

LIST OF QUESTIONS AND RESPONSES AT THE 38TH ANNUAL GENERAL MEETING (AGM) OF TELEKOM MALAYSIA BERHAD (TM) HELD ON 25 MAY 2023

PRE-AGM		Total: 26	
Category: Door Gift		Total: 1	
No.	Question	From	Answer
1.	<p>Q1. Is the company giving any door gift to shareholders attending this AGM?</p> <p>Q2. This is the 4th year company is not providing gift because of virtual AGM. Please reconsider as door gift can be in the form of free unifi tv subscription which acts as marketing tool as well.</p>	<p>1. Teo Cher Ming 2. Lee Chew Foong 3. Shamzumi bin Yusof 4. Tian Wee Yean 5. Yong Joon Fah</p>	<p>We acknowledged and thank you for your queries and feedback on the provision of gift for shareholders attending the virtual 38th AGM.</p> <p>The Company 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 announced Dividend Policy.</p> <p>We further hope for your continuous support as we build on from the TM Transformation Programme to become a growth-oriented company, investing in the future for long term sustainable returns to our shareholders.</p>
Category: Business Strategy & Outlook		Total: 13	
1.	What is the impact of the latest 5G DWN model announcement on TM's plans?	Institutional Investor	<p>We are actively involved in discussions with the Government and the industry, on the implementation and plans for Phase 1 and Phase 2, through the Task Force chaired by the Government.</p> <p>In the meantime, TM customers of Unifi Mobile and TM One will continue to enjoy 5G services and solutions, as the 5G Access Agreement remains in place.</p>
2.	If there is a 2nd 5G network provider, how does Telekom respond to this? Is Telekom willing to invest in this 2nd 5G network provider? Or Telekom is consider to take up more stake/equity in DNB?	Husshaini bin Hamid	<p>TM supports the Government's decision to implement Malaysia's 5G over two phases - Phase 1 (80% 5G service coverage by DNB) and Phase 2 (shift to two 5G networks) - as announced by the Government on 3 May 2023.</p> <p>TM looks forward to continue playing an active role in the 5G network implementation, leveraging our nationwide fibre infrastructure, extensive digital platforms (data centres, edge nodes) and rollout experience.</p>

PRE-AGM		Total: 26	
No.	Question	From	Answer
3.	With the announcement of DWN for 5G, does the company see any risk/financial impact to the RM 2 billion 10-year deal with DNB and what is the capex guidance for DWN if any	Teo Cher Ming	<p>The existing fibre contract with DNB shall be part of the transition discussions, with 'sanctity of contract' being a key consideration as emphasized by the Government.</p> <p>While it is too early to determine any direct impact on the RM 2 billion 10-year deal with DNB, we remain positive about our fiberisation position and our contribution to the Phase 1 (single network) and Phase 2 (dual network) roll out, leveraging our nationwide fiber infrastructure and rollout experience.</p> <p>As for the dual network capex guidance, it is too early to tell.</p>
4.	How much TM pay for the 20% equity stake in DNB?	Lew Vooi Hon	On 10 May 2023, TM filed a Bursa Announcement stating that the longstop date to fulfil the conditions precedent in the Share Subscription Agreement (SSA) for the subscription of a 20% equity stake in Digital Nasional Berhad (DNB) had lapsed. As a result, TM issued a termination notice to DNB, effectively withdrawing its participation in the equity stake.
5.	Are there any details available regarding payments made by TM to DNB, if any prior to the termination of the SSA for DNB?	Institutional Investor	There was no payment made to DNB prior to the SSA termination.
6.	Based on Access Agreement (AA) with DNB, what is the agreed rate (in RM) for 1Gbps or 1GB to use 5G service from DNB?	Lew Vooi Hon	<p>The Access Agreement between TM and DNB is based on the Reference Access Offering (RAO) document publicly published by DNB. It is equal and non-discriminatory for all access seekers, including TM.</p> <p>Rate for 1Gbps is RM30k per month.</p>
7.	What steps is TM taking to ensure its network infrastructure is ready to support the rollout of 5G services, and what partnerships is TM forming to enable the development and deployment of innovative 5G use cases that will benefit customers and drive growth for the company?	Institutional Investor	Leveraging our nationwide fibre infrastructure and rollout experience, we are successfully delivering the fibre infrastructure for the 5G network rollout (59.5% built-up as at 30 April 2023. Source: MCMC). To support the launched Unifi Mobile 5G service, we already have in place a 5G core network. We continue to invest in network modernisation and simplification to improve latency for better customer experience coupled with slicing capabilities.

