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TM GLOBAL

Carrier-to-Carrier (C2C)

POSITIONING MALAYSIA AS THE DIGITAL HUB FOR THE REGION

TM Global, the nation's trusted network infrastructure leader, drives Malaysia's digital economy by delivering tailored wholesale data, connectivity and platform solutions while actively venturing into the latest technology including AI and cloud-based innovations. Enabling high-speed broadband connectivity with an extensive 5G backhaul ecosystem, we empower licensed service providers to enhance digital experiences for end-users and businesses. Our extensive nationwide fibre and submarine infrastructure delivers seamless connectivity across borders, bridging Malaysia to international markets, fostering growth and enabling businesses to thrive in the digital age.

Beyond Malaysia, TM Global has built a dynamic digital ecosystem that fuels innovation and accelerates the adoption of next-generation digital solutions. By forging strategic partnerships with leading global technology players including international carriers, hyperscalers, AI and Over-The-Top (OTT) providers, we attract top-tier technology innovators to the country, fostering collaborations that introduce next-generation solutions while driving growth for local and global enterprises.

OUR IMPACT IS TWOFOLD

Strengthening Malaysia's Digital Backbone:
We are committed to continuously improving connectivity and digital infrastructure. From rolling out hyperconnected AI-ready data centres to expanding existing core facilities with sustainable design, we are enhancing Malaysia's digital ecosystem. These ongoing improvements help connect communities and businesses, bridging the digital divide and opening new opportunities. Our investments in edge facilities serve as regional, carrier-neutral hosting points for 5G network interconnection, ensuring faster and more efficient data processing.

Expanding Malaysia's Digital Reach Globally:
Beyond our borders, we are making strategic inroads into new markets with advanced edge gaming solutions and world-class digital infrastructure. With our extensive network footprint around the globe, we are bridging countries across continents, enabling border-to-border connectivity. This reflects our commitment to bringing Malaysia to the world and the world to Malaysia.

CARRIER-TO-CARRIER (C2C)

OUR KEY CUSTOMER SEGMENTS	
TM Global's Key Customers	**How We Power Their Success**
Telecommunication Carriers & Service Providers	Provide high-speed backbone for 5G and broadband networks, enabling local service providers to deliver reliable and seamless internet services to their customers via fixed and mobile.
MNOs	Deploy mobile backhaul by connecting towers to aggregator sites, with termination at the respective MNO's Point of Interconnect (POI) for 4G. For 5G, all regional POIs are hosted in TM edge facilities, enabling MNOs to provide high-speed connectivity and faster load times, improving the overall customer experience.
Hyperscalers, Cloud Service Providers, OTT & Content Providers	Provide high-speed, low-latency infrastructure through advanced data centres and edge services, allowing service providers to localise content and deliver cloud solutions closer to end users. Our offerings enhance experiences across video streaming, gaming, web-based file sharing and social media while helping to expand market reach and improve overall performance.
Global Data Customers	Deliver secure, scalable data connectivity and comprehensive digital infrastructure through data centres and submarine cable systems, ensuring business continuity for end customers.
Global Enterprise & Corporate Customers	Enhance operational efficiency via platform-based solutions and applications such as Application to Person (A2P) SMS, Connectivity Storefront and cloud gaming. A2P SMS offers a cost effective way for enterprises to engage with their customers worldwide, while cloud gaming creates business opportunities without large upfront investments.

KEY CONTRIBUTIONS AND ACHIEVEMENTS: ADVANCING TM'S PWR 2030 STRATEGY

Throughout 2024, we continued to expand Malaysia's digital infrastructure with fibre and mobile backhaul nationwide. We also began the development of a hyperconnected AI-ready data centre, upgraded our edge facilities and expanded our submarine cable systems to cater to the increasing demand from hyperscalers.

P Our investments in AI applications, GPUaaS and edge facilities are driving smarter, faster and more seamless digital experiences. These technologies enhance operational efficiency, elevate service quality and enable the delivery of next-generation digital applications, transforming how customers interact with services.

Focus: Advancing Customer Experience

What We Did	Outcome and Results
1 Launched GPUaaS • We launched Malaysia's first sovereign GPUaaS, a cloud computing service model that provides access to powerful Graphics Processing Units (GPUs) hosted in Malaysia. This AI-enabling infrastructure allows users to leverage GPUs for machine learning (ML), AI, data processing and graphics rendering, eliminating the need for heavy, upfront hardware investments.	• Successfully secured an international customer. **Impacted Stakeholders:** **Supported SDG:**

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What We Did	Outcome and Results
2 **Introduced AI-Powered Customer Experience** • Introduced Total Assistance for Your Network and Administration (TANYA), an AI-powered chatbot that transforms complex data into actionable insights for smarter planning and decision-making. With advanced analytics, TANYA helps frontliners to quickly identify and resolve issues while providing instant access to critical process documentation.	• Increased speed and accuracy of responses to customer inquiries. • Processed over 3,800 transactions through TANYA. • Contributed towards achieving NPS of 45. **Impacted Stakeholders:** **Supported SDG:**
3 **Upscaling Edge Facilities for 5G and Low-Latency Applications** • Upgraded capacity for edge facilities in Seberang Jaya from 100kW to 200kW power capacity to support 5G and ultra-responsive applications such as real-time gaming and live streaming.	• Increase in customer orders by 145% at the edge facilities in Seberang Jaya. • Improved 5G speeds and reliability. **Impacted Stakeholders:** **Supported SDG:**

W We are focused on improving and expanding connectivity through our world-class infrastructure. We invest in strengthening our backhaul infrastructure and network coverage by proliferating Malaysia's digital ecosystem. We enhanced our global connectivity through the expansion of our submarine cable network via strategic collaborations, while also enriching platform-based services that include media, computing and gaming.

