2020 INTERIM RESULTS
FOR THE SIX MONTHS ENDED JUNE 30, 2020

August 6, 2020 – Hong Kong
This presentation may contain “forward-looking statements” that are not historical in nature. These forward-looking statements, which include, without limitation, statements regarding PCCW's future results of operations, financial condition or business prospects, are based on the current beliefs, assumptions, expectations, estimates, and projections of the directors and management of PCCW about the business, the industry and the markets in which PCCW operates. These statements are not guarantees of future performance and are subject to risks, uncertainties and other factors, some of which are beyond PCCW's control and are difficult to predict. Actual results could differ materially from those expressed, implied or forecasted in these forward-looking statements for a variety of factors.
Overview

BG Srinivas
Group Managing Director
# PCCW Group Response to COVID-19

## Employees
- Work remotely for all non-essential / non-business critical functions and flexible work-hour arrangements
- Provision of protective gears (face masks and hand sanitizers)
- Frequent cleaning and disinfection of premises
- Minimize face to face meetings and emphasise virtual meetings

## Customers
- Core operations on the whole have been uninterrupted
- Innovate service offerings and establish new modes of operations
- Prescribed precautionary measures for onsite field staff

## Technology
- Ensure network robustness in response to increasing and changing customer usage patterns
- Enable our staff to leverage online collaboration and communication tools to serve our customers remotely
- Shift resources to self-serviced and digital channels to maintain customer service level
Expanding Our Media and Solutions Businesses Regionally...

29
OTT markets outside of HK

70%
OTT revenue from outside of HK

50%
PCCW Solutions workforce based outside of HK

127
Active PCCW Solutions customers based outside of HK in Forbes Global 2000

No.1
Fixed, Voice, Broadband and Mobile

No.1
Pay TV

No.1
IT Services

... And Sustaining Market Leadership in Hong Kong
Financial Review

Susanna Hui
Group Chief Financial Officer
## Financial Highlights

<table>
<thead>
<tr>
<th></th>
<th>H1’19 (US$ million)</th>
<th>H1’20 (US$ million)</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HKT</td>
<td>1,937</td>
<td>1,872</td>
<td>(3)%</td>
</tr>
<tr>
<td>Media</td>
<td>247</td>
<td>244</td>
<td>(1)%</td>
</tr>
<tr>
<td>Now TV</td>
<td>174</td>
<td>163</td>
<td>(6)%</td>
</tr>
<tr>
<td>OTT</td>
<td>57</td>
<td>64</td>
<td>14%</td>
</tr>
<tr>
<td>Free TV</td>
<td>16</td>
<td>17</td>
<td>2%</td>
</tr>
<tr>
<td>Solutions</td>
<td>220</td>
<td>244</td>
<td>11%</td>
</tr>
<tr>
<td>PCPD</td>
<td>26</td>
<td>206</td>
<td>674%</td>
</tr>
<tr>
<td><strong>EBITDA</strong></td>
<td>678</td>
<td>694</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>H1’19 (US$ million)</th>
<th>H1’20 (US$ million)</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EBITDA</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HKT</td>
<td>735</td>
<td>711</td>
<td>(3)%</td>
</tr>
<tr>
<td>Media</td>
<td>(22)</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Now TV</td>
<td>26</td>
<td>25</td>
<td>(3)%</td>
</tr>
<tr>
<td>OTT</td>
<td>(30)</td>
<td>(10)</td>
<td>66%</td>
</tr>
<tr>
<td>Free TV</td>
<td>(18)</td>
<td>(12)</td>
<td>34%</td>
</tr>
<tr>
<td>Solutions</td>
<td>38</td>
<td>29</td>
<td>(23)%</td>
</tr>
<tr>
<td>PCPD</td>
<td>(2)</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
Resilient Financial Performance

Adjusted Funds Flow stable at US$292 million

Interim Distribution of 30.10 HK cents per SSU

HKT Revenue (US$ million)

<table>
<thead>
<tr>
<th></th>
<th>H1’19</th>
<th>H1’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Product Sales</td>
<td>1,309</td>
<td>1,332</td>
</tr>
<tr>
<td>Mobile Services</td>
<td>497</td>
<td>458</td>
</tr>
<tr>
<td>TSS</td>
<td>172</td>
<td>124</td>
</tr>
<tr>
<td>Eliminations &amp; Others</td>
<td>(41)</td>
<td>(42)</td>
</tr>
</tbody>
</table>

