WELCOME TO LIFE IN THE ERA OF convergence™

“Everything I need is at the touch of a button.”
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Company Updates

“Where we are able to go beyond our boundaries and stay on top of everything.”
Leadership Line-Up to Cement Our Position as Malaysia’s Convergence Champion
• Manifests TM’s Convergence Champion aspiration

• Malaysia’s first fully digital mobile company

• Service launched 30th September 2016

• April 2017, launched new webe products to cater SME’s broadband needs (webe mobile biz and webe broadband biz)

• Close to 2,300 LTE sites operational; more than 64% population coverage

• “Data Liberation” – never-ending proposition of data, calls and SMS’
Our digital transformation supported by Convergence

Superfast & seamless internet connection, everywhere and anytime

Relevant lifestyle and business services on all your devices

Delivered to you through an easy and enjoyable experience
CONVERGENCE CHAMPION
- 2.37mn broadband customers
- >2.59mn HSBB ports nationwide
- webe at 4.2% penetration of TM Households
- >27,700 Warga Keluarga TM

RM2.96bn revenue as at 1Q2017
- RM229.8mn Normalised PATAMI as at 1Q2017
- >410% Total Shareholder Return since demerger*
- RM808mn total dividend paid for FY2016
"Where it only takes a moment to bring communities together.”
Life Made Easier™

Broadband Improvement Plan 2017

• Thank You Surprise! progressing well and will benefit 641,000 UniFi customers
• >450,000 eligible customers have been upgraded
• Expected completion of upgrades over the next few months
• webemobile biz and webebroadband biz to cater to SME’s broadband needs

• Held inaugural Enterprise and Public Sector segments

• Deployment of Smart C-RAN for Smart Putrajaya project

• VADS’ Twin Core Data Centres, in Iskandar Puteri, Johor will be operational this year

• Collaboration with property developers in building smart cities/providing smart solutions

• Increased Global connectivity through submarine cable expansion - Bay of Bengal Gateway and SEA-ME-WE 5 cable systems
“Where young minds are inspired to find new solutions to old challenges.”

Moving Forward
Convergence 2.0: Moving TM to deliver Life in the Era of Convergence

To make Life & Business Easier
For a better Malaysia

So, Life in the Era of Convergence will be about...

1. Smarter Living
2. Smarter Businesses
3. Smarter Cities
4. Smarter Communities
5. Smarter Nation

Products & Services
Mass Market
Managed Accounts / TM Business Solutions
Global Wholesale

Beyond Products & Services
Education Group
Innovation Group
Social Initiatives Group

Customer Experience

Reprioritising Productivity
Embedding Innovation

Smarter Living
Smarter Businesses
Smarter Cities
Smarter Communities
Smarter Nation
1Q2017 Financial & Operational Highlights

“Where technology can help us become ‘heroes of the day.’”
Key 1Q2017 Highlights

**Revenue**

- **1Q17**: RM 2,965
- **4Q16**: RM 3,237
- **1Q16**: RM 2,855

**EBIT**

- **1Q17**: RM 304 (Reported) / RM 312 (Normalised)
- **4Q16**: RM 286 (Reported) / RM 300 (Normalised)
- **1Q16**: RM 280 (Reported) / RM 312 (Normalised)

**PATAMI**

- **1Q17**: RM 230 (Reported) / RM 230 (Normalised)
- **4Q16**: RM 154 (Reported) / RM 270 (Normalised)
- **1Q16**: RM 322 (Reported) / RM 203 (Normalised)

Note: Unless stated otherwise all figures shall be inclusive of Webe
Group Total Revenue by Product

**Voice**
- 1Q16: 849 RM mn
- 4Q16: 857 RM mn
- 1Q17: 804 RM mn

**Internet**
- 1Q16: 894 RM mn
- 4Q16: 951 RM mn
- 1Q17: 969 RM mn

**Data**
- 1Q16: 636 RM mn
- 4Q16: 732 RM mn
- 1Q17: 657 RM mn

**Others**
- 1Q16: 476 RM mn
- 4Q16: 697 RM mn
- 1Q17: 535 RM mn

**Note:** Unless stated otherwise all figures shall be inclusive of Webe.

*Others comprise other telco and non-telco services (i.e. ICT-BPO, MMU tuition fees, customer projects)

