



Social Harmony

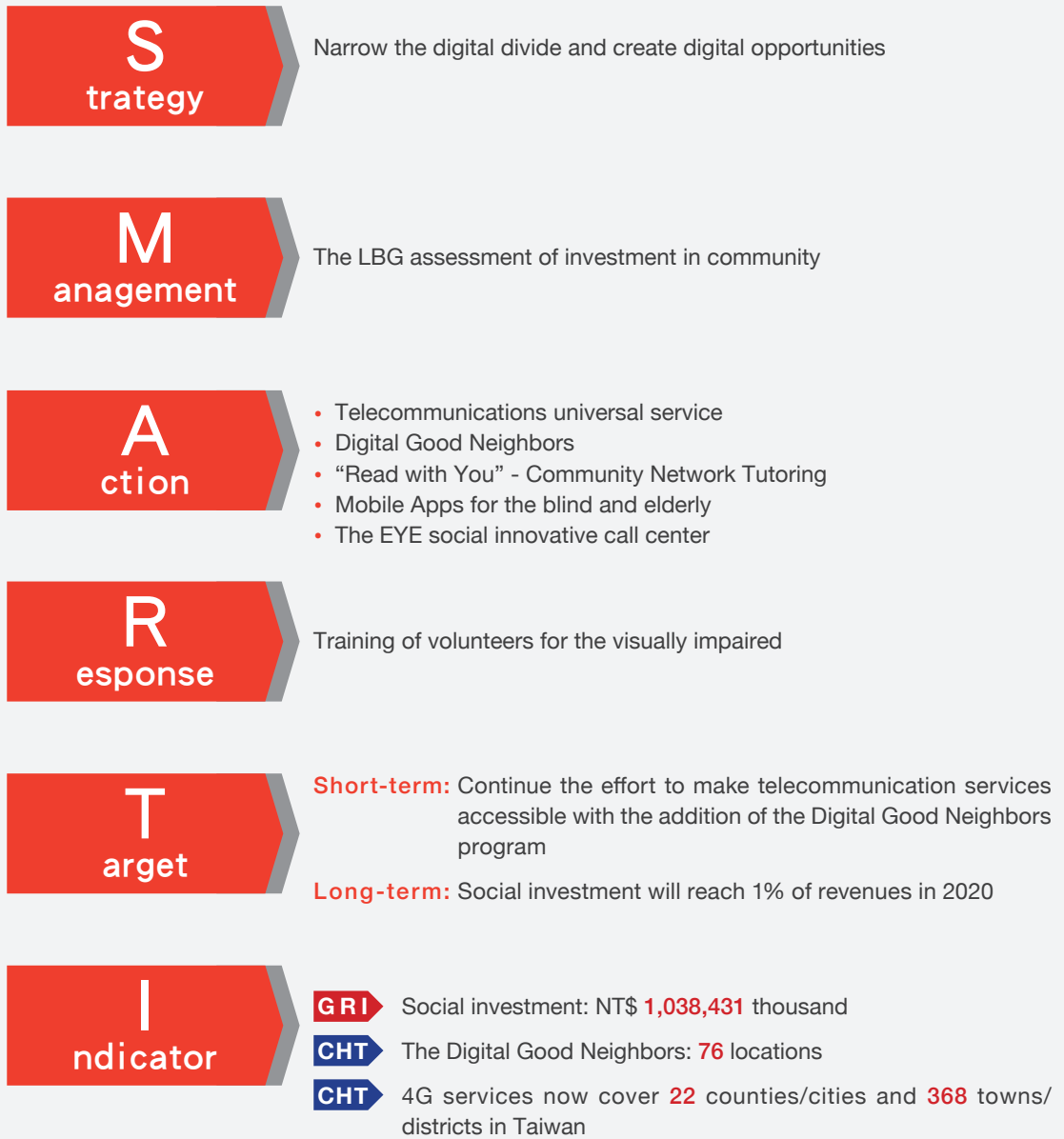






● Digital Inclusion

Connect · Hope · Technology

Chunghwa Telecom expects to create an environment without boundary of technology and information telecom technologies. Hence the inheritance of culture, the extension of education, the promotion of industry and upgrades of arts and intellectual can connect in the universe of the Internet, creating infinite hope. The digital technology can be beneficial to everyone despite their age, social standing, geographical location, and education.

