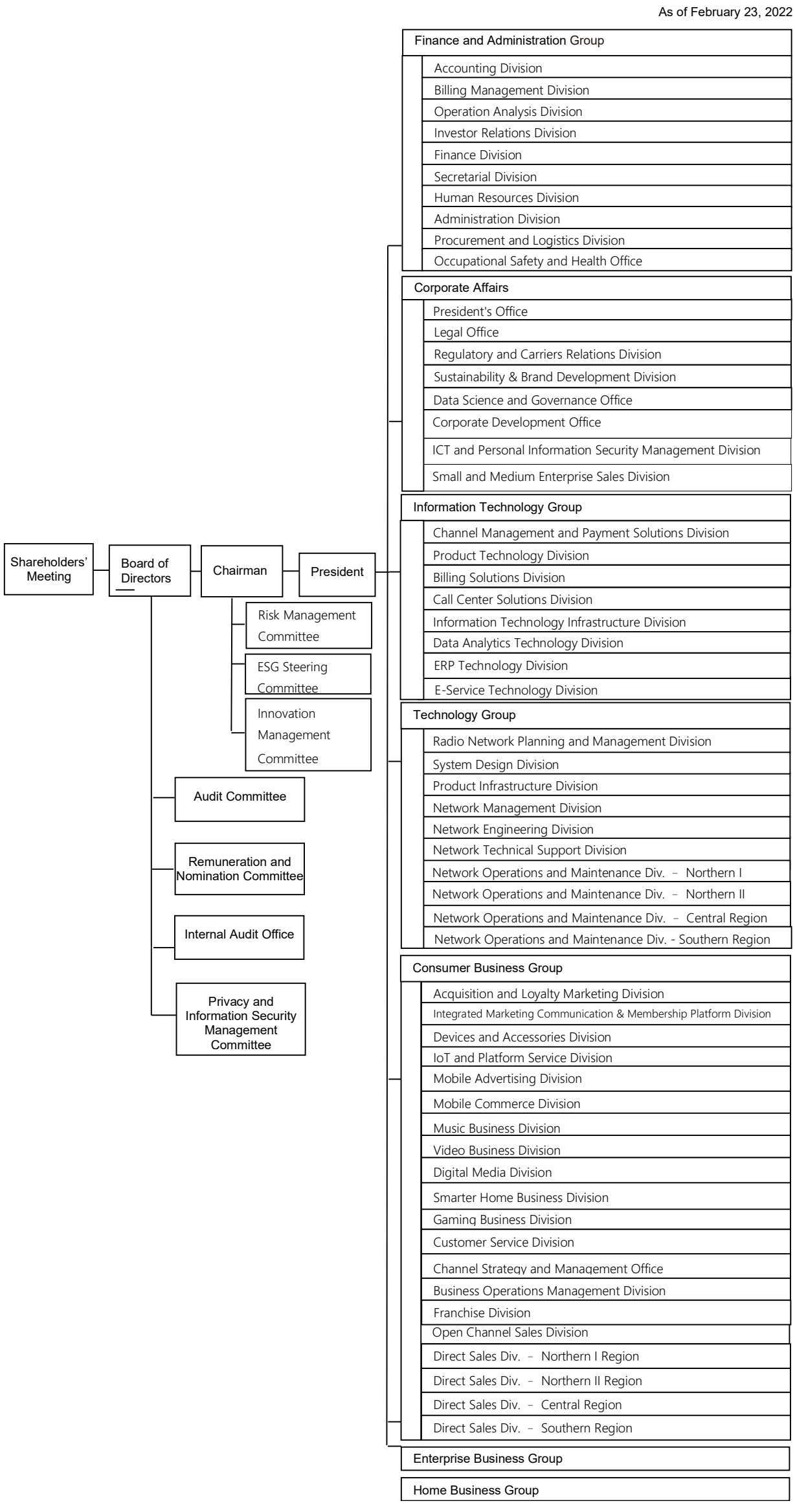
Chapter 2 Organization and Corporate Governance