Focus: Enhancing Connectivity and Accessibility

What We Did	Outcome and Results
1 **Expanded 5G Backhaul & High-Speed Broadband Nationwide** • Strengthened 5G backhaul and broadband infrastructure to accelerate the national digital transformation agenda, delivering faster, more reliable internet and bridging the urban-rural digital divide	• Increased accessibility of digital services. • Installed over 5,300 5G backhaul sites. **Impacted Stakeholders:** **Supported SDG:**
2 **Widened Global Connectivity with New Submarine Cable and Cross-Border Connectivity** • Invested in new submarine cable developments in collaboration with consortium partners along key global routes. Additionally, we expanded our border-to-border connectivity between Malaysia-Singapore and Malaysia-Thailand, enabling seamless, high-capacity international network traffic.	• Expanded potential capacity of more than 40 Tbps via new submarine cable routes. • Provisioned 8.8Tbps of border-to-border connectivity between Malaysia-Singapore and Malaysia-Thailand. **Impacted Stakeholders:** **Supported SDG:**
3 **Enriched Platform-Based Services for Gaming, Media and Computing** • Enhanced global content availability through platform-based services, enabling seamless, high-quality gaming, media and computing services, delivering an improved digital experience for users around the world.	• Delivered over 2,800 PB of traffic across approximately 160 CDN nodes worldwide. **Impacted Stakeholders:** **Supported SDG:**

CARRIER-TO-CARRIER (C2C)

R We expanded data centre capacity to cater to the growing demand for domestic and international data hosting services and uplift customer experience via Connectivity Storefront.

Focus: Positioning Malaysia as the Digital Hub for ASEAN

What We Did	Outcome and Results
1 Expanding Data Centre Capacity • To meet growing data hosting demand, TM Global is expanding its KVDC and IPDC. These upgrades enable us to support hyperscale and high-performance computing needs. Additionally, we are developing a hyperconnected, AI-ready data centre in Johor Bahru through a joint venture with Singtel's Nxera.	• Utilised over 95% of data centre capacity. • Increased capacity for scalable data hosting services up to 20MW for both KVDC and IPDC by 2025. • Development of a new hyperconnected, AI-ready data centre with an initial capacity of up to 64MW, scalable to 200MW. **Impacted Stakeholders:** **Supported SDG:** 8 9 10 17
2 Broadening Global Connectivity Reach through Connectivity Storefront • Developed a Connectivity Storefront to aggregate connectivity services via one single platform with the capability to provide greater flexibility, on-demand solutions and tailored options in route selections for our customers.	• Customers are able to self provision connectivity services between Malaysia and Singapore via the platform. • Enhanced customer experience via automation and self-service access TM's Connectivity Storefront. **Impacted Stakeholders:** **Supported SDG:** 8 9 10 17

Performance Highlights

FINANCIAL

Revenue
RM3,061.4 million ↓ **0.4%**
(2023: RM3,073.0 million)

NON-FINANCIAL

Total Customers
~800
(2023: 809)

Domestic
193
(2023: 179)

International
557
(2023: 630)

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OUTLOOK

As digital demand evolves, TM Global is committed to staying ahead by strengthening Malaysia's digital infrastructure while expanding our global footprint.

Looking ahead, we remain committed to strengthening Malaysia's digital backbone by strategically expanding AI-driven data centres to meet the increasing demand for high-performance computing and advanced digital services. We will continue to enhance edge facilities, ensuring robust infrastructure for hosting services and edge computing to support emerging digital applications. Aligning with the nation's 5G dual network initiatives, we will collaborate with industry stakeholders and leverage our extensive fibre network to accelerate nationwide 5G deployment. Additionally, we will drive the adoption of 5G services through Mobile Virtual Network Operator (MVNO) offerings and Fixed Wireless Access (FWA), enabling broader access to high-speed, low-latency connectivity. These initiatives will reinforce Malaysia's position as ASEAN's preferred digital hub, fostering innovation, economic growth and a future-ready digital ecosystem.

At the international level, we continue to reinforce Malaysia as ASEAN's leading digital hub through strategic initiatives that enhance connectivity, drive innovation and elevate customer experience. We will strengthen core infrastructure by expanding submarine cable systems and edge facilities while advancing platform-based services to support evolving digital needs. To enhance customer experience, we will ensure hosting, connectivity and high-performance processing are brought closer to end users for seamless digital access. Additionally, we will establish a Communication Platform as a Service (CPaaS) and implement firewall solutions to provide a secure, unified omnichannel experience, enabling seamless access to voice, A2P SMS, video and messaging services. Our Connectivity Storefront will expand to more than four (4) global connections, improving accessibility and platform efficiency. Furthermore, we will diversify our GPUaaS offerings and AI solutions to meet the rising demand for AI-driven applications.

By driving disruptive innovation, expanding platform-based solutions and improving operational efficiency and customer experiences, TM Global aims to remain a strategic gateway into ASEAN's digital infrastructure and platform services market.