

## Chapter 4 Operational Highlights

### Performance by division

	<b>Consumer Business Group</b>	<b>Enterprise Business Group</b>	<b>Home Business Group</b>	<b>Retail Business</b>
Brand name	Taiwan Mobile	TWM Business Solution	TWM Broadband	momo
Services	<ul style="list-style-type: none"> <li>● Voice, data and mobile value-added services for consumers</li> </ul>	<ul style="list-style-type: none"> <li>● Voice and data mobile services for enterprises</li> <li>● Fixed-line services</li> <li>● Cloud and enterprise total solutions</li> </ul>	<ul style="list-style-type: none"> <li>● Pay TV services (CATV/DTV)</li> <li>● Cable broadband services</li> <li>● Others</li> </ul>	<ul style="list-style-type: none"> <li>● E-commerce</li> <li>● TV home shopping</li> </ul>

Unit: NT\$m

	<b>Telecom business</b>		<b>Cable TV business</b>	<b>Retail business</b>
	<b>Mobile business</b>	<b>Fixed-line broadband business</b>		
Market position	One of top three mobile operators in a five-player market, with a market share of around 24% in terms of mobile subscribers	One of top three internet service providers (ISP)	Fourth-largest multiple system operator (MSO), covering about 11% of households in Taiwan	Ranked first in B2C e-commerce
2020 revenue*	61,533		6,193	67,198
2020 EBIT*	11,325		2,208	2,219

\* Source: 2020 financial reports. The difference between the sum of each division and consolidated numbers was due to inter-division adjustments and eliminations.

## Scope of Business

### Business overview

#### Telecom Business

#### 1. Telecom products and services

##### **Consumer Business Group**

Besides providing basic mobile voice and broadband services, the Consumer Business Group also offers diversified value-added services to create an integrated mobile entertainment user experience. These value-added services include video and music streaming, mobile commerce, instant messenger, IoT-related services and smart home services.

##### **Enterprise Business Group**

The Enterprise Business Group offers a full range of information and communication integration service solutions to enterprise clients. Building on its solid foundation in mobile, fixed network and other telecommunications based services, the group can serve as a partner in the fields of 5G solutions, IoT, cloud, AI and information security protection.