

LIST OF QUESTIONS & ANSWERS FROM MEMBERS/PROXIES VIA LUMI AGM APPLICATION, RECEIVED PRIOR AND DURING THE 37th FULLY VIRTUAL ANNUAL GENERAL MEETING (AGM) HELD ON 25 MAY 2022 AT 10.00 AM.

Category: (1) Door Gift		Total: 47	
No.	Question	From	Answer
1.	Door gift availability	47 Shareholders: 1. Lam Chiu Bin 2. Yong Joon Fah 3. Lum Peck Wan 4. Tan Chai Heng 5. Lee Chong Sing 6. Tai Phoo Siew @ Thay Phoo Siew 7. Tan Eng Waun 8. Tan Bee Hoon 9. Daberah Ann Danker 10. Ronald Danker 11. Stephen Lye Tuck Meng 12. Lye Boon Kin 13. Tan Eng Theng 14. Tan Teng Chee 15. Ng Chai Lain 16. Hoh Ah Moy 17. Cheah Yew Boon 18. Teh Peng Tin 19. Lau Ati @ Lau Chuan Teng 20. Lau Chuan Hooi 21. Johnny Lee Yuen Kun 22. Lee Geok Hoon 23. Hiu Chee Keong 24. Oon Joo Lee 25. Chan Ngun Fong 26. Quah Ley Yein 27. Justin a/I A. Kumaran	<p>We acknowledged and thank you for your queries and feedback on the provision of gift for shareholders attending the virtual 37th AGM.</p> <p>The Company however continues to believe that the most equitable way to reward shareholders is in the form of dividends to be declared yearly and TM has always been committed to the approved Dividend Policy.</p> <p>We further hope for your continuous support as we build on from the first-year milestone of the New TM Transformation Programme to become a growth-oriented PLC, investing in the future for long term sustainability for our shareholders.</p>

No.	Question	From	Answer
		28. Lum Choong Ying 29. Pang Heng Cheong 30. Lim San Kim 31. Lee Tuck Feong 32. Lee Kwai Yoong 33. Loo Yeo Ming 34. Quah Ley Yeinn 35. Mohd Tahir bin Maulut 36. Teo Cher Ming* 37. Chong Kum Fatt* 38. Ng Xiang Rong* 39. Stephen Lye Tuck Ming* 40. Lee Choon Meng* 41. Loo Yeo Ming* 42. Noor Anzam Bin Mhd Nor* 43. Chin Weng Ham* 44. Lye Boon Kin* 45. Lam Chiuh Bin* 46. Joachim Arulraj Anthonysamy* 47. Hew Lee Yoon*	

Category: (2) Business Strategy & Outlook			Total: 20
No.	Question	From	Answer
1.	May I know, what is the company's future Outlook?	1. Lau Chuan Hooi 2. Mohd Tahir bin Maulut	<p>We are positive on the company's future outlook reflected by our optimistic market guidance as announced earlier:</p> <ol style="list-style-type: none"> 1) Revenue: Growth of Low to Mid Single Digit percentage. 2) EBIT: Growth to more than RM1.8 billion. 3) Capex investment percentage of between 14-18% of revenue. <p>We are committed and driven to intensify our efforts to deliver the above, as Year 2 of our transformation plan unfolds. TM Compass will continue to be the transformation pillars for creating shareholders value, enriching customer experience, elevating our workforce and improving business performance.</p>
2.	TM is still performing tests for its 5G service. When is the expected D day?	Wong Kang Ming	We are finalising the arrangement with DNB and will announce in due course.
3.	What do you think of the 5G implementation in Malaysia? How TM fit into this picture?	Chan Kok Thim	<p>TM will be playing in two areas:</p> <ol style="list-style-type: none"> 1. The first as a network partner by providing the 5G network fibre backhaul, which is the RM2 billion contract signed in mid-April 2022 for 10 years. 2. The second is the network wholesale or purchase of 5G capacity from DNB.
4.	<p>When can consumers get decent 5G services?</p> <p>How much yearly CAPEX is required to get our 5G services rolling in our major cities?</p> <p>Will 5G consumer charges/fees go higher than 4G services?</p>	Ho Yueh Weng	<ul style="list-style-type: none"> • 5G is implemented under the SWN model through DNB. • Therefore, we cannot comment on this matter.
5.	Can we go to Middle East to invest in petrol?	Lim San Kim	We continue to focus on our core business to ensure maximum shareholders' returns and maintaining our leading position in the market.