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No.	Question	From	Answer
			TM has launched the TM One 5G Sphere Partnership Program in Oct 2022 to collaborate and co-create with 90 technology and smart solution partners the next 5G use cases from ideation to realisation.
8.	Can TM provide any updates on the outcome of the "New TM" Transformation Program as it approaches the end of its final year in 2023?	Institutional Investor	<p>We trust the outcome were shared at the '2022 Review' presentation earlier - record-high revenue results since the 2008 demerger, notable double-digit profitability growth for EBIT and PATAMI, highest dividend distribution since the revision of our dividend policy in 2018.</p> <p>In 2023, we do expect strong regulatory headwinds (MSAP review) but remain hopeful that the growth momentum and tailwind of the past 24 months are able to offset this.</p> <p>Beyond strengthening the core business (current Transformation Program), TM shall explore and pursue new growth areas across the major lines of business – Unifi, TM One, TM Global. This will be the next wave of Transformation Program for TM.</p>
9.	<p>In telecommunications, quadruple play or quad play is a marketing term combining the triple play service of broadband Internet access, Television/Video and Telephone with wireless service provisions. All successful telcos have adopted what is termed as "The Fantastic Four" strategy. However, from industry feedback, TM venture into its own OTT/IPTV which is branded Unifi TV is not gaining traction and is a drag on the company's Income statement. Could the BOD and Management succinctly explain the following:</p> <p>a) What is the strategy that the BOD/Management plans to adopt to turnaround this worrisome situation since UNIFI TV has already been in operation since 2010?</p> <p>b) What are TM philosophies and the strategic plans of TM moving forward?</p>	Tan Kwong Meng	<p>Today, TM is the leading convergence telco in Malaysia, bringing a quadruple play of telephone, broadband, mobile and content services to households. Convergence is our key customer proposition and this can be seen by the growth in Average Revenue Per Customer (ARPC) to approximately RM117 per month.</p> <p>Unifi TV today has evolved since its launch, bringing to households 71 channels and 18 streaming apps (the largest in Malaysia) to serve the changing viewing habits of Malaysians. Following this, number of Unifi TV active viewers have grown by 20%+ over the last 12 months.</p> <p>TM shall continue to bring compelling content and invest in next-gen platform to enhance the Unifi TV customer experience through better personalization and seamless viewing of content.</p>

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	<p>In that context, what is the rationale of behind the BOD's/Management's strategic intent?</p> <p>c) Can the BOD/Management provide the Operational Analysis of Unifi TV now and the projected operation over the next 3 years?</p>		
10.	<p>TM's Technology Think Tank and matters related to Enterprise Technology</p> <p>First and foremost, as a shareholder, I have feedback from the industry that TM is impervious to the opinions of industry experts and solution providers who are keen to expound and share on the latest technology trend and innovation which is vital to TM retaining its competitive advantage and leadership in the industry. Please enlighten on the following:</p> <p>a) Can the BOD and Management identify the technology acquisition structure and the division responsible for it?</p> <p>b) Please identify the key personnel responsible for the said purpose including the salient touch points with the industry technology/solution provider.</p>	Tan Kwong Meng	<p>A fundamental change in TM's shift from a Converged Telco to a Human-Centred TechCo is the greater emphasis on collaboration and partnership.</p> <p>TM One, our Enterprise and Public Sector business arm is actively seeking commercial arrangements and deeper collaborations with strategic technology and solution providers. TM One has launched 5G Sphere in Oct 2022 to collaborate and co-create with 90 technology and smart solution partners the next 5G use cases from ideation to realisation.</p> <p>Other business units, Unifi and TM Global, are similarly pursuing collaboration and partnership in their respective areas of growth:</p> <ul style="list-style-type: none"> • Unifi: content, smart home, SME digital solutions • TM Global: platform-based solutions
11.	Any update on the impact to TM on the revised MSAP as announced by government in early March?	Institutional Investor	With the 2023 revision of MSAP (Malaysian Standard Access Pricing), it will present a financial impact to TM. However, we are hopeful that the tailwind of growth from other parts of the business can offset this impact.