Based on the characteristics of ICT industry and the spirit of “value is where the responsibility lies,” Chunghwa Telecom penetrates into the communities in Taiwan. With the objective of “shorten the digital divide and create digital opportunities,” Chunghwa Telecom observes the trend of digital divide and put forward solutions to facilitate social innovations and digital inclusions.



Subject	Strategy	Assessment
 Persons with Disabilities	Help disabilities and economically disadvantaged persons to use telecom services through ICT technology and favorable rates; develop ICT equipment and provide the same to the disabilities thereby improve their quality of life, education and job opportunities. In addition, with the development of ICT services, we also assist in improving the quality of life of people with chronicle diseases and aged people who need special care.	Trouble-free communication use, life quality of life improvement, disadvantaged group employment, social changes in the community, and the enhancement of the corporate image.
 Low-income Earners	In addition to providing favorable rates to disadvantaged groups, we also install ICT equipment for remote and disadvantaged communities.	Easy to use, affordable rates, life quality improvement, social change inside communities, equipment utilization, revenue, and the enhancement of the corporate image.
 General Public	Provide learning opportunities through sufficient and comprehensive educational programs. We help users to utilize ICT services, smart communication equipment, and value-added service through mobile devices, our network and branch offices.	Course integrity, service courses for attentive customers, course utilization, revenues, social changes in community, and the enhancement of the corporate image.
 Remote Areas	Despite the geographical location, distance or outlying islands, ICT service shall not have any boundary. Chungghwa Telecom never ceases to ensure the connectivity of communications. In addition to establishing dual-route in remote areas, we also use satellites to improve the communication quality in the mountain area and outlying islands.	Basic communications coverage, high-speed wireless broadband coverage, guarantees of the smooth communications, improvement of users' quality of life, equipment utilization, revenues, the enhancement of the corporate image, social changes in the communities and the environment.

Social Investment Management

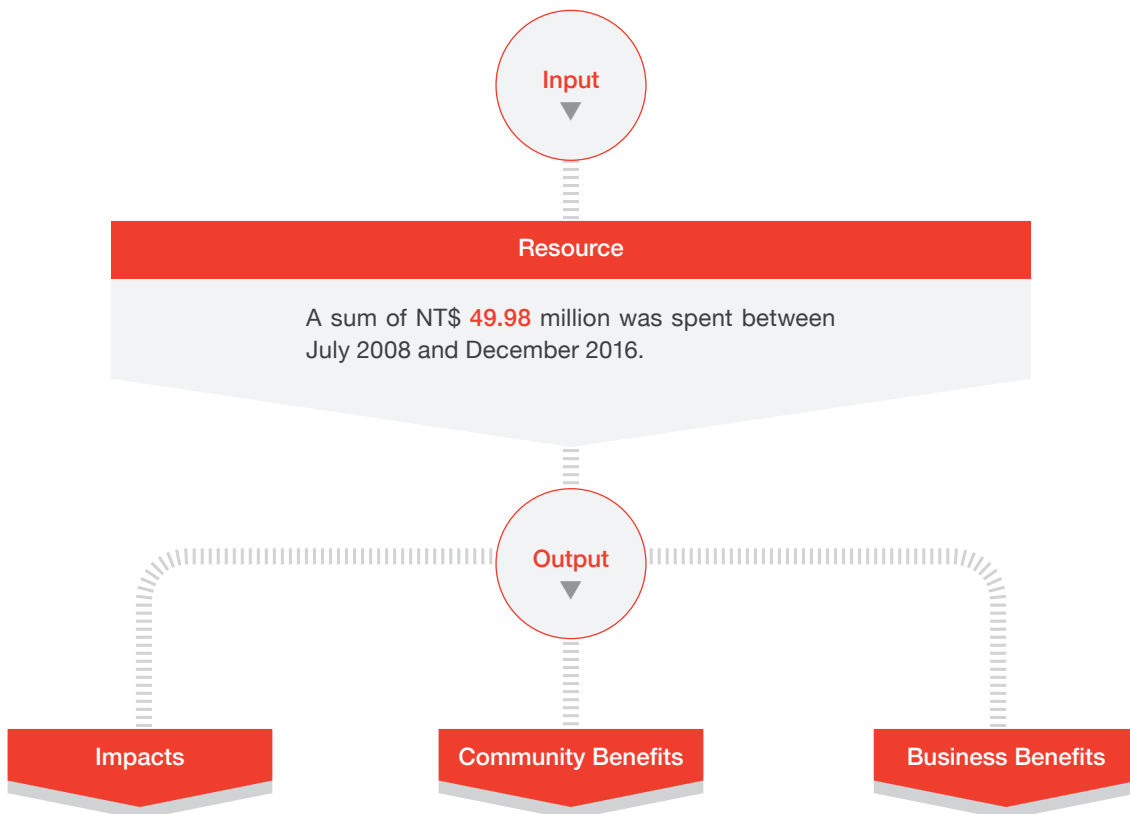
Chunghwa Telecom believes “taking from the society and contributing back to the society.” Being the largest telecom carrier in Taiwan, our provided network and services throughout Taiwan and remote islands have shaped our self-demanding of contributing to the society. Over the years, by exerting our core competence, we continue to create value for society and help society overall to improve quality of life.

