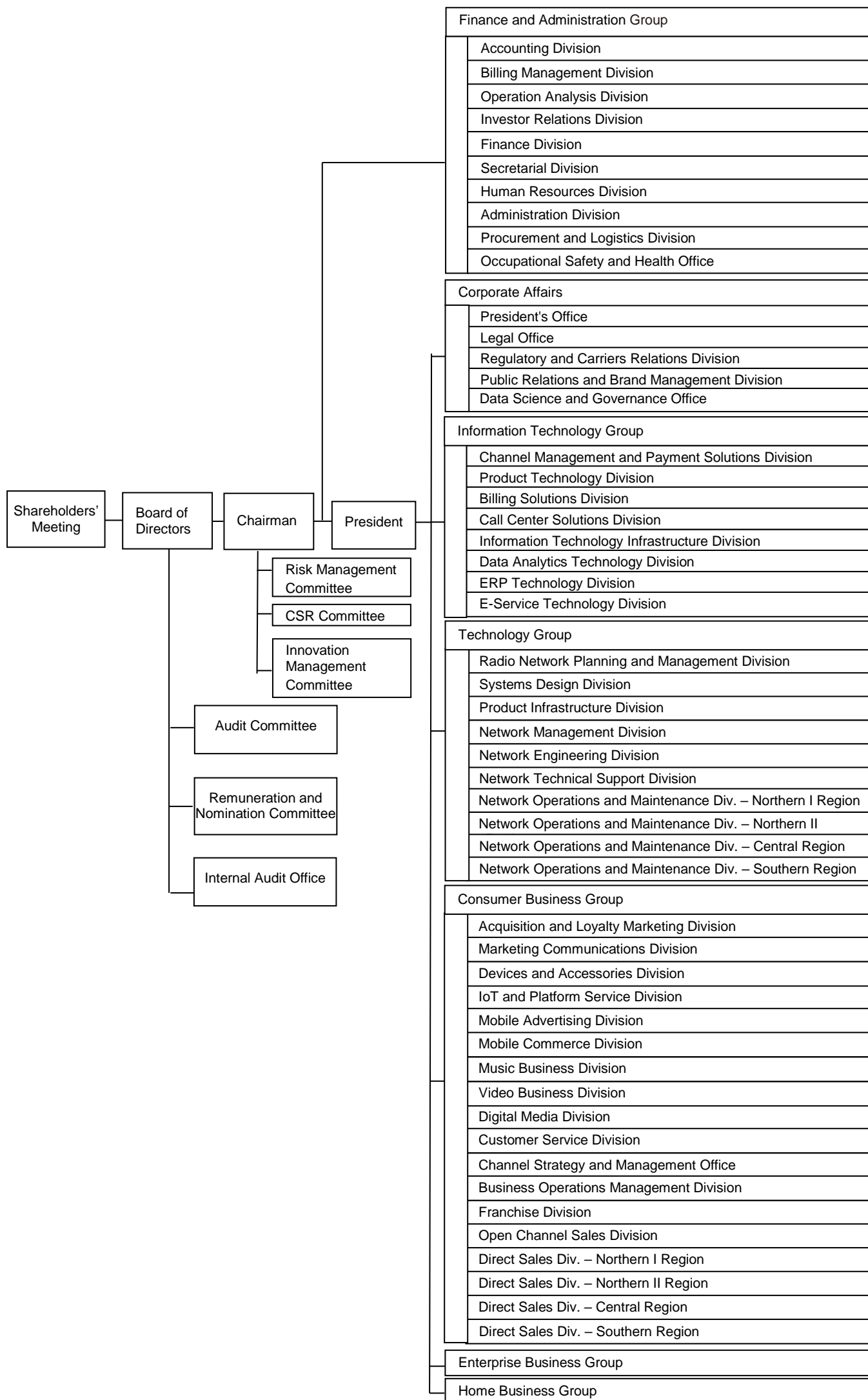


Chapter 2 Organization and Corporate Governance

Organization Organization Chart

As of February 25, 2019



Divisional Scope of Responsibilities

Division		Scope of responsibilities
Internal Audit Office		<p>Audit of the Company and its subsidiaries</p> <p>Handle employee and supplier complaints</p> <p>Risk Management Committee operations</p>
Corporate Affairs	President's Office	<p>Corporate strategy and project management</p> <p>Develop new businesses and strategic alliances</p> <p>Enhance corporate management mechanism and cross-department project management</p> <p>Carry out information security management system planning and deployment, as well as monitor improvements</p>
	Legal Office	Legal counsel, company litigation and legal document review
	Regulatory and Carriers Relations Division	Regulatory matters, government relations and inter-carrier relations
	Public Relations and Brand Management Division	Brand management, media communication, corporate social responsibility, sponsorships, and TWM Foundation and corporate website management
	Data Science and Governance Office	Enhance data collection, definition, storage, management and application efficiency and quality
Finance and Administration Group	Accounting Division	<p>Accounting information management</p> <p>Tax planning and compliance</p> <p>Preparation of financial reports</p>
	Billing Management Division	<p>Billing, receivables collection and settlement</p> <p>Credit check and risk management</p>
	Operation Analysis Division	Operating performance analysis, capex/opex cost and benefit analysis, and financial forecasts/annual budget review
	Investor Relations Division	Maintain two-way communication between the Company and investors wherein the Company regularly provides timely disclosure of its operations, financial status, business strategy and future business developments
	Finance Division	<p>Treasury management</p> <p>Monitor investments and subsidiaries' business activities</p> <p>Finance-related project evaluation, planning and execution</p>
	Secretarial Division	<p>Corporate governance affairs, board and shareholders' meetings, and corporate registration affairs</p> <p>Corporate share registrar management</p> <p>Company seal custodian and receipt/transmission of corporate documents</p>
	Human Resources Division	<p>Human resources planning and management</p> <p>Staffing, compensation/benefits and employee relations</p> <p>Employee training and development</p>
	Administration Division	<p>Office machinery and equipment management</p> <p>General and administrative affairs coordination</p> <p>Base station administration affairs</p>
	Procurement and Logistics Division	<p>Procurement policy and system planning</p> <p>Procurement-related activities and contract signing</p> <p>Supplier management</p>
	Occupational Safety and Health Office	<p>Occupational safety and health management</p> <p>Workplace health promotion</p>

