

## Sales volume in the past two years

	2011				2012			
	Domestic		Overseas		Domestic		Overseas	
	Subscriber number at year end	Revenue (NT\$'000)	Subscriber number at year end	Revenue (NT\$'000)	Subscriber number at year end	Revenue (NT\$'000)	Subscriber number at year end	Revenue (NT\$'000)
Telecom service	6,662,960	55,916,663	--	--	7,012,026	59,042,443	--	--

## Human Resources

### Employee statistics in the past two years up to date of publication

Year		2011	2012	2013 (as of March 15)	
Number of employees	Consolidated	6,055	6,529	6,491	
	Stand-alone	2,651	2,959	2,929	
Stand-alone	Average age	36.84	36.42	36.51	
	Average years of service	7.22	6.78	6.88	
	Education level	Ph.D.	0.26%	0.24%	0.24%
		Master's	20.67%	20.71%	21.00%
		University	50.92%	53.09%	53.57%
		College	23.84%	20.99%	20.38%
Others		4.30%	4.97%	4.81%	

## Environmental Protection Expenditure

**Loss or penalty due to environmental pollution in the past two years up to date of publication:** None

### Countermeasures:

The Company has taken into consideration any potential risks or violation of environmental regulations in formulating its environmental management system. TWM also closely monitors developments in the government's environmental policies or regulations to be able to design precautionary measures. The Company does not expect any expenditure arising from environmental pollution in the future.

The Company is committed to protecting the environment and has adopted various measures such as promoting "green" procurement, establishing energy-efficient base stations and IDCs, minimizing the use of paper in offices and stores, recycling waste cables, batteries and handsets, and encouraging users to switch to e-billing and online services. The