Quantification of Contribution of Social Investment

By referencing the community investment evaluation mechanism of LBG (London Benchmark Group), Chunghwa Telecom conducts evaluations on the possible community benefits and business benefits before the social investment is made. The quantification of the contribution of social investment allows us to make reasonable resources allocation, while avoiding repetition. It helps our decision-making and promotion of charities or sponsor activities in the future.

The Result of Corporate Social Responsibility

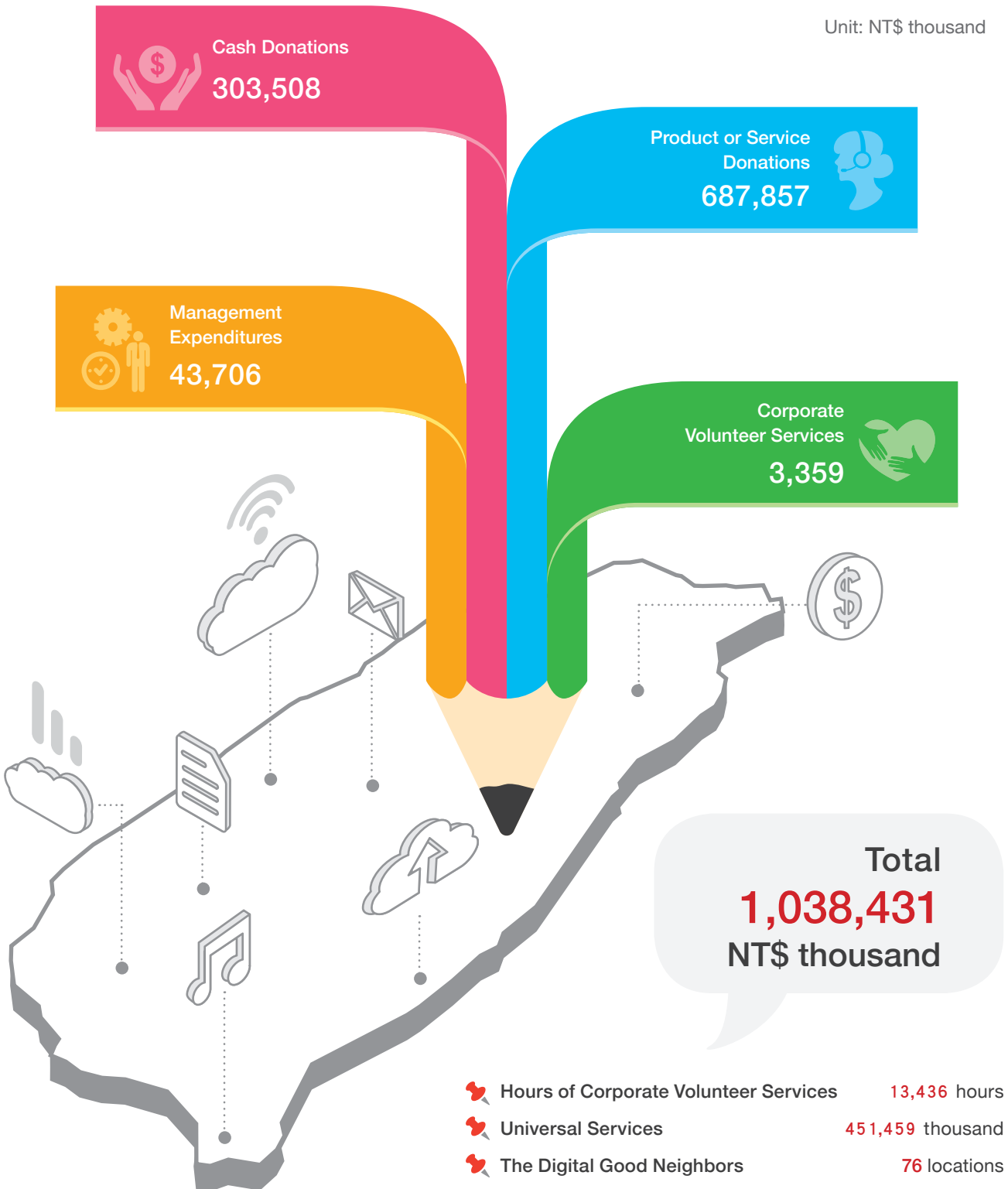
Cooperated with Fu Jen University- Rural Villages Network Tutoring Program