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No.	Question	From	Answer
12.	Page 15 IAR mentioned challenges on 2023 revision on MSAP. Any numbers that can be shared on this and company comment on the 2023 MSAP outcome	Teo Cher Ming	While the MSAP will create a challenging market environment, TM is in ongoing discussions with the regulators to finalise the wholesale service prices or Reference Access Offering (RAO). Once the RAO is published, negotiations on Access Agreements (AA) with access seekers will commence.
13.	How is the business with Petronas? What is the percentage of contribution to Telekom's revenue? What is the percentage of broadband service (fibre & Unifi mobile) Telekom provided in Petronas compared to other competitors? Also on the cloud services?	Husshaini bin Hamid	<p>Petronas is currently embarking on their digitisation program and have signed a Memorandum of Understanding with TM in 2021 to enable this endeavor. Oil and gas is one of the key verticals for TM and therefore Petronas is one of our major customers that we provide comprehensive connectivity, communications and business solutions, including broadband and cloud services.</p> <p>With these solutions, Petronas was able to maintain communication among its employees during the Covid-19 lockdown by rolling out collaboration tools as provided by TM's cloud services. This borderless connectivity between Petronas' teams allowed them to consistently deliver the required business outcomes without disruption.</p>
Category: Financial Performance			Total: 5
1.	Could TM provide an update on the current demand and performance of Unifi Mobile's 5G services since its initial launch in late October 2022?	Institutional Investor	<p>More than 25% of the existing Unifi Mobile customer is subscribing to 5G services. Moving forward, Unifi Mobile is planning new and exciting packages, particularly family plans, 5G upgrades, and device bundles.</p> <p>We are driving continuous improvements at all levels aiming to provide an enhanced experience for our mobile and convergence customers.</p>
2.	Can TM provide any guidance on the Capex trend moving forward, will it increase considering the rollout of the 2nd network?	Institutional Investor	In 2022, TM had a capex of RM2.43 billion, driven by investments in fiberisation, customer acquisition, international connectivity, technology (IT and network) and customer experience enhancement.
3.	2022 capex about 2.4 billion seems elevated compared to 2021. Do company expect 2023 capex to stay elevated in view of DWN model for 5G	Teo Cher Ming	For 2023, TM expects capex to be within the range of 14% to 18% of revenue, similar to previous years. The actual capex for 2023 will also be influenced by the pace of Phase 1 5G rollout (80% coverage by DNB) and any additional customer projects undertaken during the year.

PRE-AGM		Total: 26	
No.	Question	From	Answer
			As for the Phase 2 5G rollout (dual network) capex guidance, it is too early to tell.
4.	For FY 2023 what percentage of overall CAPEX has been budgeted for digitisation and innovation? Please share a summary of these initiatives.	Chow Hoh Inn	<p>In FY2023, TM allocated ≈10% of its CAPEX budget, focusing on digitisation and innovation. The planned investment is necessary for TM to keep pace with the rapidly evolving digital landscape and enhance the organisation's efficiency and productivity.</p> <p>Examples of the initiatives to be embarked include:</p> <ul style="list-style-type: none"> • Implementation of Robotic Process Automation (RPA) and data analytics – understand valuable data to optimise operations and improve performance • Development of Mobile Application – extend reach and engagement with customers • Cybersecurity enhancements – invest in more robust hardware for protection against cyber threats
5.	Can we see a higher share price in the future?	Chow Hoh Inn	Whilst share prices are market-driven, we are continuously working to increase our topline and bottom line for the benefit of our shareholders and to continue rewarding them with our dividend payout.
Category: Products & Customer Experience			Total: 2
1.	<p>Smart Home</p> <p>Please answer each section comprehensively. They are:</p> <p>a) What is TM strategy towards adopting Wi-fi standards like Wi-fi 6E and Wi-fi 7 to enable better subscriber connectivity? Has TM adopted an integrated Home Gateway approach to enable the clients to have better control over the home network and IoT devices?</p>	Tan Kwong Meng	<p>a) TM keeps abreast of the latest Wi-Fi standards such as Wi-Fi 6E and Wi-Fi 7, through continuous engagement with our technology partners. Device lifecycle and customer demand shall determine the appropriate timing for the offering and upgrades to Wi-Fi 6E, and eventually Wi-Fi 7.</p> <p>b) As part of TM's convergence focus, we are pursuing new opportunities in integrated Smart Home platform and services which enables household to connect and manage various IoT devices within the Unifi home network. TM is currently in the development phase with various technology partners-the platform and IoT solutions.</p>

