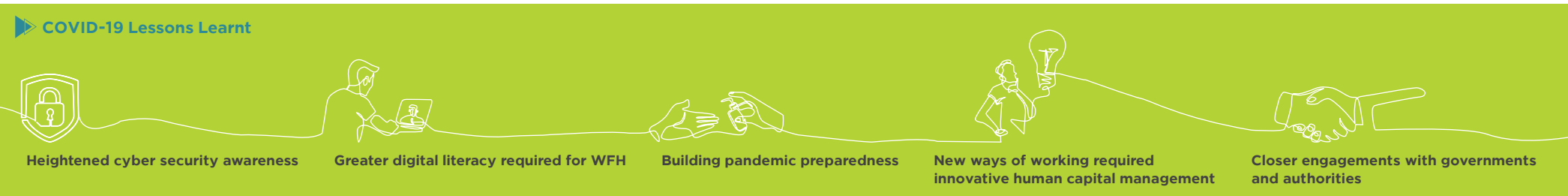
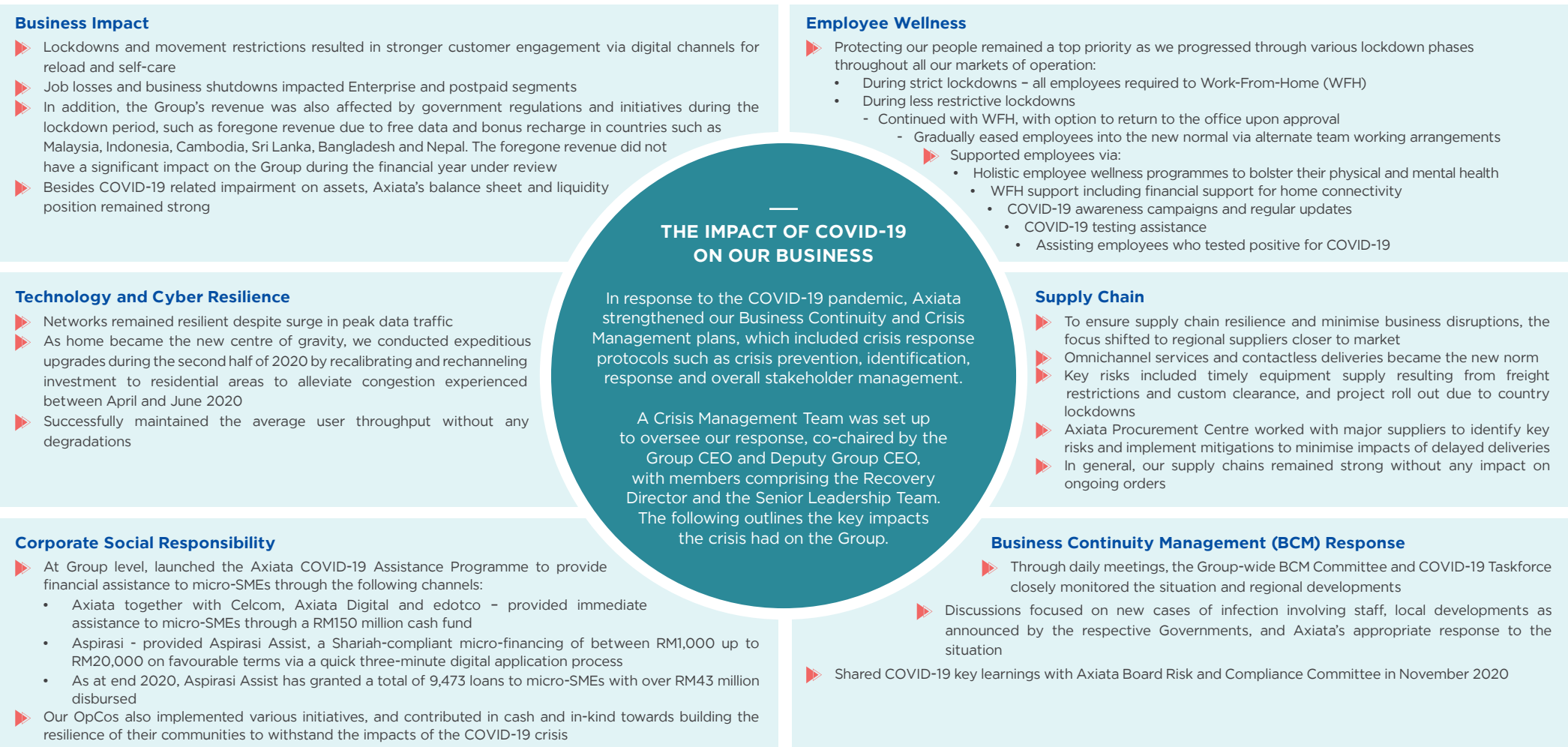


