

REACH FURTHER

For a Better Malaysia



Scan QR code to watch the Reach Further, for a Better Malaysia video

REVIEW OF THE YEAR & KEY ACHIEVEMENTS

Key Achievements

GROUP REVENUE

RM10.84 billion

GROUP PATAMI

RM1.02 billion

TOTAL DIVIDEND PAYOUT

RM539.6 million

14.3 sen per share



Scan QR Code for more Awards & Achievement

Our Customers



2.7
million homes

≈ 400,000
SMEs



≈ 13,000
Enterprise
and Public Sectors



142
Domestic
Customers

522
International
Customers

Our Network



9 DATA CENTRES

(including 2 world-class Tier 3 data centres)



Our People

> 21,000



Warga TM

52.5%

Non-Executives



47.5%

Executives

> 900,000 km

fibre cables globally including:

> 600,000 km

domestic fibre cables



> 300,000 km

submarine cables with **≈ 30** submarine cable systems

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Scan QR Code to watch the Reach Further, for a Better Malaysia video.



36th Annual General Meeting (36th AGM)   

The 36th AGM will be held fully virtual via the meeting platform <https://web.lumiagm.com>

Date: 25 May 2021

Time: 10.00 am

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JENDELA - Delivering Seamless Connectivity for all Malaysians 

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9 DATA CENTRES

(including 2 world-class Tier 3 data centres)

> 900,000k

> 600,000km &
domestic fibre cables

CON
& S
THE
SIN

Cover Rationale:

REACH FURTHER FOR A BETTER MALAYSIA

Beyond just connectivity that is portrayed by the subtle WiFi signal reflections, TM as the enabler of Malaysia's Digital Nation and Digital Economy aspiration enables multiple facets of the society to adopt a digital lifestyle and small businesses as well as various industry verticals to automate their businesses via a digital transformation.

The theme Reach Further is a reflection of the ripple effect brought about by the report cover. The idea is to inspire Malaysians to go further in pursuing their dreams through Digital Malaysia, as reflected through the visuals in the separators of a Digital Society, Digital Businesses and Digital Government presented in this book. This theme and narrative are carried consistently from our report cover, separators and throughout the strategic narrative of this report.

TM - bringing people together, creating better livelihoods, powering the nation and enabling a Digital Malaysia; to make Life and Business Easier for a Better Malaysia. Allowing each of us to reach out to every community to achieve our aspirations, for a better Malaysia.

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Automation plays a key role in the future of the supply chain...

Smart Robotic Management



...working with digital packaging solutions to drive efficiency...

Warehouse



Packaging and Logistics Services



#DIGITALBUSINESSES



Which ensures this entrepreneur that his orders are delivered on time.

Online Purchase

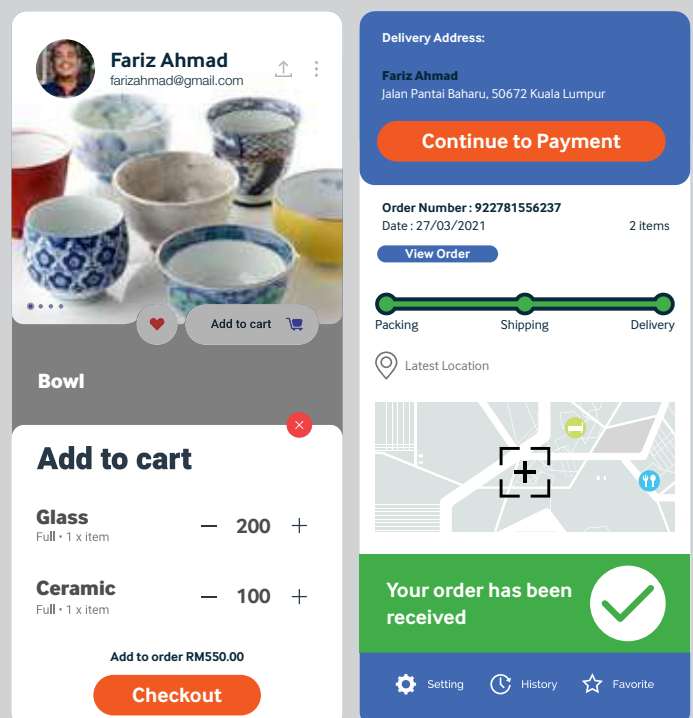


Ordered



Taking Transformation Forward

Enable true digital transformation with our latest digital tools, technologies and solutions across Cloud, IoT, connectivity, cybersecurity and smart services



> ABOUT THIS REPORT

Our Reporting Journey
↑

We are pleased to present Telekom Malaysia Berhad's (TM) Integrated Annual Report (IAR) 2020. This report is designed to give succinct and balanced assessments of our financial and non-financial performance. Over the past five (5) years, integrated reporting has become a fundamental component in demonstrating our ability to create value for our diverse stakeholders.

Navigation Tools:

Read more on page
PG
Integrated Reporting cross-referencing refer readers to information elsewhere in this report

Capitals

Human	Social and Relationship
Intellectual	Financial
Natural	Manufactured

Strategic Pillars

Customer Excellence	Employee Productivity
Revenue Generation	Superior Network

Stakeholders

Employees	Business Partners
Customers	Media
Shareholders & Investment Communities	Communities
Government & Regulators	Unions
Suppliers	

Material Matters

M1 Product Innovation	M5 Human Capital
M2 Customer Experience	M6 Community Development
M3 Responsible Supply Chain	M7 Governance
M4 Climate Change	

Scope & Boundaries

TM's IAR is produced and published annually. This report covers the period of 1 January 2020 to 31 December 2020 for financial and up to 15 March 2021 for non-financial, being within six (6) weeks from the date of issuance of the AGM notice pursuant to paragraph 9.25(2) of the Main Market Listing Requirements (Main LR) of Bursa Malaysia Securities Berhad (Bursa Securities). This includes our financial and non-financial performance, key strategies, material matters, risks and opportunities and stakeholder value creation.

** Our IAR comprises the Corporate Overview and Financial Statements; and please note that our Sustainability at TM Statement has been fully integrated in the Corporate Overview. Together, these reports encapsulate TM's performance during the year under review, key challenges and opportunities as well as our future plans and strategies.*

Reporting Frameworks

We benchmark our report against the following frameworks and disclosure requirements:

- International Integrated Reporting Council (IIRC) Framework
- Bursa Malaysia Securities Berhad Main Market Listing Requirements (Main LR)
- Malaysian Code on Corporate Governance 2017 (MCCG)
- Malaysian Companies Act 2016 (CA 2016)
- Malaysian Financial Reporting Standards (MFRS)
- Global Reporting Initiative (GRI) Standards
- Bursa Malaysia Sustainability Reporting Guide
- The ACCA Malaysia Sustainability Reporting Guidelines for Malaysian Companies
- ISO 26000:2010 Guidance on Social Responsibility
- The United Nations Sustainable Development Goals (UN SDGs)

Reporting Principles

TM adheres to the following principles of integrated reporting:

- Transparency:** to provide clear and truthful information to stakeholders, allowing them to accurately assess our strategies, outcomes and effectiveness.
- Materiality:** to include Economic, Environmental and Social (EES) aspects of our operations which are important to both business growth and stakeholder value.
- Balance:** to highlight the positive and negative aspects of the business, enabling stakeholders to make a fair and rational evaluation of our overall performance.
- Comparability:** to consistently benchmark our performance against previous reporting years, helping our stakeholders measure changes in our performance over time.
- Potential:** to indicate the current and future growth potential of our ideas, products, strategies and capital development, so stakeholders can better understand the reasoning behind our decisions.

Forward-Looking Statements

This report contains certain forward-looking statements concerning our future priorities, strategies and growth opportunities. These are based on predictions and expectations that may change due to various uncertainties beyond our control. Therefore, all forward-looking statements are not conclusive of TM's future performance and have not been reviewed by auditors.

Statement from the Board of Directors

We acknowledge our responsibility in ensuring the integrity of this IAR 2020. It is in the Board's opinion that this integrated report addresses all material issues and fairly presents the holistic performance of the Group.

TAN SRI DATO' SERI MOHD BAKKE SALLEH
Chairman
Telekom Malaysia Berhad

> OUR INTEGRATED APPROACH

KEY INTEGRATED CONCEPTS

Value Creation

Our value creation extends beyond profits. We leverage various capitals to deliver both financial and non-financial value for stakeholders. Trade-offs between capitals are necessary to balance the best interest of all stakeholders. Our value creation process is integrated into our business model, as shown on pages 6 and 7.

Materiality

As a sustainable business, we apply the principle of materiality in formulating business decisions. Our strategies are shaped by the issues, opportunities and challenges that materially impact business and stakeholder value creation. A detailed description of our material matters is shown on page 43.

The Six (6) Capitals

We create value by applying six (6) types of capitals: Financial, Human, Intellectual, Natural, Social & Relationship and Manufactured. Our long-term relevance as a business depends on the availability of these capitals, their utilisation and the consequent value delivered.



Financial Capital :

Our income and earnings are used to operate and grow the business. We channel our financial funds to pay relevant stakeholders, finance other types of capitals and accelerate our digital aspirations.

Trade-Offs:

Near-term: Financial capital is used to grow the other capitals, which temporarily lowers its stock.

Long-term: Improvements in the other capitals ultimately replenishes and grows financial capital.



Human Capital :

Our skilled, diverse and innovative workforce drives our strategies forward. We invest in our employees so they are well-equipped to meet the challenges of an increasingly digital Malaysia.

Trade-Offs:

Near-term: Training and development programmes requires financing and puts pressure on our financial capital.

Long-term: The new skills and knowledge acquired by employees will result in greater profitability later, thus refilling our financial capital.