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No.	Question	From	Answer
	b) I would like to know from the CTO himself as to how he is strategizing towards a more connected home where clients can manage their IoT devices through more intuitive means eg voice activated control and other advanced functionalities years?		
2.	Since the launch of unifi ultra, how many new subscribers or % of existing subscribers of unifi that has upgraded to this plan	Tan Kwong Meng	unifi ultra (1Gbps and 2 Gbps broadband) was recently launched in April 2023 and we have seen encouraging sign-up of new customers and existing customers upgrading to this plan. As the demand for high-speed internet continues to grow, we expect greater take-up of the unifi ultra plan, serving the increasing needs of Malaysian households.
Category: AGM Proceeding			Total: 1
1.	<p>Hybrid meeting</p> <p>a) I would like to know when TM would revert to having physical meeting or at the very least hybrid meeting. It is a once a year affair for shareholders to interact and mingle with the BOD and Management.</p> <p>b) A serious gripe I have is that the question raised in a virtual meeting is usually glossed over and the key essence of the question avoided. And follow up questions posed on line during the AGM are conveniently overlooked. Indeed, it is frustrating attending virtual meeting where the BOD/Management's fiduciary duties are seemingly not diligently discharged to the satisfaction of the shareholders.</p>	Tan Kwong Meng	<p>TM is guided by the revised 'Guidance Note and FAQs on the Conduct of General Meetings for Listed Issuers' ("the Guidance") issued by the Securities Commission Malaysia on 7 April 2022 which provide for the conduct of the General Meeting to be held as a Fully Virtual, Virtual, Hybrid or Physical Meeting.</p> <p>To enable shareholders' easier access to attend the AGM and for the AGM to be conducted in an effective and interactive manner, we believe a fully virtual AGM is best.</p> <p>Regardless of the mode or platform of the AGM, TM as a listed company will ensure that the AGM supports meaningful engagement between the Board/ Senior Management and shareholders of the Company.</p> <p>As per previous virtual AGMs of the Company, the Board is committed and endeavour to respond to as many questions as possible during the AGM.</p>