1,937

Total revenue decreased by 3% reflecting 1) softer Mobile product sales due to the subdued consumer sentiment and 2) material decline in roaming

Offset by 1) boosted demand in broadband and 2) scale and resilience of diversified business portfolio

HKT EBITDA (US$ million)

<table>
<thead>
<tr>
<th></th>
<th>H1’19</th>
<th>H1’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Product Sales</td>
<td>283</td>
<td>263</td>
</tr>
<tr>
<td>TSS</td>
<td>491</td>
<td>487</td>
</tr>
<tr>
<td>Eliminations &amp; Others</td>
<td>(39)</td>
<td>(39)</td>
</tr>
</tbody>
</table>

735

711

Total EBITDA decreased by 3% to US$711 million

Total EBITDA margin stable

HKT EBITDA Margin

<table>
<thead>
<tr>
<th></th>
<th>H1’19</th>
<th>H1’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>38%</td>
<td>38%</td>
</tr>
<tr>
<td>Exclude Mobile Product Sales</td>
<td>42%</td>
<td>41%</td>
</tr>
</tbody>
</table>
Steady Performance Aided by Cost Controls

<table>
<thead>
<tr>
<th>Now TV Revenue (US$ million)</th>
<th>Now TV EBITDA (US$ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>H1’19</td>
<td>H1’20</td>
</tr>
<tr>
<td>174</td>
<td>26</td>
</tr>
<tr>
<td>159</td>
<td>25</td>
</tr>
<tr>
<td>163</td>
<td>15%</td>
</tr>
</tbody>
</table>

- Revenue softened by live sports suspension and commercial activities shutdown
- Installed base remained steady at 1,356,000

- Maintained EBITDA with margin improved to 16%
- Streamlining of content costs and controls on publicity & promotion spending
Video segment recorded impressive growth; now represents 86% of total revenue

Viu revenue increased by 46% driven by subscription growth; paying subscribers grew 119% to 4.3 million while MAUs expanded by 21% to 36.1 million

Pan-regional Asian content and Viu Originals continued to drive user growth and engagement

Music segment affected by live event cancellations due to COVID-19

Sustained Growth Momentum

OTT Revenue (US$ million)

<table>
<thead>
<tr>
<th></th>
<th>H1’19</th>
<th>H1’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Music and Others</td>
<td>13</td>
<td>8</td>
</tr>
<tr>
<td>Video</td>
<td>44</td>
<td>56</td>
</tr>
<tr>
<td></td>
<td>57</td>
<td>64</td>
</tr>
</tbody>
</table>

+ 14% yoy

+26% yoy

OTT EBITDA (US$ million)

<table>
<thead>
<tr>
<th></th>
<th>H1’19</th>
<th>H1’20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(30)</td>
<td>(10)</td>
</tr>
</tbody>
</table>

+26% yoy

Enlarged revenue base and disciplined spending narrowed EBITDA loss

Will continue to benefit from growing brand and scale
Expanded viewership fueled 19% growth in advertising revenue despite overall decline in ad market
Overall revenue growth moderated by lower drama distribution revenue

Expanded revenue and cost control helped narrow EBITDA loss
Value Creation on Media Assets

**Transfer NowTV Business to HKT**

**PCCW**
- Crystalize value of NowTV
- Cash proceeds of US$250m to reduce debt
- Accretive and enhances financial position
- Continue to benefit from NowTV and subsequent synergies through majority shareholding in HKT

**HKT**
- Position HKT to be the only genuine quad-play services provider in Hong Kong
- Maximize full synergy potential between NowTV and HKT’s broadband and wireless businesses
  - Greater pricing flexibility to tailor differentiated service offerings
  - Gain operational efficiencies
- AFF accretive to HKT

**Strategic Review of OTT Business**

- Strategic review to support future growth
- Evaluating various alternatives including separate listing or additional investments from strategic investors
- Unlock value to PCCW shareholders
Revenue growth of 11% primarily driven by projects in Southeast Asia and strong demand for data centers.