Intellectual Capital :

Our legacy as an industry pioneer is what stakeholders trust. We embrace new technologies and digital solutions that strengthen our value proposition and competitive edge.

Trade-Offs:

Near-term: Investments in R&D and smart technologies reduce our immediate financial stock.

Long-term: New technologies boost our competitive advantage for improved financial performance. The associated branding also improves our social and relationship capital.



Natural Capital :

Our operations rely on energy, radio spectrum and other natural resources to run our network and premises. We strive to continuously reduce the impact of our activities on the environment through green initiatives and investments.

Trade-Offs:

Near-term: Green technology and initiatives require capital expenditures that lower our financial capital.

Long-term: Resource-efficient operations help conserve both natural and financial capital in the long-term. It also improves public trust, which strengthens social & relationship capital.



Social & Relationship Capital :

Our corporate citizenship and strong stakeholder relationships allow us to meet our nation-building agenda. We take pride in creating bonds that build a resilient and thriving society.

Trade-Offs:

Near-term: Community and stakeholder engagement programmes cause an outflow of financial capital.

Long-term: The trust created through stakeholders will provide opportunities to grow human, intellectual and financial capital.



Manufactured Capital :

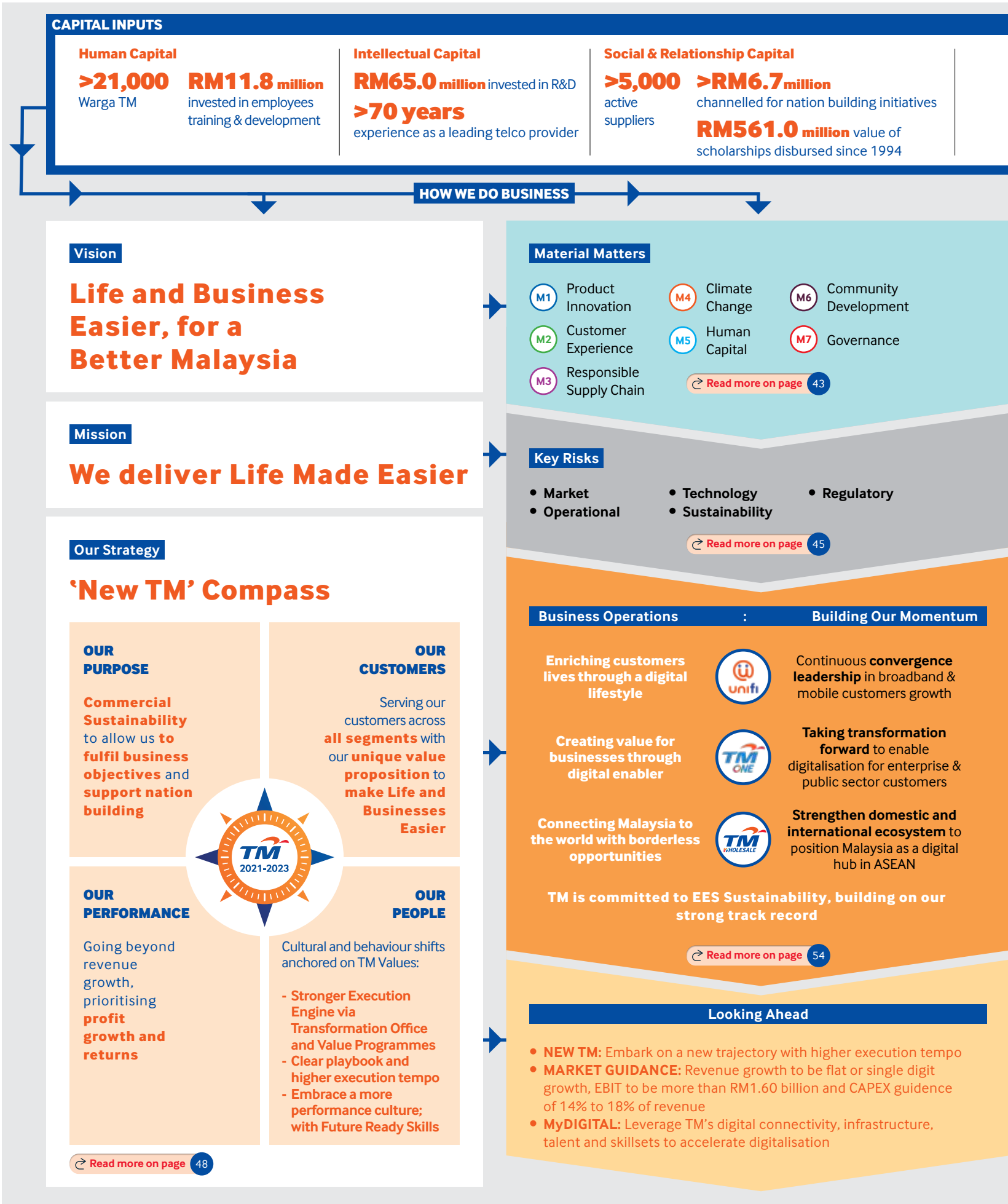
Our vast infrastructure network, data centres and base stations are crucial for Malaysia's connectivity. We also have retail outlets, office buildings and other physical assets that allow us to always meet customers' connectivity needs.

Trade-Offs:

Near-term: Network and infrastructure expansion costs financial and natural capital.

Long-term: Increase in manufactured capital will help deliver higher financial returns, which can be channelled into environmental initiatives to restock natural capital.

> VALUE CREATION BUSINESS MODEL



Value Creation Business Model

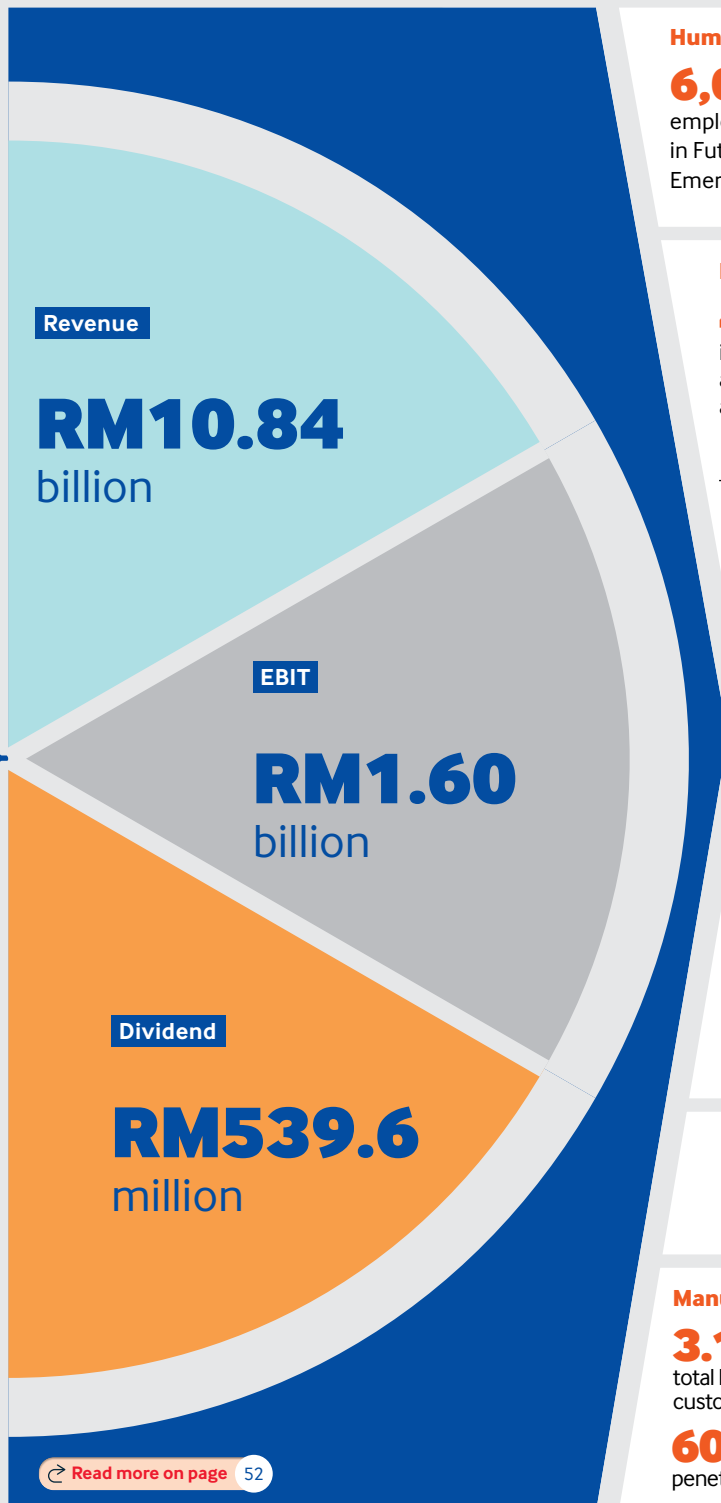
Natural Capital
228,458m³
 water withdrawal
47.4 million kWh
 energy consumed

Financial Capital
RM24.28 billion
 worth of assets

Manufactured Capital
RM1.49 billion
 Total CAPEX
 • 52.8% for network access
 • 22.4% for core network
 • 24.8% for support systems

>900,000km fibre cables globally
>600,000km fibre cables nationwide
>300,000km of submarine cables internationally

FINANCIAL OUTCOMES



[Read more on page 52](#)

VALUE CREATED FOR STAKEHOLDERS

Human Capital

6,026
 employees trained
 in Future Skills and
 Emerging Functions

0.76 Loss Time
 Injury Frequency Rate (LTIFR)
27% women in the Board

- Employees
- Unions

Intellectual Capital

4
 international awards
 acquired

World Communications Awards 2020
WITSA Global ICE Excellence Awards 2020

- Government & Regulator
- Shareholders
- Shareholders & Investment Communities
- Communities

