

**LIST OF QUESTIONS AND RESPONSES AT THE 40TH ANNUAL GENERAL MEETING (AGM) OF TELEKOM MALAYSIA BERHAD (TM) HELD
ON 27 MAY 2025**

Minority Shareholders Watch Group (MSWG) - Page 1/2		Total: 6 Questions
No.	Question	Answer
1.	<p>“We are developing a sustainable, hyper-connected, AI-ready data centre campus in Johor in collaboration with Singtel’s Nxera. This partnership is designed to serve the needs of hyperscalers, next-generation AI application providers and enterprises pursuing accelerated digitalisation and cloud in the region.” (Page 23 of IAR 2024)</p> <p>What is the Company’s strategy to compete for hyperscaler demand in a capital-intensive segment increasingly dominated by regional giants?</p>	<ul style="list-style-type: none"> TM is focused on maintaining its competitive edge through a strategic collaboration, robust infrastructure, and a customer-centric approach. Leveraging our extensive nationwide fibre network and regional submarine cable reachability, we ensure seamless, secure, and low-latency connectivity that interlinks our data centres and supports the demands of hyperscalers and enterprises across the region. Our data centres expansion and partnership with Singtel’s Nxera exemplifies this strategy and provides a competitive advantage to serve hyperscalers. This holistic approach positions TM as a trusted enabler of Malaysia’s digital economy and a competitive player in the regional digital infrastructure landscape.
2.	<p>“Deployed a powerful and scalable platform for deploying advanced AI solutions including hyperconnected AI-ready data centre and sovereign GPUaaS, ensuring secure local AI infrastructure.” (Page 36 of IAR 2024)</p> <p>Please elaborate on the revenue contribution from these services in FY 2024 and the expected commercial ramp-up period. Are there anchor enterprise clients committed to these offerings?</p>	<ul style="list-style-type: none"> We have secured an international customer, with services expected to be ready-for-service (RFS) by Q3 2025. For 2024, the focus was on embedding AI internally across key operational areas. This includes predictive network maintenance and proactive service alerts, resulting in faster response times and more personalised customer experiences. As we immersed into the AI and GPU technology, we anticipate positive ramp-up momentum over the coming quarters, aligned with the increasing demand.
3.	<p><i>“This contributed to the growth of our fixed broadband subscriber base and solidified our position as the nation’s Convergence Champion with the only quad-play services.” (Page 24 of IAR 2024)</i></p> <p>As the only operator offering quad-play services, how does the Company measure effectiveness of its convergence strategy to improve ARPU and customer stickiness compared to single or dual-play services. How does this model fare in cost-to-serve and churn metrics against the Company’s peers?</p>	<ul style="list-style-type: none"> As the only true quad play operator, we measure the effectiveness of our convergence strategy in segment revenue and subscribers’ growth. We observed the churn rate is lower for convergence offerings as compared to single/dual play services. Unifi now has over 1 million convergence customers with lower churn rate that increases customer lifetime value. As we introduce mobile, content, and lifestyle services as part of our convergence bundle, we unlock new revenue streams in a highly competitive fixed broadband market. Operationally, the model benefits from economies of scale, optimising cost-to-serve through a unified billing, sales, and support system, ensuring sustainable profitability and long-term growth.

MSWG (cont'd) – Page 2/2		Total: 6 Questions																		
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4.	The Company invested RM56.9 million R&D. What is the commercialisation success rate of its internally developed products in terms of revenue contribution or customer adoption?	<ul style="list-style-type: none">Our R&D arm is primarily focused on internal initiatives in enhancing operational efficiencies across organisation. This includes cutting-edge AI-driven solutions, such as self-healing network systems, predictive analytics for network management, and real-time fault detection programs to pre-empt cable damage.While external engagement remains minimal, strategic collaboration may be pursued. In parallel, TM R&D function will strengthen partnership with MMU to advance Applied Research, aligned with the Company's strategic priorities towards pioneering innovation.																		
5.	<p>The table below sets forth the total remuneration paid to the Group CEO, Encik Amar Huzaimi Md Deris, for FY 2023 and FY 2024:</p> <table><tr><th>RM'000</th><th>Allowance</th><th>Salary</th><th>Bonus</th><th>Benefits-in-kind</th><th>Total</th></tr><tr><td>FY 2023</td><td>25</td><td>799.8</td><td>0</td><td>55.6</td><td>880.</td></tr><tr><td>FY 2024</td><td>60</td><td>2,443.9</td><td>938.5</td><td>242.1</td><td>3,684.</td></tr></table> <p>Please elaborate on the performance-based KPIs that underpinned the increase in total remuneration as set out in the table above, particularly in view of relatively stable topline and bottom-line performance during the period under review?</p>	RM'000	Allowance	Salary	Bonus	Benefits-in-kind	Total	FY 2023	25	799.8	0	55.6	880.	FY 2024	60	2,443.9	938.5	242.1	3,684.	a) Encik Amar Huzaimi Md Deris was appointed as Managing Director/Group CEO on 1 st August 2023. The increase in the Group CEO's total remuneration in FY2024 is primarily due to the difference in tenure across the two financial years. As such, the FY2023 remuneration reflects only five months as the Group CEO, with no performance incentives applicable for that period.
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FY 2023	25	799.8	0	55.6	880.															
FY 2024	60	2,443.9	938.5	242.1	3,684.															
6.	It was highlighted that the Company implemented rigorous monitoring of Power Usage Effectiveness (PUE) across its data centres, which is commendable. However, with the expansion of energy-intensive GPUaaS and scaling of hyperscale data centres, what is the total energy consumption trend across TM's digital infrastructure? To what extent are renewable energy sources sufficient to meet the projected demand from AI and hyperscale workloads?	<p>b) TM is committed to sustainable practices by integrating green innovations into its local data centres. We source half of our energy from renewable resources as well as incorporates rainwater harvesting and recycling systems for water conservation.</p> <p>c) We are actively managing energy efficiency across our digital infrastructure by targeting Power Usage Effectiveness (PUE) levels in line with the best global practices. For our existing data centres, we are targeting a PUE of 1.4, while the upcoming Johor data centre developed in collaboration with Singtel's Nxera is being designed to be more advanced to achieve even lower PUE levels, to efficiently support energy-intensive GPUs.</p>																		