*Total revenue is after inter-co elimination.*

**1Q16**
- Voice: 30%
- Internet: 33%
- Data: 22%
- Others*: 17%

**1Q17**
- Voice: 27%
- Internet: 33%
- Data: 22%
- Others*: 18%

**Total Revenue:**
- 1Q16: RM 2,855mn
- 4Q16: RM 2,965mn
- 1Q17: RM 2,965mn

**Revenue Change:**
- Voice: -6.2% (1Q16) to -5.3% (1Q17)
- Internet: +1.9% (4Q16) to +8.4% (1Q17)
- Data: -10.2% (1Q16) to +3.3% (1Q17)
- Others*: -23.2% (1Q16) to +12.4% (1Q17)
Group Total Revenue by Customer Clusters

Mass Market
- 1Q16: RM 1,255
- 4Q16: RM 1,309
- 1Q17: RM 1,307

Managed Accounts
- 1Q16: RM 1,043
- 4Q16: RM 1,205
- 1Q17: RM 1,067

Global & Wholesale
- 1Q16: RM 429
- 4Q16: RM 573
- 1Q17: RM 457

Others*
- 1Q16: RM 129
- 4Q16: RM 150
- 1Q17: RM 133

Note: Unless stated otherwise all figures shall be inclusive of Webe

*Others include revenue from Property Development, TM R&D, TMIM, UTSB, MKL & Webe
Healthy UniFi growth and stable ARPU

- UniFi customer base close to 979,000 customers; 81% on packages 10Mbps & above
- Contribution from upselling and content revenue
- Webe achieved 4.2% penetration of TM Households*

*TM Household denotes households with at least 1 TM service

Fixed Line

- ARPU at RM26
1Q2017 OPEX & CAPEX

### Cost % of Revenue

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total Cost / Revenue (%)</th>
<th>Group Capital Expenditure / Revenue (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1Q16</td>
<td>90.3%</td>
<td>11.1%</td>
</tr>
<tr>
<td>4Q16</td>
<td>91.2%</td>
<td>11.9%</td>
</tr>
<tr>
<td>1Q17</td>
<td>89.9%</td>
<td>11.9%</td>
</tr>
</tbody>
</table>

#### Breakdown

- **Depreciation & Amortisation**
  - 1Q16: 3.3
  - 4Q16: 3.5
  - 1Q17: 3.1

- **Direct Costs**
  - 1Q16: 6.0
  - 4Q16: 9.1
  - 1Q17: 6.5

- **Other Operating Costs**
  - 1Q16: 5.9
  - 4Q16: 6.2
  - 1Q17: 6.1

- **Maintenance Cost**
  - 1Q16: 11.7
  - 4Q16: 10.4
  - 1Q17: 11.8

- **Supplies & Materials**
  - 1Q16: 2.2
  - 4Q16: 21.0
  - 1Q17: 21.5

- **Bad & Doubtful Debts**
  - 1Q16: 1.0
  - 4Q16: 0.4
  - 1Q17: 0.1

### Group Capital Expenditure

- **1Q16**: 318 (11.1%)
- **1Q17**: 352 (11.9%)

Note: Unless stated otherwise all figures shall be inclusive of Webe.
## Group Cash Flow

<table>
<thead>
<tr>
<th>RM mn</th>
<th>1Q17</th>
<th>1Q16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash &amp; cash equivalent at start</td>
<td>2,925.2</td>
<td>3,510.8</td>
</tr>
<tr>
<td>Cash flows from operating activities</td>
<td>391.7</td>
<td>528.3</td>
</tr>
<tr>
<td>Cash flows used in investing activities</td>
<td>(673.0)</td>
<td>(769.9)</td>
</tr>
<tr>
<td>CAPEX</td>
<td>351.5</td>
<td>317.6</td>
</tr>
<tr>
<td>Cash flows used in financing activities</td>
<td>(599.6)</td>
<td>(77.8)</td>
</tr>
<tr>
<td>Effect of exchange rate changes</td>
<td>(12.2)</td>
<td>(0.3)</td>
</tr>
<tr>
<td>Cash &amp; cash equivalent at end</td>
<td>2,032.1</td>
<td>3,191.1</td>
</tr>
<tr>
<td>Free cash-flow (EBITDA – CAPEX)</td>
<td>598.1</td>
<td>605.4</td>
</tr>
</tbody>
</table>