Asia's Best Employer Brand Awards

World HRD Congress 2020

Natural Capital

13%
 drop in carbon footprint

RM19.2 million
 saved through energy consumption initiatives

- Shareholders & Investment Communities
- Media
- Communities

Social & Relationship Capital

RM1.75 billion
 contributed to local suppliers

>15,000 students sponsored via YTM scholarships since 1994

>30,000 beneficiaries reached

- Suppliers
- Communities
- Media

Financial Capital

RM539.6 million
 Total Dividend Payout (14.3 sen per share)

- Shareholders & Investment Communities

Manufactured Capital

3.1 million
 total home and SME customers served

≈13,000
 Enterprise and Public Sectors

60% convergence penetration rate of households

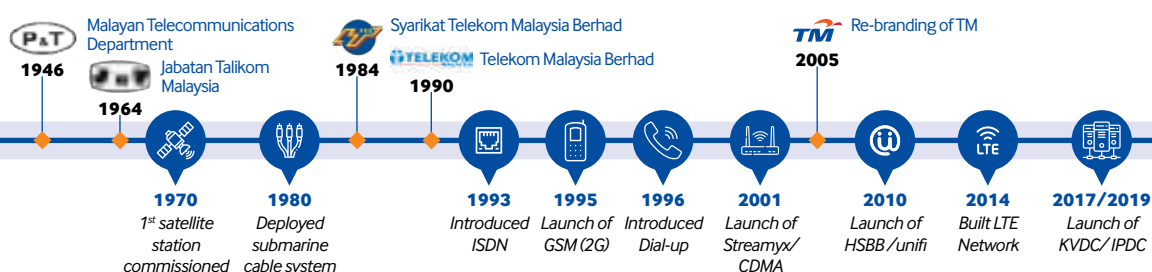
>600
 Domestic and International customers

- Shareholders
- Customers

> WHAT WE DO ABOUT TM

TM has been continuously developing and enhancing the country's communications infrastructure and services, enabling Malaysians with a more enriched digital lifestyle

Telegraph Museum, Taiping; built in 1883 and housed the first Post Office & Telegraph (P&T) Office in Malaya, which then also became the first office of the Malaysian Telecommunications Department.



TM Today

As the enabler of Digital Malaysia, TM has been at the forefront of each telecommunication technology evolution of the nation, with a proud history of 75 years in nation-building; and will continue to do so. We are the communications backbone of Malaysia, with the widest digital connectivity and infrastructure network.

Connecting & Serving the Nation Since 1946

The Group has grown into the nation's leading integrated telecommunications provider, as part of our continuous journey in enhancing and elevating the nation's telecommunications technology and services towards delivering connectivity to all Malaysians.

As the enabler of Malaysia's Digital Nation aspirations, we offer a comprehensive suite of communication services and solutions; from fixed, mobile, content, WiFi, ICT, Cloud, Data Centre and Smart Services. We are driven by stakeholder value creation to deliver an enhanced customer experience via quality and innovative improvements. Our motivation is to connect consumers and businesses nationwide to accelerate their digital transformation journey and realise their digital opportunities.

TM is ready as the nation's telecommunication and digital infrastructure provider, with the widest fibre backhaul infrastructure across the country to support the implementation of Jalanan Digital Negara (JENDELA) action plan outlined by the Government, which aims to accelerate digital connectivity through widespread deployment of mobile, fibre and fixed wireless access. At the same time, as the main fibre-optic provider, TM will continue to increase and upgrade its fibre network capacity to prepare the industry for future technologies such as 5G.

We remain committed to continue expanding our network into a comprehensive digital infrastructure - as we move beyond connectivity services into new value-added digital services - to serve a more digital lifestyle and society, digital businesses and a digital Government - towards making "Life and Business Easier, for a better Malaysia".





Our Vision
**TO MAKE
LIFE AND
BUSINESS
EASIER, FOR
A BETTER
MALAYSIA.**

**Our Purpose
To Enable**



Our Values

- 1
Total Commitment to Customers
- 2
Uncompromising Integrity
- 3
Respect & Care

Our Mission

We deliver life made easier:

- 1 To customers, through converged lifestyle communication experiences
- 2 To businesses, by collaborating with and supporting them with integrated solutions
- 3 To the nation, by supporting socio-economic development through education, innovation & social initiatives

> CORPORATE INFORMATION

as at 15 March 2021

BOARD OF DIRECTORS

Tan Sri Dato' Seri Mohd Bakke Salleh

Chairman

Non-Independent Non-Executive Director

Imri Mokhtar

Managing Director/Group Chief Executive Officer

Non-Independent Executive Director

Anis Rizana Mohd Zainudin @ Mohd Zainuddin

Non-Independent Non-Executive Director

Dato' Mohamed Nasri Sallehuddin

Non-Independent Non-Executive Director

Dato' Mohd Naim Daruwish

Non-Independent Non-Executive Director

Tunku Afwida Tunku Dato' A.Malek

Senior Independent Director

Balasingham A. Namasiwayam

Independent Non-Executive Director

Hisham Zainal Mokhtar

Independent Non-Executive Director

Suhendran Sockanathan*

Independent Non-Executive Director

Dato' Ibrahim Marsidi

Independent Non-Executive Director

Datuk Siti Zauyah Md Desa

Independent Non-Executive Director

Iszad Jeffri Ismail

Alternate Director to Anis Rizana Mohd Zainudin @ Mohd Zainuddin

Non-Independent Non-Executive Alternate Director

* referred as "Saheeran Suhendran" throughout this IAR

SENIOR INDEPENDENT DIRECTOR

Tunku Afwida Tunku Dato' A.Malek

Email: sid@tm.com.my

COMPANY SECRETARIES

Hamizah Abidin

LS 0007096

SSM Practicing Certificate No. 201908001071

Mohammad Yazmi Mat Raschid

MAICSA 7028878

SSM Practicing Certificate No. 202008001905

Zaiton Ahmad

MAICSA 7011681

SSM Practicing Certificate No. 201908004017

REGISTERED OFFICE

Level 51, North Wing

Menara TM

Jalan Pantai Baharu

50672 Kuala Lumpur

Malaysia

Tel : +603-2240 1221

Fax : +603-2283 2415

HEAD OFFICE

Menara TM

Jalan Pantai Baharu

50672 Kuala Lumpur

Malaysia

Tel : +603-2240 9494

Website : www.tm.com.my

STOCK EXCHANGE LISTING

Listed on the Main Market of Bursa Malaysia Securities Berhad

Listing Date : 7 November 1990

Stock Name : TM

Stock Code : 4863

Stock Sector : Telecommunications & Media

SHARE REGISTRAR

Boardroom Share Registrars Sdn Bhd

Registration No. 199601006647 (378993-D)

11th Floor, Menara Symphony

No. 5 Jalan Prof Khoo Kay Kim

Seksyen 13, 46200 Petaling Jaya

Selangor Darul Ehsan

Malaysia

Tel : +603-7890 4700 (Helpdesk)

Fax : +603-7890 4670

Website : www.boardroomlimited.com

Email : bsr.helpdesk@boardroomlimited.com

AUDITOR

Messrs. Ernst & Young PLT

Registration No. 202006000003 (LLP0022760-LCA) & AF 0039
Level 23A Menara Milenium
Jalan Damanlela
Pusat Bandar Damansara
50490 Kuala Lumpur
Malaysia

Tel : +603-7495 8000
Fax : +603-2095 5332
Website : www.ey.com

PRINCIPAL BANKERS

- **CIMB Bank Berhad**
17th Floor, Menara CIMB
No.1 Jalan Stesen Sentral 2
Kuala Lumpur Sentral
50470 Kuala Lumpur
Malaysia
- **Malayan Banking Berhad**
Level 14, Menara Maybank
100, Jalan Tun Perak
50050 Kuala Lumpur
Malaysia

CONTACT US

For enquiries on TM

- Website : www.tm.com.my
- Email : help@tm.com.my
- Reach our general line at +603-2240 9494
- Follow TM on :

-  @myTMgroup
-  @myTMgroup
-  @mytmgroup
-  @myTMgroup
-  TelekomMalaysia

GROUP COMPANY SECRETARY



Hamizah Abidin

Hamizah heads the Group Company Secretarial Division and is responsible for corporate secretarial matters for TM Group, as well as PLC Compliance. Her profile is disclosed on page 159 of the IAR 2020.

Tel : +603-2240 1204
Fax : +603-2283 2415
Email : cosec@tm.com.my

VP CORPORATE FINANCE & INVESTOR RELATIONS



Delano Abdul Kadir

Delano is responsible for the overall planning and implementation of investor relations, providing corporate finance counsel to the senior management team as well as developing and driving treasury functions for TM. He had 20 years of experience when he joined TM in January 2020 and had previously served as the Head of Investor Relations at Time dotcom and Icon Offshore Berhad, where he was instrumental in the listing of the company. Delano has held various roles in the capital markets and advisory divisions in AmlInvestment Bank, Kuwait Finance House, Affin Investment Bank and Standard Chartered.