Data center revenue grew by 21% reflecting strong demand from hyper scale cloud providers and leading financial institutions.

Healthy pipeline of secured orders increasing by 43% to US$1,354 million; underpinned by a significant increase in the international segment.

- Lockdowns during first half materially affected staff utilization
- Number of large scale IT projects have been delayed or put on-hold
- Incurrence of bad debts and cost over-runs
Opex Focus in Challenging Conditions

Core Operating Expenses (US$ million)

- Core opex to revenue ratio declined to 18%
- Core opex savings of 10% year-on-year
- Cost control measures
  - Reduce discretionary spending on publicity & promotion
  - Optimize retail shop portfolio

Core Opex to Revenue Ratio:

<table>
<thead>
<tr>
<th></th>
<th>H1’19</th>
<th>H1’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ratio</td>
<td>19%</td>
<td>18%</td>
</tr>
</tbody>
</table>

- Solutions
- Media
- HKT
- Others

Core Operating Expenses:

- H1’19: $414 million
- H1’20: $374 million

Cost control measures:

- Reduce discretionary spending on publicity & promotion
- Optimize retail shop portfolio
Measured Capex to Support Future Growth

- Capex to revenue ratio was 8.3%
- Mobile capex steady as 5G rollout and critical infrastructure enhancements substituted prior spending on 4G
- TSS capex shrank reflecting the maturity of fiber backbone investments made to date
- Media capex light and steady
- Solutions capex decreased due to completion of Phase 1 of Fo Tan data center expansion in Hong Kong; capex in second half for Phase 2 rollout

Core Capex

<table>
<thead>
<tr>
<th></th>
<th>(US$ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H1’19</strong></td>
<td>210</td>
</tr>
<tr>
<td><strong>H1’20</strong></td>
<td>177</td>
</tr>
<tr>
<td>Solutions</td>
<td>31</td>
</tr>
<tr>
<td>Media</td>
<td>8</td>
</tr>
<tr>
<td>HKT</td>
<td>171</td>
</tr>
<tr>
<td>Media</td>
<td>15</td>
</tr>
<tr>
<td>HKT</td>
<td>154</td>
</tr>
</tbody>
</table>

Core Business Capex to Revenue Ratio:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H1’19</strong></td>
<td>9.8%</td>
</tr>
<tr>
<td><strong>H1’20</strong></td>
<td>8.3%</td>
</tr>
</tbody>
</table>
# Healthy Liquidity

<table>
<thead>
<tr>
<th>US$ million</th>
<th>As of Dec 2019</th>
<th>As of Jun 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gross Debt</td>
<td>Cash Balance (5)</td>
</tr>
<tr>
<td>HKT</td>
<td>5,220</td>
<td>372</td>
</tr>
<tr>
<td>PCCW</td>
<td>817</td>
<td>197</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,037</strong></td>
<td><strong>569</strong></td>
</tr>
<tr>
<td><strong>Core Gross Debt</strong> (1) / EBITDA (3)</td>
<td><strong>3.77x</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Core Net Debt</strong> (2) / EBITDA (4)</td>
<td><strong>3.41x</strong></td>
<td></td>
</tr>
</tbody>
</table>

(1) Core gross debt refers to the principal amount of short-term and long-term borrowings (excluding PCPD)
(2) Core net debt refers to the principal amount of short-term and long-term borrowings minus cash balance (excluding PCPD)
(3) Based on core gross debt as at period end divided by EBITDA for the 12-month period
(4) Based on core net debt as at period end divided by EBITDA for the 12-month period
(5) Includes short-term deposits
Debt Maturity Profile

(US$ million)
As of June 30, 2020

HKT

Current mix of floating and fixed rate debt approximately 40:60
Effective interest rate was approximately 3.4% in H1 2020
Average debt maturity of approximately 4.3 years
Delivering Sustainable Returns to Shareholders

