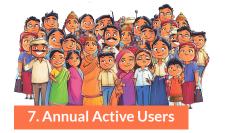
That's nearly as many queries as the entire population of Norway could ask in one go!





31.21 Mn

That's 4 downloads per second!



-

8. Annual Transacting Users

15.41 Mn

That's enough to fill over 85,000 A320 aeroplanes!

# 3 hr 17 min

Hit Play on DDLJ and your refund will be processed before Babuji says "Jaa, Simran, jaa. Jee le apni zindagi" 544.35 Mn

That's enough people to form the 3rd most populated country in the world!

# India's Leading OTA For The Next Billion Users

#### Q4 FY25 vs Q4 FY24











44,183.76

2,841.37

1,208.86

291.40

271.89

**GTV** 

**Revenue from Operations** 

**Contribution Margin** 

**Adjusted EBITDA** 

PBT\* (ex loss of associate, exceptional items & tax)

65% **A** 

**72%** 🔺

69% **A** 

70%

**74%** 

#### **FY25 vs FY24**











149,715.86

9,142.46

4,013.48

947.72

862.16

**GTV** 

**Revenue from Operations** 

**Contribution Margin** 

**Adjusted EBITDA** 

PBT\* (ex loss of associate, exceptional items & tax)

46% 🔺

39%

37%

71% 🔺

131%

<sup>\*</sup> Profit before share of loss of an associate, exceptional Items and tax, All values are in million

# **Management Commentary - Q4 FY25 & FY25**



Mr. Aloke Bajpai Chairman, Managing Director & Group Chief Executive Officer



Mr. Rajnish Kumar Director & Group Co-Chief Executive Officer

"We continue to see acceleration in all our lines of business and have hit new all time highs. Our outstanding growth in categories such as flights and buses stems from our unique playbook that combines a customer-centric approach, ability to cross-sell and up-sell to our captive user-base, our tech-centric DNA, Al-driven efficiency, and enhanced brand awareness."



Mr. Saurabh Devendra Singh Group Chief Financial Officer

"We went public in FY25 and this has become a defining year for our trajectory. This fiscal we achieved ₹14,972 Crore in GTV, ₹914 Crore in Operating Revenue and a 71% YoY increase in Adjusted EBITDA proving that scale and financial discipline need not be mutually exclusive."

#### **New Launches in FY25**



Upto 3x refund\* on unconfirmed train tickets, enabling last-minute bookings for flights and buses.



Get real-time updates on gate changes, check-in times, baggage belts, flight delays, and airport schedules.



Lock airfares for upto 2 days. Pay the locked price if fares rise or the lower price if they drop.



Pre-order quality meals at 200+ stations across India with seat delivery, real-time tracking & free cancellation.



Explore 360° walkthroughs & photos, 7-day trends & price insight filters, and a meta-tag to spot top-condition buses.



B2B travel platform for agents and operators with smart tech, accurate pricing and easy bookings.

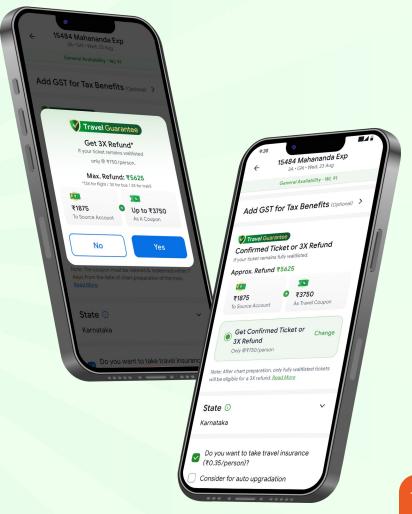


#### Now Available On





Upto 3x refund on unconfirmed train tickets, enabling last-minute bookings for flights and buses.



## **Impactful Brand Partnerships**

We are investing on brand-building for enhancing our top of mind recall and trust. In FY25, we launched our "Na yeh na woh, bas ixigo" campaign for ixigo Trains with Rohit Sharma, leveled up our Royal Challengers Bengaluru partnership for ConfirmTkt and onboarded Chennai Super Kings for AbhiBus.