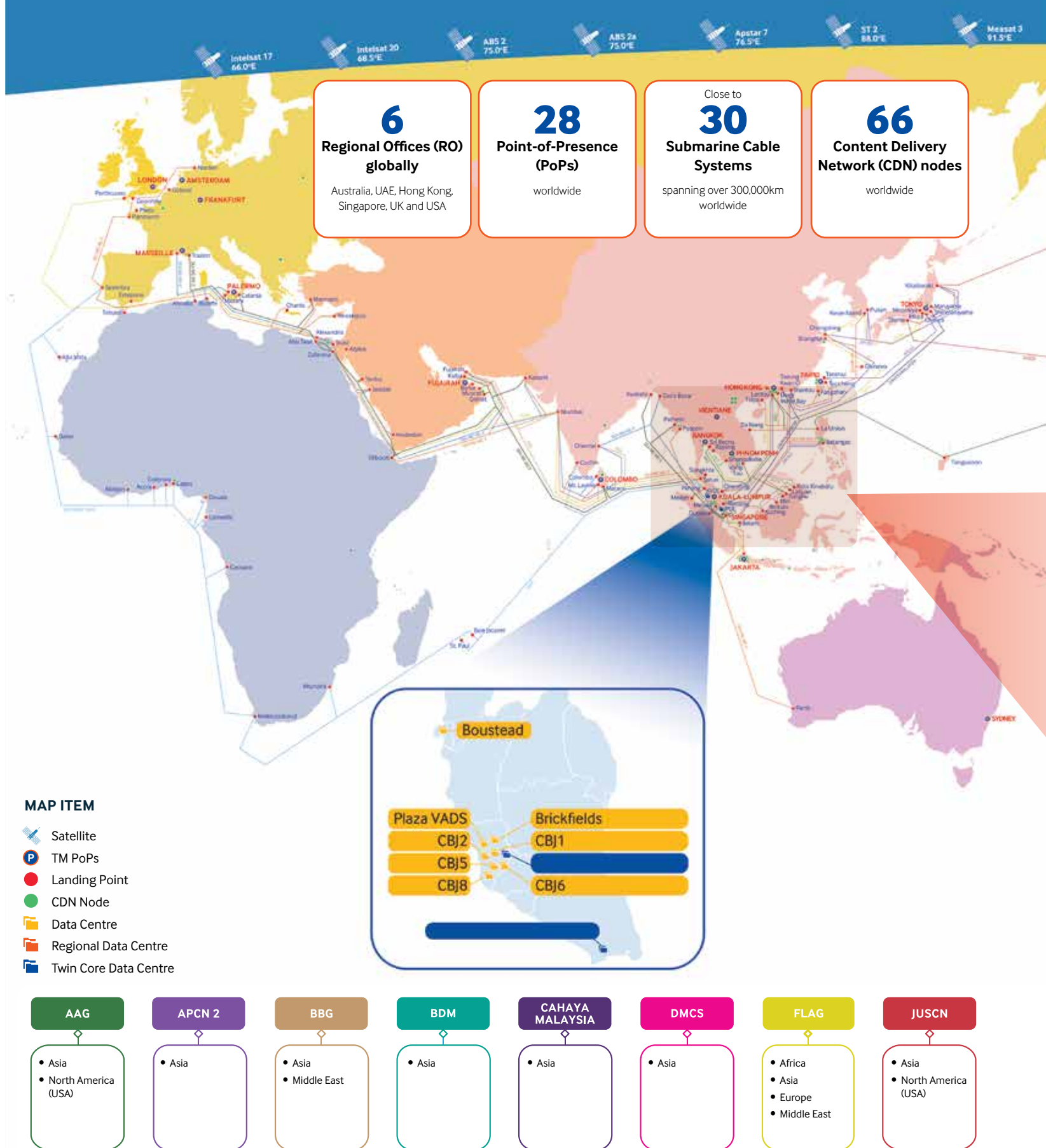
Delano holds a Bachelor of Arts from the University of East Anglia, United Kingdom and a Diploma in Economics from the University of London.

Tel : +603-2240 4820
Fax : +603-2283 2415
Email : investor@tm.com.my

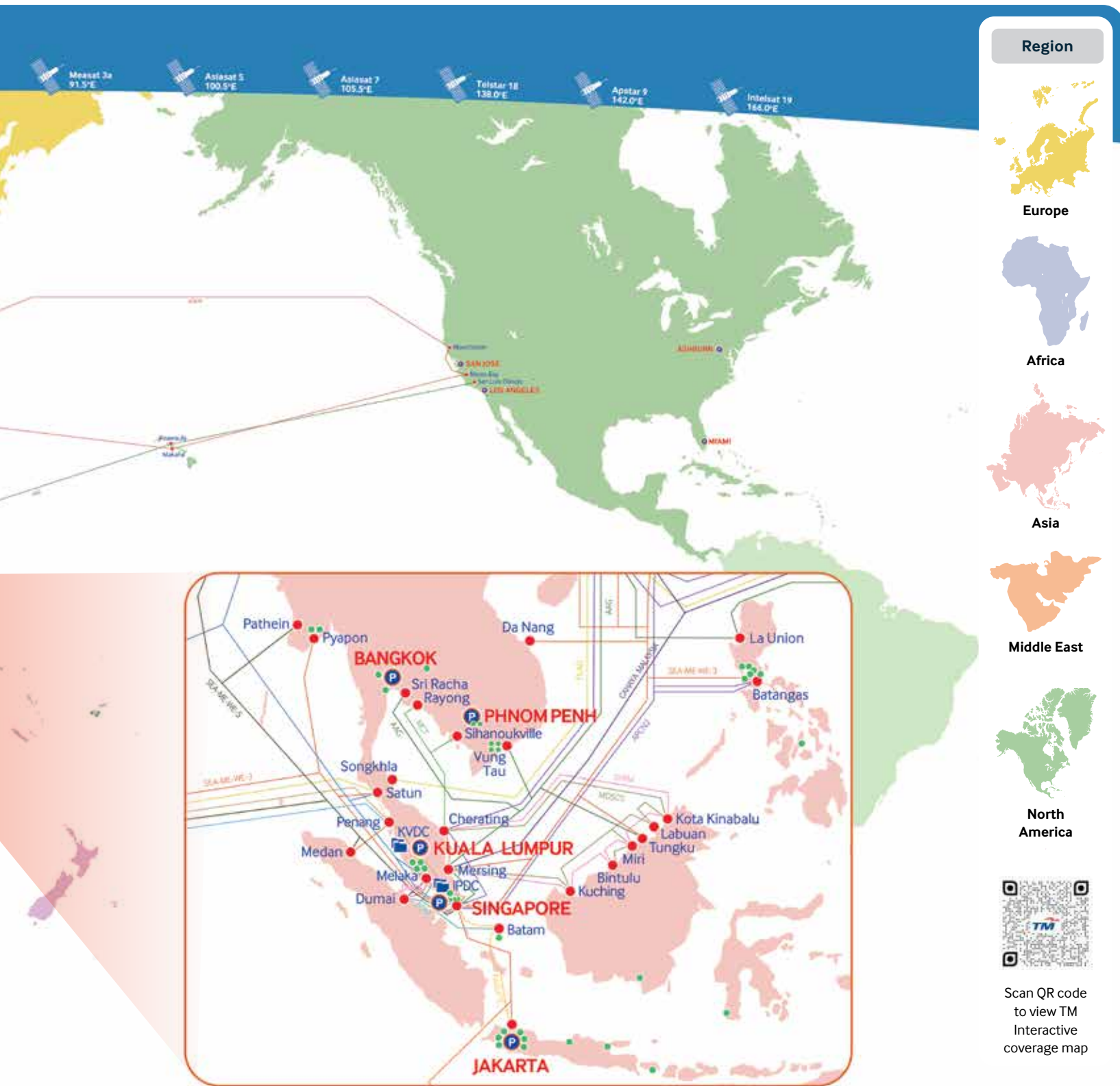
> WHERE WE OPERATE

Leveraging on our extensive global connectivity, network infrastructure and collective expertise, TM is well positioned to propel Malaysia as a key digital hub for the Southeast Asia region.