And This Was How We Responded To The COVID-19 Pandemic



And This Was How We Responded To The COVID-19 Pandemic

COVID-19 NATIONAL CONTRIBUTIONS ACROSS OUR FOOTPRINT

▶ Throughout our regional footprint, all OpCos provided either free or bonus data to customers across the prepaid, postpaid, Home and Enterprise segments, depending on the market.

Over and above, each OpCo provided targeted support for their respective communities, according to identified needs. These predominantly focused on financial assistance to SMEs, cash donations, and connectivity and technology contributions in-kind. The following provides an overview of the contribution by each OpCo in 2020:

axiata

- ▶ Shariah-compliant micro-financing through Axiata Digital, riding on the Aspirasi digital platform – from RM1,000 to RM20,000 and on favourable terms
- ▶ Quick three-minute digital application process
- ▶ Aspirasi Assist supported by Ministry of Finance for the RM150.0 million cash fund from Axiata together with Celcom, Axiata Digital and edotco to provide immediate assistance to micro-SMEs

robi

- ▶ Partnered with Digital Bangladesh's flagship programme a2i and the Health Ministry to design an AI-powered contact tracing app
- ▶ Donated PPE to frontliners and medical workers
- ▶ Provided free monthly 33GB data for doctors for six months
- ▶ Free access to Robi 10-Minute School
- ▶ Free 10-minute talk time and 50MB of data to subscribers unable to recharge, and reduced voice call rates
- ▶ Sent out real-time notifications to customers moving into various COVID-19 hotspots to heighten alertness
- ▶ Provided local administration with geo-mapping support based on real-time telco data to identify heavy movement of people in various parts of the country with the aim of containing the spread of the virus
- ▶ Provided an emergency credit facility to 20,000 retailers

Ncell

- ▶ Contributed RM3.4 million (NPR100.0 million) to the Coronavirus Infection Prevention, Control and Treatment Fund
- ▶ Collaborated with the Ministry of Health and Population and UNICEF for Mass COVID-19 Awareness Campaign urging key behavioral changes to reduce risk of infection
- ▶ Supported the COVID-19 Crisis Management Committee (CCMC) for Migration Tracking and Contact Tracing
- ▶ Rolled out the Unstructured Supplementary Service Data (USSD or quick codes) and Interactive Voice Response (IVR) survey to identify COVID-19 infected people
- ▶ Conducted COVID-19 awareness messaging leveraging on internal platforms - SMS, OBD calls, call tone, temporary change in network name to #Staysafe, engagement promos
- ▶ Ncell Free Hotline (service was also extended to Nepali migrant workers in Malaysia) and free Ncell Call to Doctor Service provided for COVID-19 consultation with doctors
- ▶ Free access to government hotlines 1133 and 1115
- ▶ Collaborated with the Ministry of Women, Children and Senior Citizen and UN WOMEN to run a Rapid Assessment Survey on how COVID-19 has affected the lives of people in Nepal
- ▶ Supported online education via - Mobile Class Data Pack in collaboration with Tribhuvan University; special monthly plan for online learning; Radio Outreach Programme providing radio education for rural primary students

