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## Households in HSBB Trials

Approximately 122 households in Bangsar, Taman Tun Dr. Ismail, Subang Jaya and Shah Alam are currently involved in a HSBB retail service trial as part of TM's progressive plan to roll out its commercial HSBB services in the four initial roll-out areas by the end of Q1, 2010.

The trial gives TM an opportunity to test out its systems, processes, fibre installation methodology, etc in providing an enhanced customer service experience when commercial service is offered in late Q1 2010. These 'beta testers' are experiencing and enjoying network access speeds of 15Mbps along with the related triple-play services of Voice, Video and High Speed Internet which will eventually make up the complete HSBB commercial retail package. TM had recently completed two pilot consumer studies to determine the best composition and pricing options for proposed HSBB retail packages which will comprise basic and add-on services.

## HSBB on Track

TM is on track to commercially launch the High Speed Broadband (HSBB) retail service in the four initial areas of Taman Tun Dr. Ismail, Bangsar, Subang Jaya and Shah Alam by the end of Q1 2010. Hard at work, up to 22 October 2009, TM has completed physical work in 4 exchanges while work is currently in progress at 44 exchanges out of 95 exchanges nationwide planned to be covered by the initial rollout of HSBB services.

By the end of 2012 -- in accordance with the completion of the first phase of the national HSBB project agreed with the Government -- approximately 1.3 million premises nationwide will have access to HSBB services. TM has also completed two pilot consumer studies to determine the best composition of the HSBB retail packages which will be disclosed nearer to the launch date next year.

## Bringing 4G to Malaysia

YTL Communications Sdn Bhd (YTL Communications), which will soon deploy a nationwide 4G network service, signed a Wholesale Ethernet Service and Master Tenancy for Infrastructure Sharing Agreement with TM on 18 November 2009. The 15-year agreement will enable YTL Communications to leverage on TM's nationwide Wholesale Ethernet service, while riding on the High Speed Broadband ("HSBB") infrastructure, and TM's other telecommunications facilities, to deliver 4G services nationwide by 2010.

The partnership agreements were signed by Tan Sri Dato' (Dr) Francis Yeoh, YTL Group Managing Director and Wing K. Lee, Chief Executive Officer of YTL Communications, while TM was represented by Group Chief Executive Officer, Dato' Zamzamairani Mohd Isa, and Executive Vice President, Wholesale Business, Rafeai Samsi.



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## Awarded by Readers' Choice

On 7 October 2009, TM received Data Centre & Hosting Services Provider and Managed Connectivity Services awards for the second consecutive years at the 8th Annual Computerworld Malaysia Readers Choice Awards held at the Mandarin Oriental Hotel, Kuala Lumpur. TM also received recognition for its Managed Connectivity Service Provider Awards where we provide a dedicated point-to-point digital circuit connection. Present to receive the awards was Azizi A. Hadi, Vice President, Retail Product, TM.

Held for the eighth consecutive year for companies in the field of telecommunications / ICT in Malaysia, the Computerworld Readers' Choice Awards recognize and acknowledge companies that excel in their business segments and are noted in their efforts to improve the industry as a whole.



## 4 Top Awards within a Week

TM was recently honoured with a medley of awards in various categories.

Firstly, TM was accorded the first runner-up spot at the Malaysian Business-CIMA Enterprise Governance Awards 2009 held on 6 November 2009. Apart from that, TM also emerged as runner-up for the Corporate Social Responsibility (CSR) category. This is the second consecutive year that TM has received the award. Datuk Bazlan Osman, Executive Director / Group Chief Financial Officer, TM received both awards from Minister of International Trade & Industry, Dato' Mustapa Mohamed. The Award confers due recognition for excellence in enterprise governance among Malaysian companies.



In another development, TM was ranked in the Top 5 in Malaysia 1000, the country's top corporate directory that provides access to comprehensive information on the cream of Malaysian companies in a wide range of corporate and industrial sectors. At the Malaysia 1000 Awards presentation ceremony held on 7 November 2009, Mohd Khalis Abdul Rahim, Chief Human Capital Officer of TM, received the recognition on behalf of TM. Now already in its fourth edition, Malaysia 1000 ranks and identifies the country's top 1,000 corporations in terms of financial performance

VADS Business Process Sdn Bhd, the Business Process Outsourcing arm of VADS Berhad (VADS BPO) recently bagged a total of 7 Prestige awards at the 9th Annual Customer Relationship Management and Contact Centre Association of Malaysia (CCAM) awards ceremony held on 6 November 2009. On the same date, VADS BPO also took home the Silver Award for Best Contact Centre (Above 250 Agents Category) for Malaysia at the 2009 World Top Ranking Performers Awards held at Las Vegas, USA.