TM Worldwide Coverage



Where We Operate



- Region**
- Europe
 - Africa
 - Asia
 - Middle East
 - North America

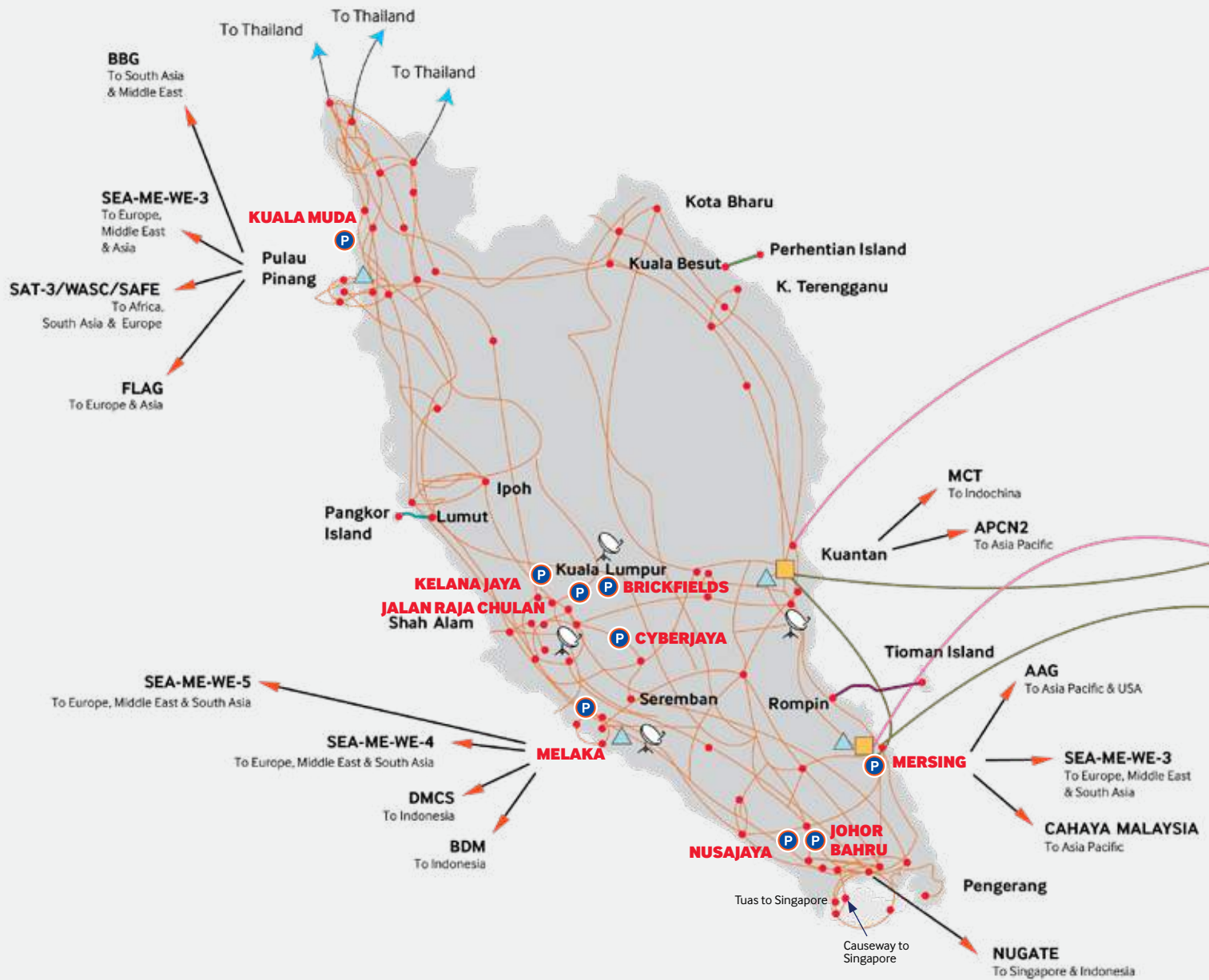


Scan QR code to view TM Interactive coverage map

MCT	MDSCS	NUGATE	SAT3-WASC-SAFE	SEA-ME-WE-3	SEA-ME-WE-4	SEA-ME-WE-5	SKRM
<ul style="list-style-type: none"> • Asia 	<ul style="list-style-type: none"> • Asia 	<ul style="list-style-type: none"> • Asia 	<ul style="list-style-type: none"> • Africa • Asia • Europe 	<ul style="list-style-type: none"> • Africa • Asia • Europe • Middle East • Oceania 	<ul style="list-style-type: none"> • Africa • Asia • Europe • Middle East 	<ul style="list-style-type: none"> • Africa • Asia • Europe • Middle East 	<ul style="list-style-type: none"> • Asia

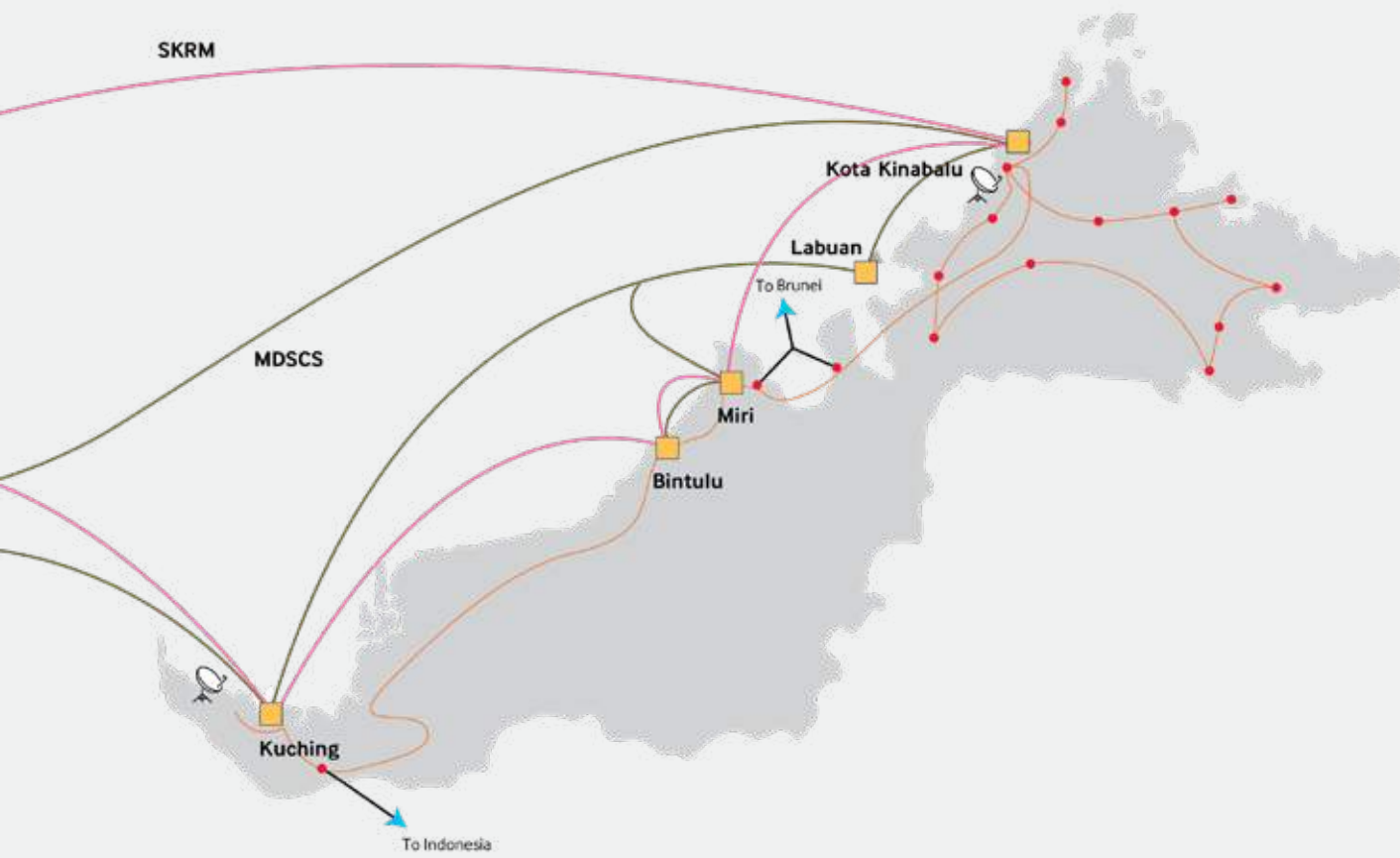
Where We Operate

International & Domestic Infrastructure & Trunk Fibre Optic Network



MAP ITEM

- Trunk Cable
- International Submarine Cable System
- Trunk Connectivity to International
- Satellite
- Earth Station
- Trunk Node
- International Cable Landing Station
- Domestic Cable Landing Station
- TM PoPs
- Malaysian Domestic Submarine Cable System (MDSCS)
- Sistem Kabel Rakyat Malaysia (SKRM)
- Lumut to Pangkor Island
- Rompin to Tioman Island
- Kuala Besut to Perhentian Island



International
2
Cable Landing Stations

International & Domestic
2
Cable Landing Stations

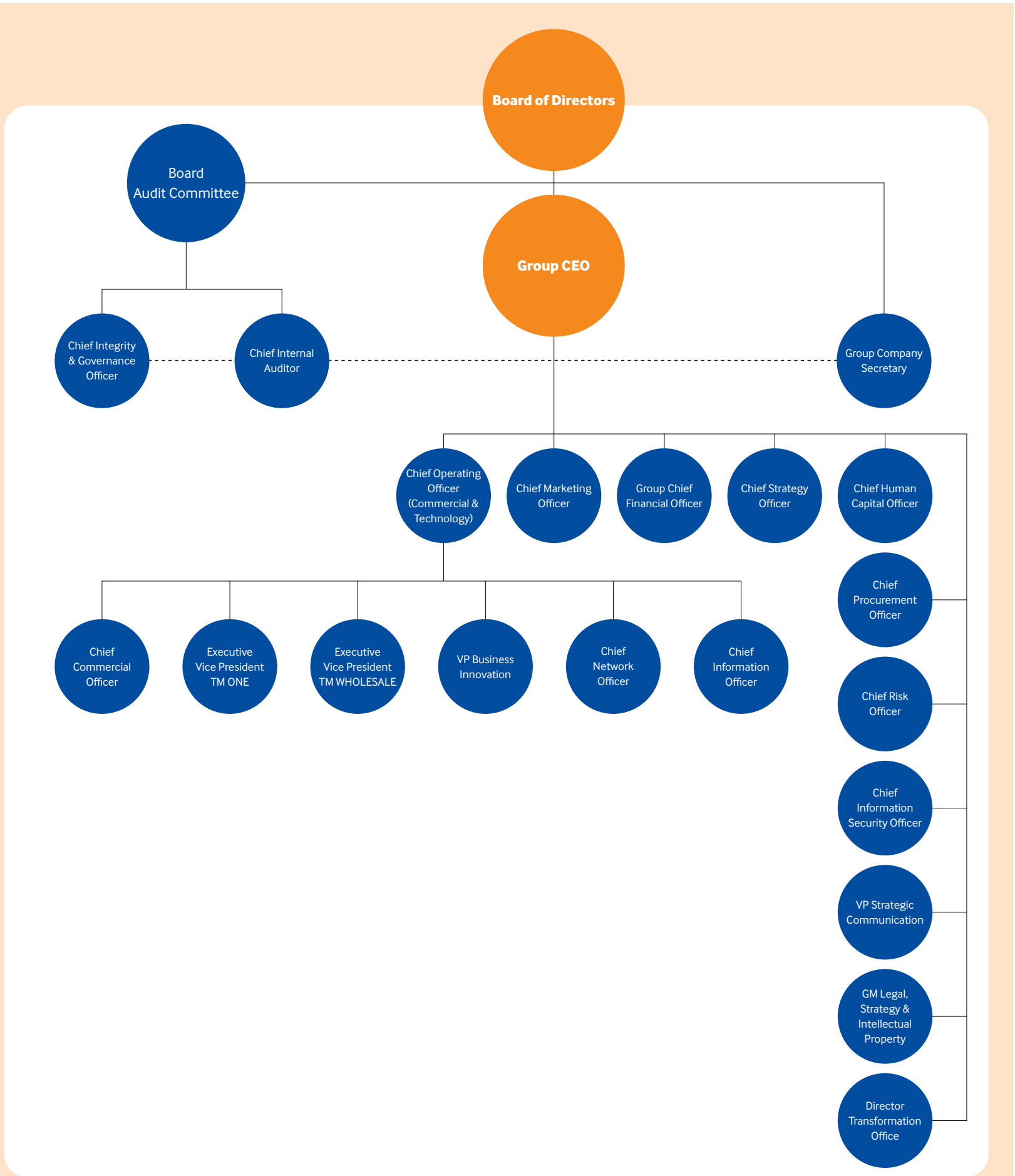
Domestic
5
Cable Landing Stations

Domestic
9
Point-of-Presence (PoPs)