PRE-AGM		Total: 26	
Category: Others		Total: 4	
No.	Question	From	Answer
1.	Operational expenditure on manpower cost represent 80% from our revenue bottom line. What is TM BOD and Management strategy to further reduce this cost without compromising social obligation to provide secured jobs, competitive and unemployment among Malaysians.	Mohamed Shukri bin Osman	<p>TM's overall cost to revenue ratio has dropped from 86.5% in 2021 to 83.9% in 2022 as a result of tighter cost management.</p> <p>TM is highly cognizant of our role as both, a PLC as well as a GLC and are continuously working towards optimising operational expenditure while balancing the social obligation. This involves a focus on upskilling of Warga TM to ensure their continued relevance in the digital economy. Additionally, TM considers market competitiveness in remuneration to ensure Warga TM's well-being.</p> <p>Furthermore, TM's investment in the vendor ecosystem benefits Malaysian vendors, contributing to the employment and growth of the overall economy. Currently, there are 4,524 Malaysian vendors registered with TM.</p>
2.	<p>Number of TM staffs has been further reduced from 28,000 (2010) till 19,000 (2022). Would be this scaling down exercise keep continue on yearly basis and what is optimum number that TM BOD and Senior Management is looking for?</p> <p>Secondly, how is TM's believe in digitalization and AI could further drive the numbers down.</p>	Mohamed Shukri bin Osman	<p>TM workforce size has indeed evolved over time and this is a result of changing business needs, technology advancement, shift in operating model and new growth areas. We aim for the optimum resources level to ensure we have the capabilities and skill sets to deliver our Digital Malaysia aspiration.</p> <p>As we evolve to be a human-centred technology company, we fully embrace digitisation and new technologies such as AI, RPA and automation. We will continue to invest in the upskill and reskilling of Warga TM, to ensure they are equipped with the right capabilities to capture the benefits of these technologies to enhance efficiency, improve customer experience, and unlock new areas of growth. These will enable TM to better serve our customers, compete effectively in the marketplace and provide returns to our shareholders.</p>
3.	How does Telekom ensure all the employees are well rewarded based on performance? What is the average year of service for one employee to be promoted to next level?	Husshaini bin Hamid	At TM, we strive on pay for performance i.e. Warga TM get rewarded based on the outcome of their performance. It starts with KPIs or goals with strong linkages to TM strategies. Then, the outcomes of the KPIs are measured, and Warga TM are rewarded accordingly with salary increments, performance bonuses that aligns with the TM's overall performance.

PRE-AGM		Total: 26	
No.	Question	From	Answer
			<p>Additionally, we also recognize Warga TM contributions via various employee award programs.</p> <p><u>Promotion</u> We encourage employees to accumulate experience and cycles of learning through job rotations. By doing this, employees create opportunities to be promotion ready. With appropriate qualifications and experience, there is no specific tenure of service to be eligible for promotion at TM.</p>
4.	What is TM's policy for changing external auditors? How many years have EY served as external auditors for the Company?	Chow Hoh Inn	<p>Currently, TM has no specific policy on the tenure of external auditors. While it is not a universal requirement, TM continue to assess its auditors annually to ensure its quality assurance and effective engagements, including how competitive is the audit fees to ensure TM receive a fair and cost-effective arrangement.</p> <p>EY has been auditing TM since FY2020, and for FY2023 we are seeking shareholders' approval to reappoint EY as Auditors.</p>

LIVE Q&A		Grand Total: 22	
Category: Door Gift		Total: 1	
No.	Question	From	Answer
1.	We have also received live question on door gifts during the meeting from the following shareholders:	<ol style="list-style-type: none"> 1. Tan Kim Sing 2. Tan Boon Aik 3. Tan Chai Heng 4. Tai Phoo Siew @ Thay Phoo Siew 5. Tan Boon Lye 6. Tee Que Eng 7. Tan Eng Waun 8. Tan Eng Theng 9. Toh Kok Boon 10. Ker Beow Ghee 11. Liew Chee Meng 12. Daberah Ann Danker 13. Wong Kang Ming 14. Lee Chong Sing 15. Chan Chee Kong 16. Cheah Yew Boon 17. Ho Wing Seng 18. Lim San Kim 19. Devinder Singh A/L Tehal Singh 20. Venugopal A/L Rukumangatharajah 21. Lye Boon Kin 22. Khairul Hazwan bin Maharani 23. Lim Chew Lin 24. Sim Siew Ean 25. Tian Wee Yean 26. Lim Jit Thin 27. Yong Joon Fah 28. Sing Chaw @ Seng Kong Choo 29. Lau Chuan Hooi 	<p>We acknowledged and thank you for your queries and feedback on the provision of gift for shareholders attending the virtual 38th AGM.</p> <p>The Company 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 announced Dividend Policy.</p> <p>We further hope for your continuous support as we build on from the TM Transformation Programme to become a growth-oriented company, investing in the future for long term sustainable returns to our shareholders.</p>