Meanwhile, Dato' Zamzamzairani Mohd Isa, Group Chief Executive Officer of TM, on his personal capacity, was honoured with the prestigious Business Leadership Award for the Broadband Sector at the inaugural Malaysia Business leadership Awards presentation ceremony on 15 November 2009. Organised by the Kuala Lumpur Malay Chamber of Commerce (KLMCC) with the theme 'Making Malaysia a Thriving Business Community', the award is a true recognition of the achievements of entrepreneurs and captains of industry in the Malaysian Business Community.



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## Free WiFi@PIZZA HUT

Pizza Hut and TM are now offering patrons at all Pizza Hut outlets throughout the country FREE wireless broadband internet access as part of a new collaboration between the two companies.

A launch event was held at Pizza Hut Kota Damansara, Petaling Jaya, Selangor on 23 October 2009. This FREE WiFi@Pizza Hut service is now available at 163 Pizza Hut outlets throughout Malaysia and is powered by Streamyx.

Haji Jamaludin Md Ali, Managing Director of QSR Brands Bhd, the operator of Pizza Hut and Azizi A. Hadi, Vice President, Retail Product, TM were present to jointly kick off the FREE WiFi@Pizza Hut.



## Supporting LIMA '09

TM continues to support the internationally acclaimed Langkawi International Maritime and Aerospace Exhibition (LIMA '09) as the Official Telecommunications Provider. The 10th edition of LIMA was hosted by the Ministry of Defence and held from 1 to 5 December 2009 at Mahsuri International Exhibition Centre (MIEC), Langkawi, Kedah. For LIMA '09, TM has equipped the Secretariat with a comprehensive suite of telecommunications services and supporting facilities which include fixed line telephones, fax and Internet access.

TM's participation was announced at the signing of a Memorandum of Understanding (MOU) between HW LIMA and sponsors of LIMA '09 held on 26 October 2009. The MOU was signed by Dato' Kairul Annuar Mohamed Zamzam, Executive Vice President, Government, TM while HW LIMA was represented by Ahmad Dzuhri Abdul Wahab, Managing Director of HW LIMA. Dato' Seri Dr. Ahmad Zahid Hamidi, the Minister of Defence of Malaysia, was present to witness the signing ceremony.



## Capacity Asia 2009

TM continues its participation in Capacity Asia held from 4 November until 5 November 2009 here in Kuala Lumpur for the fifth running years. Capacity Asia is a pan-Asian wholesale telecommunications meeting for regional and international providers organized by Capacity magazine.

Giorgio Migliarina, Chief Technology and Innovation Officer, TM, was present to deliver his welcome remarks at the opening ceremony. TM also participated in the 2-day conference with Mohamad Rozaimy Abdul Rahman, Executive Vice President, TM Global and Ahmad Azhar Yahya, High Speed Broadband (HSBB) Programme Director, TM being keynote panels during panel sessions.

At the event, TM also showcased data services and solutions, with special focus on TM FIFA 2010 World Cup Package in collaboration with Telkom South Africa (TSA).

## Extending Reach in Europe and the Americas

TM signed a partnership agreement with Global Crossing, a leading global IP solutions provider to join Global Crossing's Global Partner Program (GPP) on 9 November 2009.

At the signing ceremony to signify the collaboration between the two companies held in conjunction with Capacity Asia 2009 in Kuala Lumpur recently, Global Crossing was represented by Ricky Chau, Vice President, Carrier Services and General Manager, Asia while Azmal Yahya, Vice President, Global Sales & Marketing, Global, represented TM.

The program will enable TM to expand the availability of its Converged IP and Private Line services to Europe and the Americas.



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## Outstanding in NACRA 2009

TM bagged four awards in the National Annual Corporate Report Awards (NACRA) 2009 at the award presentation ceremony held at the Sime Darby Convention Centre, Kuala Lumpur.

TM was honoured with the following awards:

- Overall Excellence Award for Most Outstanding Annual Report of the Year - Gold Award
- Best Corporate Social Responsibility Award - Gold Award
- Best Annual Report in Bahasa Malaysia - Gold Award
- Industry Excellence Award for Main Board Companies in the Trading and Services category

Present to receive the awards were Dato' Zamzamzairani Mohd Isa, Group Chief Executive Officer, TM, and Datuk Bazlan Osman, Group Chief Financial Officer, TM.



## Distinctive Excellence

TM bagged two awards at the Minority Shareholders Watchdog Group (MSWG) awards ceremony held on 10 December 2009 in Kuala Lumpur. TM was one of several large corporations selected to receive the prestigious Distinction Award and the award for Best AGM Conducted in 2009 with two other distinguished organizations. Datuk Bazlan Osman, Group Chief Financial Officer, TM was present to receive both awards

In addition, MSWG also recognized TM as one of the Top 100 companies in the Malaysian Corporate Governance Index (MCGI), which promoted best practices in corporate governance amongst public listed companies in the country.



## TSSSB Triumphed

Telekom Sales & Services Sdn. Bhd. (TSSSB), a wholly-owned subsidiary of TM was honoured with two major awards in the telecommunications retail category during the International Business Review Awards 2009 held on 19 November 2009 at the Putrajaya International Convention Centre (PICC). For the 2nd consecutive year, TSSSB received the International Business Review Corporate Award and Ahmad Khairul Razi Ismail, Chief Executive Officer of TSSSB, also clinched the International Business Review Chief Executive Officer Award, both for the Telecommunications Retail Services category.

The International Business Review Awards 2009 was organised by International Business Review magazine and the nominations for the awards were open to companies operating in 18 different sectors. Among the sectors recognized by the award were the telecommunications, oil and gas as well as banking and finance sectors.



## Topping the Virtualization Strategy

Hitachi Data System (HDS) awarded the Best Virtualization Strategy award to TM during the HDS APAC CIO Summit 2009 held at Shangri-La Hotel & Resort in Kota Kinabalu, Sabah on 11 November 2009. The award is due to TM's Group IT extensive implementation of Storage Virtualization in projects initiatives using the latest technology such Thin Provisioning, Data De-duplication, Puredisk data backup and Virtual Tape Library (VTL) to optimise the usage of storage at at Kelana Jaya and Taman Tun Dr Ismail Data Centers and new HSBB Data Centers in Cyberjaya and Brickfield.

Nizam Arshad, Vice President of Group IT, received the prestigious award on behalf of TM.



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## Red Devil in Malaysia

TM signed up a partnership deal on 8 July 2009 with English Premier League Champion, Manchester United (MU) as the official Telecommunications Partner for the Manchester United Asia Tour 2009 in Malaysia.

With the partnership, football enthusiasts among TM customers in Malaysia were given access to rich football content of Manchester United. Visitors only needed to register as a member on Hypp.TV, to view the MU content and be part of the online fan activities and contests.

In conjunction with the momentous event, TM also offered exclusive gifts with every new subscription of Streamyx packages and special edition merchandise.

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## More Online Directories

TM Info-Media Sdn. Bhd. (TMIM) signed three Memorandums of Collaboration with its partners on 14 August 2009. TMIM is collaborating with International Islamic University Malaysia (IIUM) to publish the online versions of Halal Pages (e-Halal), FlyFirefly Sdn. Bhd. (FlyFirely) for Malaysia Tourist Pages (e-Holiday) and FriedChillies Media Sdn. Bhd. (FriedChillies) for F&B outlets directory (e-Dining).

Nasaruddin Mohd. Zaini, Chief Executive Officer of TMIM represented TMIM at the signing ceremony while Professor Dato' Sri Dr. Syed Arabi Iddid, Rector of IIUM; Angelina Corrina Fernandez, Head of Corporate Communications, FlyFirefly and Mohd Adly Rizal, Chief Executive Officer and Founder of FriedChillies signed the Memorandums of Collaboration on behalf of their respective companies.

At the same event, Dato' Sri Ismail Sabri Yaakob, Minister of Domestic Trade, Cooperatives and Consumerism also officially launched the three online directories.

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## New Mobile Dialer

20 August 2009 witnessed the launching of a new product from TM, iTalk Mobile Dialer. This new product eliminates the need for physical installment and users will only need to download the free software into their hand phones or computers.

This new software can be used with hand phones with GPRS, 3G and WiFi which are using Symbian 60, Microsoft Windows Mobile and Blackberry.

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## The Yellow Book Is Back!

TM Info-Media Sdn Bhd (TMIM) released its 2010 edition of its signature Yellow Pages advertising directory on 10 September 2009. The release coincided with the distribution of 5,000 copies of the directory to customers and neighbouring businesses at Damansara Uptown. TMIM will be distributing more than 1.5 million copies of its Yellow Pages directory nationwide.

The new 2010 edition of Yellow Pages boasts thousands of advertisers and business listings and contains bountiful useful public information, The 2010 Yellow Pages was initially distributed in the central region, namely Kuala Lumpur and Selangor, from September 2009 onwards and extended nationwide in November 2009. It would also be made available for collection at selected TMpoint outlets and selected Petronas stations, while companies would receive them via door-to-door delivery.



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## Basic Necessities for Malaysian Pilgrims

TM presented its contribution worth RM1.8 million to the Lembaga Tabung Haji (LTH) pilgrims who were scheduled to perform the pilgrimage to Mecca this year at a ceremony held at the Tabung Haji Headquarters in Kuala Lumpur on 8 October 2009. This is the 15th consecutive year that TM sponsored basic items for Haji pilgrims through its Sahabat Korporat Tabung Haji programme.

This year, TM contributed 30,000 sling bags and shoe bags plus 38,000 plastic mats. Beside the necessities, TM also gave away 30,000 iTalk prepaid calling cards worth RM5 each to the pilgrims.

Present to handover TM's contribution at a presentation ceremony of gifts from Lembaga Tabung Haji corporate partners was Hamdan Ismail, Vice President, Government Sales, TM.

## Yayasan Universiti Multimedia Kicked-Start

Multimedia University (MMU) launched the Yayasan Universiti Multimedia (YUM) and held a Charity Dinner at its Cyberjaya Campus on 30 October 2009 to raise funds for the foundation.

The launch of YUM was done by Tun Dr. Siti Hasmah Hj. Mohd Ali, Chancellor of MMU, who is also the Chairman of the Board of Trustees for YUM. The Charity Dinner successfully raised RM 210,000 to kick-start the YUM funds. The main contributor for the event was TM, followed by Universiti Telekom Sdn Bhd (UTSB), IBIL (M) Sdn Bhd, Sri Inderajaya Holdings Sdn Bhd and SUPB Industries Sdn Bhd.

YUM is a charitable foundation established to promote lifelong education among Malaysians. Also present at the event were Tun Dr Mahathir Mohammad, Dato' Zamzamzairani Mohd Isa, Group Chief Executive Officer of TM, YUM Board of Trustees and MMU Board of Directors. The guests were also serenaded by Malaysia's popular artiste, Dato' Siti Nurhaliza.

## Honouring High Achieving Students

On 2 December 2009 TM honoured 97 outstanding graduates who were awarded TM scholarships to pursue their studies through its social arm, Yayasan Telekom Malaysia at a certificate presentation ceremony held at Menara TM.

The scholars received their certificates of excellence in recognition of their outstanding achievement and to serve as an encouragement for them to continue their excellent performance in their careers with TM. The certificates were given away by Dato' Zamzamzairani Mohd. Isa, Group Chief Executive Officer of TM.

Dato' Zamzamzairani congratulated the recipients for their hard work and determination in obtaining outstanding results in their studies.



## TSSSB "Menderma Sambil Beramal"

TM Smart School organised a "Menderma Sambil Beramal" programme at Rumah Anak Yatim Taman Baiduri, Dengkil on 10 September 2009. The orphanage was just started six months ago and is currently the home of 15 orphaned boys aged from seven to 15 years old.

TM Smart School contributed a set of learning multimedia software for Standard 1 until Form five for Bahasa Melayu, Bahasa Inggeris, Mathematics and Science subjects as additional reference material, clothes, books and cash, as well as a breaking fast food spread.

The hand over of the contribution was done by the Chief Executive Officer of TM Smart School, Zainudin Ismail to the representative of Rumah Anak Yatim Taman Baiduri, Ustaz Izhar. TM Smart School also prepared duit raya for each of the ophans.