Permodalan Nasional Berhad (PNB) – Page 1/3		Total: 6 Questions																								
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1.	To disclose the Total Shareholders’ Returns (TSR) of TM for the past 1, 3, and 5 years up to the end of the financial year ended 2024. What would the Board attribute the performance to?	<div><div><div>TSR : 24.3%</div><div><div>22.8%</div><div>77.2%</div></div></div><div>1 Year</div></div> <div><div><div>TSR : 33.6%</div><div><div>39.1%</div><div>60.9%</div></div></div><div>3 Years</div></div> <div><div><div>TSR : 98.6%</div><div><div>26.3%</div><div>73.7%</div></div></div><div>5 Years</div></div> <div><div>■ Dividend</div><div>■ Share Price</div></div> <div><ul style="list-style-type: none">As shown earlier in our presentation, TM’s cumulative Total Shareholders’ Return (TSR) over the past 1, 3 and 5 years are 24.3%, 33.6% and 98.6% respectively, reflecting the company’s strengthened performance and fundamentals during the period.The Board attributes this achievement to sustained revenue growth, improved operational efficiency driving stronger profitability, and disciplined investments into new growth areas such as Data Centres, Submarine Cables and GPUs.These results have also been supported by our continued emphasis on delivering quality customer service and strengthening customer experience across all touchpoints.Together, these outcomes are anchored by TM’s strategic roadmap – PWR 2030, which defines our ambition to become a leading digital powerhouse by 2030.</div>																								
2.	The Board’s views on what are the one or two key critical drivers of TSR for the Company. Would this be return on equity, EPS growth or any other metric? If so, what was the performance of these metrics for the past 1, 3 and 5 years?	<table><tr><th></th><th>2024</th><th>2023</th><th>2022</th><th>2021</th><th>2020</th></tr><tr><td>ROE</td><td>20.87%</td><td>23.00%</td><td>17.70%</td><td>13.94%</td><td>13.70%</td></tr><tr><td>EPS (sen)</td><td>52.6</td><td>48.9</td><td>30.2</td><td>23.7</td><td>27.0</td></tr><tr><td>Value Creation¹</td><td>4.56</td><td>3.52</td><td>2.58</td><td>1.30</td><td>0.88</td></tr></table> <div><ul style="list-style-type: none">The Board sees Earnings Per Share (EPS) growth, Return on Equity (ROE), and Return on Invested Capital (ROIC) exceeding the Weighted Average Cost of Capital (WACC) as key drivers of Total Shareholders’ Return (TSR).EPS and ROE reflect profitability and capital efficiency, while ROIC more than WACC is a core indicator of true value creation, demonstrating that our investments are generating returns above the cost of capital.Over the past 1, 3, and 5 years, these metrics have improved in line with TM’s strengthened fundamentals and the disciplined execution of PWR 2030—anchored on revenue growth, operational efficiency, strategic reinvestment, and enhanced customer experience.</div>		2024	2023	2022	2021	2020	ROE	20.87%	23.00%	17.70%	13.94%	13.70%	EPS (sen)	52.6	48.9	30.2	23.7	27.0	Value Creation ¹	4.56	3.52	2.58	1.30	0.88
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PNB (cont'd) – Page 2/3		Total: 6 Questions
No.	Question	Answer
3.	What are the strategic initiatives that are being put in place by the Company to improve these key drivers and enhance TSR for the next three years?	<p>a) We reaffirm our commitment to PWR 2030, TM's strategic roadmap guiding our journey to become a Digital Powerhouse by 2030.</p> <p>b) Our focus is on strengthening core services, optimising network performance, and expanding infrastructure to support Malaysia's digital future, providing a solid foundation and strategic edge to propel TM forward. This has poised us to better capitalise emerging opportunities such as hyperconnected data centres, AI, and GPU-as-a-Service (GPUaaS) which are among the new growth areas for TM. This also underpins the growth of our Digital Solutions business, expansion into adjacent markets, and continuous enhancement of customer experience.</p> <p>c) We are also reshaping our business model, forging more strategic and collaborative partnerships, building a digitally ready workforce to position TM for sustainable growth, stronger profitability and enhanced shareholder returns.</p>
4.	<p>TM has substantially pared down its debt, with net gearing levels reducing from 0.82x in FY2018 to 0.21x in FY24. Given this shift, what is the optimal gearing and cash level for TM?</p> <p>With low financial leverage potentially dragging down ROE, we propose that the Board review and revise the dividend policy upwards (from current 40-60% of PATAMI) to increase cash distribution to shareholders, thereby improving dividend yield and TSR.</p>	<ul style="list-style-type: none"> ▪ TM has significantly strengthened its balance sheet, reducing net gearing from 0.82x in FY2018 to 0.21x in FY2024. This reflects our prudent financial management and growing profit pool, giving us greater flexibility to support both reinvestments and shareholder returns. ▪ While we recognise that lower leverage may affect ROE, our focus remains on sustainable value creation through disciplined capital allocation, earnings growth, and strategic investments under PWR 2030. ▪ The Board continues to assess capital structure and cash levels to ensure they support long-term resilience and enhanced shareholder returns.
5.	We understand that TM ceased disclosing segmental EBITDA following the corporate restructuring exercise in 2023. We would like TM to review and reinstate EBITDA disclosures by segment to enable a better assessment of the segmental performance and its drivers.	<ul style="list-style-type: none"> ▪ TM Group operates on shared network infrastructure and integrated support functions across all business lines. The internal reorganisation undertaken in 2023 formally aligned our legal structure with TM's strategic and operational model as a single integrated entity. ▪ Accordingly, we now measure and report performance at the Group level. Our current disclosures, including revenue by segment and Group-level EBITDA, provide sufficient visibility into the performance and contribution of each business segment. ▪ This approach reflects how TM is managed as a unified organization and is consistent with market practice, based on benchmarking conducted prior to the internal reorganization.

PNB (cont'd) – Page 3/3		Total: 6 Questions
No.	Question	Answer
6.	<p>It was previously indicated that TM performance in the shorter term is expected to be driven by improved cost management, expansion of the Unifi business via convergence play, and TM Global's growth prospects driven by global demand.</p> <p>However, as cost management strategies reaching diminishing returns and Unifi business facing intensifying competitions, what is the longer-term strategy moving forward? i.e. Is there room for ARPU growth, and what are other potential revenue streams can TM explore?</p> <p>Additionally, in relation to new revenue streams, what is the outlook for the GPU as-a-service business?</p>	<p>a) TM's short-term performance has been driven by cost discipline, Unifi convergence, and the expansion of TM Global. As cost levers reach their limits and competition intensifies, our long-term strategy under PWR 2030 is centred on sustainable and diversified growth. We aim to increase customer share of wallet by delivering integrated convergence and high-value digital solutions across all segments. Key growth areas include:</p> <p>B2C: Smart home and IoT-enabled services tailored to evolving consumer needs. B2B: Managed ICT, sovereign cloud, cybersecurity, and AI-driven enterprise solutions. C2C: International submarine cable, data and edge facilities, and infrastructure monetisation through wholesale access and neutral carrier.</p> <p>GPU-as-a-Service: Gaining early traction with enterprises and public sector agencies. We are positioning TM as a trusted partner for AI development in the region.</p> <p>b) This strategic shift from cost optimisation to long-term value creation is underpinned by TM's resilient infrastructure, integrated operations, and digitally capable workforce.</p>