LIVE Q&A			Grand Total: 22
No.	Question	From	Answer
		30. Loo Yeo Ming 31. Thavarajan A/L Muthiah Pillai 32. Tey Chin 33. Tey Yook Lan 34. Seng Chong Boon 35. Mohd Tahir bin Maulut 36. Chow Yin Chun 37. Lee Kwai Yoong 38. Leong Wai Leng 39. Foo Ming Eng 40. Hariza Binti Ismail 41. Chan Ngun Fong	
Category: Business Strategy & Outlook			Total: 7
1	<p>Q1. Can you discuss the factors behind the growth in shareholders' equity and how it impacts our financial strategy moving forward?</p> <p>Q2. How does the company plan to manage its borrowings and liabilities, particularly with the repayment of Islamic Medium Term Notes and the redemption of Multi-Currency Euro Medium Term Notes?</p> <p>Q3. Can you provide more information about the company's strategy for managing its lease liabilities, which reduced by 5.8% (RM109.2 million) this year?</p>	Wong Kang Ming	<p>A1 Growth in shareholder equity is a reflection of the sound financial performance we have delivered in the last three years.</p> <ul style="list-style-type: none"> - We will continue to invest in assets that will bring sustainable returns to TM - Maintain strong balance sheet, consistent with our value accretive investment, allowing wide range of funding source whilst keeping low cost of funding. <p>A2 A key objective for us has been to drive down our borrowing level to manage and optimise our cost of borrowings. We will continue to do so based on our affordability.</p> <p>A3 Lease liability is a function of common office space and network infra. TM will continue to review this spending to ensure the Group receives a fair and cost effective arrangement.</p>
2.	Will TM follow BT Telecom on layoff human capital based on 7 years onward since adoption of AI technology?	Mohd Nor Najamudin bin Abdul Halim	As we evolve into a human centered TechCo, we fully embrace the digitisation and new Technologies and will continue to upskill and reskill our Warga TM to ensure they are equipped with the right capabilities to capture the benefits of these technologies.

LIVE Q&A		Grand Total: 22	
3.	<p>Ordinary Resolution 9</p> <p>Could the management provide more details about the nature of these transactions and their importance for the company's operations? Why is it necessary to conduct these transactions with Axiata Group Berhad and/or its subsidiaries, as opposed to other unaffiliated entities?</p>	Wong Kang Ming	The RRPT entered with Axiata Group Berhad is an integral part of our business and are intended to meet business needs at the best possible terms.
4.	<p>Q1. To what extent has our telecommunications authorities been coerced by the US-Western bullying not to use other more competitive 5G systems that are less vulnerable to their spying?</p> <p>Q2. How much advantage does our telecommunications sector gain by kowtowing to US-Western bullying?</p> <p>Q3. How good are our experts in quickly identifying hidden built-in vulnerability to spying?</p>	Ho Yueh Weng	This matter is to be addressed by DNB and TM cannot comment on matters related to 5G.
5.	What are the scope of work between TM and CelcomDigi?	Lim San Kim	Celcom-Digi is an access seeker that procures wholesale services which includes HSBA. Please refer to Appendix 2 of the Circular to Shareholders dated 26 April 2023.
6.	With your robust plans and uncertainty explorations into new areas and sectors, how competent are the Board to manage them?	Seow Kim Yoke	The Board together with the Management formulates a robust Strategic plan to ensure value creation for our shareholders continue and is sustainable supported by an experienced Board.
7.	TM should divest its subsidiary (MMU) as to focus on your core business. Is Education your main business of the day?	Chan Kok Thim	MMU is considered as a digital talent development platform, not just for the Group but also for the nation.

