

**QUESTIONS FROM MEMBERS/PROXIES VIA LUMI AGM APPLICATION AND
TM'S RESPONSES DURING THE 36th FULLY VIRTUAL ANNUAL GENERAL MEETING (AGM)
HELD ON 25 MAY 2021 AT 10.00 A.M. TO 12.20 P.M.**

Category : Shareholders			
No.	Question	From	Answer
1	<p>Door gift availability</p> <ol style="list-style-type: none"> 1. CHAN LAI YIN 2. CHEAH YEW BOON 3. CHONG KUM FATT 4. CYHOW YIN CHUN 5. GAN SIEW KEEN 6. GEOH KAH LIM 7. GOH PEK HONG 8. HOH AH MOY 9. HOH YIN YOK @ HO YIN YOKE 10. HOW SAY KEONG 11. JOHNNY LEE YUEN KUN 12. KHWAN SAU KIN 13. LAU ATI @ LAU CHUAN TENG 14. LEE CHONG SING 15. LEONG FOOK SEN @ FRANCIS LEONG 16. LIM LENG YAW 17. LIM SAN KIM 18. LOO YEO MING 19. LUM CHOONG YING 20. LUM PECK WAN 21. LYE BOON KIN 22. MOHD TAHIR BIN MAULUT 23. SEE YOOT WAH 24. STEPHEN LYE TUCK MENG 25. TAN ENG THENG 26. TAN ENG WAUN 27. TAN HAI GEAK 28. TAN KONG HUAT @ TAN KONG YAM 29. TAN KWAI YIN 30. TAN TENG CHEE 31. TAN WEI SIANG 32. TEH PENG TIN 33. TSOU CHIA LING 34. YEO CHIN CHAI 35. YOGESWARY A/P SHANMUGAM 36. LEE TUCK FEONG 	36 Shareholders	<p>The Company believes that the best way to reward shareholders is in the form of dividends to be declared yearly and has always committed to its Dividend Policy.</p> <p>As the nation's essential service provider, we have prioritised our resources to keep Malaysians stay connected and stay served especially during this unprecedented period.</p>

Category : Business Operations & Strategy			
No.	Question	From	Answer
1	<p>What is TM's actual role in the multi billion ringgit Malaysian National Fiberisation & Connectivity Plan (NFCP), and to date, what revenue and profits has TM gained in fulfilling its role in the NFCP, please give some figures to substantiate?</p> <p>And to what extent yearly, going forward, will TM continue to bring in better financial contribution due solely to the NFCP implementation?</p>	Ho Yueh Weng	<p>NFCP is now known as Jalanan Digital Nasional (JENDELA) with the objective of addressing coverage and quality of broadband services.</p> <p>JENDELA is aligned to our growth strategy and trajectory, as demonstrated for full year 2020 results of the Group where, it has given a positive contribution to the Group.</p>
2	On the NFCP, what is the expected proportion in ringgit value terms is due to installation of fiber cables alone and what proportion is due to the wireless hardware equipment alone and what value in the services and other intangible requirements?	Ho Yueh Weng	It is part of our growth plan and reflected in our market guidance. The progress of JENDELA can be obtained from MCMC's official website.
3	How is TM's strategy for mobile business? Are they going to be a major player for 5G?	Phua Leong Kui	With the formation of the Digital Nasional Berhad as the sole provider of the 5G infrastructure to the country, this enables a level playing field in the industry. Therefore, TM will be playing a role in 5G in addition to supplying the fibre infrastructure.
4.	We have learned from the DX Forum the successful implementation of RPA for internal TM usage, will TM go to market with this digital service in the near future?	Stephen Lye Tuck Meng	TM is continuously exploring all digital services to address customer needs and it will not be limited to just RPA.
5	During online events be it meetings, seminars, workshops etc, broadband speed and stability is always the focus being questions or excuses for it ineffectiveness. Do you have any kpi or tools for measuring the connectivity performance? Or do you prefer to continue to take the blame from the nation?	Lim Soh Wah	Aside from rigorously monitoring our network performance to ensure the best customer experience, we are guided by MCMC's network quality performance measures for evaluation
6	During MCO, how can TM secure sales keep going up since TM competitor offer an attractive price to our customer.	Mohd Nor Najamudin Abdul Halim	Our attractive product bundling continues to garner traction during the pandemic where we have seen areas of growth in some of our business lines. The growth in subscribers in unifi has been encouraging during this pandemic due to accelerated consumption of digital services by Malaysians.
7.	What happen to 5G implementation?	Chan Kok Thim	5G implementation has now been tasked by the Government to Digital Nasional Berhad (DNB). TM is ready to support DNB with our network coverage and other connectivity solutions.

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No.	Question	From	Answer
8.	<p>Dear TM BOD,</p> <p>In the article posted by Utusan Malaysia yesterday (24/5/21), there are 376 IPTS in the critical & dying position, which due to the critical financial condition as a result from the Pandemic & the MCO. As MMU is one of the IPTS in Malaysia, and being the wholly owned subsidiary of TM, I believe MMU is also facing the challenging situation right now. What is the Board's view on this, and what is the strategy to ensure MMU is not fall under this category?</p>	Mohd Noridzuan Md Arif	MMU is undergoing a transformation programme with its new CEO, which includes reviewing its academic programmes, and the people required to execute it. We are seeing positive traction for now.
9.	<p>i) With digitalization moving forward, most of activities/operations would be automated; do TM have plan(s) in managing/reducing the operations and overhead cost?</p> <p>ii) Any plan(s) to win back customers from competitors either in fixed line and mobile?</p>	Bokhari Hassan	<p>1. Yes, TM is continuously exploring ways to reduce operations and overhead costs through digitalisation and automation.</p> <p>2. Yes, it is already part of our operating plan and strategy.</p>
10	<p>Could TM please give an overview as to the technology strategic plan moving ahead? This is especially pertinent in the current environment where there are plenty of jargons being bandied about; among them includes 5G, IOT, IR 4.0 etc... How would these plans bring about a healthier top and bottom lines?</p>	Tan Kwong Meng	<p>We continue to explore & assess various technologies to address our business requirement and customers' needs. Each technology brings about new opportunities and challenges inter-relating with latest development of macro environment circumstances. 5G, for example is very much spectrum dependent and very nascent in terms of actual use case at current costs.</p> <p>Further development from supply side will accelerate the economic push towards IR 4.0 and IoT by government & enterprises which will then trickle to the retail market. TM is poised to take advantage of this as we are ensuring our customers to be ready for the inevitable digital future.</p>
11	<p>Can we have a specific EBIT margin instead of more than RM1.6b only</p>	Mohd Nor Najamudin Bin Abdul Halim	Our market guidance will continue to be in absolute RM and we will continuously monitor the market if there are needs to change this.
12	<p>Kindly increase more woman participation at the higher level!</p>	Low Giek Ching	Female representation at our Board level is close to the 30% guidance, whilst amongst the Senior & Top Management, this ratio is at 27.5%.

Category : Business Operations & Strategy			
No.	Question	From	Answer
13	Tan Sri Chairman, I am a shareholder of TM. What is the impact of the acquisition of Digi by Celcom to become Celcom.Digi.com in the performance of TM in FY 2021 since Celcom is TM's subsidiary ?	Teh Ting Oin	Celcom is no longer a subsidiary of the Group since demerger in 2008. Therefore, there is no direct impact to TM Shareholders. However, TM will continuously be in a competitive position reflected in our commitment to our 2021 market guidance.
14	What % of TM's optical fibres sourced locally from local manufacturers and what % are imported fibres?	Ho Yueh Weng	We source from both local and overseas in line with our sourcing policies to ensure uninterrupted fibre roll out.
15	What is TM stand on cabotage for undersea cable repair? How many undersea cable repair occurs on average and does TM has backup plans should a major cable fault issue occurs	Ho Yueh Weng	TM supports Government's policy on Cabotage. We have an average of just 3 to 5 incidents within our waters in the last few years. The vessels used depend on the depth of the water.
16	TM headquarter got so much empty space, why not rent out to others as store room to save cost.	Lim San Kim	TM currently leases Menara TM and TM workforce are currently on a working from home structure. Optimization efforts for vacant spaces are currently underway as we are pursuing a 60:40 mobile workforce strategy.
17	Dear CEO, what is the TM foreign shareholding now? Any plan to attract more foreign shareholders?	Chew Hiap Hong	The foreign shareholding currently stands at 11.92%. We are consistently engaging both foreign and local investors.
18	Beside increasing in fibre network, does the company have the plan to expand in Data center as 5G & IR 4.0, the industry will required more data storage & processing?	Lim Chai Wei	We believe our current capacity in terms of data center is sufficient at this juncture and will expand organically with the demand. Nevertheless, considering our modular and future oriented data center structure, we are ready to expand just-in-time, if there are any sudden spike in requirements. We will continue to explore any expansion opportunities in line with our current commercial strategy.

Category : FY2020 Financial Performance			
No.	Question	From	Answer
1	Any Bonus issue as you are a leading telco.	Loo Yeo Ming	<p>At this juncture we do not have plans for any bonus issue.</p> <p>We are committed to our dividend policy of 40-60% from reported PATAMI subject to our other commitments and business circumstances.</p>
2	With the increasing schooling and working from home trend, demand for TM's unifi has surely surged tremendously. This translated to better financial performance for the Company. Did the Board or is the Board considering to pay a special dividend to correspond with this?	Mohd Syazwan Bin Mohd Sedek	<p>We are committed to our dividend policy of 40-60% from reported PATAMI subject to our other commitments and business circumstances.</p> <p>Accordingly, the absolute amount of dividend for FY 2020 was higher than FY 2019.</p>