PRE-AGM QUESTIONS – Page 1/5				Total: 21
No.	Question	From	Answer	
Category: Door Gift / Rewards				Total: 4
1.	Are door gifts or tokens provided for attending TM's AGM?	<ul style="list-style-type: none"> Lee Chew Foong Heng Kee Boon Lim San Kim 	<p>a) To ensure fairness to all shareholders regardless of their mode of participation, TM remains committed to rewarding shareholders in the most equitable and meaningful way. This is reflected through the Group's consistent dividend distributions aligned with our Dividend Policy.</p> <p>b) In this spirit, door gifts will not be provided for this hybrid AGM.</p> <p>c) We thank you for your feedback and participation.</p>	
2.	Are Directors provided with allowance for attending this AGM? It is proposed that no allowance is provided to Directors so as to ensure parity with the non-provision of door gifts or token to shareholders.	Lee Chew Foong	<ul style="list-style-type: none"> We would like to inform that the regular meeting allowance is provided to Directors for attending this meeting. We note your comment and thank you for your proposal. 	
Category: Annual Report				Total: 2
1.	Can TM mail hard copies of the Annual Report?	<ul style="list-style-type: none"> Lim Chew Lin Fong Lee Yong 	<ul style="list-style-type: none"> TM's Share Registrar, Boardroom Share Registrars Sdn Bhd, has arranged delivery for the physical copies of the Integrated Annual Report 2024 (IAR2024) on 15 May 2025. We urge everyone to utilise the digital version available on our website supporting our sustainability efforts to protect the environment. <p>Link: https://tm.com.my/iar2024/</p>	
Category: Strategy & Business				Total: 6
1.	In light of modest revenue growth recorded for the preceding financial year, what strategies are in place to drive more robust and sustainable revenue growth in the ensuing years?	Mohamed Shukri Osman	<p>a) In line with PWR 2030, our focus is on strengthening core services, optimising network performance, and expanding infrastructure to support Malaysia's digital future, providing a solid foundation for growth. This has poised us to better capitalise emerging opportunities such as hyperconnected data centres, AI, and GPU-as-a-Service.</p> <p>b) We are also reshaping our business model, forging more collaborative partnerships, building a digitally ready workforce to drive sustainable revenue growth.</p>	

PRE-AGM QUESTIONS – Page 2/5				Total: 21
No.	Question	From	Answer	
Category: Business Strategy & Outlook (Cont'd)				Total: 6
2.	Will TM engage in extended telecommunication fibre infrastructure service to provide expansive nationwide network coverage, including across Sabah, Sarawak and selected mountain or hillside areas?	Kow Lih Shi	<ul style="list-style-type: none"> Yes, TM will continue to expand our coverage nationwide, including Sabah, Sarawak, remote areas & islands. Some of these key projects are also being delivered through our collaborations with the Government, including USP projects. On top of that, TM is also exploring alternative solutions such as satellite and Fixed Wireless Access solutions where there are challenges in laying fibre to connect remote communities. 	
3.	It was recently reported that YTL Communications Sdn Bhd has been awarded by Railway Assets Corp (RAC) to lay fibre optics cables along the railroads breaking Fiberail monopoly. Flowing from this, what is the financial and operational impact to TM?	Teo Cher Ming	<ul style="list-style-type: none"> We anticipate there will be an increase in competition with the opening up of the railway fibre access by RAC. Nevertheless, Fiberail has the versatility to face the changing market dynamics based on its vast experience in providing end-to-end solutions utilising railways access fibre, which will provide an advantage to Fiberail as compared to a newcomer. Furthermore, the existing tripartite agreement between Fiberail, RAC, and KTMB remains valid. 	
4.	With the full implementation of fibre optic infrastructure, replacing copper and covering both domestic and commercial areas through FTTH and FDP – will the company be offering ultra-high-speed internet services in the range of 1 to 10 Tbps, considering that fibre has capabilities beyond 5G or 5G+ technologies?	Kow Lih Shi	<ul style="list-style-type: none"> Ultra-high speed connectivity is available and currently offered primarily to customers in the enterprise segment. TM is ready to extend the service to the consumer segments, based on demand and commercial viability. 	
5.	Does TM have any strategic plans to develop a Data Center in East Malaysia, specifically in Sabah or Sarawak? Could an indication be provided as to when progress on this initiative might be expected?	Mohd Nor Najamudin Abdul Halim	<ul style="list-style-type: none"> TM continues to assess the potential for future data centre development in the country including in East Malaysia based on demand and commercial viability. To address immediate needs, we have established our Edge facilities in both Sabah and Sarawak and will continue to expand subject to commercial viability. 	

PRE-AGM QUESTIONS – Page 3/5		Total: 21	
No.	Question	From	Answer
Category: Business Strategy & Outlook (Cont'd)			Total: 6
6.	With the recent appointment of En. Mahathir Bin Said as CEO of TM Nxera, could an update be provided on the timeline for the construction and operational commencement of the AI Data Center?	Mohd Nor Najamudin Abdul Halim	<ul style="list-style-type: none"> We are pleased to inform that the development of the new TM Nxera data centre is progressing on track as planned, targeted to be ready for service (RFS) by 2H 2026.
Category: Manpower			Total: 1
1.	It is noted that TM via its charitable foundation has undertaken a commendable effort in supporting Technical and Vocational Education and Training (TVET) and skilled workers with more than 10,000 individuals trained since the fiber optic project in 2015. Is there a labour market demand for these skilled workers?	Kow Lih Shi	<ul style="list-style-type: none"> Yes, as digitalisation and broadband adoption rate in Malaysia continue to grow, the need for fiberisation will continue to increase. The talents will be well-positioned to embrace this role, not only within TM but also in supporting the overall telecommunication industry.
Category: Financials			Total: 7
1.	Despite recording only a modest revenue growth, TM reported an increase of 11.3% in Earnings before Interest and Taxes (EBIT) and an increase of 7.8% in Profit After Tax and Minority Interests (PATAMI). What specific operational efficiencies or cost-saving measures have been implemented to achieve the said increase in EBIT and PATAMI?	Mohamed Shukri Osman	<ul style="list-style-type: none"> We would like to highlight that the EBIT growth was supported by focus on higher yield products and services, streamlined operations, and disciplined cost management. The uplift was also a result of a leaner cost base, resulting in improved cost-to-revenue ratio, and better operational efficiency. Our efforts to reduce debt resulted in lower financing cost, thereby strengthening the growth in PATAMI.
2.	Would TM be able to increase the dividend payout?	<ul style="list-style-type: none"> Kow Lih Shi Fong Lee Yong 	<ul style="list-style-type: none"> TM's focus remains firmly on driving sustainable value creation and earnings growth to create long-term shareholder value. Under PWR 2030, we are reshaping our business and building future-ready capabilities. As earnings grow, shareholders will be better positioned to benefit from enhanced returns, with greater potential for higher dividends over time.