- The first company in ICT industry to establish collaboration relationship with a university, combining industry and academic resources to solve long distance tutoring in remote areas.
- Exerting the core competence of communication and corporate advantage of the “everyone’s neighbor” in the community, to help remote schools solve computer maintenance and communication issues.
- Exerting corporate core competence, implement the corporate social commitment of “shorten digital divide” and “create digital learning opportunities.”
- Fulfill the duty of “everyone’s neighbor” to shorten the distance between urban and rural areas through communication technology, and convey warmth to people.
- The deepening care helps to open up the dialogue with stakeholders, and establish the corporate image in welfare project.
- Combine social resources and minimize the gap of manpower in corporate social welfare.

Social Investment

In the era of technological advancement, the “digital divide” has triggered inequality in education and employment opportunity. Chunghwa Telecom focuses its social investment in “narrowing the digital divide” and “creation of digital opportunities,” given the specific nature and the core competence of data communication of the ICT industry. In addition, we also spare no effort in the advocacy of “corporate volunteers” to participate in community services, and proactively assist the communities in creating digital opportunities.



Note: Calculation for service availability has been adjusted to: “current year net cost” + “amount allocated from the previous year” - “amount approved in the previous year” since 2015 to more appropriately present the cost-effectiveness of social investments.

● Create Digital Opportunities

By utilizing our expertise in telecom technology, we hope that everyone shares the advantage of technology despite his or her wealth, social status or geographical location, thereby achieving the objective of shortening digital divide and creating digital opportunities. We also contributed resources to developing products and services to meet the needs of the disabled to realize their rights of enjoying the universe of digital technologies.

■ Telecommunications Universal Service

In 2016, Chunghwa Telecom has established 20 sites for accessibility to telecommunication services in supporting the government for protecting the fundamental rights of the people in communication with concrete actions.

Beneficiaries of Services

- 84 rural communities in Taiwan.
- Telephone service for more than 240,000 households.
- Data communication service for more than 100,000 households.
- More than 58,000 public telephones were set across 22 counties/cities.
- Data connection service for more than 500 high schools, primary schools, and public libraries.



Obstacles

- The topography of different rural zones varies significantly and takes time to reach, which makes the maintenance of the telecommunication systems difficult.
- There is a higher probability that natural disasters will cause damage to the telecommunication facilities, and the cost of maintenance will not be lower than the cost of installation.

