

Personal Identification Number



PCCW Limited
電訊盈科有限公司

(Incorporated in Hong Kong with limited liability)
(Stock Code: 0008)

April 22, 2020

Dear Shareholder(s),

PCCW Limited (the "Company")

- **Annual General Meeting to be held on Friday, May 8, 2020 at 2:00 p.m. at 8th Floor, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong (the "AGM")**

We refer to the Company's circular and the notice of AGM dated April 2, 2020, and the Company's announcement dated April 16, 2020 in relation to the precautionary measures for the AGM which are available on the Company's website at www.pccw.com/ir and the website of Hong Kong Exchanges and Clearing Limited ("HKEX") at www.hkexnews.hk.

In light of the continuing risks posed by the COVID-19 pandemic, the Company reiterates that you are strongly encouraged **NOT to attend the AGM in person** and to cast your votes by submitting a form of proxy appointing the Chairman of the AGM or any Director or Company Secretary of the Company as your proxy to vote according to your indicated voting instructions as an alternative to attending the AGM in person.

The deadline to submit completed form of proxy in advance of the AGM is Wednesday, May 6, 2020 at 2:00 p.m. Completed forms of proxy must be returned to the Company's share registrar, Computershare Hong Kong Investor Services Limited, Investor Communications Centre, 17M Floor, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong. The form of proxy for use at the AGM can be downloaded from the abovementioned websites of the Company and HKEX.

If you choose not to attend the AGM in person, you may join the AGM online as an observer to view a **live webcast** of the AGM proceedings. You may send questions relevant to the proposed resolutions to the Company from 9:00 a.m. on Monday, May 4, 2020 to 6:00 p.m. on Wednesday, May 6, 2020 via email at AGM2020@pccw.com. The Company may not be able to respond to all the questions, but will endeavour, where appropriate, to respond to such questions on the Company's website as soon as practicable after the AGM. Please note that joining the webcast will not be counted towards a quorum nor will you be able to cast your vote(s) online. **You can log in to the webcast through www.pccw.com/agm2020 and enter the designated distinctive username and password noted below:**

<p><u>Username and Password:</u> <i>Please refer to the 10-digit shareholder reference number starting with "C" ("SRN") printed under the barcode on the top right corner of this letter and the five-digit Personal Identification Number ("PIN") below the SRN.</i></p>
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Please keep the SRN and PIN in safe custody for use on the AGM date and do not disclose it to any other person.

If you have any questions relating to the AGM, please contact the Company's share registrar as follows:

Computershare Hong Kong Investor Services Limited
Shops 1712-1716
17th Floor, Hopewell Centre
183 Queen's Road East
Wan Chai, Hong Kong
Telephone: (852) 2862 8555
Fax: (852) 2865 0990
Email: hkinfo@computershare.com.hk

Yours faithfully,
For and on behalf of
PCCW Limited
Bernadette M. Lomas
Group General Counsel and Company Secretary