celcom

- ▶ Provided relief services, devices, donations, personal protective equipment (PPE), and enhanced network capacity at estimated value of over RM380.0 million
- ▶ Free 1GB data daily for customers, with unlimited WhatsApp and Microsoft365 (M365) access
- ▶ Credit term extension for postpaid customers and SMEs
- ▶ Rebates for tourism operators, logistics companies and frontliners
- ▶ Supported COVID-19 healthcare operations in collaboration with state governments, Ministry of Health, government agencies and quarantine centres
- ▶ Extended financial support to our Trade and Fulfillment partners including PPE
- ▶ Food aid and cash contribution to B40 families
- ▶ Collaborated with e-learning provider to assist students learning from home
- ▶ Free browsing of the Ministry of Health's website for latest updates
- ▶ Free calls to Crisis Preparedness Response Centre and Movement Control Order Hotline
- ▶ 10% e-wallet cashback on reload via Celcom Life App

Dialog

- ▶ Invested RM4.3 million (SLR200.0 million) towards the development of state-of-the-art Intensive Care Units at Homagama Base Hospital and Negombo Hospital
- ▶ Conducted nationwide COVID-19 relief operation – RM1.7 million (SLR78.3 million) of dry rations distributed to > 174,000 people in > 400 villages
- ▶ Provided Telepresence and connectivity solutions to 30 hospitals and Telemedicine Solutions to 16 key hospitals across the country
- ▶ Provided RM151.9 million (SLR7.0 billion) in consumer concessions during lockdown periods
- ▶ Facilitated Distance Learning solutions to 92 schools and extended free access to all State university platforms, Guru.lk and e-thaksalawa
- ▶ Provided 4,000 PCR test kits to enable high-speed Robotic PCR Testing at Bandaranaike International Airport
- ▶ Provided critical connectivity solutions to the National Institute of Infectious Diseases and Quarantine Centres nationwide, and launched a toll-free 1390 COVID-19 national medical advisory hotline

Smart

- ▶ Contributed more than RM2.4 million (USD0.6 million) from its COVID-19 Relief Fund supporting key national initiatives
- ▶ Implemented 5G through the use of trial frequencies at three of Cambodia's main hospitals
- ▶ Bonus data for every e-top up for one month
- ▶ Home segment Fair Usage Policy quota doubled to 500GB and 800GB monthly for standard and premium plan customers respectively
- ▶ Free up to 10GB extra data for Enterprise customers

e.co

- ▶ Malaysia - enhanced network coverage with eMOS¹ at Malaysia's main COVID-19 treatment facility, Sungai Buloh Hospital
- ▶ Cambodia - PPE and testing kits for children's hospital
- ▶ Bangladesh - educational sanitation programmes for local communities
- ▶ Pakistan and Laos - mercy flights for stranded Malaysians
- ▶ Sri Lanka - funds to equip hospitals with respiratory machines
- ▶ Philippines - financial assistance for the purchase of medical devices, and medical and food supplies
- ▶ Myanmar - PPE and thermometers to support testing efforts

XL axiata

- ▶ Contributed > RM45.4 million (IDR158.2 billion) towards COVID-19 prevention programmes
- ▶ Contributed > RM2.9 million (IDR10.0 billion) in cash donations to the National Disaster Management Agency (BNPB)
- ▶ 2GB per day for Government sites, e-learning portals, e-Commerce apps and M365 contribution of over RM24.6 million (IDR85.7 billion)
- ▶ Students data quota subsidy to support the Government of over RM12.8 million (IDR44.5 billion)
- ▶ Government hospital connectivity (MiFi and MBB Router) and University Programme (Data Packages for students and staff) of over RM1.7 million (IDR5.8 billion)

Notes: Conversion rates are as of 31 December 2020: IDR1 = RM0.000287, SLR1 = RM0.021700, USD1 = 4.036000, NPR1 = RM0.034402
¹ eMOS is a Cell-on-Wheels/Mobility Solution provided by edotco

IAR For more details on other COVID-19 contributions made by OpCos in their markets of operation, please refer to pages 61 to 78 of the "Delivering Our Strategy" section

SNCR For comprehensive details of our OpCos' COVID-19 contributions, please refer to the "Emergency and Disaster Response" section in the "Social" chapter