No.	Question	From	Answer
6.	How is newly entity established, Credence can help TM in diversify business portfolio into cloud/ digital solution, further increase TM's revenue?	Mohd Azizi bin Abdul Aziz	<ul style="list-style-type: none"> Credence will focus on digital services, working alongside TM One for enterprise and public sector business solutions. <p>Digital services – cloud, industry solutions, analytics, productivity especially in B2B space which has more growth potential in a larger market size than connectivity.</p>
7.	Why not invest in Russia and China currencies?	Lim San Kim	<ul style="list-style-type: none"> We do not engage in currency speculation. We continue to focus on our core business to ensure maximum shareholders' returns and maintaining our leading position in the market.
8.	What are the potential impacts and mitigation plans by TM in the event of natural disasters?	Lim Chew Lin	<p>As preventive measure, TM has conducted the business impact assessment to TM infrastructure and critical assets at the potential natural disaster in identified area TM premise or exchanges.</p> <p>In ensuring our readiness to address such calamities, TM put in place various business continuity programs in 2021 to further improve the effectiveness of Disaster Recovery Plan (DRP) in supporting with respective TM States Operation. Among the key programs are:</p> <p>Implementing physical hardening by raising plinth for outside plant cabinet involving Fixed and Mobile network infrastructure at identified flood-prone areas by State Network Operations.</p> <p>Conducting desktop exercise / simulation by TM National Command Control Centre (TMNC3) and TM State Operations Centre (TSOC) to evaluate and improve the effectiveness of SOPs for DRP preparedness.</p>
9.	Nestle share price so high, why don't we diversify to consumer product also?	Lim San Kim	<ul style="list-style-type: none"> We are already addressing the consumer market segment under unifi with our FMC offerings Additionally, we are very focused in our core business to ensure maximum shareholders' returns and maintaining our leading position in the market

No.	Question	From	Answer
10.	<p>What are your short-term plans to improve your revenue and net income?</p>	Chow Hoh Inn*	<p>As presented earlier, we have specific business priorities for each of our 3 lines of business to improve revenue. In summary:</p> <ul style="list-style-type: none"> • unifi will focus on broadband + convergence (mobile, TV/OTT, solutions); • TM One will focus on end to end enterprise & public sector connectivity & solutions together with Credence; and • TM Wholesale will focus on wholesale broadband, 4G/5G related infrastructure in Malaysia and building Malaysia as a regional digital hub. • The above, together with the cost optimization initiatives as shared earlier in the MSWG Q&A will drive improvement on the net income.
11.	<p>Could the BOD explain what TM strategy is with regard to Customer Acquisition and Retention especially in the broadband business both in the commercial and consumer sectors?</p> <p>What is TM's plan to develop new market or increase market penetration?</p> <p>Please give specific endeavour done to date and how successful is the initiative.</p>	Tan Kwong Meng*	<p>unifi continues to be aggressive - pushing more broadband new sales and retention programs to ensure our value proposition remains attractive to home and SME customers. Our other initiatives include:</p> <ol style="list-style-type: none"> 1) Convergence bundle with unifi mobile plans, 2) Convergence bundle with new unifi TV packs incl. global and local channels, plus new OTTs offering. 3) Various device offerings - laptops, smart TVs, smart phones and wifi equipment. <p>Broadband growth was also fueled by increase of fibre coverage nationwide under JENDELA.</p> <p>All the initiatives above have contributed to the record breaking no. of fixed broadband customers that we have today and unifi's sizable contribution to our revenue growth.</p>
12.	<p>Could the BOD enlighten on the success of its quadruple play strategy - in particular on the IPTV/OTT strategy operated under Unifi TV? My rudimentary understanding indicates it is bleeding badly and there is no sign of a turnaround.</p> <p>Please explain what is the plan moving forward to turnaround the business as IPTV/OTT is touted as the hidden gems for telco to exploit as it offers great synergy to the traditional telco business.</p>	Tan Kwong Meng*	<p>Content is a critical part of the convergence proposition of unifi, as outlined in Answers 2 & 3. Content provides 'stickiness' and revenue uplift vs. a stand-alone broadband service.</p> <p>We are cognizant of the changing trends in content viewing - shift towards video streaming and other non-linear, OTT offerings from linear programming.</p> <p>At present, we have 15 premium OTTs on board including Disney, BBC, Amazon, BeIn Sports, WeTV and others. This complements our video-on-demand service and more than 70 linear channels available on unifi TV.</p>