Division		Scope of responsibilities
Information Technology Group	Channel Management and Payment Solutions Division	Sales, channel services and commission system solutions Enterprise management information system solutions Members' center and payment service solutions
	Product Technology Division	Technical consultation and solution analysis for innovative services and customer premises equipment (CPE) technologies Solutions design, systems development and delivery for innovative services and marketing promotions
	Billing Solutions Division	Billing systems operation and development
	Call Center Solutions Division	Call center infrastructure and operational management solutions Taiwan Fixed Network IT server operation and management
	Information Technology Infrastructure Division	Data center, systems and network infrastructure construction and operations management Implementation of information security policy
	Data Analytics Technology Division	Data analytics system solutions, including data warehouse, data science and business intelligence solutions System solutions for management of network assets, warehousing, maintenance and repair, and customer experience
	ERP Technology Division	Customer care application systems Enterprise resource planning (ERP) and human resources solutions Front-end customer management, sales management, and supply and order solutions for fixed-line business
	E-Service Technology Division	Corporate website, e-service systems (e-store/myfone shopping), IoT platform and fixed-network application systems Service-oriented architecture and enterprise service bus (SOA/ESB) IT governance, enterprise architecture, software development process, and basic architecture software/tools development and management
Technology Group	Radio Network Planning and Management Division	Radio network strategy development and planning Site planning and performance management Radio network quality management
	Systems Design Division	Plan and design core, IP and transmission network systems for mobile and fixed networks Verification testing of network elements
	Product Infrastructure Division	Design, build and operate: <ul style="list-style-type: none"> - Cloud internet data center (IDC) - Cloud computing services – Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) - Infrastructure of value-added services and innovative products
	Network Management Division	24-hour supervision of mobile/fixed network management Technical support for customers with network issues Network security management
	Network Engineering Division	Mobile telecom and fixed-network business' infrastructure budget, and engineering and construction project outsourcing Applications for base station co-location, technical approvals and cable/conduit management for government agencies Fixed-network service management, project evaluation and coordination
	Network Technical Support Division	Mobile-network technical support Fixed-network technical support IP-based network technical support
	Network Operations and Maintenance Division– Northern I, Northern II, Central and Southern Regions	Mobile and fixed-network construction, expansion, operation, maintenance and optimization, including core, transmission and radio networks Network construction management and technical support

Division	Scope of responsibilities
Acquisition and Loyalty Marketing Division	Develop and execute strategies to acquire new customers, increase customer loyalty and lower churn rates for postpaid users Develop strategy prepaid business Conduct customer analysis and market surveys
Marketing Communications Division	Manage TWM Group corporate and brand identity, brand strategy development and marketing communications Develop and manage store signage/interior design, and brand and marketing communication activities Integrate and operate company website, including digital marketing communication, online sales and services
Devices and Accessories Division	Devices planning and management Accessories and revenue sources development Handset sales and distribution
IoT and Platform Service Division	Develop and launch innovative consumer IoT services to capture future opportunities Build market-leading service platforms, including an enterprise instant messenger, a content portal and big data marketing tools Improve user experience for Taiwan Mobile app and mySports app to enhance customer value and contribution
Mobile Advertising Division	Provide mobile advertising solutions based on big data analysis
Mobile Commerce Division	Develop and manage mobile commerce and payment businesses myfone shopping focuses on 3C products and provides alternative bundle options to subscribers via e-commerce data analysis and logistic support. Wali app: Payment and membership services, including exclusive deals/benefits for members
Music Business Division	myMusic business management, strategic planning, product development, marketing and operations
Video Business Division	myVideo business management, strategic planning, product development, marketing and operations
Digital Media Division	Strategic planning, product development, marketing and business operations for innovative digital content services Direct carrier billing business and gaming social platform operations Legacy VAS business management and quality assurance
Customer Service Division	Customer service and call center management Telemarketing sales and customer retention
Channel Strategy and Management Office	Channel strategy development and performance management Channel sales support, store display design, and in-store activities planning and execution Sales training program planning and service quality management
Business Operations Management Division	Store operating system optimization and standards formulation Channel operation quality assurance to minimize corporate business risk Sales channel resources management and commission/awards calculation
Franchise Division	Supervision of franchisees' product promotions, distribution and customer service
Open Channel Sales Division	Open channel development, distribution and management of postpaid/prepaid products
Direct Sales Division – Northern I, Northern II, Central and Southern Regions	Product sales, customer service and project execution at company stores

Division	Scope of responsibilities
Enterprise Business Group	Strategy development and business analysis Direct sales and channel development and customer relationship management Inter-carrier relations and international business (including international roaming) planning and implementation
Home Business Group	Implementation of integrated technology solutions to develop new products and VAS so as to increase video and broadband internet access penetration rates and overall revenue Expansion of two-way optical network to broaden coverage and ensure better internet access quality and stable cable signals