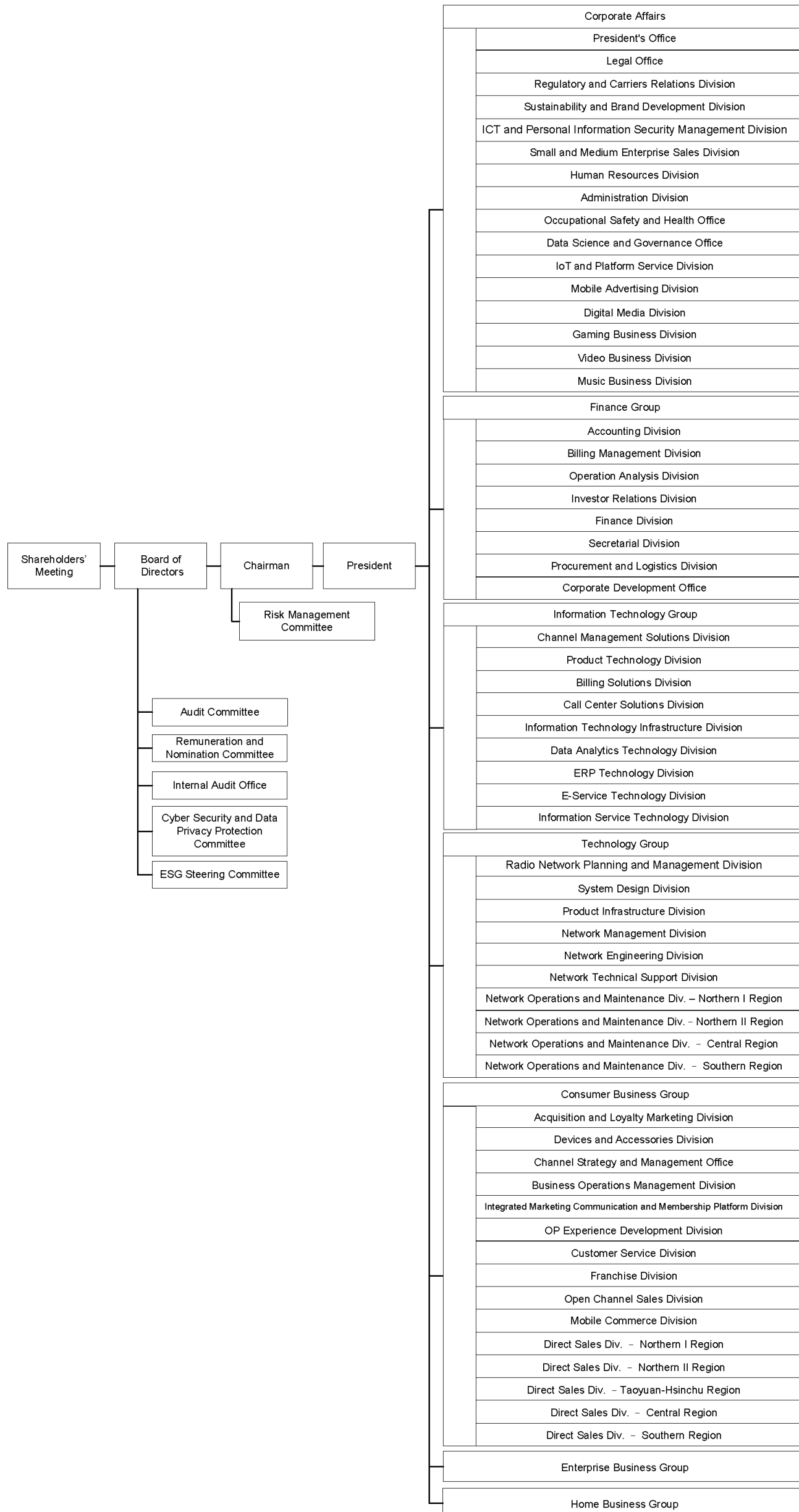


Chapter 2 Organization and Corporate Governance

Organization Organization Chart

As of February 22, 2024



Divisional Scope of Responsibilities

Division		Scope of responsibilities
Internal Audit Office		Conduct internal audit of the Company and its subsidiaries Handle employee and supplier complaints Coordinate the operations of the Risk Management Committee
Corporate Affairs	President's Office	Strategic planning and implementation Incubate new businesses and develop strategic partnerships Facilitate cross-departmental collaboration and refine operations Analyze changing technological landscapes
	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, brand management, public relations and TWM Foundation
	Data Science and Governance Office	Enhance efficiency and quality of data collection, definition, storage, management and application
	IoT and Platform Service Division	Plan and develop eSIM platform, health IoT and innovative platform services
	Mobile Advertising Division	Provide mobile advertising solutions based on big data analysis
	Music Business Division	Oversee music business' management, strategic planning, marketing and operations management.
	Video Business Division	Oversee video business' strategic planning, marketing and content investment Develop and operate MyVideo OTT service to acquire and retain users
	Digital Media Division	Direct carrier billing service, international digital content subscription service, and VAS business development and operations
	Gaming Business Division	Game publishing, e-sports events and 5G cloud gaming platform operations
	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	Serve as hub of digital transformation for SMEs Enhance relations with selected partners to promote employee packages Explore business opportunities in SMEs' digitalization through in-house communications platform as a service (CPaaS) and strategic partners' software as a service (SaaS)
	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
Occupational Safety and Health Office	Occupational safety and health management Workplace health promotion	
Finance 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

Division		Scope of responsibilities
	Investor Relations Division	Maintain two-way communication between the Company and investors, including providing regular and timely disclosures of its operations, financial status, business strategy and development plans
	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 Corporate share registrar management and corporate registration affairs Company seal custodian and receipt/transmission of corporate documents
	Procurement and Logistics Division	Procurement policy and system planning Procurement-related activities and contract signing Supplier management
	Corporate Development Office	Evaluation of strategic investments and mergers and acquisitions
Information Technology Group	Channel Management Solutions Division	Operation and development of sales systems, channel services and commission systems; fixed line business support systems; and payment application systems
	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	Mobile and fixed-line billing systems operation and development
	Call Center Solutions Division	Customer service facilities, computer systems and network architecture construction and operation Customer service systems design, implementation and maintenance Brand portal system design, development and maintenance
	Information Technology Infrastructure Division	Construction and operation of computer rooms, computer systems and network architecture Implementation of information security policies
	Information Service Technology Division	Operation and maintenance of office automation computer systems Enterprise new innovation services and product development Operation and development of virtual channel sales systems and payment platform