Organization

Organization Chart

As of February 23, 2022



Divisional Scope of Responsibilities

Division		Scope of responsibilities
Internal Audit Office		Conduct internal audit of the Company and its subsidiaries Handle employees' and suppliers' complaints Coordinate the operation of the Risk Management Committee
Corporate Affairs	President's Office	Corporate strategic planning and implementation management Develop new businesses and partnerships Facilitate cross-departmental collaboration and improve management mechanism Accelerate digital transformation and sourcing of innovative technologies
	Legal Office	Legal counsel, company litigation and legal document review
	Regulatory and Carriers Relations Division	Regulatory matters, government relations and intercarrier relations
	Sustainability and Brand Development Division	Sustainability and corporate social responsibility, brand management and sponsorships, public relations and TWM Foundation
	Data Science and Governance Office	Enhance efficiency and quality of data collection, definition, storage, management and application
	Corporate Development Office	Monitor global economic developments and industry trends Lead financial and strategic investments, as well as post-deal integration
	ICT and Personal Information Security Management Division	ICT security and personal data and privacy protection Implementation of Cyber Security Management Act Operation of information security maintenance plan
	Small and Medium Enterprise Sales Division	SME information communication and cloud business development and maintenance services, cooperation with the group and channel operation Develop and maintain mobile and household telecommunications services for dependents of enterprise users and manage social media platforms Integrate start-up companies' innovative services to further tap into the SME market

Division		Scope of responsibilities
Finance and Administration Group	Accounting Division	Accounting information management Tax planning and compliance Preparation of financial reports
	Billing Management Division	Billing, receivables collection and settlement Credit check and risk management
	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	Treasury management Monitor investments and subsidiaries' business activities Finance-related project evaluation, planning and execution
	Secretarial Division	Corporate governance affairs, board and shareholders' meetings, and corporate registration affairs Corporate share registrar management Company seal custodian and receipt/transmission of corporate documents
	Human Resources Division	Human resources planning and management Staffing, compensation/benefits and employee relations Employee training and development
	Administration Division	Office machinery and equipment management General and administrative affairs coordination Base station administration
	Procurement and Logistics Division	Procurement policy and system planning Procurement-related activities and contract signing Supplier management
	Occupational Safety and Health Office	Occupational safety and health management Workplace health promotion

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 Payment service solutions
	Product Technology Division	Technical consultation and solutions 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 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 relationship management
	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), Disney+, DCB portal and member center Cloud gaming and e-sports social media platform, IoT service platform, cloud services platform and fixed-network systems Large-scale IT project management, IT governance, enterprise architecture, development process and software/tools management
Technology Group	Radio Network Planning and Management Division	Radio network strategy development and planning Site planning and performance management Radio network quality management
	System Design Division	Plan and design core, IP and transmission network systems for mobile and fixed networks Verification and testing of network elements
	Product Infrastructure Division	Design, implement and operate: - Cloud internet data center (IDC) - Cloud computing services: Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) Technology service infrastructure
	Network Management Division	24-hour supervision of mobile/fixed network management Technical support for customers with network quality issues Network security maintenance 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	Technical support for mobile, fixed and IP-based networks
	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
Consumer Business Group	Acquisition and Loyalty Marketing Division	Develop and execute strategies to acquire new customers, increase customer loyalty and lower churn rates for postpaid users Develop strategies for prepaid business Conduct customer analysis and market surveys
	Integrated Marketing Communication and Membership Platform Division	Develop and manage Taiwan Mobile brand identity and brand strategy Develop and implement store signage and interior design, as well as brand and marketing communications, including above-the-line/below-the-line online, social media, consumer event and store marketing communication activities Manage Company website to provide users with online services and operate membership platforms
	Devices and Accessories Division	Devices planning and management Accessories and revenue sources development Handset sales and distribution
	IoT and Platform Service Division	Enlarge mySports and myAngel services to tap into the opportunities in IoT health
	Mobile Advertising Division	Provide mobile advertising solutions based on big data analysis
	Mobile Commerce Division	Operate and manage postpaid and prepaid mobile online services, and integrate myfone shopping to offer customers more diverse choices Develop and manage mobile commerce for myfone online shopping, with a focus on 3C and Smarter Home merchandise myfone online shopping business development, strategic planning and operations
	Music Business Division	Oversee myMusic business management, strategic planning, product development, marketing and operations
	Video Business Division	Oversee myVideo business management, strategic planning, content and product development, marketing and operations
	Digital Media Division	Direct carrier billing service, digital content subscription service and VAS business development and operation
	Smarter Home Business Division	Oversee Smarter Home strategy, business development and operation
	Gaming Business Division	Game publishing, e-sports events and 5G cloud gaming platform operation
	Customer Service Division	Customer service and call center managementTelemarketing 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 risks Sales channel resources management and commission/awards calculation
	Franchise Division	Supervise 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 Intercarrier relations and international business (including international roaming) planning and implementation
Home Business Group	Implement integrated technology solutions to develop new products and VAS Increase the penetration rate of video and broadband internet and overall revenue Expand two-way optical network to broaden coverage and ensure better internet access quality