📎 Total 4G Coverage

Chunghwa Telecom has been active in the construction of 4G base stations throughout all 22 counties/cities and 368 administrative districts in Taiwan, including the offshore islands (Penghu, Kinmen, etc.), mountains, and remote areas. It has the broadest 4G service compared to local ICT peers and was the first to achieve “total 4G coverage in all towns.”

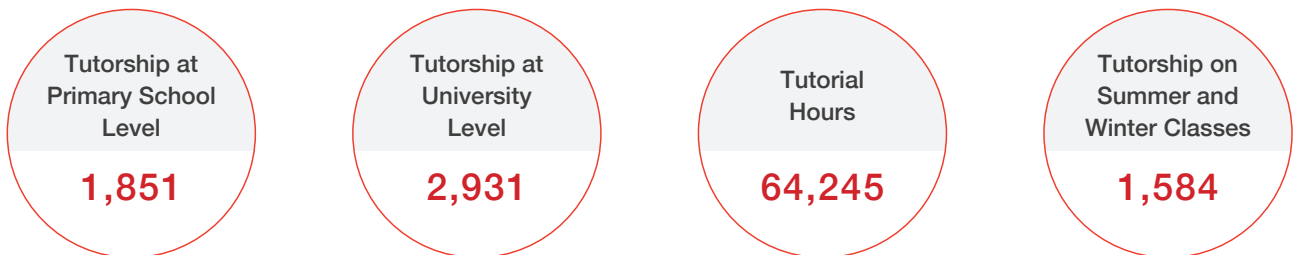
In 2016, Chunghwa Telecom continued expanding service coverage by constructing 900/1800/2600MHz base stations throughout Taiwan, and introducing additional data capacity and tri-band carrier aggregation (CA) to metropolitan areas so that people may enjoy the fastest 4G service available. By doing so, we fulfill our corporate social responsibilities and live up to our reputation as the pioneer in technology development.



Read with You - Community Network Tutoring

Chunghwa Telecom has supported the education and showed its concerns for the rural villages since 2009, after the turmoil left behind by Typhoon Morakot. We extend our service to the permanent settlement and newly developed communities in the disaster zones. Through the installation of the visual technology of the Internet, we delivered the educational resources in the form of private tutorships to rural villages and the unfortunates. We hope to give the children of the next generation a learning environment with “safety, dignity, and hope.”

Characteristic	By online education, the university students assist the pupils of junior high schools and primary schools in the rural villages in enhancing their learning effects to prompt the equal opportunity for learning.
Method	To realize the spirit of stakeholder engagement, we have cooperated with Fu Jen University for online education. The university students were called to the cause with one-to-one tutoring to take care of the school children in the rural villages and the disaster zones.
Participant	Chin Lun Hot Spring Tribe in Taitung, Galan Community at Taitung, Pingtung Sunshine Tutoring Association, Pingtung Feng Lin Church, Pingtung Chao Chou Boys Town, Kaohsiung Liu Kuei Catholic Church, Kaohsiung Shan Lin Tzuchi Park, Chiayi Fu Jen High School, Yilan Toucheng Catholic Church, Orchid Island High School and Matzu High School.
Major Result	<ul style="list-style-type: none"> The Ministry of Education organized the “Integrated Learning” event and invited participants of Chunghwa Telecom’s long-distance tuition aid program and the ministry’s e-Tutor partners, comprising of elementary/junior high school students and teachers, to interact face-to-face. Following an exhibition of e-Tutor’s “Ten-year Accomplishment,” Chunghwa Telecom was awarded by the Ministry of Education for “Long-term Support of Digital Solutions.”



Note: The data period started on 2009.12.01 and ended on 2017.01.31.

The Senior Citizens App



“Senior Citizens App” was the first application developed by Chunghwa Telecom and Institute for Information Industry that specializes in addressing the needs of the elderly population. The App contains useful features including phone assistance, contact list, caller announcement, weather inquiry, health reminder, emergency contact, photo sharing, and video streaming. Through this App, we hope to make smartphones and tablet PCs more user-friendly to elders and thus narrow the digital divide. The App received 4,046 downloads by the end of 2016.