LIVE Q&A			Grand Total: 22
Category: Financial Performance			Total: 4
No.	Question	From	Answer
1	<p>Q1. Could you elaborate on the key strategies that led to the increased earnings per share from 23.7 sen in 2021 to 30.2 sen in 2022?</p> <p>Q2. What are the company's plans for the next financial year in terms of capital expenditure, network expansion, and the growth of digital services?</p> <p>Q3. Can you provide more insight into the company's approach to managing tax risks, especially with respect to changes in tax laws and regulations?</p>	Wong Kang Ming	<p>A1 Our strategy is to strengthen our core business (primarily driven by fixed and wholesale) whilst we explore new growth areas</p> <p>A2 In 2023 we expect continuous investments in connectivity and digitalisation across all customer segments.</p> <p>A3 The Group is committed to optimise our tax planning and at the same time remain fully compliant with applicable tax laws.</p>
2.	How is the inflation affecting TM business?	Seng Chong Ho	<p>Some part of our business operations are affected by inflation. TM will continue to</p> <ul style="list-style-type: none"> - monitor inflationary trends; - employ various strategies to mitigate the effects, such as cost management, efficiency improvements and - adapting pricing structure.
3.	<p>Q1. Could you discuss the company's sustainability strategies and how these strategies have impacted our financial results?</p> <p>Q2. What are the steps that the company takes to manage environmental and social risks and how do these efforts align with our financial goals?</p> <p>Q3. Can you provide examples of how sustainability efforts are contributing to the company's performance, such as through energy efficiency or responsible sourcing?</p>	Wong Kang Ming	<p>A1 For these strategies kindly refer page 78 of our Integrated Annual Report (IAR).</p> <p>A2 For (Q2) and (Q3) kindly refer to page 108 to 112 in the IAR on energy efficient initiatives that has been adopted by the Group.</p>

LIVE Q&A			Grand Total: 22
No.	Question	From	Answer
4.	How much is the profit this year and when will the dividend be paid?	Lim San Kim	Refer to page 80 of the Financial Statements book for the dividends distributed for the year. The Group normally declares dividend in quarters 2 and 4 each year.
Category: Product & Customer Experience			Total: 1
1.	Does Astro broadband a threat to TM business?	Hiu CHee Keong	There will be some overlap in the customers that both TM and Astro serve and we encourage healthy market competition to benefit consumers. - From a convergence standpoint TM is the current market leader for broadband services and also offer mobile and content.
Category: Board Matters			Total: 5
1.	What is your succession planning for retiring Directors? We need new Directors to care for staff, shareholders e.g. door gift like Touch 'n Go, bonus issue and higher dividends.	Loo Yeo Ming	We ensure that at any time there is a pool of potential capable and suitable Directors available for the Board's selection as the needs arise.
2.	Ordinary Resolution 6 How does this proposed amount compare to the benefits approved at the last AGM? Are there any significant changes, and if so, why?	Wong Kang Ming	The proposed payment of benefits payable to non-executive directors are similar to the amount proposed in the previous AGM.
3.	Q1. Why was the previous director in 2018 (Ms. Gee) was deemed in conflict and Rosanna not? This is inconsistent. Did the Board acquire any legal views on this matter on conflict of interest? If so what was the view? In 2019 the board sought such views on Ms. Gee Siew Yoong. Why did the board not seek a proper legal view on Rosanna prior to her appointment knowing very well there is precedence?	Michael Ong Peng Yang	We would like to reiterate that TM has robust governance processes and practice them accordingly. Prior to deliberation on transaction or agenda of the meeting, directors have to disclose their interest accordingly and where required, any director having potential or perceived conflict of interest, shall recuse and does not participate in decision making and deliberations. This issue was earlier raised by MSWG where we replied and provided Board's position on this matter.

LIVE Q&A			Grand Total: 22
No.	Question	From	Answer
	<p>Q2. Was Rosanna involved in the MSAP deliberations considering she is in conflict as Astro submitted a view against TM's position.</p> <p>Q3. TM's mobile service has been lacklustre and requires a partner to deliver 4G service.</p> <ul style="list-style-type: none"> - How long has the negotiation taken to secure a partner? - How many Webe Board Meeting Chaired by Tengku Afwida and Rosanna has taken place? - What decisions was Rosanna involved in that is related to Usaha Tegas - common shareholders of Astro and Maxis. Understand she was involved directly in the MOCN deliberations and decision. 		
4.	How do these proposed fees compare to the fees approved at the last AGM? Are there any significant changes, and if so, why?	Wong Kang Ming	There are no changes to the directors' fees proposed for approval this year. In fact, the last review was made in 2018.
5.	The BOD should be very tech savvy and very profitable as you control the telecom and must be able to reward shareholders as they invest in TM with their hard earned VSS money. Can you justify your high fees?	Loo Yeo Ming	In this regard, we wish to inform that the NRC and Board agreed that the current Board remuneration is competitive, fair and reasonable and has not been reviewed for the past 5 years.
Category: AGM Proceeding			Total: 3
1.	<p>Q1. How much does our Company spend to hold this virtual AGM plus remote participation & voting (RPV)?</p> <p>Q2. Could our Company conduct our next AGM / EGM / other meetings physically?</p>	Liew Chee Meng	<p>Q1 The overall cost is approximately a quarter of the cost if we were to conduct an AGM physically.</p> <p>Q2 We will review this for next year. For now, the company believes whether virtual, hybrid or physical, as a listed issuer, TM would ensure that the general meeting supports meaningful engagement between the Board/ Senior Management and shareholders of the Company.</p>