# Maha Kumbh 2025: The Rise of Spiritual Travel

- The Maha Kumbh Mela drew over **660 Mn** visits as per official stats
- There was a surge in ixigo's travel bookings across categories for bookings to Prayagraj: 20x YoY rise in bus bookings, 5.4x YoY increase in flights and 4x YoY growth in train bookings. Nearby airports in Lucknow & Varanasi also saw >60% YoY growth.
- Overall impact of MahaKumbh in Q4 is estimated to be in mid-single digit % of Total GTV
- Gen Z and solo travellers drove the momentum for Prayagraj travel. Solo travellers made up over half of the train bookings to Prayagraj and a staggering 50% of all visitors to the Maha Kumbh across all modes were under 30 years of age.



#### **Identify & Solve Travel Utility Problems**

Train running / PNR status, Crowdsourced Info, Bus schedules, Flight tracking, etc.

# **The ixigo** Flywheel

AI-Enhanced Customer Experience & Data Moats

Highest rated app, fuelling word of mouth

Upsell Value-Added Services to enhance Experience & Monetization

ixigo Assured Flex, Abhi Assured, Travel Guarantee, Food on Train, etc.



Build Trust & Grow NBU Users Organically

544.35 Mn annual active users <sup>1</sup>

Deepen Customer Relationship & Monetize Bookings 43.83 Mn Lifetime Transacted Users<sup>2</sup>

Leverage Distribution to Cross-sell Flights, Trains, Buses, Hotels

Targeted cross-selling to expand share of wallet across our ecosystem

# **Artificial Intelligence & Technology Driven Operations**

Technology Forms The Basis For Our Operating Leverage



#### TARA

Al driven personal travel assistant across chat & voice (beta)



#### **AI Revenue Optimisation**

Dynamic & personalized loyalty points and discounts



#### ixigo Assured & Assured Flex Offers fully refundable /

reschedulable ticket to users with Al-driven pricing



#### **Automatic Trip Management**

Deep integration with Apple & Google Wallet & near pilot-grade flight tracking with Flight Tracker Pro



#### PLAN

Generative AI based trip planner for personalized itineraries



#### **Price Lock**

Lock airfares for upto 2 days. Pay the locked price if fares rise or the lower price if they drop



#### Crowd-sourced Info & Utility Features

Running status, PNR predictions, train reviews. Works without internet or GPS



## Intelligent Alternate Travel Recommendations

Suggest alternate trains or combinations when certain trains on a route are wait-listed



# Leveraging Data Science & Al To Create Value Added Services

**Dynamic AI-based Pricing Model** 



No Question Asked



Fully Flexible and Freely Reschedulable



Lock Fare Now, Pay Later



Upto 150% Assured Refund<sup>2</sup>



Upto 3X Refund\* on Unconfirmed Waitlisted Train Tickets 29.23%

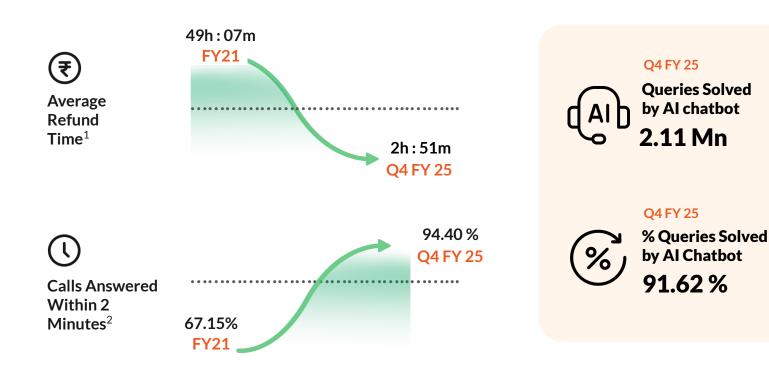
Ancillary
Attachment Rate

#### **Other Value Added Services**

- Food on Trains
- Seat Selection
- In Flight Meals
- Visa Processing
- Travel Insurance
- Cab Rental Services