	Data Analytics Technology Division	Operation and development of data warehouse, data science, AI and business intelligence analysis; enterprise management information system (MIS); cybersecurity products like anti-fraud solution enterprise edition and social engineering drill system
	ERP Technology Division	Enterprise resource planning (ERP) and human resources solutions Development of telecom network and alarm management system Establishment, planning and operation of inventory and product repair system
	E-Service Technology Division	Operation and development of e-commerce platform for brands, platforms for cloud gaming and communities, Disney+ and DCB portal; OP Pay buy now pay later (BNPL), M+ instant messaging and conferencing, and Center of Excellence organizational management; and CBP (third-party value-added service activation platform) and OPBiZ services for SMEs
Technology Group	Radio Network Planning and Management Division	Radio network development and deployment 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

Division		Scope of responsibilities
	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 Design and maintenance of network operation support systems
	Network Engineering Division	Mobile telecom and fixed-network business' infrastructure budget, engineering and construction project outsourcing and progress control 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
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 market and customer analysis
	Integrated Marketing Communication and Membership Platform Division	Brand image shaping and management, including visual system, store image and POSM (point of sale materials) design and management Integrated marketing communication planning and execution for brand and major company projects, including advertising, social media and events Manage Company website, including development of user-oriented functions, as well as membership platforms, management and maintenance
	Devices and Accessories Division	Devices planning and management Accessories and revenue sources development Handset sales and distribution
	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 risks Sales channel resources management and commission/awards calculation
	Franchise Division	Supervise franchisees' product promotions, distribution and customer service
	Open Channel Sales Division	Third-party sales channel development, distribution and management of postpaid/prepaid products, handset sales and distribution
	OP Experience Development Division	Strategy planning, product promotion and business management for smart homes, new devices, MyMoji and MyCharge (EV charging service) Online-merge-offline (OMO) user experience planning and execution to provide high-quality services through all devices
	Mobile Commerce Division	Operation and management of postpaid/prepaid mobile online services, and myfone shopping to offer customers more diverse choices Development and management of mobile commerce for myfone online shopping, with a focus on 3C merchandise myfone online shopping business development, strategic planning and operations

Division		Scope of responsibilities
	Direct Sales Division – Northern I, Northern II, Taoyuan-Hsinchu, Central and Southern Regions	Product sales, customer service and project execution at company stores
Enterprise Business Group		<p>Strategy development and business analysis</p> <p>Direct sales and channel development and customer relationship management</p> <p>Intercarrier relations and international business (including international roaming) planning and implementation</p>
Home Business Group		<p>Implement integrated technology solutions to develop new products and value-added services (VAS)</p> <p>Increase the penetration rate of video and broadband internet and overall revenue</p> <p>Expand two-way optical network to broaden coverage and ensure better internet access quality</p>