Note: Unless stated otherwise all figures shall be inclusive of Webe
TM Group Debt Maturity Profile as at 31 March 2016

- Total debt as at end March 2016: RM8.22bn
- Average cost of debt: 5.06% (1Q16: 5.02%)
- Forex hedged: USD200mn equivalent & ¥7,800mn (42% from total foreign currency borrowings)
- Total forex unhedged: USD377mn equivalent (20% from total borrowing) [Yankee Bond, Tulip Sukuk, Webe’s Deutsche Loan & CIDA Loan].
- Total debt as at end March 2016 is 100% on fixed rate

Key Financial Ratios

<table>
<thead>
<tr>
<th></th>
<th>31 Mar 17</th>
<th>31 Dec 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return on Invested Capital¹</td>
<td>6.25%</td>
<td>6.25%</td>
</tr>
<tr>
<td>Return on Equity²</td>
<td>12.16%</td>
<td>10.03%</td>
</tr>
<tr>
<td>Return on Assets¹</td>
<td>5.07%</td>
<td>4.80%</td>
</tr>
<tr>
<td>Current Ratio³</td>
<td>1.16</td>
<td>1.15</td>
</tr>
<tr>
<td>WACC</td>
<td>7.11%</td>
<td>7.17%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>31 Mar 17</th>
<th>31 Dec 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross Debt to EBITDA</td>
<td>2.18</td>
<td>2.10</td>
</tr>
<tr>
<td>Net Debt/EBITDA</td>
<td>1.53</td>
<td>1.25</td>
</tr>
<tr>
<td>Gross Debt/Equity</td>
<td>1.10</td>
<td>1.09</td>
</tr>
<tr>
<td>Net Debt/Equity</td>
<td>0.83</td>
<td>0.71</td>
</tr>
<tr>
<td>Net Assets/Share (sen)</td>
<td>198.7</td>
<td>204.7</td>
</tr>
</tbody>
</table>

¹ Based on Normalised EBIT
² Based on Normalised PATAMI

Note: Unless stated otherwise all figures shall be inclusive of Webe
## Group Balance Sheet

<table>
<thead>
<tr>
<th>RM Mn</th>
<th>As at 31 Mar 2017</th>
<th>As at 31 Dec 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shareholders’ Funds</td>
<td>7,466.9</td>
<td>7,692.3</td>
</tr>
<tr>
<td>Non-Controlling Interests</td>
<td>94.2</td>
<td>140.2</td>
</tr>
<tr>
<td>Deferred &amp; Long Term Liabilities</td>
<td>11,139.0</td>
<td>11,194.4</td>
</tr>
<tr>
<td>Long Term Borrowings</td>
<td>7,633.4</td>
<td>7,662.6</td>
</tr>
<tr>
<td>Derivative financial instruments</td>
<td>309.9</td>
<td>301.9</td>
</tr>
<tr>
<td>Deferred tax liabilities</td>
<td>1,541.8</td>
<td>1,514.8</td>
</tr>
<tr>
<td>Deferred income</td>
<td>1,649.6</td>
<td>1,711.4</td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>4.3</td>
<td>3.7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>18,700.1</strong></td>
<td><strong>19,026.9</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>As at 31 Mar 2017</th>
<th>As at 31 Dec 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>6,348.3</td>
<td>6,887.5</td>
</tr>
<tr>
<td>Trade Receivables</td>
<td>2,671.3</td>
<td>2,357.1</td>
</tr>
<tr>
<td>Other Receivables</td>
<td>810.8</td>
<td>801.1</td>
</tr>
<tr>
<td>Cash &amp; Bank Balances</td>
<td>2,032.6</td>
<td>2,926.0</td>
</tr>
<tr>
<td>Others</td>
<td>833.6</td>
<td>803.3</td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>5,487.8</td>
<td>5,974.7</td>
</tr>
<tr>
<td>Trade and Other Payables</td>
<td>3,679.8</td>
<td>4,103.0</td>
</tr>
<tr>
<td>Short Term Borrowings</td>
<td>584.1</td>
<td>700.7</td>
</tr>
<tr>
<td>Others</td>
<td>1,223.9</td>
<td>1,171.0</td>
</tr>
<tr>
<td><strong>Net Current Assets/(Liabilities)</strong></td>
<td><strong>860.5</strong></td>
<td><strong>912.8</strong></td>
</tr>
<tr>
<td>Property Plant &amp; Equipment</td>
<td>15,729.4</td>
<td>16,010.6</td>
</tr>
<tr>
<td>Other Non-Current Assets</td>
<td>2,110.2</td>
<td>2,103.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>18,700.1</strong></td>
<td><strong>19,026.9</strong></td>
</tr>
</tbody>
</table>

Note: Unless stated otherwise all figures shall be inclusive of Webe.
Thank you!

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Jalan Pantai Baharu
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Malaysia
Tel: (603) 2240 4848/ 7366 / 7388
www.tm.com.my/investor
investor@tm.com.my
Appendix
### About TM

#### Capital Structure

- **Authorised Capital:** RM3,528,003,015.00
- **Issued and Paid-up Capital:** RM2,630,554,376.00
- **Date of Incorporation:** 12 October 1984
- **Date of Listing:** 7 November 1990

#### Credit Rating

- **Moody's:** A3
- **S&P:** A-
- **RAM:** AAA

#### Total Return To Shareholders

<table>
<thead>
<tr>
<th>Index</th>
<th>Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>FBMKLCl</td>
<td>91.39%</td>
</tr>
<tr>
<td>TM</td>
<td>410.86%</td>
</tr>
<tr>
<td>AXIATA</td>
<td>18.55%</td>
</tr>
<tr>
<td>MAXIS</td>
<td>78.83%</td>
</tr>
<tr>
<td>DIGI</td>
<td>249.89%</td>
</tr>
</tbody>
</table>

**Source:** Bloomberg

1 For the period 22 April 2008 – 19 June 2017
2 For the period 25 April 2008 – 19 June 2017
3 For the period 18 November 2009 – 19 June 2017

- **As at 19 June 2017**
- **Foreign Shareholding as at 30 April 2017**
- **EPF:** Employees Provident Fund Board
- **Amanah Raya Berhad –** for Skim Amanah Saham Bumiputra
# 2017 and Mid-term Headline KPI

<table>
<thead>
<tr>
<th>KPI</th>
<th>2017</th>
<th>Mid Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Growth(^1)</td>
<td>3.5 – 4%</td>
<td>3.5% - 4%</td>
</tr>
<tr>
<td>EBIT Growth(^1)</td>
<td>Maintain 2016 RM level</td>
<td>3.5 – 4%</td>
</tr>
<tr>
<td>Customer Satisfaction Measure(^2)</td>
<td>73*</td>
<td>73</td>
</tr>
</tbody>
</table>

\(^{1}\) These KPIs are for TM including Webe.

\(^{2}\) This KPI excludes Webe for 2017.

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2 Using TRiM index measuring end to end customer experience at all touch points. TRiM (Measuring, Managing and Monitoring) is a standardized indicator system. It analyzes, measures and portraits stakeholder relationships on the basis of standardized indicators. The TRI*M Index is an indicator of the status quo of a particular relationship. The index is made up of four points of view on the stakeholder relationship, e.g. for customer loyalty: overall rating, recommendation, repeat purchasing of product/services, and a company's competitive advantage. The information is based on surveys/interviews on a sample customer base.”
Group Results: 3-Year Performance

**Revenue**

- FY2014: RM 11,235
- FY2015: RM 11,722
- FY2016: RM 12,061

**EBITDA**

- FY2014: RM 3,636
- FY2015: RM 3,694
- FY2016: RM 3,789

**EBIT**

- FY2014: RM 1,294
- FY2015: RM 1,387
- FY2016: RM 1,257

**PATAMI**

- FY2014: RM 832
- FY2015: RM 700
- FY2016: RM 776

Note: Unless stated otherwise, all figures shall be inclusive of Webe Group Results: 3-Year Performance

- FY2014: +4.3% Revenue
- FY2015: +2.9% Revenue
- FY2016: +1.6% (Normalised -1.3%) EBIT
- FY2015: +2.5% (Normalised +3.9%) EBIT
- FY2016: -15.8% (Normalised -4.9%) EBIT
- FY2014: -8.2% (Normalised -4.4%) Normalised EBIT
- FY2015: +10.8% (Normalised -6.3%) Normalised EBIT

Life Made Easier™
3-Year Performance: Revenue by Product

*Others* comprise other telco and non-telco services i.e ICT-BPO, MMU tuition fees, customer projects, Yellow Pages

Change in revenue mix: non-voice revenue now 79%

Note: Unless stated otherwise, all figures shall be inclusive of Webe
3-Year Performance: OPEX & CAPEX

Cost % of Revenue¹

<table>
<thead>
<tr>
<th></th>
<th>FY2014</th>
<th>FY2015</th>
<th>FY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cost / Revenue (%)</td>
<td>88.6%</td>
<td>89.4%</td>
<td>90.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY2014</th>
<th>FY2015</th>
<th>FY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Network</td>
<td>21.0%</td>
<td>21.8%</td>
<td>21.7%</td>
</tr>
<tr>
<td>Access</td>
<td>16.5%</td>
<td>18.3%</td>
<td>18.7%</td>
</tr>
<tr>
<td>Support Systems</td>
<td>20.6%</td>
<td>20.6%</td>
<td>21.6%</td>
</tr>
</tbody>
</table>

Total CAPEX

<table>
<thead>
<tr>
<th></th>
<th>FY2014</th>
<th>FY2015</th>
<th>FY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>RM mn</td>
<td>1,836</td>
<td>2,506</td>
<td>3,315</td>
</tr>
<tr>
<td>Capex / Revenue (%)</td>
<td>16.3%</td>
<td>21.4%</td>
<td>27.5%</td>
</tr>
</tbody>
</table>

¹ Revenue = Operating Revenue + Other Operating Income
Telekom Malaysia Berhad (“the Company” or “TM”) issues a statement to reiterate its stand on the Company’s dividend policy. The Company’s dividend policy as announced at the time of the demerger between TM and TM International Berhad (TMI) remains valid. The policy states as follows:

“In determining the dividend payout ratio in respect of any financial year after the Proposed Demerger, our Company intends to adopt a progressive dividend policy which enables us to provide stable and sustainable dividends to our shareholders while maintaining an efficient capital structure and ensuring sufficiency of funding for future growth.

Upon completion of the Proposed Demerger, our Company intends to distribute yearly dividends of RM700 million or up to 90% of our normalised PATAMI, whichever is higher.

Dividends will be paid only if approved by our Board out of funds available for such distribution. The actual amount and timing of dividend payments will depend upon our level of cash and retained earnings, results of operations, business prospects, monetization of non-core assets, projected levels of capital expenditure and other investment plans, current and expected obligations and such other matters as our Board may deem relevant.”

This policy remains unchanged for 2009 and beyond. The Company is currently able to meet this dividend policy, because:

- The Company has sufficient consolidated cash and bank balances of RM1.144 billion as at 30 September 2008, and it is confident that TMI is able to meet its obligation due to TM of RM4.025 billion by April 2009.
- In the event of a downturn in performance due to unforeseen circumstances, the Company wishes to state that its recurring cash generation ability is sufficient to meet its current dividend policy.
- TM’s retained earnings is also sufficient to support this current dividend policy in the event of unforeseen shortfalls in normalised PATAMI.

Given the unprecedented volatility in global markets, the Company will continue to examine the likely impact on its business, cashflow generation, capital structure and methods in which excess cash beyond the dividend policy and prudent level of cash required for operations, can be efficiently distributed to our shareholders.

Moving forward, TM is focused on building a strong foundation for its future growth and operational excellence.
Dividend Payout Policy of RM700mn or up to 90.0% of Normalised PATAMI whichever is higher

Shareholder Returns (2009-2016)

Payout Ratio\(^3\) (%)

<table>
<thead>
<tr>
<th>Year</th>
<th>Normalised PATAMI</th>
<th>Ordinary Dividend</th>
<th>Capital Repayment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>706.5</td>
<td>468.3</td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td>700.3</td>
<td>563.7</td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>634.8</td>
<td>701.2</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>881.0</td>
<td>787.0</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>1,038.5</td>
<td>993.7</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>941.2</td>
<td>846.8</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>894.9</td>
<td>804.2</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>847.9</td>
<td>808.0</td>
<td></td>
</tr>
</tbody>
</table>

\(^1\) 2016 1st Interim Dividend of 9.3 sen per share and 2nd Interim Dividend of 12.2 sen per share
\(^2\) Net Dividend Yield based on closing share price at year end
\(^3\) Excluded Capital Distributions/Repayment
Thank you!

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