LIVE Q&A			Grand Total: 22
No.	Question	From	Answer
2.	Mr. Chairman - Do not use Boardroom for RPV in future. It is not integrated and doesn't allow us to vote when the meeting starts. Need a separate app for RPV. Complaints made to Boardroom Senior Management are ignored. Use SSHSB or Tricor in future. TQ	Chong Kum Fatt	We take note of your comments and will review the processes together with Boardroom to ensure improvements for our shareholders are addressed.
3.	Hope TM can continue online AGM in future.	Hui Chee Keong	Thank you for your comment. The Board of Directors will certainly take into consideration your recommendation for future AGMs.
Category: Others			Total: 1
1.	We have also received request for IAR during the meeting from the following shareholders:	1) Ker Beow Ghee 2) Ho Wing Seng 3) Lam Chiu Bin 4) Lye Boon Kin 5) Lim Jit Thin 6) Ngee Geok CHoo 7) Lai Wai Kay 8) Terence Lim Meng Foong 9) Leong Wai Leng	We have received a number of request from shareholders requesting hard copies of the 2022 IAR. Rest assured that our Share Registrar will dispatch a copy of IAR to you after the meeting.

As communicated during the AGM proceeding, response to the questions below which were not replied to during the proceedings will be posted on TM's website together with the AGM minutes.

Grand Total: 4			
Category: AGM Proceeding			Total: 1
No.	Question	From	Answer
1.	What is the cost saving of virtual AGM compared to physical AGM?	Hariza Binti Ismail	Based on the comparison between the virtual 38 th AGM and the last physical meeting in 2019, the cost saving is approximately 50%.
Category: Business Strategy & Outlook			Total: 2
1.	May I know what is the company's future outlook?	Lau Chuan Hooi	<p>TM is cautious on the economic outlook, changes in regulatory landscape and heightened competition, but remains steadfast of its future outlook. TM remains optimistic with the prospects of increased hyperconnectivity, continuous growth investments in connectivity and beyond connectivity across all customer segments. TM will continue to enable a Digital Malaysia by offering a comprehensive suite of communication services and solutions benefiting communities, businesses and Government.</p> <p>TM is also looking forward to continue playing an active role in the 5G implementation, leveraging its nationwide fibre infrastructure, extensive digital platforms (data centres, edge nodes) and rollout experience.</p>
2.	Why TM is discontinuing the support for copper based phone lines. This product is good as we can continue to receive phone calls even if our wifi is switched off. Please explain.	Chan Ngun Fong	Thank you for your support. As the country move towards digitalisation and hyperconnectivity, there is a need to focus on fiber network as copper will not be able to support high speed connectivity. The decision to discontinue copper based services also had been made in support of the Jalinan Digital Negara (JENDELA, an initiative by the Government) action plan to deliver enhanced connectivity experience to all Malaysians'.
Category: Others			Total: 1
1.	How much RM did the Company spend on CSR activities? Why sideline us shareholders? Don't you need to take care of us as well (Please don't give the standard answer of rewarding us in terms of dividends alone). We are also human and we	Chan Ngun Fong	TM vide the Yayasan Telekom Malaysia (YTM) spent RM 24,427,939 on CSR activities for FY2022.

		Grand Total: 4	
	do look forward to something extra especially when we spend time and effort to participate in this meeting!		