## **Endeavor To Provide Best Customer Experience**

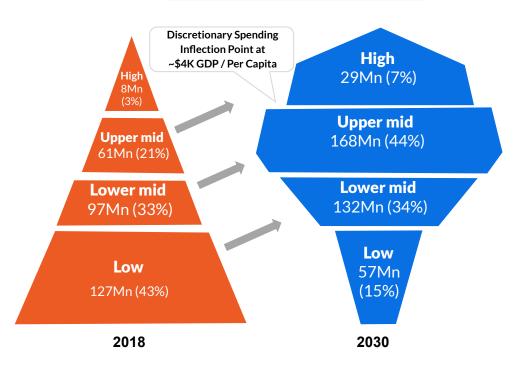
Providing Prompt Personalized Assistance Before, During & After the Trip



#### India Macroeconomic Outlook

Rising Per Capita Incomes Will Shift the Income Pyramid

On Track to Become
The Third-Largest
Global Economy &
World's 4th Largest
Domestic Travel
market by 2030

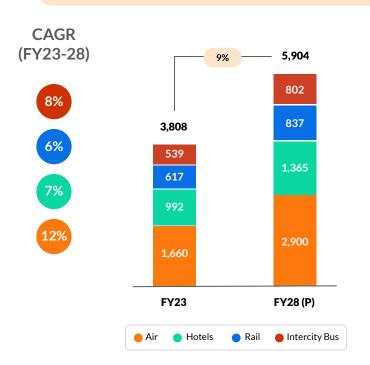


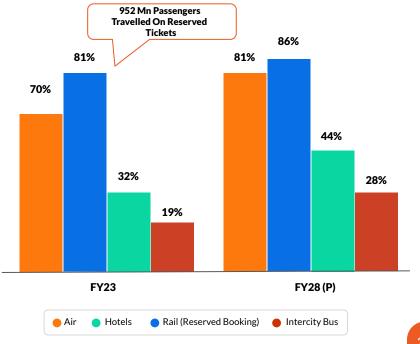
Number of Households By Income / Discretionary Spend<sup>1</sup> (% of total Households)

# Robust Growth Expected in Indian Travel & Tourism Market

Indian Tourism & Transportation Size (INR Bn)

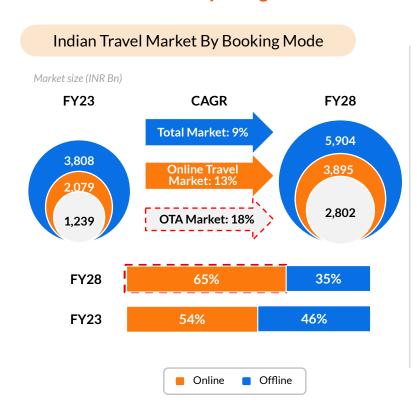
Growth In Online Penetration Across Different Segments

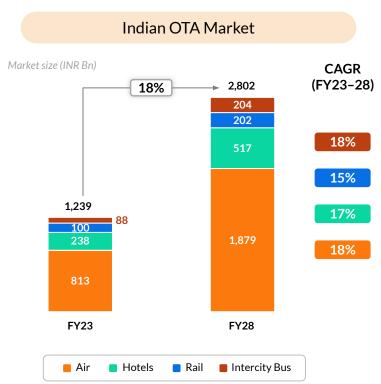




## **OTAs driving faster growth in Online Travel**

**Indian OTA Market Outpacing the Overall Travel and Online Markets** 





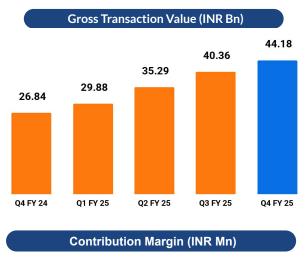
### **Accelerating Monetization & Premiumization**