### HKT Distribution Pass-through

<table>
<thead>
<tr>
<th>Year</th>
<th>Final Dividend Per Share</th>
<th>Interim Dividend Per Share</th>
<th>(HK cents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>20.20</td>
<td>13.21</td>
<td>6.99</td>
</tr>
<tr>
<td>2015</td>
<td>25.00</td>
<td>17.04</td>
<td>7.96</td>
</tr>
<tr>
<td>2016</td>
<td>28.33</td>
<td>20.17</td>
<td>8.16</td>
</tr>
<tr>
<td>2017</td>
<td>29.75</td>
<td>21.18</td>
<td>8.57</td>
</tr>
<tr>
<td>2018</td>
<td>31.24</td>
<td>22.33</td>
<td>8.91</td>
</tr>
<tr>
<td>2019</td>
<td>32.18</td>
<td>23.00</td>
<td>9.18</td>
</tr>
<tr>
<td>2020</td>
<td></td>
<td></td>
<td>9.18</td>
</tr>
</tbody>
</table>

### Dividend Yield *

<table>
<thead>
<tr>
<th>Year</th>
<th>HKT Distribution Pass-through</th>
<th>Dividend Yield *</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>71%</td>
<td>3.81%</td>
</tr>
<tr>
<td>2015</td>
<td>74%</td>
<td>4.95%</td>
</tr>
<tr>
<td>2016</td>
<td>74%</td>
<td>6.19%</td>
</tr>
<tr>
<td>2017</td>
<td>90%</td>
<td>6.79%</td>
</tr>
<tr>
<td>2018</td>
<td>90%</td>
<td>6.63%</td>
</tr>
<tr>
<td>2019</td>
<td>90%</td>
<td>6.70%</td>
</tr>
</tbody>
</table>

### Special Interim Dividend

- **85 PCPD shares** (potential for additional 23 shares) for every 1,000 PCCW shares

* Based on PCCW closing price on the annual results announcement date for each respective year; 2019 dividend yield based on share price at the end of morning session on February 13, 2020
Pay TV Business
Demonstrated Resilience in H1 2020

- Revenue impacted by suspension of EURO & live sports and softness in commercial sector due to COVID-19 pandemic. Business performance expected to improve in the second half as live sports resume.
- Stable EBITDA at US$25M as a result of improved operational efficiency and content cost streamlining.
- Customer base remained steady at 1.36 million.
Stay Home. Stay Entertained. Increased Engagement.

Viewership grew in 2020 H1 as a result of Stay-Home Stay-Entertained campaign

Stay-Home Stay-Entertained Campaign

- Supported public to stay home with free trial viewing of 9,000+ hours of entertainment via Now E OTT platform including news, movies, TV series, variety shows and sports for Hong Kong consumers
- Similarly offered free sampler of selected channels and On Demand library for Now TV customers

Video On Demand

- Over 20,000 hours of movies, entertainment, documentary and sports programs available on demand
- Strong line-up of Hollywood movies on demand. Shortened release window including a title co-released with Hong Kong cinema – “Trolls World Tour”; some titles released shortly after cinema premiere

### NOW TV

- **y-o-y change** 12%
- **Average Daily Reach**
  - **H1’19**
  - **H1’20**

### ENTERTAINMENT

- **y-o-y change** 19%
- **Average Daily Reach**
  - **H1’19**
  - **H1’20**

### NOW NEWS (Ch 332)

- **y-o-y change** 68%
- **Average Daily Reach**
  - **H1’19**
  - **H1’20**

Source: CSM Media Research
Business momentum is expected to improve as live sports resume in second half

<table>
<thead>
<tr>
<th>Sports</th>
<th>Return Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soccer</td>
<td>From Jun</td>
</tr>
<tr>
<td>Snooker</td>
<td>From Jun</td>
</tr>
<tr>
<td>Golf</td>
<td>From Jun</td>
</tr>
<tr>
<td>Motorsports</td>
<td>From Jul</td>
</tr>
<tr>
<td>Tennis</td>
<td>From Aug</td>
</tr>
<tr>
<td>Badminton</td>
<td>From Sep</td>
</tr>
</tbody>
</table>
Viú Tops OTT Users and Engagement in SE Asia

Average Monthly Time on App (GSEA)*

Other top 5 players

Before Covid
during Covid
Dec19-Jan20 Feb-Jun20

Before Covid
during Covid
Dec19-Jan20 Feb-Jun20

\(+59\%\)
\(+41\%\)

