

Reasons for variation

Since 2011, fixed-to-mobile (F2M) call revenue has been collected by fixed-line operators instead of mobile operators. As such, call revenues collected by CHT on behalf of TWM (operating revenue earned from CHT) and F2M interconnecting fees that TWM paid CHT (operating cost paid to CHT) both declined from 2010.

The Company's operating cost for leasing lines from Taiwan Fixed Network increased from 2010 as the group continued to work on integrating its resources.

The Company's operating cost paid to Taiwan Kuro Times increased from a year ago as more TWM's subscribers signed up for Kuro's online music services.

Production volume in the last two years: Not applicable as the Company is not a manufacturer.

Sales volume in the last two years

	2010				2011			
	Domestic		Overseas		Domestic		Overseas	
	Average No. of subscribers	Revenue (NT\$'000)	Average No. of subscribers	Revenue (NT\$'000)	Average No. of subscribers	Revenue (NT\$'000)	Average No. of subscribers	Revenue (NT\$'000)
Telecom service	6,389,361	55,001,883	--	--	6,497,799	55,916,663	--	--

Note: Average number of subscribers = (sum of monthly average number of subscribers) / 12

Human Resources

Employee statistics for the past two years until the publication date

Year		2010	2011	2012 (as of Feb. 29)	
Number of employees	Consolidated	4,498	6,055	5,941	
	Stand-alone	2,496	2,651	2,647	
Stand-alone	Average age	36.8	36.8	36.9	
	Average years of service	7.0	7.22	7.24	
	Education level	Ph.D.	0.36%	0.26%	0.26%
		Master	19.99%	20.67%	20.63%
		University	50.76%	50.92%	50.89%
		College	26.89%	23.84%	23.61%
Others		2.00%	4.30%	4.61%	