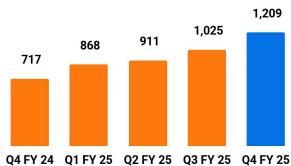


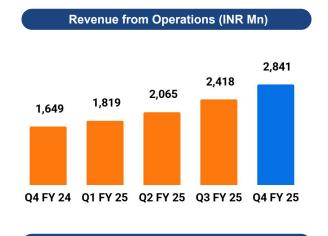
## **Operating Leverage Kicking In**

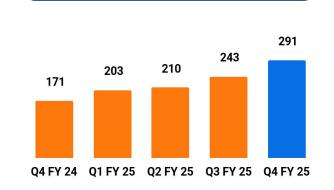


#### **Continued Momentum Quarter on Quarter**



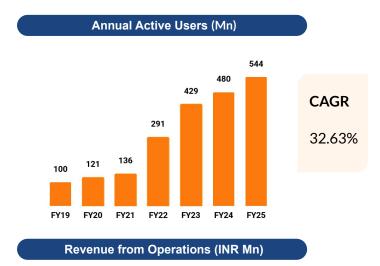


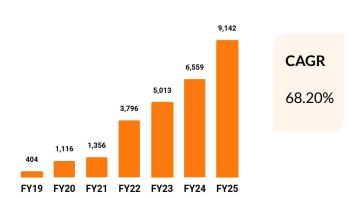


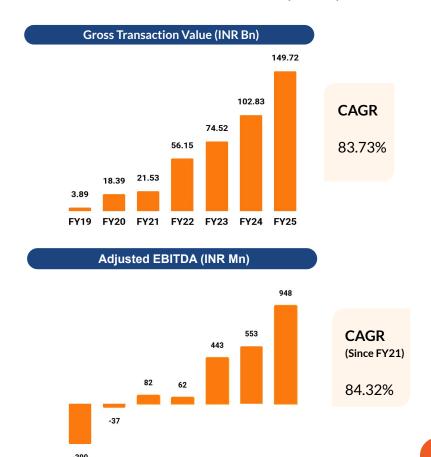


Adjusted EBITDA (INR Mn)

#### **Robust YoY Growth Trajectory** 23x Revenue Growth vs Pre-COVID (FY19)







FY22 FY23 FY24 FY25

#### **Diversified Business Model With Significant Operating Leverage**

Q4 FY 25 vs. Q4 FY 24

**Multiple Revenue Streams** 

**Passenger** Segments (Mn)

**GTV** (INR Mn)

Gross Take Rate

**Revenue From** Operations (INR Mn)

Contribution Margin (INR Mn)

CM%

Train **Ticketing** 

- Agent Service charges
- PG Charges
- Value Added Services
- Advertising

26.18

30% 20.09 41% 14,979,93

17.092.16

21,071.25

5.9%

1,263.45 34% 943.86

391.55

21%

31% 324.51

**Flight Ticketing** 

- Airline Commissions
- Convenience Fees
- Value Added Services
- Ancillaries & Advertising

2.41

1.39

8.917.14

92%

8.6%

875.53 135%

372.22

395.68

124%

176.38

45%

Bus **Ticketing** 

- Convenience Fees
- Operator Commissions
- Value Added Services
- SaaS and Advertising