> GROUP CORPORATE STRUCTURE



> GROUP ORGANISATION STRUCTURE



> CORPORATE MILESTONES 2020

5G



7 JANUARY 2020

TM FIRST in the world to conduct Standalone (SA) dedicated 5G network mode test on both C-band and 700 MHz on a converged 5G core network

- TM successfully conducted a SA dedicated 5G Network mode test on both C-band and 700 MHz, simultaneously on a converged 5G core network; within less than a month since the C-Band was put on the air.
- This followed multiple firsts for TM and Malaysia, regionally:
 - Updated its Radio Access Network (RAN) nodes and devices to support 700 MHz SA dedicated 5G network.
 - Deployed 700 MHz 5G SA dedicated network.
 - Achieved 1.5Gbps for 5G speed tests conducted within its 5G use cases sites.
 - Equipped Langkawi with 5G, making it the first Smart Tourism Island in the world.

9 JANUARY 2020

TM and Digi collaborate to test out 5G network sharing for 5G demonstration projects

- TM and Digi Telecommunications Sdn. Bhd. (Digi), have agreed to work together in testing the capabilities, possibilities and limitations of 5G network sharing between multiple network service operators during the 5G Demonstration Project (5GDP) period.
- This portrays the synergy between fixed and mobile network operators in delivering 5G connectivity solutions towards serving a more digital society and lifestyle, digital businesses and industry verticals, as well as digital Government.

13 JANUARY 2020

TM partners with HUAWEI on 5G network carrier interoperability towards accelerating 5G commercialisation and network sharing

- TM collaborated with Huawei Technologies (M) Sdn Bhd (Huawei) on Interoperability Test programme focusing on SA dedicated core infrastructure architecture.
- The interoperability tests which were conducted at TM's 5GDP sites in Langkawi, Kedah included features and functionalities of network sharing among telecommunication service providers in the country.

16 JANUARY 2020

TM collaborates with U MOBILE for 5G connectivity

- TM and U Mobile explored several network infrastructure sharing models such as Multi-Operator Core Node (MOCN) or Multi-Operator Radio Access Network (MORAN) to enable an efficient and cost-effective implementation for immersive, wide-area 5G coverage ahead of the full-scale 5G infrastructure deployment in the country.



19 JANUARY 2020

TM creates history in the Malaysia Book of Records (MBOR) for the most number of drones used in a technology launch

- TM flew 555 drones showcasing formations to depict 5G benefits towards progressing humanity at the MCMC's 5GDP launch at Langkawi International Convention Centre in Langkawi. This listed TM in the MBOR as the most number of drones used in a technology launch.

22 JANUARY 2020

TM R&D contributes to nine (9) global standards in fibre connectivity and 5G

- TM Research & Development (TM R&D), TM's Centre of Excellence for Connectivity and Digital Ecosystems made significant contributions to the global standardisation bodies with nine (9) of its papers being adopted as global standards covering fibre connectivity and 5G.

20 FEBRUARY 2020

Menara TM is now 5G ready!

- After its participation in the 5GDP undertaken by the Malaysia Communications and Multimedia Commission (MCMC) in Langkawi, TM continued to expand its 5G network, bringing the advanced infrastructure to its headquarters, Menara TM. With the expansion, Menara TM is now 5G ready and will be able to deliver 5G services to more Malaysians.



12 MARCH 2020

TM strengthens its partnership with VMWARE to bring a new era of Cloud solutions and 5G to Malaysia

- TM in partnership with VMware, Inc. (NYSE: VMW) launched tGRID project, an initiative to transform its existing Cloud Platform to TM ONE Cloud Solutions through the expansion of services to cater to an end-to-end Cloud platform that enables next-generation innovation for Malaysian enterprises.

COVID-19

MARCH - DECEMBER 2020

TM implements special measures to encourage more Malaysians to #sTayhoMe #stayconnected #staysafe #staystrong to weather through the Movement Control Order (MCO)

unifi's FREE offers to help homes and businesses #sTayhoMe, #stayconnected, #stayentertained and #stayproductive

- FREE access to all channels on unifi TV, as well as a 20% discount for all Video-on-Demand (VOD) titles in HyppFlicks Plus category.
- FREE LTE hotspot pass for unifi Mobile postpaid users and 7-day unlimited data pass for unifi Mobile #BEBAS prepaid customers.
- FREE 1GB Productivity Internet daily to access a range of education and productivity related services until 31 December 2020 in line with the industry's joint initiative as part of the Short-Term Economic Recovery Plan (ERP).
- FREE unifi Mobile Biz LTE hotspot pass for unifi SME customers, productivity tools and free access to unifi's integrated Digital Marketing Solutions (DMS) platform and a 20% discount when they subscribed to the tools.
- unifi Biz also offered special financing support from unifi partner banks for disbursement of up to RM1.0 million in funds for each company and grant a moratorium on repayments for up to six (6) months.
- TM R&D unveiled its latest state-of-the-art solution to help in early detection of abnormal temperature among crowds - called Warning, Alert & Response or EWAR, its latest solution for COVID-19 early detection.

TM ONE's strong support of the Nation's command centres and essential services for public sector and enterprises to #stayconnected and for customers to #stayserved

- Supported the Nation's command centres for ministries and essential services such as the new Crisis Preparedness and Response Centre (CPRC) for Ministry of Health (MoH) and Malaysia Government Call Centre (MyGCC).
- Special Working Arrangements (SWA) for TM contact centre staff, observing MCO guidelines and revision of operation hours for TM Contact Centres nationwide.
- FREE calls to important hotline and emergency numbers including additional coverage for critical sites for Malaysians to #stayinformed and #styalert

TM WHOLESALE continued to support the industry to ensure seamless and uninterrupted connectivity for Malaysia to #stayconnected

TM Group nation building #staysupported initiatives during the MCO towards ensuring no one gets left behind

- Channelled more than RM6.7 million in total for nation building initiatives
 - Donated over RM2.0 million in cash to the Government's for COVID-19 Fund
 - Channelled RM1.0 million to GLC/GLIC Disaster Response Network (GDRN) Covid-19 Fund as humanitarian relief to communities affected by COVID-19 pandemic.
 - Established the TM Tabung Kebajikan COVID-19 internal fundraising campaign, raising RM730,000 for affected communities.
 - Pledged RM1.0 million for "To Malaysia with Love" (TMWL) campaign as humanitarian relief to community members, particularly in Sabah as one of the industry initiatives .
- Set up the TM COVID-19 Corporate Responsibility Taskforce to distribute TM care packages consisting of cash, essential items and dry food.



SWA for Warga TM nationwide

- 6,000 frontliners and engineers working 24x7 in multiple shifts.
- Flexible working hours or split working teams for Warga TM with critical functions .
- Work from home utilising digital channels and online productivity tools available for Warga TM with non-critical functions .

Activated TM's COVID-19 Response Team (CRT) in charge of implementing the necessary Business Continuity Plan (BCP) measures to ensure the health and safety of employees and partners.

Deployed 5G base stations at two (2) COVID-19 quarantine centres equipped with 50 complimentary units of 5G Fixed Wireless Access (FWA) terminals that deliver up to 500Mbps WiFi connectivity to enable the frontliners, medical teams as well as the patients to enjoy enhanced mobile broadband services over 5G connectivity.

FINANCIAL



21 FEBRUARY 2020

TM posts revenue of RM11.43 billion; records highest EBIT since 2007 at RM1.57 billion for FY2019 amidst a challenging environment

- TM posted its highest EBIT since 2007 at RM1.57 billion for the financial year ended 31 December 2019. Despite revenue challenges on the retail front, TM's performance improvement initiatives continued to bear fruit especially on cost.

20 MAY 2020

TM posts revenue of RM2.56 billion for 1Q2020

- TM recorded Group Revenue of RM2.56 billion for 1Q2020, 8.0% lower against 1Q2019 mainly due to lower revenue contribution from all lines of products, and the new challenges of the global outbreak of COVID-19.

27 AUGUST 2020

TM turns in resilient 2Q2020 performance; declares interim dividend of 6.8 sen per share amounting to RM256.6 million

- TM Group Revenue grew 1.4% to RM2.59 billion from RM2.56 billion recorded in 1Q2020 despite the full quarter impact of MCO, with higher revenue from voice and data services.

