April 2, 2020

Dear Shareholder(s),

Election of Means of Receipt and Language of Corporate Communications

Pursuant to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules"), PCCW Limited (the "Company") is writing to seek your election regarding the means of receipt and the language of corporate communications (the "Corporate Communications") of the Company to be dispatched in the future. Corporate Communications mean any documents to be issued by the Company for your information or action as defined in Rule 1.01 of the Listing Rules, including but not limited to (a) an annual report; (b) an interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.

You may choose one of the options set out below:

(1) to read all future Corporate Communications published on the Company’s website at www.pccw.com/ir ("Website Version") in place of receiving printed copies, and to receive a notification ("Notification") of the publication of the Corporate Communications on the Company’s website; or
(2) to receive the printed English version of all future Corporate Communications only; or
(3) to receive the printed Chinese version of all future Corporate Communications only; or
(4) to receive both the printed English and Chinese versions of all future Corporate Communications.

In support of environmental protection and for the purpose of saving printing and mailing costs, the Company encourages you to elect the Website Version option.

To make your election, please mark “X” in the appropriate box in the enclosed reply form (with a pre-paid postage mailing label at the bottom of the reply form*), sign and return the same to the Company’s share registrar (the "Share Registrar"), Computershare Hong Kong Investor Services Limited, at 17M Floor, Hopewell Centre, 183 Queen’s Road East, Wan Chai, Hong Kong. If you select the Website Version, please provide your e-mail address and you will expressly receive the Notification by e-mail.

If the Company does not receive the enclosed reply form duly completed and signed by you or does not receive a response from you by April 30, 2020, you will be deemed to have agreed to receive the Website Version in place of receiving printed copies of all future Corporate Communications.

You have the right at any time to change your elected means of receipt and choice of language by providing reasonable prior notice in writing to the Company c/o the Share Registrar or by sending an e-mail to pccw@computershare.com.hk. If you have difficulty in receiving or gaining access to the Website Version of the Corporate Communications, the Company will, upon your request in writing or by e-mail, promptly send the printed version(s) of the Corporate Communications to you free of charge.

Please note that (a) the printed versions of the Corporate Communications in both English and Chinese will be available from the Company and the Share Registrar upon request; and (b) the Website Version of the Corporate Communications in both English and Chinese will be available on the Company’s website at www.pccw.com/ir and on the website of Hong Kong Exchanges and Clearing Limited at www.hkexnews.hk.

Should you have any queries relating to this letter, please call the service hotline at (852) 2862 8688 during business hours (9:00 a.m. to 6:00 p.m., Monday to Friday, excluding Hong Kong public holidays).

Yours faithfully,

For and on behalf of

PCCW Limited

Bernadette M. Lomas
Group General Counsel and Company Secretary

* If the mailing label is used for posting in Hong Kong, no postage stamp is required. Please affix appropriate postage stamp when posting outside Hong Kong.
Reply Form

To: PCCW Limited (the “Company”)
(Stock Code: 0008)
c/o Computershare Hong Kong Investor Services Limited
17M Floor, Hopewell Centre
183 Queen's Road East
Wan Chai, Hong Kong

致：電訊盈科有限公司（「公司」）
（股份代號：0008）
經香港中央證券登記有限公司
香港灣仔皇后大道東183號
合和中心17M樓

I would like to receive all future Corporate Communications* of the Company in the manner as indicated below:

.[Please mark “X” in ONLY ONE of the following boxes]（請僅在下列其中一個方框內劃上「X」號）

☐ to read all future Corporate Communications published on the Company's website at www.pccw.com/ir ("Website Version") in place of receiving printed copies, and to receive an e-mail notification or a notification letter of the publication of Corporate Communications on the Company's website;

.OR

☐ to receive the printed English version of all future Corporate Communications ONLY; OR

☐ to receive the printed Chinese version of all future Corporate Communications ONLY; OR

☐ to receive both the printed English and Chinese versions of all future Corporate Communications.

Contact telephone number:

Signature:  _____________________________
Date: _____________________________

Personal Information Collection Statement (收集個人資料聲明)

1. Unless otherwise defined herein, terms used in this Reply Form shall bear the same meanings as those defined in the Letter to Shareholder(s) dated April 2, 2020. 電郵及傳真等字樣。本表格中所示之名稱與2020年4月2日致股東之公告中所載相同。

2. Your supply of Personal Data to the Company is on a voluntary basis.

3. Shareholders are entitled to change the elected means of receipt and choice of language of the Corporate Communications at any time by reasonable prior notice in writing to the Company c/o the Share Register or by sending an e-mail to pccw@computershare.com.hk.

4. For the avoidance of doubt, we do not accept any special instructions outside the Reply Form.

Personal Information Protection (個人資料保護)

(i) “Personal Data” in this statement has the same meaning as “personal data” in the Personal Data (Privacy) Ordinance, Chapter 486 of the laws of Hong Kong (“PDPO”).

(ii) You have the right to request access to and/or correction of your Personal Data in accordance with the provisions of the PDPO. Any such request for access to and/or correction of your Personal Data should be made in writing to the Personal Data Privacy Officer of Computershare Hong Kong Investor Services Limited at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong.

(iii) Your Personal Data may be disclosed or transferred by the Company to its subsidiaries, its share registrar, and/or other companies or bodies for any of the stated purposes, and retained for such period as may be necessary for verification and record purposes.

(iv) You are advised to check the terms and conditions of using the Company’s Website at www.pccw.com/ir before accessing the Website. The terms and conditions of using the Website are subject to change without notice.

* Corporate Communications include but are not limited to (a) an annual report; (b) an interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; and (f) a proxy form.

* 股東如有任何查詢，請連絡香港電訊盈科有限公司

Mailing Label

 Computershare Hong Kong Investor Services Limited
香港中央證券登記有限公司
Freepost No. 簡便函郵寄號：37
Hong Kong 香港

Please cut the mailing label and stick it on an envelope to return this Request Form to us.

No postage is necessary if posted in Hong Kong.

* 閣下所選取之通訊形式為印製本時，請填寫郵寄標籤貼於信封上
  如在本港投寄， 閣下無需支付郵費或貼上郵票。