PRE-AGM QUESTIONS – Page 4/5		Total: 21	
No.	Question	From	Answer
Category: Financials (cont'd)		Total: 7	
3.	TM declared a total dividend of 31 sen per share for the financial year ended 31 December 2024. How does the Board assess the balance between rewarding shareholders and reinvesting in strategic initiatives, especially in areas like 5G infrastructure and Artificial Intelligence-ready data centers?	Mohamed Shukri Osman	<ul style="list-style-type: none"> ▪ We continue to assess the Group's financial position and investment priorities to maintain the right balance between reinvesting for future growth and rewarding shareholders. ▪ We invest strategically in areas that support TM's long-term goals, prioritising opportunities with robust returns and the potential for long-term value creation. Each investment is carefully evaluated to ensure it delivers tangible benefits to the business and our shareholders. ▪ The dividend of 31 sen per share declared for FY2024 underscores our commitment to delivering shareholder returns, while maintaining the financial flexibility to pursue value-accretive investments.
4.	<p>In the financial statements, other receivables indicate that there is a portion of accrued earnings and grant recoverable from government.</p> <p>Have these receivables been collected to date? Do these receivables relate to JENDELA or TM's role as Malaysia's sole local cloud service company provider?</p>	Teo Cher Ming	<ul style="list-style-type: none"> ▪ Yes, a significant portion of the grant receivable has already been received. ▪ These receivables relate to government projects especially on USP in expanding reach to the underserved areas and public-private partnerships to support nationwide fibre infrastructure.
5.	Note 8 of the Financial Statement outlines a fair value through profit or loss amounting to RM 16.8 million in value of technology fund. Can more details be provided about this fund?	Teo Cher Ming	<ul style="list-style-type: none"> ▪ This represents the Group's investment in a technology fund which provides insights to emerging technologies and innovation trends that may shape our industry. ▪ The fair value assessment is a routine periodic exercise in line with the Malaysian Financial Reporting Standards 9 on Financial Instruments.
6.	All of the operating cost categories appear to be on a downward trend, barring other operating costs, which show an upward trend from RM 756 million to RM 963.5 million. What are the top 5 components of these costs and the corresponding amounts?	Teo Cher Ming	<ul style="list-style-type: none"> ▪ The other operating costs line comprises various cost elements that are not individually material for separate disclosure. ▪ The key components include licensing fees, advertising, marketing expenses, and network infrastructure, which increase in line with business expansion and ongoing efforts to enhance technology and operational efficiency.

PRE-AGM QUESTIONS – Page 5/5		Total: 21	
No.	Question	From	Answer
Category: Others		Total: 1	
1.	TM's Long Term Incentive Plan ("LTIP") which was in place since 2016 will be expiring soon after a period of 10 years. Are there any plans by the Board and the Management on the future of the LTIP scheme?	Lau Foong Ying	<ul style="list-style-type: none"> ▪ As a performance-driven organisation, we consistently endeavour to implement the best mechanism that is fair and equitable to reward our people, including exploring the possibility of a future LTIP scheme. ▪ We will make necessary disclosure should there be any new LTIP scheme to be implemented in the future.

LIVE Q&A (PHYSICAL AT MAIN VENUE) – Page 1/11			Grand Total: 27
No.	Question	Shareholder / Proxy	Answer
1.	<p>Congratulated Management for the good results in FY 2024 and hope the momentum continues despite the headwinds and challenges. Thank you to TM for responding to the queries raised in the MSWG's letter.</p> <p>a) What is the projected utilisation rate for phase 1 of the data centre (DC) in Johor and breakeven timeline? How much capacity is allocated to domestic usage since there are limited DCs?</p> <p>b) The total number of Capex slightly dropped despite various investments in AI, DC etc. Is the reduction of Capex a signal in shift of growth trajectory or a delay in execution?</p>	Dr Ismet Yusoff, CEO MSWG	<p>CEO:</p> <ul style="list-style-type: none"> ▪ The take-up rates at TM DC in Johor and Cyberjaya are very good and as of today, both are fully filled up. Our DCs are build and being expanded to cater to the needs of both hyperscalers and domestic clients. ▪ In terms of allocation for government use, we are well-positioned to meet both current and future demands, including next-generation Artificial Intelligence (AI) and technology requirements. ▪ Our new upcoming 200 megawatts DC, a collaboration with Singtel, to be deployed in Johor has been carefully explored in line with our DC Roadmap. It will feature multiple facilities to enhance our capabilities. It will also support both domestic and international requirements. ▪ TM is very careful in investing in DC, and we will only venture into a project that is certain in return (with various anchors or prospective clients) with faster payback period. We cannot disclose the breakeven utilization rate for foreign and domestic use however currently we are able to support the demand from local users. ▪ Additionally, we have deployed our GPU infrastructure, which is strategically aligned with our DC operations. These GPUs will support future utilisation, particularly by the government and local authorities, should the need arise. <p>CEO:</p> <ul style="list-style-type: none"> ▪ TM has always been efficient in managing our Capex. The reduction is not due to project delay but timing differences, availability of resources and requirements from local authorities.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 2/11