25 NOVEMBER 2020

TM reports strong 3Q2020 performance amidst a challenging environment

- Despite these unprecedented times, TM Group Revenue continued to increase QoQ recording a resilient 3.8% growth to RM2.69 billion from RM2.59 billion recorded in 2Q2020 on the back of higher revenue from voice, internet and data services.

Corporate Milestones 2020

CORPORATE



8 MAY 2020

TM announces appointment of new Chairman

- TM announced the appointment of its new Chairman, Tan Sri Dato' Seri Mohd Bakke Salleh, a highly respected corporate figure with extensive experience, known for upholding governance and integrity. He brings a wealth of industry and commercial insights, which will broaden and enrich the Board's overall expertise.



10 JUNE 2020

TM successfully concludes landmark virtual 35th Annual General Meeting

- TM concluded its 35th Annual General Meeting (35th AGM) with 14 out of 15 Ordinary Resolutions and one (1) Special Resolution tabled duly approved by its shareholders via online.

25 JUNE 2020

TM future skills programme empowers students and teachers

- TM collaborated with Bangsar/Pudu District Education Office (PPDBP) to implement TM Future Skills to schools under their care. Through the collaboration, TM is reaching out to 21 schools in the areas and empowering the teachers and students of the schools with the TM 3Ducation 3D printing module, TM Nano Maker Kit, design thinking and other IR4.0-centric skills and knowledge.



29 JUNE 2020

TM recognised 50 excellent students with YAYASAN TM SCHOLARSHIP

- Yayasan Telekom Malaysia (YTM) awarded its YTM's Future Leader Scholarships to 50 Malaysian Certificate of Education (SPM) 2019 high-achievers. YTM carefully selected 50 deserving students from more than 6,000 sponsorship applications received nationwide.



29 JULY 2020

TM announces appointment of Imri Mokhtar as Managing Director (MD)/ Group Chief Executive Officer (GCEO) TM

- TM announced the appointment of Imri Mokhtar as the new MD and GCEO effective 1 August 2020. Imri is a TM home-grown talent with a strong background in strategy and business operations. His last positions in TM as Chief Operating Officer (COO) and Acting GCEO placed him in the best position to take TM forward to our next phase of growth.



3 SEPTEMBER 2020

Telecommunications operators committed to JENDELA to deliver seamless digital connectivity for all Malaysians

- Telecommunication operators in Malaysia, including TM, are fully committed to partnering with the Government and make connectivity a basic utility. The Industry will fast-track Malaysia's transition into a high-income digital society, through an action plan known as Jalanin Digital Negara (JENDELA), as announced by the Prime Minister of Malaysia, YAB Tan Sri Muhyiddin bin Yassin.



7 SEPTEMBER 2020

TM collaborates with 14 financial institutions to establish vendor financing programme

- TM announced its collaboration with selected 14 financial institutions to embark on a TM Vendor Financing Programme called "PERINTIS", which provide comprehensive and flexible financing facility as well as consultation for TM local SME vendors.



6 OCTOBER 2020

TM enhances young graduates employability with its TM PROTÉGÉ programme

- TM continuously empower Malaysian graduates with its education-oriented and skill enhancement programmes. TM enrolled participants for its Ready to Work (RTW) programme, namely Professional Training and Education for Growing Entrepreneurs or PROTÉGÉ, in line with the Government’s effort in raising the employability level and improve marketability of the graduates.

This PROTÉGÉ programme or previously known as Program Skim Latihan 1Malaysia (SL1M) is under the supervision of PROTÉGÉ Secretariat and the Ministry of Entrepreneur Development and Cooperatives (MEDAC).



2 NOVEMBER 2020

MDEC and TM work together to deliver greater reach and impact to Malaysians in the digital economy

- TM and MDEC announced a collaboration in the joint effort to strengthen Malaysia’s digital readiness, towards realising its Digital Nation aspirations in four (4) key areas of Digitally Empowered Businesses; Rural Digital Economy; Digitally Skilled Malaysians; and Digital Advocacy and Community Engagement.

BUSINESS



21 JANUARY 2020

TM ONE collaborates with FNSV of Korea for Blockchain Secure Authentication solutions (BSA)

- TM ONE and FNS Value Co., Limited (FNSV) of Korea signed a Memorandum of Collaboration (MoC) to appoint TM ONE as the sole distributor of FNSV BSA products and solutions in Malaysia. As a strategic partner for ASEAN, FNSV provides advanced managed security services to our customers, from both enterprise and public sectors.

12 FEBRUARY 2020

TM R&D’s Open Innovation Platform (OIP) as the core enabler for digital infrastructure

- TM R&D has successfully developed in-house an open software development platform named Open Innovation Platform (OIP) that has enabled it to develop and deploy solutions four (4) times faster than before.

6 APRIL 2020

TM ONE launches Cloud α (Cloud Alpha) to strengthen enterprise and public sectors’ digital resilience

- TM ONE launched a new Cloud services campaign called Cloud α, to boost its end-to-end digital offerings for Malaysian enterprises and public sectors.



3 JULY 2020

TM inks agreement with HUAWEI; set to become the only Malaysian-owned end-to-end Cloud AI infrastructure service provider

- TM signed a Memorandum of Agreement (MoA) with Huawei Technologies (M) Sdn Bhd (Huawei), sealing a collaboration that will see further expansion of its Cloud services offered by its enterprise and public sector business arm, TM ONE. With the MoA, TM ONE customers will enjoy the full capabilities of Cloud α solutions.

3 JULY 2020

TM boosts internet speed to 300Mbps at Pusat Internet in Pitas, Sabah

- TM upgraded the internet speed at Pusat Internet Kampung Pinggan-Pinggan, Pitas, Sabah up to 300Mbps to fulfil the demand from the local communities. This is part of the Company’s CR initiatives that serve three (3) pillars – EES – to benefit more Malaysians in an increasingly digital era; true to the Company’s vision “To Make Life and Business Easier for a Better Malaysia”.



1 DECEMBER 2020

TM ONE and SME BANK collaborate to deliver technology funding to SMEs under PENJANA

- TM through TM ONE signed an MoU with Small Medium Enterprise Development Bank Malaysia Berhad (SME Bank), to offer technology funding for its SME customers to accelerate their business and digital transformation. This is part of the Government’s Pelan Jana Semula Ekonomi Negara (PENJANA) economic stimulus package to provide SMEs with financial assistance in adopting digitalisation and/or automation in their business operations.



27 DECEMBER 2020

TM expands its unifi service to more areas in Kuching

- TM, through TM Sarawak, expanded its unifi service to three (3) more villages in Kuching, Sarawak namely Kampung Boyan, Kampung Gersik and Kampung Surabaya. The service expansion has provided an opportunity for new and existing TM customers in the area to experience high-speed Internet connectivity delivered via fibre optic network.

> TM IN THE NEWS

Bakke's appointment to boost TM's position

KUCHARING: Analysts laud the appointment of Tan Sri Mohd Bakke Salleh has been appointed as Telekom Malaysia Bhd (TM) new chairman effective May 31 this year.

Bakke is currently the chairman of Federal Land Development Authority (Felda)



Tan Sri Mohd Bakke Salleh

Imri Pengarah Urusan, CEO TM

Pelantikan berkuat kuasa 1 Ogos, mullai pengalamat, luas terajui operasi syarikat

Imri Pengarah Urusan dan Ketua Pegawai Eksekutif Telekom Malaysia Bhd (TM) telah dilantik sebagai CEO TM menggantikan Tan Sri Mohd Bakke Salleh.

Imri Pengarah Urusan dan Ketua Pegawai Eksekutif Telekom Malaysia Bhd (TM) telah dilantik sebagai CEO TM menggantikan Tan Sri Mohd Bakke Salleh.



Imri Pengarah Urusan, CEO TM

TM optimis sedia sambungan jalur lebar buat 840,000 premis

KUALA LUMPUR: Telekom Malaysia Bhd (TM) optimis untuk melaksanakan sasaran dalam menyediakan sambungan jalur lebar gratis optik kepada 840,000 premis di seluruh negara di bawah Pelan Infrastruktur Digital Nasional (Jendela) menjelang akhir tahun ini.

Ketua Pegawai Operasi

Infrastruktur TM sedia adaptasi teknologi 5G

TELEKOM MALAYSIA Bhd (TM) bersedia mengadaptasi infrastruktur sedia ada untuk menyokong teknologi 5G.

Infrastruktur sedia ada TM sudah bersedia untuk menyokong teknologi 5G.

TM catat untung bersih RMI.02 bilion untuk 2020

KUALA LUMPUR: Telekom Malaysia Bhd (TM) mencatat keuntungan bersih RM1.02 bilion pada tahun kewangan 2020, meningkat 60.8 peratus daripada RM626.6 juta yang direkodkan pada 2019.

Keuntungan bersih meningkat 60.8 peratus daripada RM626.6 juta pada 2019 kepada RM1.02 bilion pada 2020.



Imri Pengarah Urusan, CEO TM

CAPAIAN LEBIH LAJU

FRRA beri lompatan hingga empat kali ganda jalur lebar

FRRA (Fiber to the Road) telah berjaya meningkatkan kadar penempatan jalur lebar di kawasan bandar.



TM komited perhebat peranan pacu MyDigital

KUALA LUMPUR: Telekom Malaysia Bhd (TM) memberi jaminan untuk menyokong inisiatif MyDigital Rangka Tindakan (Blueprint) Ekonomi Digital Malaysia yang dilancarkan pada Jumaat serta rancangan kerajaan bagi melonjakkan pemulihan sosio ekonomi terutamanya di saat-saat penting sekarang.