Proven Resilience with Robust Dual Monetization Engine

- **DUAL REVENUE MODEL**
  - Revenue growth YoY **46%**
  - Growth driven by premium subscription & high user engagement despite soft ad market

- **SUBSCRIPTION TIER**
  - Paying Subscribers growth YoY **119%**
  - Growth driven by enhanced content behind paywall & increased user engagement

NUMBER OF USERS

*Source: App Annie 2019/12-2020/06 data, figures are average of the player(s); Before Covid refers to 2019/12-2020/01, During Covid refers to 2020/02 to 2020/06; Top 5 Players: AIS PLAY, iWant TV, Netflix, WeTV, Youtube Kids (excluded Viú); GSEA markets: Hong Kong, Indonesia, Malaysia, Philippines, Singapore and Thailand

Findings from AMPD Research, a subsidiary of Media Partners Asia (MPA)

- In southeast Asia (Indonesia, Thailand, Singapore and the Philippines)
- Amongst major video streaming platforms including iflix, iQiyi, Line TV, Netflix, TrueID, Vide, WeTV, excluding YouTube
- Research period: 20/01/2020 to 11/04/2020; sample size: 32,300 individuals

Continue to expand partnerships with Telcos. Strengthen Subscription Business premium content strategy

- Partnered with more than 30 telcos in the region including
- Premium content behind the paywall and exclusive Viú Originals
- Enhanced pay layer product & functions
- Optimized acquisition based on data analytics and AI
A Regional Leader in OTT Video Entertainment

All data and information below has been provided and verified by App Annie.

<table>
<thead>
<tr>
<th>Rank</th>
<th>IAP Revenue¹ (In-App Purchase)</th>
<th>Monthly Active Users²</th>
<th>Total Time³</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Netflix</td>
<td>Netflix</td>
<td>Netflix</td>
</tr>
<tr>
<td>2</td>
<td>Viu</td>
<td>Viu</td>
<td>Viu</td>
</tr>
<tr>
<td>3</td>
<td>V – Live Broadcasting</td>
<td>TrueID</td>
<td>YouTube Kids</td>
</tr>
<tr>
<td>4</td>
<td>WeTV</td>
<td>iflix</td>
<td>AIS PLAY</td>
</tr>
<tr>
<td>5</td>
<td>iQIYI</td>
<td>iWant TV</td>
<td>WeTV</td>
</tr>
<tr>
<td>6</td>
<td>HBO GO Singapore</td>
<td>YouTube Kids</td>
<td>iWant TV</td>
</tr>
<tr>
<td>7</td>
<td>Amazon Prime Video</td>
<td>Google Play Movies and TV</td>
<td>Twitch</td>
</tr>
<tr>
<td>8</td>
<td>MONOMAXXX</td>
<td>LINE TV</td>
<td>iflix</td>
</tr>
<tr>
<td>9</td>
<td>Twitch</td>
<td>WeTV</td>
<td>Vidio</td>
</tr>
<tr>
<td>10</td>
<td>hmvod</td>
<td>AIS PLAY</td>
<td>LINE TV</td>
</tr>
</tbody>
</table>

Viu ranked #2 in "IAP Revenue", "Monthly Active Users" and "Total Time" in June 2020 among top video streaming apps (entertainment category) in Greater Southeast Asia (Hong Kong, Indonesia, Malaysia, Philippines, Singapore and Thailand)⁴.

Source: App Annie Intelligence data by using combined data and estimates from iPhone and Android Phone.

1. Revenue: Includes any paid downloads and/or in-app revenue net of the 30% platform commission that goes to the iOS or Google Play stores in June 2020 and excludes any revenue generated outside of the app stores, such as advertising and e-commerce.
2. Unique active user in June 2020.
4. Viu ranked #2 in "IAP Revenue", "Monthly Active Users" and "Total Time" in June 2020, compared against other Greater SEA Video Streaming Apps (entertainment category) based on the total sum of each metric across regions specified above.