Grand Total: 27

No.	Question	Shareholder / Proxy	Answer
	c) Noted the high level of receivables. How much is this linked to government and public sector contracts. What is the remedy to recover? Would this have a systemic risk to TM's cash flow moving forward.	Dr Ismet Yusoff, CEO MSWG	<p>CEO:</p> <ul style="list-style-type: none"> TM will enhance efforts to be more efficient in cost management to support future project deployment. TM will also endeavour to be better in resources allocation to fuel up future growth projects. <p>CFO:</p> <p>Details on the receivables are provided in the audited financial statements. TM has taken proactive steps in the recovery of the receivables.</p>
2.	a) Based on the GCEO's presentation, about RM7.2 billion has been distributed to stakeholders, out of which only RM1.1 billion was distributed to shareholders as dividend. Seek clarification on the distribution of the balance of RM6.1 billion.	Loke Kok Yuen	<p>CEO:</p> <ul style="list-style-type: none"> The RM7.2 billion value added amount, and distribution is disclosed in page 18 of the Financial Statements of our Integrated Annual Report (IAR) 2024. To summarise: RM2.8 billion was allocated for salaries and bonuses for our 18,000 employees - this is a direct contribution to society, as it contributed to domestic spending and supports GDP growth. RM2.7 billion for operational expenses and projects, which benefits our partners and vendors, strengthening the broader national ecosystem. RM0.5 billion for taxes and zakat paid to the government and approved agencies, further reinforcing our role in supporting the country's ecosystem and sharing responsibilities to the communities. We see this entire distribution as part of our shared responsibility to stimulate the national economy - whether through dividends, salaries, or vendor partnerships, we are part of the ecosystem of the economy and the distributions help to fuel up the economy which contributed to the country's economic multiplier effect.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 3/11			Grand Total: 27
No.	Question	Shareholder / Proxy	Answer
	b) I have been a customer of TM since 2004, subscribing to 100Mbps unifi package at RM99 per month. However, TM's competitor is offering 200Mbps for the same price. What is TM's retention strategy to retain its loyal and longtime customers?	Loke Kok Yuen	<p>CEO:</p> <ul style="list-style-type: none"> Our minimum broadband package is 100Mbps. We continue to enhance value for our customers i.e. consistently increased broadband speeds without raising prices, demonstrating our commitment to delivering more at affordable prices to the customers. Our coverage spans nationwide, and we aim to be relevant in the market not just by offering standard broadband service but also through converged packages/solutions like mobile services and content offerings with greater value compared to our competitors. This cannot be compared with pure vanilla broadband. We take note of your suggestion and our unifi team shall address your requirements and concerns.
3.	<p>a) The profit attributable to shareholders was 8% higher than FY2023. However, the share price has yet to gain momentum.</p> <p>b) How do you address the competition in the future, for example international players like Starlink?</p>	Ahmad Mazlan	<p>CEO:</p> <p>The shift in 2018 has affected the ecosystem. Nonetheless, we are on the right trajectory as seen from the improved share price for the last 5 years (2020: RM5.41 to 2024: RM6.65).</p> <p>CEO:</p> <ul style="list-style-type: none"> Regarding Starlink, we view it as a complementary solution, not from customer lens but infrastructure or wholesale offering, particularly in areas where fibre deployment is challenging. We are working with Starlink to extend connectivity in areas where we have difficulty to reach, especially in deep rural regions. While Starlink may compete on pricing in niche or underserved markets, its wholesale infrastructure still relies on local telecom networks like ours. Starlink's infrastructure in Malaysia ensures data remains within the country, supporting national digital sovereignty. So, rather than seeing it as a threat, we see Starlink as a strategic partner in expanding nationwide connectivity.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 4/11

Grand Total: 27

No.	Question	Shareholder / Proxy	Answer
	c) It was announced recently that YTL Communications Sdn Bhd (YTL) has been awarded fibre contract along the Malaysian railway lines, where previously this was under the exclusive rights of Fiberail Sdn Bhd (Fiberail).	Ahmad Mazlan	<p>CEO:</p> <ul style="list-style-type: none"> With the open competition environment, we need to be sensitive to the shift in policy. The current policy, which is beyond TM's controls, allows the opening of railway assets for broadband infrastructure. Regardless of this, TM Group remain resilient and continue to create and preserve value as we strive to return more to shareholders. Fiberail has built a strong foundation over the years and has its competitive edge.
4.	<p>a) Concrete poles are changed to metal poles in Cameron Highlands which might subject to lighting. For safety concern, TM to look into international standard of using concrete poles. In China especially in the countryside, they installed fibre optics running on the telephone posts using concrete poles.</p> <p>b) If Huawei components are used in your system, could that expose TM to potential U.S. sanctions? Recent reports suggest such involvement may affect future cooperation or trade with the U.S.</p>	Yap Kim Tong @ Wan Chap	<p>CEO:</p> <ul style="list-style-type: none"> We are now predominantly shifting to concrete poles, especially for main routes. However, for areas with reachability issue, metal poles are still in used, where necessary. Noted on your concern and TM will ensure the concrete material used is superior in quality, long lasting and meeting high quality standards. Regarding Cameron Highlands, we have already deployed fibre to most major areas. We acknowledge that there are still remote locations that are harder to reach. For these, we collaborate with the government under initiatives like the "Nadi project" which serves as a connectivity hub to extend internet access to underserved communities. <p>CEO:</p> <ul style="list-style-type: none"> TM is in a unique position today. Despite rising geopolitical tensions globally, Malaysia remains peaceful and neutral, allowing us to serve both Eastern (China) and Western (USA) markets. We are cognisant of their requirements and thus, dedicated networks and services are provided to them as sanctioned by the policy. As a result, we can serve the hyperscalers for both markets, providing Western Bloc and Chinese bloc, making us a regional hub - positioning ourselves strategically to meet the growing demands. This allows our global business to grow while maintaining flexibility and compliance.

No.	Question	Shareholder / Proxy	Answer
	<p>c) Can Deepseek improve TM DC operations?</p> <p>d) How much is TM's contribution to Kerajaan Madani?</p>	Yap Kim Tong @ Wan Chap	<p>CEO:</p> <ul style="list-style-type: none"> We acknowledge the impact of geopolitical shifts, especially involving technology ecosystems like the Chinese supply chain, and remain fully compliant with regulatory requirements. What may seem like a challenge, we view as an opportunity to strengthen our role in the region and continue to expand our reach <p>CEO:</p> <ul style="list-style-type: none"> TM is encouraged with the development of Deepseek by using AI application with less resources as compared to other models that typically require high end GPUs. Despite being developed in China, Deepseek has demonstrated efficient performance which could help further optimise our DC operations and future information processing. Deepseek also presents an opportunity to make AI more accessible especially for the SME due to the lower cost and resource requirements. We see this as a positive step toward broader adoption of AI technologies. As mentioned earlier, we support both Eastern and Western technologies. If there is a demand to run Deepseek as a base model, we are open to consider it. <p>CEO:</p> <ul style="list-style-type: none"> We contribute directly to the government through taxes as disclosed in TM's IAR. Beyond that, we actively support national initiatives such as Sekolah Angkat, SME empowerment through the Madani grant and expanding TVET opportunities. I am pleased to share that MMU will soon be launching advanced TVET programmes tailored to the government priorities which aim to equip young talent with skills in AI, DC operations, cybersecurity and smart technologies.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 6/11

Grand Total: 27

No.	Question	Shareholder / Proxy	Answer
	e) Proposed that TM also provides “Traditional Chinese medication” (TCM) in Menara TM, being one of the trending alternative medical treatments.	Yap Kim Tong @ Wan Chap	<p>CEO:</p> <ul style="list-style-type: none"> These efforts reflect our broader commitment in supporting the government not just through financial contributions but also by nurturing future ready talent and driving digital transformation across the country. <p>Chairman:</p> <p>Noted your comment on TCM.</p>
5.	What is TM’s opinion on scam call? I have unpleasant experience regarding the scam call / scammer as not all numbers appear in Truecaller. I would like to suggest TM and other telcos to install Truecaller in the network to ensure safe communication.	We Ton Want	<p>CEO:</p> <ul style="list-style-type: none"> We acknowledge the rising trend of prank calls and are actively addressing it through user awareness initiatives particularly for mobile users. We encourage the public to stay vigilant when answering unknown calls. Also, we are working closely with the government to prevent prank calls and online scams. The Minister has been a strong advocate for reducing such incidents. We encourage users to visit the PDRM’s portal to detect blacklisted numbers and to lodge police report immediately on suspicious calls. These efforts are part of our broader strategy to raise awareness and protect users. On the technical front, we are exploring technologies that can help to detect and prevent repeat scam calls and remain committed to collaborate with the authorities to find effective solutions. On the suggestion to deploy solutions like Truecaller, we are open to such proposal. However, we must carefully consider privacy regulations as such platforms involve sharing of personal data. Any implementation would need to be reviewed by our privacy and compliance teams.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 7/11

Grand Total: 27

No.	Question	Shareholder / Proxy	Answer
6.	<p>a) I thanked the Company for providing good dividends to shareholders but would like to suggest TM also provide vouchers and ensure sufficient packed food at AGM.</p> <p>b) Referring to page 182 of IAR, will the RM4.5 million expenses for Directors' fees increase in future?</p> <p>c) I am an ex-TM Koperasi member and one of our businesses is providing vending machines in Manara TM. Currently TM is charging us 6 months' deposit, which is not practiced earlier. Seek clarification and consideration from TM on this matter.</p>	Abdul Ghani Hakim	<p>Chairman:</p> <ul style="list-style-type: none"> We noted on the issue regarding the packed meals during registration. Our initial estimate was based on online registration for physical attendances, but the actual turnout exceeded 500. While we are grateful for the overwhelming response, it was a learning experience for us. In preparing the food pack, we aimed to avoid any wastages. Moving forward, we will improve the number of packed meals to accommodate for future participation. Regarding the door gifts, hybrid AGMs present a unique challenge with both online and physical attendees. We have observed that some participants attend solely for the gifts, which does not reflect the spirit of shareholder engagement. Our goal is for shareholders to be informed and appreciate the value TM deliver especially through distribution of dividends. While we hope to offer more dividends next year, this will be subjected to TM's future financial performance. On the directors' fees, we have engaged an independent consultant i.e. Korn Ferry to review and assess the current Board Remuneration. As stated in the AGM Notice, we do not plan to increase the directors' fees for at least the coming year. <p>CEO:</p> <p>We always try to strike a balance between the directors' remuneration and the contribution we expect from our directors. It is important to strike the right balance between the fees paid and the value expected from our directors in guiding TM moving forward. Our aim is to attract and retain top tier directors with fair and competitive remuneration. I am proud to say we currently have an exceptional Board, and it is an honour to serve as Chairman of TM Board.</p> <p>CEO:</p> <p>We will check on the matter raised. However, we would like to inform that there could be a minimum charge, maintenance fee etc for the vending machine. Please also bear in mind that not all buildings are under TM's administration and most likely the said charges were imposed by the new building management.</p>

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 8/11

Grand Total: 27

No.	Question	Shareholder / Proxy	Answer
	d) Is Yayasan TM still exist?	Abdul Ghani Hakim	<p>CEO:</p> <p>Yayasan TM is still in operation. Our biggest role is to train and provide scholarships to our young leaders in Malaysia on education from secondary school level to the highest level. Besides that, Yayasan TM also support other CSR activities.</p>
7.	<p>a) Questioned the inconsistency of packed meals to shareholders, and suggested that as an alternative, TM to just provide food vouchers to shareholders.</p> <p>b) Noted that most telcos did not provide door gifts to shareholders. Commented that door gift should be considered as a token of appreciation to shareholders.</p>	Rien Hashim	<p>Chairman:</p> <p>Noted on your concerns about the food quality and quantity. As mentioned earlier, we have prepared 500 food packs based on registration data of approximately 150 attendees. In view of the huge physical attendees at the Main Venue, upon recognising the shortfall, we have increased further with an additional 500 food packs. We will improve our planning and estimation for future AGM.</p> <p>Chairman:</p> <ul style="list-style-type: none"> ▪ Thank you for your feedback. Regarding door gifts, there is no right or wrong approach, and we want to clarify that there was no coordination among the telcos to withhold them. While door gifts are appreciated, the focus should remain on the performance of the Company, and how well the Company is delivering value to shareholders. ▪ We value all opinions and remain committed to enhancing the overall experience for our shareholders.
8.	I would like to raise a concern regarding the copper cables. These large cable of about 3 inches wide are valuable and prone to cable theft, disrupting service and lead to complaints from subscribers. If they were no longer active, theft may go unnoticed, as residents might assume they have been removed by TM. Seek clarification whether unused cables are being recovered by TM team or simply left in place and vulnerable to theft?	We Ton Want	<p>CEO:</p> <ul style="list-style-type: none"> ▪ Thank you for the question regarding copper cables. Over the years, TM has actively recovered and sold unused copper cables as part of our asset management efforts. However, there are still areas where copper cables remain in place. In some cases, the cables may have already been removed but thieves may not be aware and still attempt to steal what was left and that could sometimes damage other infrastructure in the process.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 9/11			Grand Total: 27
No.	Question	Shareholder / Proxy	Answer
		We Ton Want	<p>CEO:</p> <ul style="list-style-type: none"> We continue to monitor and recover unused copper where possible and we appreciate the public's vigilance in reporting suspicious activity. This helps us to prevent service disruptions and protect our network assets.
9.	<p>a) Seek clarification on TM's responsibility regarding fibre infrastructure. As a former TM employee, my understanding is that TM is responsible for the fibre network from the distribution point up to the termination point outside the customer's premises whilst the internal wiring is the customer's responsibility.</p> <p>b) TM to clarify TM's current service level commitment for fault resolution as any delay in fault restoration will impact subscribers especially businesses / enterprises. Scheduled appointment should be observed and any change in appointment date should be agreed to by the subscribers.</p>	Arjan Singh A/L Menender Singh	<p>CEO:</p> <p>The outside wiring is under the responsibility of fibre network operator or contractor. Please share the details for us to address this matter accordingly.</p> <p>CEO:</p> <p>TM should provide the best service to our customers and should not delay the service restoration ambiguously. Please share the details with the support team so they can troubleshoot and identify what went wrong.</p>
10.	Noted that majority of TM Group's revenue currently comes from Unifi. Moving forward, your growth strategy focuses on three key areas: AI and GPU infrastructure, smart solutions and cybersecurity. What is the Company's strategy to upskill TM's 18,000 staff to achieve the growth strategies?	Wong Suet Sum	<p>CEO:</p> <ul style="list-style-type: none"> At TM, we have a structured and comprehensive programme to ensure all 18,000 employees, many of whom are long serving, are equipped to contribute to these new growth areas. This includes both online and in-person training sessions, designed to immerse our workforce with the latest digital technologies, becoming as technological expert and other future ready skills. We plan to extensively train 20 - 30% of our workforce to become technology savvy experts, forming the foundation of our transformation strategy and to enhance our staff's capabilities.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 10/11			Grand Total: 27
No.	Question	Shareholder / Proxy	Answer
		Wong Suet Sum	<p>CEO:</p> <ul style="list-style-type: none"> We also have a targeted recruitment strategy for external talent. Rather than mass hiring, we focus on bringing in top talent in niche areas aligned with our future growth plans. This balanced approach allows us to enhance internal capabilities while strategically expanding expertise where needed. We have huge investments in training, investing about RM20 million to upgrade digital savvy skills.
11.	<p>a) CelcomDigi and Maxis have been maintaining stronger market presence in mobile. How is TM positioning itself to compete more effectively, especially to grow its shares in the broadband and mobile segment over the next few years? Are there new initiatives being rolled out to boost take-up and growth, perhaps targeting other segment areas, SME or other segments?</p> <p>b) How long has EY been engaged as TM's external auditors?</p>	Mohamad Shahrel Mohd Yudin	<p>CEO:</p> <ul style="list-style-type: none"> Thank you for the question on mobile and broadband market share. As I mentioned in my earlier presentation, our strategy is moving towards convergence, offering a comprehensive solution that includes mobile, broadband, content and voice. We do not compete solely in the mobile space, and we aim to deliver integrated value through bundled offerings – fixed, mobile and unifi TV. Our Unifi TV is a strong alternative in the market today. With our quad play offering, TM remains the only provider in Malaysia capable of delivering this level of service integration. <p>Chairman:</p> <ul style="list-style-type: none"> EY was appointed as TM's external auditor from 2020. Before recommending the re-appointment of EY as external auditor, we conducted thorough evaluations, including stakeholders' feedback. EY also rotates their engagement partners regularly, in line with best practice i.e. every seven years, though some firms do it earlier. The key considerations are independence and quality of services. So far, EY have met both. We believe they are well-qualified to continue in their role.