Results Achieved

The video broadcast function has been completed, which enables senior citizens to indulge themselves in classical music over 4G. This music broadcast service is accessed approximately 3,000 times. The first video broadcast launched in 2016 featured a concert organized by Market Intelligence & Consulting Institute performed by Taipei Philharmonic Orchestra. Senior, senior citizens were treated to a world-class, theater-like classical music performance of “Salute to Taiwan with our 4G service.”

Future Target

Complete the iOS version of the Senior Assistant App with push notification function added to remind users of video broadcasts, news, software updates, self-development and health information.

The Voice-Based Personal Assistance App for the Visually Impaired



We believe humanity to be the foundation of technology innovations. In 2013, we launched a “Voice-based Personal Assistance App” that was specifically designed for the visually impaired. The app incorporates image, voice, reading, and lifestyle functions to assist the visually impaired and elders conquering many difficulties they encounter in life. By the end of 2016, the app received 15,373 downloads, making it one of the most convenient and useful personal assistant to the visually impaired.

Results Achieved

Completed development of cloud-based image recognition technology, which helps visually impaired people recognize objects, texts, faces and landmarks through the use of a smartphone. Furthermore, by integrating the online broadcast features of National Education Radio, the Company can provide visually impaired persons with broader means of mobile learning, and help them solve problems encountered in life and improve their quality of life effectively.

Future Target

A 4G-based smart guidance feature will be added to bring live video assistance and Beacon assistance to the visually impaired. Using 4G live video assistance, volunteers can see for the visually impaired and help them resolve problems such as shopping and reading without having to be physically present. The app and volunteers’ assistance will enable visually impaired persons to experience the world in different ways.

Training of Volunteers for the Visually Impaired

Chunghwa Telecom worked with Suang Lien Foundation for the visually impaired to gather 200 secondhand iPhones. With the help of volunteers, these used iPhones were reset to factory settings and installed with VoiceOver, a software designed specifically for iPhones to assist visually impaired persons in communication.

In 2016, we recruited 57 volunteers to undergo the “Volunteer Training for iPhone Use by the Visually Impaired,” then organized 7 sessions of “iPhone Course for the Visually Impaired” and helped 120 visually impaired persons complete the course. The visually impaired persons who completed the training were given one used iPhone each, so that they may enjoy the convenience offered by smartphones.



Innovations Create Employment Opportunities

Chunghwa Telecom has engaged in long-term cooperation with the Resource Center for the Visually Impaired at Tamkang University, and has established the EYE Social Innovative Call Center in 2011. The joint effort led to the unveil of the first “Total solution” in Taiwan, including the research and development of the computer-assisted telephone system for the visually impaired, improvement and the training and supervision of talents and develop the skills of the phone customer service personnel in responding to the needs of the visually impaired.

- In 2015, the Company completed an upgrade for Taipei City’s 1999 hotline, making it user-friendly to the visually impaired. This upgrade included: a real-time notification system, a three-way call feature with voice recording, English/Japanese services, the verbal abuse referral feature, a call duration reminder, a health regulation inquiry feature, and a quick link to service sub-categories. These upgrades were made to improve the scope and efficiency of services delivered by the customer service personnel.
- By the end of 2016, the “Total Solution” had provided 8 satisfaction surveyors for Chunghwa Telecom and 15 customer service personnel for Taipei City’s 1999 hotline, who process more than 8,000 calls each month. One of the visually impaired surveyors had even passed the internal assessment and became the head of the customer phone service unit.

Automated Voice Donations

The automated voice donation system developed by Chunghwa Telecom Laboratories continues to prove helpful to charity, social welfare, cultural, educational, and environmental protection institutions, as it provides donors with a more convenient means of donations using cellphones, and has proven to raise more donations than conventional methods. Donors simply need to pick up their cellphones, dial the number and follow instructions as prompted by the voice system to contribute care to those in need. This service had raised NT\$ 10 million in donations in 2016.