5.45

78%

3.07

5,525.03 92%

2.877.04

12.6%

103%

325.07

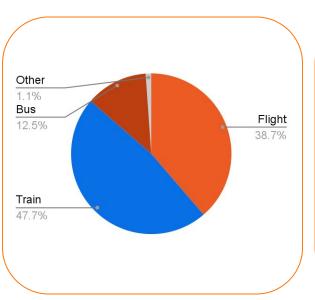
658.98

401.04 91% 210.29

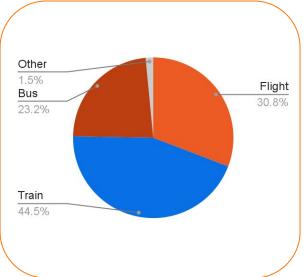
61%

#### **Diversified & Evolving Business Mix - Q4FY25**

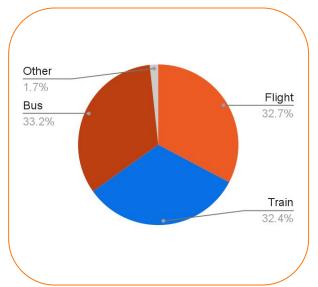
#### **Gross Transaction Value**



#### **Revenue from Operations**



#### **Contribution Margin**



#### **Consolidated Summary Statement of Profit & Loss**

INR Million, unless otherwise stated	FY25	FY24	FY23	Q4 FY 25	Q4 FY 24
Revenue from Operations	9,142.46	6,558.73	5,012.50	2,841.37	1,648.52
Other Income	180.20	92.18	163.23	59.42	31.42
Total Income	9,322.66	6,650.91	5,175.73	2,900.79	1,679.94
Expenses					
Employee benefits expense	1,636.17	1,410.20	1,262.61	464.00	346.14
Finance costs	23.30	28.86	9.49	5.51	4.92
Depreciation and amortization expense	103.38	129.24	108.15	29.69	26.15
Other expenses	6,697.65	4,710.10	3,462.67	2,129.70	1,146.36
Total Expenses	8,460.50	6,278.40	4,842.92	2,628.90	1,523.57
Profit / (loss) before share of loss of an associate, exceptional items and tax	862.16	372.51	332.81	271.89	156.37
					(00.75)
Share of loss of an associate, net of tax	(90.97)	(59.07)	0.00	(32.99)	(30.75)
Profit / (loss) before exceptional items and tax	771.19	313.44	332.81	238.90	125.62
Exceptional Items	46.04	297.21	(126.07)	0.00	0.00
Profit / (loss) before tax	817.23	610.65	206.74	238.90	125.62
Tax expense/ (income):					
Current tax	40.09	1.25	76.77	39.45	0.60
Deferred tax credit	174.62	(121.21)	(103.99)	31.74	51.53
Total tax expense/ (income)	214.71	(119.96)	(27.22)	71.19	52.13
Profit / (loss) for the period/year	602.52	730.61	233.96	167.71	73.49

### **Segment wise Operating and Financial Snapshot**

INR Million unless otherwise stated	FY25	FY24	FY23	Q4 FY 25	Q4 FY 24
				_	1.39
Flight Passenger Segments	8.44	5.77	3.26	2.41	
Flight GTV	56,506.95	35,269.99	20,154.88	17,092.16	8,917.14
Flight Gross Take Rate	8.14%	8.17%	11.02%	8.59%	7.93%
Flight Segment Revenue	2,533.93	1,463.96	1,020.33	875.53	372.22
Flight Segment Results (Contribution Margin)-A	1,154.59	709.79	561.84	395.68	176.38
Flight Contribution Margin %	45.57%	48.48%	55.06%	45.19%	47.39%
Train Passenger Segments	96.03	77.38	68.97	26.18	20.09
Train GTV	74,104.58	55,685.30	44,715.27	21,071.25	14,979.93
Train Gross Take Rate	6.04%	6.46%	6.37%	5.88%	6.17%
Train Segment Revenue	4,569.02	3,703.70	2,977.99	1,263.45	943.86
Train Segment Results (Contribution Margin)-B	1,527.40	1,293.83	961.17	391.55	324.51
Train Contribution Margin %	33.43%	34.93%	32.28%	30.99%	34.38%
Bus Passenger Segments	18.48	12.41	10.51	5.45	3.07
Bus GTV	18,011.94	11,748.11	9,654.15	5,525.03	2,877.04
Bus Gross Take Rate	11.47%	11.05%	10.32%	12.59%	11.23%
Bus Segment Revenue	1,969.24	1,317.79	974.05	658.98	325.07
Bus Segment Results ( Contribution Margin)-C	1,298.05	870.50	617.65	401.04	210.29
Bus Contribution Margin %	65.92%	66.06%	63.41%	60.86%	64.69%
Other Segment Results (Contribution Margin)-D	33.44	64.36	40.12	20.59	6.08
Total Contribution Margin (A+B+C+D)	4,013.48	2,938.48	2,180.78	1,208.86	717.26