Video streaming apps were identified from entertainment category apps on iOS App Store and Google Play, which include apps with some long-form videos in the form of TV series, movies, news programs and full sports events (including eSports) where the content provider retains ownership and control of the content. Apps exclusively showing short-form videos in the form of music videos, user-generated content and highlights and clips were excluded.
Expanded User Base and Engagement

Over 36.1 Million
Monthly Active Users

H1’19  H1’20

29.9  36.1

+21%

• MAU grew 21% y-o-y and reached 36.1 million in H1 2020
• More content placed behind pay-wall to foster subscription and monetization

3.2 Billion
Video Views

H1’19  H1’20

2.6  3.2

+23%

• VV grew 23% y-o-y and reached 3.2 Billion in H1 2020

* Normalized for India exit
Growing Content Portfolio

Continued Leadership in Pan-Regional Asian Content

- Continued partnership with 5 main Korean broadcasters with longer exclusivity, enhanced features and functionalities

- Expanded collaboration with cable channels (e.g. Channel A, TV Chosun) and movies

- In addition to drama & entertainment programs from China, Hong Kong, Japan

Local Content

- Penetrate local markets with content from Premium local partners & international networks

Further expand user base with cross-market impact and performance of Viu Originals

- Data-driven content decisions based on consumer insights and preference of the highly engaged Viu audience enable us to deliver high performance of Viu Originals

- In Indonesia Top 2 amongst all content
- In Malaysia Top 2
- In Thailand Top 3
- In Malaysia Top 6

- Top 9

- Remake of Korean drama

- Ranked higher than the original version

*On Viu platform
Free TV Business
Viewership Growth Fueled Advertising Revenue

ViuTV (CH99)

• Advertising revenue increased by 19% Y-o-Y attributable to the continuous growth in viewership and client base

• Increased average monthly audience reach of 4.0M compared to 3.7M in H1 2019¹

• Prime time average 4+ TVR increased 109% Y-o-Y²:
  o Key driver – drama time belt on weekdays 21:30-22:30 increased 172% Y-o-Y³

Upcoming Programs

• Continue producing and releasing quality scripted and non-scripted content to continue expanding the viewership base

1 Source: CSM Media Research HKTAM from 01 Jan – 30 Jun 2020 vs 01 Jan – 30 Jun 2019
2 Source: CSM Media Research HKTAM from 01 Jan – 30 Jun 2020 vs 01 Jan – 30 Jun 2019; prime time from 18:55-24:05
3 Source: CSM Media Research HKTAM from 01 Jan – 30 Jun 2020 vs 01 Jan – 30 Jun 2019; M-F 21:30-22:30
PCCW Solutions®

IT Solutions Business
COVID-19 Impact to Business

**Business Impact**
- COVID-19 has significantly impacted most of the sectors, heavily affecting hospitality, travel and retail especially
- Some public tenders in Hong Kong delayed, as the government focuses its effort in combating the virus
- Enterprises are more conservative in discretionary IT investment due to uncertainty of the economy

**Mitigation Measures**
- Take all necessary precautions to safeguard our employees
- Through structured business continuity plan, we maintain efficient and resilient business operations despite lockdown in some countries
- Empower our teams with online collaboration and communications tools to work remotely and effectively, and continue to reliably serving our customers

**Business Resilience**
- Stable recurring revenue from data center and managed services projects from the public sector
- Seize business opportunities in automation, cloud-based solutions, and digital transformation initiatives
- Awarded largest-ever multi-year strategic IT outsourcing and business transformation contract in Singapore
Driving Enterprise Digital Transformation and Accelerating Growth through IP Creation

**Telecom**
**Digital Business Enablement System**
Enabled a telecom service provider to undergo business transformation, enhancing digital experience with unified customer management

**Travel & Transportation**
**Track Access Management System**
Supported a railway operator in Singapore to automate and optimize engineering and maintenance work planning

**eCommerce**
**Online Marketplace**
Implemented the eCommerce platform for a regional direct selling company to revamp their e-stores with customer-centric design to drive sales

**Property**
**Integrated Smart Mall Platform**
Implemented the LoRaWAN-based platform for a shopping mall, seamlessly integrated with various systems to deliver differentiated services

**Insurance**
**Next Generation Insurance Platform**
Empowered a leading life insurance provider to digitize customer journey and transform selling processes with automated sales tools

**Financial Services**
**Integration Platform as a Service (iPaaS)**
Deployed the integrated platform for a financial regulator to automate and streamline global trading processes
Secured orders of US$1,354 million as of June 30, 2020 (+43% YoY)
### Industry Case Studies