LIVE Q&A (PHYSICAL AT MAIN VENUE) (Cont'd) – Page 11/11			Grand Total: 27
No.	Question	Shareholder / Proxy	Answer
12.	Raised the issue of doorgift for members who stayed until the closing of the AGM.	Seah Poh	Chairman: The issue of doorgift has been answered by the Company.
13.	How to attract former TM staff to continue using Unifi services?	Abdul Ghani Hakim	CEO: Previously, we had packages for TM retirees. We will look into the proposal accordingly.

LIVE Q&A (ONLINE VIA LUMI) – Page 1/5			Grand Total: 18
No.	Question	Shareholder / Proxy	Answer
1.	Reference is made to page 152 of TM's IAR 2024 which states that "TM does not engage in charitable donations". Does this statement imply that TM does not make approved donations which are allowed for the purpose of income tax deduction?	Chai Song Lin	<p>CEO:</p> <ul style="list-style-type: none"> We wish to clarify that the statement on page 152 reads: "TM does not engage in political contributions or charitable donations as a means to avoid bribery or corruption." TM remains committed to social impact through our approved foundations, Yayasan TM and Yayasan Universiti Multimedia. We have active programmes to support community development, disaster relief, and education aid. Donations through both Yayasan are tax-exempt.
2.	Can TM provide enlightenment on the thinking that consumers pay water and electricity bills based on actual usage but for multimedia bills, consumers instead pay a fixed monthly payment?	Chai Song Lin	<p>CEO:</p> <p>Our pricing provides a worry-free experience aligned with consumer preference which also aligns with global industry practice. This allows our customers to use unlimited internet both for work and lifestyle needs.</p>
3.	It was recently reported that U Mobile has entered a collaboration with TM. Does that mean that there is excess capacity on TM's infrastructure? Would this affect and overload the existing capacity in the long run?	Chai Song Lin	<p>CEO:</p> <ul style="list-style-type: none"> TM will build a new infrastructure dedicated to U Mobile sites, capable of handling massive 5G data loads, providing scalability, resilience and low-latency performance. As such, this will not impact on our existing capacity, nor will it shows that we have huge excess capacity. What it shows is that we have huge coverage that will render any incremental cost that is optimal to connect all the new 5G sites. This will not only benefit us but U Mobile and the country, enabling a more reliable and cost-effective 5G services.
4.	What is the cost of convening this hybrid AGM and what was the cost of holding a fully virtual AGM previously?	<ul style="list-style-type: none"> Rien Hashim Ahmad Marzuki bin Abd Razak 	<p>Chairman:</p> <p>As this is a new phenomenon, it is more expensive to conduct hybrid AGM. The overall cost for the hybrid AGM is not more than RM600,000.00. The past four AGMs were conducted virtually and hence were at an even lower cost. For both modes of meeting, the main cost is mainly attributable to the broadcasting requirements.</p>

LIVE Q&A (ONLINE VIA LUMI) (Cont'd) – Page 2/5

Grand Total: 18

No.	Question	Shareholder / Proxy	Answer
5.	Can TM continue to host hybrid AGMs in the future for the benefit of shareholders that are out stationed?	<ul style="list-style-type: none"> Wong See Kai Teoh Poh Kweng 	<p>CEO:</p> <p>Thank you for your suggestion, the Board will deliberate and take into consideration the mode of AGM in the future to ensure meaningful engagements with our shareholders striking the right balance between accessibility and engagement.</p>
6.	Why is voting of the resolutions not open upon immediate commencement of this AGM?	<ul style="list-style-type: none"> Tan Saik Kuen Stephen Lye Tuck Meng Rien Hashim 	<p>Group Company Secretary:</p> <p>For voting, upon confirmation of the presence of quorum and declaration that the meeting is in order, the e-polling is opened for voting as announced by the Board Chairman i.e. about 10.15 a.m.</p>
7.	Could you kindly share the cost of each annual report and how many copies are made?	Rien Hashim	<p>Chairman:</p> <ul style="list-style-type: none"> An adequate quantity of the IAR has been printed to comply to Paragraph 2.19B (d) of the Main Market Listing Requirements, which requires hard copy to be provided to shareholders upon request. We have printed 200 copies and kept the cost of the IAR production to a minimum whilst ensuring that quality isn't compromised. The IAR is available online at our website, which is in line with our sustainability objectives.
8.	Is TM's current headquarters privately owned or leased? Any plans to move out from the current headquarters?	Lee Mun Hoe	<p>CEO:</p> <ul style="list-style-type: none"> Currently TM is operating, for central and key operations, from both our TM Campus in Cyberjaya, which is owned by TM and Menara TM at Jalan Pantai Baharu, for which we leased several floors from a third party, in addition to our own buildings in TM Annexe 1 and 2. Facilities in the KL city vicinity is important for us to continue supporting selected business functions such as the use of this hall for this AGM and other hyperscalers within KL city vicinity.

LIVE Q&A (ONLINE VIA LUMI) (Cont'd) – Page 3/5

Grand Total: 18

No.	Question	Shareholder / Proxy	Answer
9.	Does the Board have any current or future plans to undertake a bonus issue or similar corporate exercises?	Fong Chee Hung	Chairman: There are currently no plans for a bonus issue at this current juncture. The Board regularly reviews capital management strategies to enhance shareholder value. Any future consideration will depend on the earnings outlook, capital needs, and market conditions.
10.	Unifi broadband subscriber growth was only 1.5% in 2024. Are there new initiatives being rolled out to boost the take-up rate, particularly through the targeting of underserved areas, small medium enterprises, or other market segments?	Mohamad Shahrel bin Mohd Yudin	CEO: <ul style="list-style-type: none"> ▪ The competition in this space has intensified over the past few years. In response to this, we have launched several new initiatives, most notably our convergence strategy which combines our fixed and mobile connectivity with Unifi TV and lifestyle services. ▪ As for MSMEs, our convergence offerings include fixed and mobile bundles with digital solutions to boost their business. For the underserved MSMEs, we work very closely with the respective authorities under the Madani government to foster faster digital adoption. ▪ We also continuously invest in high-speed broadband infrastructure in new areas.
11.	TM's partnership with Nxera to develop hyperscale DC in Johor represents a major strategic move. Can the Board provide a timeline of when this project is expected to begin contributing to earnings, and what kind of returns shareholders can expect?	Mohamad Shahrel bin Mohd Yudin	CEO: The Ready-for-Service (RFS) date for TM Nxera DC is by 2H 2026. As TM Nxera is a joint venture between TM and Singtel, TM will recognise its share of profits or losses in proportion to its equity stake.
12.	TM has articulated its ambition to become a "Digital Powerhouse" by 2030, focusing on areas like AI, GPU-as-a-Service (GPUaaS), and DC. Can the Directors elaborate on the specific milestones that TM aims to achieve over the next three years to make progress toward this goal, and how these initiatives are expected to impact revenue and profitability?	Mohamad Shahrel bin Mohd Yudin	CEO: As per my presentation earlier, this is in line with the PWR 2030 aspiration. Our focus is on strengthening core services, optimising network performance, and expanding infrastructure to support Malaysia's digital future, providing a solid foundation for growth. This has poised us to better capitalise emerging opportunities such as DC, AI and GPUaaS.

LIVE Q&A (ONLINE VIA LUMI) (Cont'd) – Page 4/5

Grand Total: 18

No.	Question	Shareholder / Proxy	Answer
13.	How much has TM allocated to Corporate Social Responsibility (CSR) initiatives, and what are the criteria used to determine the selection of recipients? What is the rationale behind these contributions, and how does TM assess the impact or value returned to the company through these initiatives?	Tan Saik Kuen	<p>CEO:</p> <ul style="list-style-type: none"> ▪ The Group has invested RM40 million in community impact programmes which include RM20 million in scholarships and education financial aids, disaster relief and social impact programmes. ▪ Yayasan TM (YTM) operates independently from TM and has an oversight of a Board of Trustees governed under the Trustee Act. For Scholarships, applicants may apply online via the YTM website. ▪ The impact is shown in community development, talent development and offering of technology education through STEM subject in schools.
14.	Will TM be directly participating in the 5G rollout business, or will its role be limited to providing supporting infrastructure and services? Will TM have an equity interest in the roll-out by U Mobile?	Lee Mun Hoe	<p>CEO:</p> <ul style="list-style-type: none"> ▪ TM operates as a neutral infrastructure provider with a clear mandate of supporting all licensee service providers equally. In terms of retail 5G roll out, we offer private 5G to our enterprise customers and commercial mobile 5G packages for consumers and MSMEs. ▪ TM plays a key role to build new infrastructure dedicated to U Mobile sites, as announced yesterday i.e. 26 May. This is a strategic collaboration with no equity arrangement.
15.	What is the attrition rate of Unifi accounts compared to the previous financial year? Please provide the figures.	Muhammad Farhan bin Ridzuan Zaim Mohd	<p>CEO:</p> <p>In this hype-competitive landscape, we still managed to retain our fixed broadband market leadership and grow our subscriber base. Our attrition rate has been improving through effective retention and take-up of our convergence offerings. As mentioned earlier, we have over 1 million convergence customers, and we observe the churn is low compared to single product customers.</p>
16.	Congratulations to the Board and Warga TM for achieving the key performance indicators (KPIs) in relation to financial year 2024. Could TM share the KPI targets or guidance set for financial year 2025?	Khoo Chia Ping	<p>CEO:</p> <p>FY2025 Guidance: (i) Revenue Growth - low single digit increase from 2024; (ii) EBIT - similar level to 2024; (iii) Capex ratio to revenue - 14% to 16%.</p>

LIVE Q&A (ONLINE VIA LUMI) (Cont'd) - Page 5/5			Grand Total: 18
No.	Question	Shareholder / Proxy	Answer
17.	Is TM Unifi team doing enough to retain existing 'long term' customers, especially from switching to other providers especially in the town area?	Hariza binti Ismail	CEO: We continuously, through various channels, engage with our existing customers providing them with competitive new and exciting offers including our convergence fixed, mobile, Unifi TV and lifestyle offerings.
18.	Is there any target or indicative timeline for TM's share price to reach RM10 per share?	Ibrahim bin A Samdi @ Abd Samad	CEO: While we cannot predict our share price movements, we remain focus on delivering strong fundamentals, driving growth through our PWR 2030 initiatives creating long term value for our shareholders. Market performance will ultimately reflect belief in TM's continued efforts and strategic executions.