No.	Question	From	Answer
	<p>What is the 5 years plan for IPTV/OTT business?</p> <p>And please give some projected revenue from this segment. Incidentally does TM plan to forge strategic alliance with pay TV operators like Astro?</p>		<p>We will continuously explore collaboration with both local & international content providers .</p>
13.	<p>Since unifi tv added Disney+ hotstar has this increase customer retention or increase in new unifi subscribers?</p>	Tan Kwong Meng*	<p>Disney+ Hotstar on unifi TV was launched on 17 May 2022.</p> <p>As mentioned earlier, content is a critical part of the convergence drive as it adds value to our customer experience, revenue uplift and improving retention. Having a premium OTT such as Disney on board will pave the way for more collaborations in the future.</p>
14.	<p>IoT for enterprises is breathing new life into carriers' operations – an opportunity that's come at the right time given the saturated consumer market and dwindling revenues.</p> <p>Can you please elaborate what is TM business model in the IoT space and how far TM has gone in tapping this segment of the market? Is IoT just another technology hype or does it indeed have practical and profitable application?</p> <p>Please elaborate on the use cases that TM is embarking on. Appreciate it if the CTO/CEO can give a high-level overview of the technology trend and the roadmap ahead for TM.</p>	Tan Kwong Meng*	<p>As presented earlier, TM had entered into several partnerships with local and international technology partners to offer Smart Services, which includes IoT over 5G.</p> <p>We are currently running 16-20 use cases with 9 customers from smart manufacturing, smart healthcare and smart agriculture sectors based on industry specific needs and applications. Potential solutions may include but not limited to the following:</p> <ul style="list-style-type: none"> ▪ Manufacturing industry - Smart Surveillance, Connected Car/ Fleet Management, Augmented Reality (AR)/ Virtual Reality (VR) services, Drone Management and Mobile Workforce Management ▪ Agriculture industry - Smart Surveillance, Agriculture Robot, Drone Management ▪ Healthcare industry - Augmented Reality (AR)/ Virtual Reality (VR) services, Remote Consultation, Connected Ambulance and Wearables.
15.	<p>Do TM see any risk in further reduction in MSAP?</p>	Teo Cher Ming*	<p>From a regulatory standpoint, we believe changes to the current framework, including MSAP price reduction should only be considered if there is a market failure. However, this is not the case today as the fixed broadband subscriber base (unifi and from TM Wholesale's telco customers) is growing rapidly. 2021 registered a record-breaking growth in broadband customers for Malaysia.</p> <p>We have been and will continue to engage MCMC in MSAP discussions.</p>