QR Code-Charity Donations

In 2013, the Company introduced a QR code-based mobile payment service that allows users to make donations more conveniently simply by scanning the appropriate QR Code. This feature enables funds to be raised through multiple channels other than convenience stores and websites, while at the same time reduces the manual work. From its initial launch to the end of 2016, this service was used 496 times and raised NT\$ 280,000 in donations.



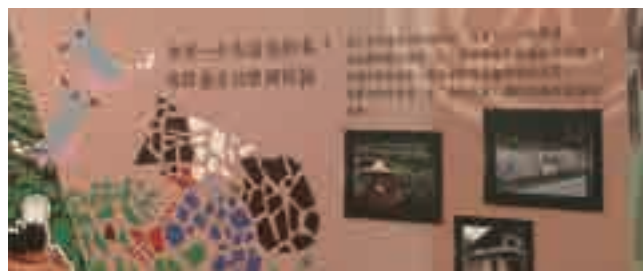
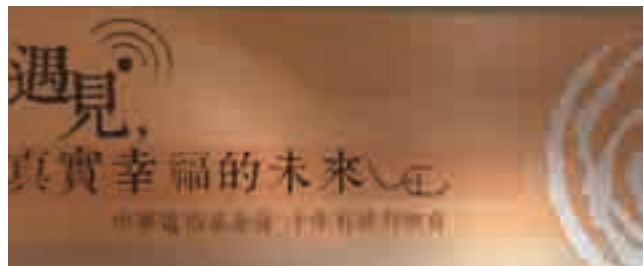
● The CHT Foundation

“Decade-long Dedication to the Locals”

In spring 2006, Chunghwa Telecom founded Chunghwa Telecom Foundation with the purpose of giving back to the society. Since then, the Foundation has visited locals in various parts of Taiwan and borne witness to their stories, linking non-profit organizations and inspiring creativities over existing cultures.

“The Foundation has long been rooted in the field of digital education. In the last decade, it has created 76 “Digital Communities“ throughout Taiwan and actively introduced new applications of digital technology to remote areas and the indigenous people. By bringing technologies into local communities, we hope to inspire cultural development and sustainable growth. For 10 years, we have organized various projects targeted at “communities,” such as digital learning, “Click Taiwan,” art towns, industry workshops, community trips, etc., to capture inspirational stories at all corners in Taiwan. In the future, Chunghwa Telecom Foundation will continue playing its role to establish communications and connections among people and attract more volunteers into helping the Foundation connect resource providers to those in need for a brighter future,” says San-Yuan Lin, the CEO of Chunghwa Telecom Foundation.

For the next decade, Chunghwa Telecom Foundation shall continue contributing to the sustainability of Taiwan’s communities, by utilizing its advantage in terms of digital technology, streaming service, culture and creativity. In 2016, the Foundation invited world-class director Cheng-Sheng Lin to direct a documentary for its Digital Community program. The title of the documentary, “Witness the Promising Future,” truly captured the Foundation’s care for the local communities, and inspired the imagination to the promising future. Through the documentary, the Foundation hopes to present the strength of Taiwan’s society, and bring the unknown stories of people living in the far corners of the country that the Foundation had uncovered over the last decade to the viewers.





 Videos of the events



Milestones

2016

Organized a short-film exhibition tour with the theme-“Our Stories” to showcase the stories of Taiwan, presented through video images by university students

2015

Held the “Local Beauty Exhibition”

2014

- Held the “Handicraft Exhibition”
- Launched the “Click Taiwan Young Talent Development Program” - Developing young people's concern for local affairs

2013

Held the first “Shared Happiness” seminar

2012

Launched the “Click Taiwan Photography Exhibition Campus Tour” to give young people the inspiration they need to exert charity influence in remote areas

2011

- Organized the “Chunghwa Telecom Women's Basketball Charity Tour” and the “Junior Basketball Summer Camp” as means to inspire charitable spirits and training new-generation basketball talents
- Launched the “Click Taiwan Portal” to promote local products

2010

- