AFFORDABILITY & INCLUSION

WHY WE CARE

With digitalisation becoming more widespread, access to inclusive connectivity is increasingly important. COVID-19 made this even more critical, as digital technologies became essential for accessing services like finance, education and healthcare. However, the crisis also exacerbated existing inequalities for those who lack Internet access, particularly in rural areas like Sabah and Sarawak.

As a nation-builder, we are committed to closing this digital divide and promoting inclusive socio-economic development. We are dedicated to digital inclusion and making services available, accessible and affordable. Our transformation into a human-centred TechCo means prioritising people and ensuring that nobody is left behind in a Digital Malaysia.

TM's ESG Commitments

At least 70% of premises with high-speed Internet access by 2025

What Our Stakeholders Expect

- Closing the digital divide
- Wide network coverage
- Affordable bundle packages

WHAT IS OUR APPROACH

We strongly support the Government's JENDELA plan to close the digital divide and actively contribute to nationwide fiberisation efforts to improve broadband coverage. Our main objective is to extend our reach to areas where it is most needed and to deliver affordable product propositions that cater to the varying financial needs of our diverse customer base. Our approach to affordable and inclusive connectivity is embedded in all our key business areas.

Through Unifi, we offer affordable convergence services to our home and SME customers, with a particular focus on micro and small businesses and ensuring that all Malaysians can enjoy the benefits of broadband everywhere. Unifi also serves as a one-stop service centre for SMEs in Malaysia and addresses their business needs.

TM One delivers smart solutions to the enterprise and public sector to create smart communities, cities and a smart nation for a more inclusive society. TM One supports the Government's JENDELA projects through its smart solutions.

TM Global continues to proliferate digital inclusivity nationwide through extensive high-speed broadband access coverage and deployment of 4G and 5G sites. Supported by the widest network coverage in Malaysia, with more than 690,000 km fibre optic cables across the nation, TM Global strives to create an augmented domestic telecommunication ecosystem connecting Malaysians to their loved ones, locally and across borders.

Deployed Capitals: *Met Strategic Aspirations:*   *Stakeholders Affected:*   *Sustainability Impact:*

HOW WE CREATED VALUE IN 2022

1 Expanding Our Coverage

Throughout the year, we continued to expand our network infrastructure to address the rising demand for connectivity. We broadened our coverage, with improved quality of Internet experience for Malaysians.

Under JENDELA, we accelerated our deployment of fixed broadband in over 6,280,308 premises, achieving 69% towards at least 70% of premises with high-speed Internet access to enable Digital Malaysia by 2025. We also continued making great strides in expanding our other infrastructure network to further close the digital divide between urban, suburban and rural communities.

	2020	2021	2022
Expansion of fibre cables (domestic)	>600,000 km	>650,000 km	>690,000 km
Connectivity of submarine cable	>300,000 km	>320,000 km	>340,000 km
Submarine cables (built and installed)	~30 cables	30 cables	32 cables
High-speed broadband activated access ports	2.7 million	>3.0 million	>3.4 million
TMiX Nodes	-	>30 TMiX nodes	62 TMiX nodes
Points of Presence (worldwide)	28	28	29

In promoting the sharing of telecommunication infrastructure and complying with the local authority's requirements in Putrajaya, TM Global continues to deploy new sites for mobile network operators' (MNO) 4G expansion and DNB's new 5G sites via the Distributed Radio Access Network (DRAN) solution.

DRAN Infrastructure

Impact:
Improved mobile coverage in Putrajaya with a minimum average speed of 35Mbps by MNO providers.

Uptake:
Successfully installed 55 DRAN sites in Putrajaya since 2021.

As part of our contribution to materialise the Digital Malaysia aspiration, TM Global continues to enrich digital ecosystem through acceleration of Malaysia's 5G rollout under the 5G Single Wholesale Network (SWN) agreement with DNB.

~4,000
sites deployed, exceeded 40% targeted 5G population coverage in 2022

We also remained on track with our network modernisation efforts. This includes:

New 5G Core

What Is It?
A critical network element that acts as a brain for mobile networks, where it establishes reliable and secure connectivity for the end user and provides access to mobile services.

Value Created
- 2,600 5G sites successfully integrated into our core network to 5G enhanced mobile broadband (eMBB) services as of 31 December 2022
- 50,000 subscribers with certified 5G phones have much higher video quality and better latency for streaming and gaming services

Network Generation Transport (NGT)

What Is It?
A transport infrastructure designed with the primary objective of enabling TM to serve current and foreseeable future business requirements from all market segments including consumer, enterprise, public sector and wholesale from any mobile or fixed network operator in Malaysia.

Value Created
- Cumulative transport network of more than 4,000 5G sites nationwide from 2021
- Enabling high bandwidth and low latency services nationwide

Free Space Optic (FSO)

What Is It?
An optical communication technology that uses light propagation in free space to wirelessly transmit data for communications networking.

Value Created
- Provide 10G backhaul connectivity solution in recent K-POP 1 project sites:
  - Pulau Aman, Pulau Pinang
  - Pulau Bumbum, Sabah
  - Pusa, Sarawak

2 Delivering Coverage to Rural Communities

In addition to expanding our infrastructure, we are exploring innovative ways to enable broadband services to communities in rural areas, thus further closing the digital divide.

Fast Internet for Rural Areas (FIRA)

We installed a device at premises that provide broadband connectivity to customers located approximately 5 km or more from the base station. FIRA offers high-speed broadband connectivity for rural sites that is outside of our fibre network such as Pusat Komuniti Desa (PKD) under Kementerian Pembangunan Luar Bandar (KPLB).

IMPACT & ACHIEVEMENTS
- 13 sites have deployed FIRA and enjoyed wireless broadband connectivity with lower infra cost
- Successful Proof of Concept (POC)
  - Sekolah Batu Laut at Selangor coast
  - Petronas Engineering Yard in Kemaman
  - Petronas Petrol Station at Federal Highway
  - Starbucks outlet in Kangar Jaya, Perlis

Fixed Wireless Access (FWA)

Under the Government's JENDELA initiative, we provided immediate solutions to unreachable areas via fibre using Fixed Wireless Access (FWA) to ensure service continuity for local communities.

IMPACT & ACHIEVEMENTS
- 56,169 FWA subscribers since 2021

3 Affordable Connectivity for Customers

Beyond coverage, we are scaling affordable Internet access through low-cost broadband packages. This drives further inclusion for our diverse customer base.