#### Communications, Media and High-Tech

**StarHub**
- Strategic technology partner to operate StarHub’s IT applications and infrastructure, adopt several agile and digital technologies to increase agility and efficiency in accelerating its transformation
- Radically modernize legacy IT systems and simplify IT operations to lower costs and accelerate digitalization
- Build new, agile IT capabilities for quicker time to market and enhanced customer experience
- Bring telecom and IT technologies closer to accelerate innovation and data-driven decisions for business growth

#### Travel & Transportation

**Airport Authority Hong Kong**
- Implement intrusion detection surveillance system, CCTV and voice & data cabling solutions to the newly reclaimed third runway areas of Hong Kong International Airport
- Enhance operational efficiency and strengthen security surveillance at the third runway, which serves 30 million additional passengers annually
- Scalable backbone cable infrastructure supports the future development of various communications systems at the third runway

#### Public

**28 Government Agencies in Singapore**
- Awarded new and renewal contracts for the provision of Agency Tenant Management Services comprising of remote infrastructure support for servers and onsite support to end-users
- Continuous monitoring of agency’s servers and systems to minimize disruption and increase operational efficiencies
- Responsive onsite support to increase agency staff’s effectiveness on existing systems
- Increase user productivity by 20%
Industry Case Studies

Solutions

Retail, Manufacturing and Logistics
- Tien Li Offshore Wind Technology
  - Strategic IT outsourcing partner to manage and optimize IT operations
- Value
  - Provide diversified IT expertise and proven best practices to support business growth
  - Achieve significant ROI with tangible outcomes in cost-savings and productivity gain
  - Access to new technologies and rich IT resources which can be deployed flexibly

Hospitality
- International Theme Park
  - Design and implement theme park show lighting and AV control systems with professional project management to renovate an existing attraction
  - Enhance customer experience with new excitement
  - Reliable control systems ensure all shows run efficiently
  - Seamlessly integrate the specialty solution with existing systems

Banking, Financial Services & Insurance
- Hong Kong Exchange & Clearing Limited
  - Design, implement and maintain the next-generation Post Trade Gateway (PTG) supporting real time messaging in multiple channels and message standards
  - Provide enhanced Straight-Through Processing (STP) and connectivity for HKEX’s global community of customers
  - Acting as a high performance communication platform supporting multiple financial message formats
  - Accelerate HKEX’s next generation program projects & services
World-class Data Center Services

- Phase 1 of the new data center in Fo Tan is fully sold, while one-third of the capacity of Phase 2 has been pre-sold. Phase 2 is on track to be completed by the end of 2020.

- Maintained high utilization rate across all data center facilities in Hong Kong and mainland China

- Evaluating expansion of data center capacity in Hong Kong and new data center options in Southeast Asia

- Focus on addressing the growing demand from large cloud providers and global financial institutions
International Business Expansion

- Growing our teams and expanding business in **Singapore, Malaysia, the Philippines and Indonesia**, in line with our strategic direction to become a leading regional player

- Extending our IP-based solutions developed from Hong Kong to the **telecom, public sector, and travel & transportation industries** in Southeast Asia markets to drive business growth

- Focus on providing end-to-end **outsourcing and managed services** to large enterprises and public sector, helping clients to achieve cost efficiency and business agility
Market Recognition

Market Leadership

Largest IT Services Provider in Hong Kong

Source: Gartner “Market Share: IT Services, Worldwide 2019,” Dean Blackmore et al, 13 April 2020

Marketing Excellence

2020 Asia-Pacific Stevie Awards

- Bronze Stevie® Award in Innovation in the Use of Video
- Bronze Stevie® Award in Innovation in Social Media Marketing
Summary

**HKT** will continue to prudently invest in deploying 5G services and developing innovative applications for consumer and enterprises in Hong Kong.

**PCCW Media** will provide the best entertainment to our viewers across our free, pay and OTT platforms in Hong Kong and continue to expand our presence in the region.

**PCCW Solutions** will continue to leverage our portfolio of intellectual properties and expertise to expand and deepen the relationship with our customers, helping them to become more resilient and dynamic in response to rapid market changes.

The leading provider of digital services in Asia for consumers and enterprises.