#### **Financial Summary - Contribution Margin to EBITDA**

INR Million unless otherwise stated	FY25	FY24	FY23	Q4 FY 25	Q4 FY 24
Total Contribution Margin	4,013.48	2,938.48	2,180.78	1,208.86	717.26
+ Other Income	180.20	92.18	163.23	59.42	31.42
- Employee Benefits Expenses	1,636.17	1,410.20	1,262.61	464.00	346.14
- Technology and Related Costs	415.26	285.77	223.02	145.11	73.12
- Advertising & Branding	790.82	551.98	214.29	244.40	87.19
- Others (G&A, Outsourcing and Misc. Expenses)	362.59	252.10	193.64	107.68	54.79
EBITDA	988.84	530.61	450.45	307.09	187.44
+ ESOP Expense	139.08	114.68	156.23	43.73	15.30
- Other Income	180.20	92.18	163.23	59.42	31.42
Adjusted EBITDA	947.72	553.11	443.45	291.40	171.32

### **Financial Summary - Cash Flow**

Particulars (INR Million)	FY25	FY24
Cash flows from operating activities		
Profit / (loss) before tax	817.23	610.65
Operating adjustments :		
Share of loss of an associate, net of tax	90.97	59.07
Depreciation and amortization	103.38	129.24
Exceptional Items	(46.04)	(297.21)
Employee stock option scheme	139.08	114.68
Interest Income	(80.20)	(25.57)
Working capital adjustments	309.62	(126.52)
Others	(111.93)	(32.15)
Total operating adjustments	404.88	(178.46)
Net cash flow from / (used in) operating activities	1,222.11	432.19
Net cash flow from / (used in) investing activities	(2,030.07)	(446.01)
Net cash flow from / (used in) financing activities	1,042.44	(463.25)
Net increase / (decrease) in cash and cash equivalents	234.48	(477.07)
Cash and cash equivalents at the beginning of the period	244.96	725.90
Cash acquired on acquisition of the subsidiary	7.40	0.00
Cash & cash equivalents for loss of control in subsidiary	0.00	(3.87)
Cash & cash equivalents as at the end of the period (As reported)	486.84	244.96
Total Cash Balance (Including all Fixed deposits, Mutual Funds, Net of Borrowings)	3,373.45	1,104.1

### **Financial Summary - Balance Sheet**

Particulars (INR Million)	FY25	FY24
Assets		
Tangible and Intangible assets	268.64	227.05
Goodwill	2,595.75	2,483.03
Investment (Current & Non-current)	1,194.78	856.12
Other financial assets (Current & Non-current)	327.77	389.71
Non-current tax asset & Deferred tax assets	214.07	365.00
Trade receivables	366.85	276.45
Cash and Bank Balances	2,789.63	798.84
Current assets (Others)	1,297.42	925.11
Total assets	9,054.91	6,321.31
Equity and liabilities		
Equity share capital	390.11	372.97
Other equity	5,946.11	4,087.04
Non-controlling interests	25.10	0.00
Lease liabilities (Current & Non-current)	78.13	59.69
Other financial liabilities (Current)	513.51	368.12
Borrowings (Current)	323.69	400.76
Provisions	151.95	115.83
Trade payables	1,034.50	568.79
Deferred tax liabilities	11.76	0.00
Contract liabilities & Other current liabilities	580.05	348.11
Total Equity and Liabilities	9,054.91	6,321.31

### **Key Performance Indicators**

	i e	İ		
Key Performance Indicators	Units	FY23	FY24	FY25
Monthly Active Users	Million	62.83	76.78	82.02
Gross Transaction Value	INR Million	74,524.30	102,825.49	149,715.86
Revenue from Operations	INR Million	5,012.50	6,558.73	9,142.46
Gross Revenue	INR Million	6,405.47	8,318.58	11,911.72
EBITDA	INR Million	450.45	530.61	988.84
EBITDA %	%	8.70%	7.98%	10.61%

## **Experienced Key Managerial Personnel**



Mr. Aloke Bajpai ★
Chairman, Managing Director
& Group Chief Executive Officer

- Ex- Amadeus
- MBA. INSEAD
- B.Tech, Electrical Engineering, IIT Kanpur



Mr. Rajnish Kumar ★
Director & Group Co-Chief Executive Officer

- Ex- Amadeus
- B.Tech, Computer Science, IIT Kanpur



Mr. Saurabh Devendra Singh Group Chief Financial Officer

- Fx CBO, Sanford C. Bernstein
- PGDM, IIM Ahmedabad
- B.Tech, Chemical Engineering, IIT Delhi



Mr. Dinesh Kumar Kotha Chief Executive Officer, ixigo Trains & ConfirmTkt

- Co-founder, ConfirmTkt
- Ex-o9 Solutions
- B.Tech. NIT. Jamshedpur



Mr. Sripad Vaidya Chief Operating Officer, ixigo Trains & ConfirmTkt

- Co-founder, ConfirmTkt
- B. Tech, Computer Science & Engineering from Sastra University



Mr. Suresh Bhutani Group General Counsel, Company Secretary & Compliance officer

- Ex-Interglobe Aviation, R Systems Intl.
- MBA Indira Gandhi National Open University
- B.Com (H), FCS, LLB,

#### **Seasoned Board of Directors**



Mr. Shailesh Lakhani Non-Executive Director

- Nominated to Board by Peak XV
- MBA, Harvard University
- Bachelor's degree, University of Waterloo



Mr. Frederic Lalonde Non-Executive Director

• Founder and CEO of Hopper, an airfare and hotel fare prediction mobile application



Mr. Mahendra Pratap Mall Independent Director

- Ex- CMD, IRCTC
- MDI Gurugram (Management)
- B.Sc., MA from University of Allahabad



Mr. Arun Seth Independent Director

- Ex-Trustee of the Nasscom Foundation
- PGDM from IIM. Calcutta
- B. Tech (Electrical), IIT Kanpur



Mr. Rahul Pandit Independent Director

- Ex-Hamstede Living Pvt Ltd, Ginger Hotels, Lemontree Hotels
- BA, University of Delhi,
- Diploma in Hotel Management



Ms. Shuba Rao Mayya Independent Director

- Ex-ICICI, TCS
- 29+ years of banking & insurance experience
- B.Com, Associate member of ICAI



Mr. Rajesh Sawhney Independent Director

- Founder, GSF; Co-founder Innerchef.Ex-Reliance
- Master's degree in management studies, University of Mumbai

# **Becoming a One Stop Travel Solution Provider**

Continue To Deepen Penetration & Enhance Our Offerings For The 'NBUs'

Engage Existing Users
To Return To Book

Increase Volume Of Transactions & Frequency Of Engagement

Acquire New Users & Build "Top Of Mind" Awareness

Investments in Online & Offline brand building & branded distribution deals

#### **Introduce Newer Offerings**

Add more ancillaries / value added services and pursue B2B / corporate growth avenues

Train **Tours** Holiday **Packages** Bus ixigo **Activities & Experiences Flight Travel** Insurance Food & Hotels Ancillary **Services** 

Increase Monetization Through Cross-selling And Up-selling

Improve Operating Leverage Through
Investment In Deep Tech & Al

Enhance TARA chatbot to understand local languages & voice-based interactions

Offer New Embedded Value Added Services

Automate Operations
Through Tech Investments

Continue To Develop In-house Models Through The Use Of AI

# **Conference Call Details**

Le Travenues Technology Limited (NSE: IXIGO, BSE: 544192) will host a conference call for analysts and investors on Wednesday, 14th May 2025, at 6:30pm (IST) following the announcement of financial results for Q4 FY25 & FY25

#### **Details of Conference call**

Date Wednesday, 14 May 2025

Time 06:30 PM IST

09:00 PM HK/SG 09:00 AM US (EST)

**Duration** 1 Hour

Registration <a href="http://bit.ly/4j2Cj5Q">http://bit.ly/4j2Cj5Q</a>
Link

# **Glossary**

Term	Description
Adjusted EBITDA	Adjusted EBITDA is calculated as the profit for the period or year plus tax expense, finance cost, depreciation, amortization expenses, Employee Stock Option Scheme less other income, exceptional items, share of profit/loss of associate.
Adjusted EBITDA Margin	Adjusted EBITDA Margin is defined as Adjusted EBITDA divided by revenue from operations
Annual Active Users	Annual Active Users refers to the number of unique devices (including, amongst others, laptops and mobile phones) which have recorded at least one visit to a page/ screen on our platforms in a given period/ year, cumulated across ixigo, ConfirmTkt and AbhiBus websites and apps
Ancillary Attachment Rate	Ancillary Attachment Rate refers to the number of ancillary transactions for ancillaries sold such as ixigo Assured, ixigo e Assured Flex, Trip Guarantee, Price Lock, seats, meals, among others, across flights, trains and buses divided by the overall number of transactions
Annual spend per transacting user	Annual Gross Transaction Value divided by Annual Transacting Users
Lifetime Transacted User	Lifetime Transacted Users refers to the number of unique transacting users identified by user's mobile number and/or email s address, that have made at least one booking through us in the lifetime of our company on the OTA model, cumulated across ixigo, ConfirmTkt and AbhiBus website and apps
Contribution Margin	Contribution Margin is defined as Segment revenue (net ticketing revenue plus other operating revenue) less direct expenses
Contribution Margin (%)	Contribution Margin (%) is defined as Contribution Margin(Segment results) divided by revenue from operations (Segment revenue).
EBITDA %	EBITDA as a percentage of total income
Tier II/III Penetration	% of transactions booked through ixigo group's OTA platforms where either an origin or destination was a non-Tier I city

**Gross Revenue** Gross revenue represents Revenue from operations plus discounts. **Gross Take Rate** Gross take rate refers to Gross Ticketing Revenue divided by Gross Transaction Value during the relevant period/year **Gross Transaction** Gross transaction value refers to the total amount paid (including taxes, fees and service charges, gross of all discounts) Value (GTV) by users for the OTA services and products booked through us in the relevant period/year Total number of downloads of our ixigo (train), ixigo (flight), Abhibus and Confirmtkt mobile apps in the relevant period Mobile app Downloads Monthly Active Users Monthly active users is the number of unique devices (including, amongst others, laptops and mobile phones) which (MAUs) have recorded at least one visit in a month to a page/screen on our platforms cumulated across ixigo, ConfirmTkt and AbhiBus website and apps and cumulated for all months in the given period/year, divided by the number of months in that period/year **Monthly Screen Views** Total number of mobile app screen views or website page views in a given period divided by the number of months in that period **Monthly Transacting** Monthly transacting users is the number of unique transacting users identified by users' mobile number and/or e-mail Users (MTUs) address, as applicable, that have made at least one booking through us, in a given period/year, divided by the number if months in that period/year, cumulated across ixigo, ConfirmTkt and AbhiBus website & apps Repeat transaction Rate Repeat transaction rate is calculated as percentage of transactions by repeat transacting users, identified by their unique mobile number and/ or email address, where a repeat transacting user is any user who has transacted through our platforms at least once in the preceding 36 months. **Passenger Segments** Passenger segments refers to the total number of point-to-point passenger tickets booked between two cities, airports, train stations or bus stations, as applicable, whether or not such a ticket is part of a larger or longer itinerary. For example, a booking made with two passengers for a return flight consists of four passenger segments. % Queries solved All gueries which were resolved by chatbot without any human intervention divided by the overall gueries by AI chatbot