Menteri Pengarah Urusan dan Ketua Pegawai Eksekutif Kumpulannya, Imri Mokhtar, kerjasama swasta yang seumpamanya juga berupaya memacu negara menjadi Digital Malaysia sepenuhnya menjelang 2030 serta mewujudkan masyarakat, perniagaan serta kerajaan yang lebih digital.

TM sedia pakej pembiayaan komprehensif bantu vendor

TM menyediakan pakej pembiayaan komprehensif untuk membantu vendor dalam menghadapi cabaran semasa.

MDEC and TM to boost digital readiness

MDEC and TM will collaborate to enhance digital readiness across the country.



TM Future Skills tarik 6,000 tontolan

TM Future Skills telah menarik minat 6,000 peserta untuk mengikuti program latihan.

TM perluas perkhidmatan sokong pelan tindakan JENDELA

TM memperluas perkhidmatan untuk menyokong pelaksanaan Pelan Tindakan Jendela.

TM well-positioned to capture 5G connectivity

TM is well-positioned to capture 5G connectivity as it invests in advanced network infrastructure.

TM successfully concludes landmark virtual AGM

TM successfully concluded its landmark virtual AGM, marking a significant milestone in digital transformation.



TM exceeds Jendela infrastructure rollout target

TM has exceeded the target set under the National Digital Infrastructure Plan (Jendela) for the deployment of fixed broadband infrastructure.

Sebanyak RM6 Juta Didermakan Kepada Barisan Hadapan Oleh Syarikat-Syarikat Telekomunikasi

Sebanyak RM6 juta dederamkan kepada barisan hadapan oleh syarikat-syarikat telekomunikasi.

TM Dinasti Sebagai Malikan Paling Menarik oleh Graduan

JUARA Kategori Syarikat Berkeadilan Korporasi (KLD)

TOP 3 Kategori Telekomunikasi

Foundation awards 50 excellent students with scholarships

The foundation has awarded 50 scholarships to excellent students to support their education.



Covid: TM aktifkan protokol keselamatan

TM has activated safety protocols to ensure the well-being of employees and customers during the COVID-19 pandemic.

TM accorded Special Kincentric Covid Resilience Award M'sia 2020

TM was recently awarded the Special Kincentric Covid Resilience Award Malaysia at the Kincentric Best Employers.

TM menang 2 anugerah platinum NACRA 2020

TM has won two platinum awards in the NACRA 2020 competition, recognizing its commitment to customer service.

TM One launches Cloud Alpha to help enterprise

KUALA LUMPUR: Telekom Malaysia Bhd's enterprise and public sector business solutions arm, TM One, has launched a new cloud services campaign called Cloud Alpha to further strengthen the enterprise and public sector digital solutions.

Ahmad Taufiq Omar, TM One executive vice president and chief executive officer, said as organisations seek to remain competitive in a very challenging business environment, cloud computing has become a core means to provide better and improved business services to end customers and achieve cost efficiencies.

"This is especially crucial in times of uncertain market conditions owing to the current Covid-19 pandemic and the Movement Control Order, which demand companies and organisations to boost their use of digital tools and services, maintain higher levels of connectivity, and be more cost-effective and innovative," he said in a statement yesterday.

He said Cloud Alpha is the foundation that enables blockchain, chatbot, data analytics and robotic process automation to be rolled out by industry players to enhance their service delivery while keeping in compliance with regulatory requirements such as Bank Negara Malaysia's Risk Management in Technology regulations.

"A key focus that differentiates Cloud Alpha from other cloud services is our comprehensive offering to align with our customers' cloud strategy. Whether they are looking at public, private, hybrid or multi-cloud, we have the solution for them," he said.

TM One, a subsidiary jointly launched by multinational packages for medium enterprises.

The infrastructure as-a-service provider also offers a Disaster Recovery as-a-Service via virtual private cloud and hybrid cloud at Azure Stack, which will ensure that live data is available within minutes in the event of a disaster, thus improving recovery point objective and recovery time objective thresholds.

TM One is also offering six months free Software as a Service subscription of Microsoft Teams and Office 365 to support small and medium enterprises, in addition to discounted Office 365 packages until end of the year, Ahmad Taufiq added. — *Bernama*

Unifi dinobatkan penyedia internet terbaik

DUA ENAM PUNYAI anugerah sebagai penyedia internet terbaik di Malaysia 2021, Unifi dinobatkan sebagai penyedia internet terbaik di Malaysia 2021 oleh majlis anugerah penyedia internet terbaik di Malaysia 2021.

Unifi dinobatkan sebagai penyedia internet terbaik di Malaysia 2021 oleh majlis anugerah penyedia internet terbaik di Malaysia 2021.



'Unifi Your World' tawar pengalaman internet lebih baik

Unifi dinobatkan sebagai penyedia internet terbaik di Malaysia 2021 oleh majlis anugerah penyedia internet terbaik di Malaysia 2021.

TM ONE, SME Bank bekerjasama

KUALA LUMPUR: TM ONE menandatangani memorandum persefahaman dengan SME Bank untuk memajukan perkhidmatan perbankan digital kepada pelanggan perniagaan kecil dan sederhana (PKS).

Kerjasama tersebut adalah untuk Dana Transformasi Teknologi PKS (DTPK) yang diperkukuh SME Bank bersama Kementerian Kawangan bagi memajukan perniagaan kecil dan sederhana (PKS) ke peringkat PKS tempatan.

Se memajukan perkhidmatan perbankan digital kepada pelanggan perniagaan kecil dan sederhana (PKS) dan memajukan perkhidmatan perniagaan kecil dan sederhana (PKS) ke peringkat PKS tempatan.

Ahmad Taufiq Omar dan Arif Puteh beramah mesra sebelum menandatangani dokumen kerjasama yang ditandatangani di Kuala Lumpur, semalam.



unifi continues support for customers in response to MCO extension

KUALA LUMPUR: Unifi continues to support its customers in response to the MCO extension. Unifi offers various services to help customers during the MCO extension.

Unifi offers various services to help customers during the MCO extension.

MMU inks MoU with 68r Academy to further data science and analytics programmes

KUALA LUMPUR: MMU inks MoU with 68r Academy to further data science and analytics programmes. The MoU aims to enhance the quality of education and research in data science and analytics.

The MoU aims to enhance the quality of education and research in data science and analytics.



Unifi bantu pulihkan PKS

KUALA LUMPUR: Unifi bantu pulihkan PKS. Unifi menawarkan perkhidmatan internet berkelajuan tinggi kepada PKS untuk membantu mereka pulihkan perniagaan mereka.

Unifi menawarkan perkhidmatan internet berkelajuan tinggi kepada PKS untuk membantu mereka pulihkan perniagaan mereka.

TM ONE inks deal with Korean blockchain company, enhancing digital transactions

KUALA LUMPUR: TM ONE inks deal with Korean blockchain company, enhancing digital transactions. The deal aims to improve the efficiency and security of digital transactions.

The deal aims to improve the efficiency and security of digital transactions.



MMU-industry to collaborate

KUALA LUMPUR: MMU-industry to collaborate. MMU and industry partners will collaborate to develop and implement various projects to enhance the quality of education and research.

MMU and industry partners will collaborate to develop and implement various projects to enhance the quality of education and research.



TM expands Unifi service over Boyan, Gersik, Surabaya areas

KUCING: TM expands Unifi service over Boyan, Gersik, Surabaya areas. TM has successfully expanded its Unifi service to these areas, providing high-speed internet to the local community.

TM has successfully expanded its Unifi service to these areas, providing high-speed internet to the local community.



TM R&D menang 2 anugerah iktiraf penyelesaian pintar

KUALA LUMPUR: TM R&D menang 2 anugerah iktiraf penyelesaian pintar. TM R&D telah memenangi dua anugerah iktiraf penyelesaian pintar untuk projek-projeknya.

TM R&D telah memenangi dua anugerah iktiraf penyelesaian pintar untuk projek-projeknya.



Funding Societies, TMIM tawar pembiayaan PKS

KUALA LUMPUR: Funding Societies, TMIM tawar pembiayaan PKS. Funding Societies and TMIM menawarkan perkhidmatan pembiayaan kepada PKS untuk membantu mereka memulakan atau mengembangkan perniagaan mereka.

Funding Societies and TMIM menawarkan perkhidmatan pembiayaan kepada PKS untuk membantu mereka memulakan atau mengembangkan perniagaan mereka.



TM equips 12 quarantine centres with broadband

KUALA LUMPUR: TM equips 12 quarantine centres with broadband. TM has successfully equipped 12 quarantine centres with broadband internet, ensuring that those in quarantine can stay connected.

TM has successfully equipped 12 quarantine centres with broadband internet, ensuring that those in quarantine can stay connected.



27 program CSR MMU bantu golongan terkekasan PKP

KUALA LUMPUR: 27 program CSR MMU bantu golongan terkekasan PKP. MMU telah melaksanakan 27 program CSR untuk membantu golongan terkekasan PKP.

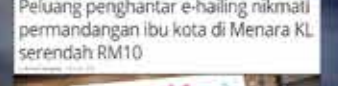
MMU telah melaksanakan 27 program CSR untuk membantu golongan terkekasan PKP.



Better internet speed for villagers

KUALA LUMPUR: Better internet speed for villagers. TM has successfully improved internet speeds for villagers, providing a better online experience.

TM has successfully improved internet speeds for villagers, providing a better online experience.



Peluang penghantar e-hailing nikmati pemandangan ibu kota di Menara KL serendah RM10

KUALA LUMPUR: Peluang penghantar e-hailing nikmati pemandangan ibu kota di Menara KL serendah RM10. Penghantar e-hailing dapat menikmati pemandangan ibu kota di Menara KL dengan bayaran serendah RM10.

Penghantar e-hailing dapat menikmati pemandangan ibu kota di Menara KL dengan bayaran serendah RM10.