No.	Question	From	Answer
16.	<p>TM signed with DNB a RM2 Billion fibre leasing service agreement.</p> <p>Does this means Unifi mobile users will get to enjoy 5G soon and TM has accepted DNB commercial RAO offer or these are separate matters to be considered?</p> <p>And the communication minister mentioned TM has agreed to the DNB equity take up. Could management comment on these?</p>	Teo Cher Ming*	<p>The fibre leasing to DNB for 5G network roll out and the 5G commercial RAO with DNB are two separate matter.</p> <p>Today, we are still in a testing phase to ensure the best 5G customer experience can be delivered, having signed the trial agreement earlier.</p> <p>On the commercial RAO (wholesale) agreement, we are still discussing the details with DNB before we can finalise the agreement and launch the 5G service for our customers.</p> <p>On the DNB equity stake, we are still evaluating the full details of the proposal.</p>
17.	<p>The edgemarkets.com reported the following:</p> <p>"The country's four largest telecommunication companies (telcos) cum mobile network operators (MNOs) have welcomed the government's decision to continue with the single wholesale network (SWN) model, as well as the offer for MNOs to take up a 70% equity stake in Digital Nasional Bhd (DNB)".</p> <p>Could the CEO/CFO provide insight into the ramification of this development and how TM can benefit from this development?</p> <p>What is the equity stake in DNB than TM propose to take up? And how is owning equity in DNB beneficial to the company? What is the IRR, ROI etc... projected from this acquisition?</p> <p>At what stage is TM roll out of its 5G services compared to the competitors?</p> <p>In recent days, it is apparent that the big 4 MNOs are still baulking at the SWN plan; how does TM see this development and whether it offers TM an opportunity to seize the first mover advantage?</p>	Tan Kwong Meng*	<p>To reiterate, TM's interest in 5G comes at 3 levels.</p> <ul style="list-style-type: none"> • The first as a network partner by providing the 5G network fibre backhaul, which is the RM2 billion contract signed in mid-April 2022 for 10 years. • The second is the network wholesale or purchase of 5G capacity from DNB. • The third is the equity stake in DNB. <p>The second and third items are still in discussion and evaluation by TM.</p>

No.	Question	From	Answer
18.	<p>In the edge interview, TM CEO mentioned Credence as a new engine of growth in enterprise segment.</p> <p>Could this be a major revenue and profit contributor in the future for TM so there is less reliance on unifi and create a well balance revenue mix from credence unifi and tm one</p>	Teo Cher Ming*	<p>Yes. Credence will focus on digital services, working alongside TM One for enterprise and public sector business solutions.</p> <p>Digital services – cloud, industry solutions, analytics, productivity - especially in the B2B space which has more growth potential in a larger market size than connectivity.</p> <p>This is in line with our two pronged strategy of:</p> <ul style="list-style-type: none"> • Strengthening our core business (TM One) • Invest for growth (Credence) <p>Investment will not just be in technology, but also in tech talents.</p>
19.	<p>In the last financial year please share any major mistake made in terms of strategic planning and decisions. How was it overcome?</p>	Chow Hoh Inn*	<p>There were no major mistakes in strategic planning/decisions.</p> <p>If any, there were execution shortfalls which were identified and addressed.</p> <p>Example: Shortage of contact centre agents due to Covid-19 cases impacting our service quality at the customer helpdesk. This was addressed by enabling 'remote working' for contact centre agents.</p>

Category: (3) Financial Performance			Total: 5
No.	Question	From	Answer
1.	Share price reflect the performance of company. If the company perform, share price shoot up and seldom come down.	Chea Ah Chun	<ul style="list-style-type: none"> • We turned around after 3 years of revenue decline. • And we met our 2021 Market Guidance. • Beside the fundamentals, share price is also determined by various market forces.
2.	How minimum wage affect the company?	Hiu Chee Keong	<ul style="list-style-type: none"> • Minimal impact, around 1.3% of the Group's population is affected • Adjustments made effective 1 May 2022
3.	When to pay dividend?	Lim San Kim	<ul style="list-style-type: none"> • The last dividend of 6.0 sen per share was paid on 31 March 2022. • We are guided by our dividend policy which is to distribute between 40% to 60% of reported PATAMI. • Usually paid after the close of our financial year.
4.	What is the impact of cukai makmur and minimum wage RM1500 to the group? Any numbers that can be shared?	Teo Cher Ming*	<ul style="list-style-type: none"> • Cukai Makmur or Prosperity Tax as announced in Malaysia Budget 2022 will definitely increase TM's effective tax rate this year. However, but it will not reach the maximum 33% due to our earlier recognition in 2021 and considering not all entities under TM Group are subject to it. • The minimum wage will only impact 1.3% of total TM workforce, and the incremental amount is approximately RM0.6 million per annum.
5.	In the last financial year please share any major mistake made in terms of financial planning and decisions. How was it overcome?	Chow Hoh Inn*	There were no material mistakes evidenced by the opinion expressed in the independent auditors' report of the IAR financial statements.

Category: (4) Product & Customer Experience		Total: 6	
No.	Question	From	Answer
1.	<p>How much was paid to customers under the unifi Home 24 hours' service guarantee?</p> <p>I find that the way that bill rebate of RM50 is provided under the guarantee is insincere as it is not automatic and required the customer to "redeem" it and this was hidden under T&Cs. A good idea with bad results.</p>	Hing Lee Siang	<ul style="list-style-type: none"> • A bill rebate of RM50 for Service Guarantee under unifi Home and unifi Biz has been implemented. • Any affected customers are compensated based on agreed terms and conditions.
2.	<p>Currently service of unifi Mobile quite not satisfied after decommissioning of 3G services by government.</p> <p>Q1: What are the best way to deliver a good service of mobile in short term, medium term & long term to fixed the mobility services in rural, sub urban & urban area since service of unifi Mobile is very poor & not meet customer satisfaction.</p> <p>Q2: Is that TM willing to offer existing customer using Mobile Broadband using 4G broadband to migrate to 5G mobile broadband. Example: changing mobile broadband modem & 5G sim.</p> <p>Q3: While fixing the 4G services, is it worth that TM migrate the existing customer to 5G services with device at affordable price.</p> <p>Q4: On current situation of higher inflation rate & cost, is the contingency plan that TM will do since 5G service is not yet implemented.</p>	Mohd Nor Najamudin bin Abdul Halim	<p>Q1 & Q4. we are continuously working at improving our mobile services (network and product).</p> <p>Q1. same time, continue to roll out fiber network to get the best service to our customers.</p> <p>Q2. we will announce the new mobile offers in due course.</p> <p>Q3. we will announce the new mobile offers in due course.</p> <p>Q4. we are continuously working at improving our mobile services (network and product).</p>

No.	Question	From	Answer
3.	<p>This is a marketing operation question.</p> <p>I suspect TM makes available subscribers' contact details to their contractors or private sales/marketing units. Every now and then, we get annoying calls asking us to upgrade or purchase certain packages. Sometimes the caller wants to know if we are on streamyx or unifi though they claim to be from Telekom. Obviously these callers have our names and contact numbers from TM. These calls have become annoying. Can Telekom take action to prevent such marketing calls please?</p>	Ng Yoke Sim	<ul style="list-style-type: none"> • Customer data privacy is of utmost importance to TM and we comply to the Personal Data Protection Act (PDPA) • However, we do conduct targeted outreach to update customers on the latest offerings. • We take note of your concerns and will improve further.
4.	Any discount for unifi package for shareholder household?	Hiu Chee Keong	There is no specific unifi discount for shareholders who are household customers at this moment. Shareholders of the company are welcomed to enjoy any of our competitive and affordable unifi packages.
5.	TM should consider reducing the cost of subscription of Unifi at 30Mbps as this is the segment most likely taken up by the B40 & M40. This will help to make it more affordable to more Malaysians.	Ng Yoke Sim	Currently, we do not offer discount or price reduction for unifi 30Mbps. However, selected B40 & M40 customer segments are able to enjoy our entry level product from unifi mobile at a lower price plan (i.e. Jasa pack at RM59 for government servants).
6.	Talking about connectivity of the population, how about reducing the data subscription for those seniors who find the lowest current rate too demanding on their pocket.	Ng Swee Kuen	We welcome your suggestion and wish to highlight that our post-paid plans start from as low as RM19 with sufficient data and minutes that suit your monthly usage.

Category: (5) Board Matters		Total: 3	
No.	Question	From	Answer
1..	Resolution 7: How the board determine the director fees for NEC & NEDs. what benchmark taken place to ensure is it fair?	1. Looi Wai Fun 2. Lim Chew Lin	<ul style="list-style-type: none"> The disclosure of Directors' fees has been disclosed in our IAR on pages 138 and 139. The fees have been benchmarked against other GLCs and similar PLCs. We have also engaged an external advisor for this purpose. We wish to highlight there has been no change to Directors Fees since 2018.
2.	What will be your succession planning for retiring directors? You know who will be retiring in one or two years so be prepared in advance....	Loo Yeo Ming*	<p>The Board recognised the need to continuously strengthen the composition, structure and diversity in line with its strategic direction. In this regard, the Nomination and Remuneration Committee (NRC) provides critical support to the Board in succession planning of the Board.</p> <p>As part of this initiative, NRC has continuously identified potential candidates and updated the pool of candidates taking into consideration the Board's composition and balance, skills and expertise required. This is evidenced in the changes in the Board composition in FY 2021.</p>

Category: (6) AGM Proceeding		Total: 9	
No.	Question	From	Answer
1.	How much does the company spend on this virtual AGM? Would the Board kindly consider giving shareholder with e- wallet as a token of appreciation for attending today's RPV.	Teh Peng Tin	<ul style="list-style-type: none"> The cost of holding this virtual AGM is approximately RM250,000. We have responded earlier on matters relating to door gifts.
2.	Can the AGM schedule on other month as April to June got too many AGM.	Lim San Kim	We are guided by the Bursa listing Requirements as well as the Companies Act on this matter.
3.	Kindly allow us to vote when the meeting starts and not keep us waiting as there are many AGMs being held today and we also need to attend those.	Stephen Lye Tuck Meng	As announced by the Chairman, voting / e-polling has commenced as the meeting proceeding starts.
4.	How much spend on this Virtual meeting.	<ol style="list-style-type: none"> Chea Ah Chun Lim San Kim 	The cost of holding this virtual AGM is approximately RM250,000.
5.	Lumi AGM Platform <ul style="list-style-type: none"> Nobody like Boardroom Platform. Please do not use boardroom Lumi AGM RPV virtual system as it is difficult to login & requires too many input data & passwords & not user friendly! 	<ol style="list-style-type: none"> Ng Ying Seng Kok Sak Lin 	We thank you for your feedback. We shall continue to evaluate the current provider on annual basis and at the same time, assess the capabilities of other service providers.
6.	<ol style="list-style-type: none"> Is there door gift for attending this AGM? Propose that this virtual meeting can be continue for those who are staying far even though physical meeting is allowed. 	Pang Heng Cheong	We thank you for your feedback. We continue to assess the most suitable method for the conduct of our general meeting for the benefits of our shareholders, in line with applicable laws and regulations. We also benchmark against other PLCs for continuous improvement.
7.	Virtual meeting no need so many to attend to save cost.	Lim San Kim	We thank you for your feedback. We continue to assess the most suitable method for the conduct of our general meeting for the benefits of our shareholders, in line with applicable laws and regulations. We also benchmark against other PLCs for continuous improvement.

Category: (7) Others		Total: 6	
No.	Question	From	Answer
1.	Request for a copy of TM Integrated Annual Report (IAR) Copy	1. Pang Heng Cheong 2. Tham Kwan Leng 3. Lim Jit Thin 4. Wha Kien Loy 5. Loo Yeo Ming*	1. Our Share Registrar has despatched the IAR on early to mid-May 2022 via normal post and resend it on 31 May 2022 via normal post.
2.	<p>I want to thank Yayasan TM and MMU for their contribution in nation building via education.</p> <p>Can we know the rough proportion of TM Senior Management who were former scholars of Yayasan TM or/and product of MMU?</p>	Mohd Syazwan Mohd Sedek	<p>TM always promotes and recognises home-grown talents.</p> <p>We are proud to inform you that a total of 176 former scholars of Yayasan TM and/or MMU graduates hold senior management positions in TM. Detail headcounts are as follows:</p> <ul style="list-style-type: none"> • YTM Scholars: 87 • MMU Graduates & YTM Scholars: 15 • MMU Graduates- Non YTM Scholar: 2 • YTM Scholar - Non MMU Graduates: 72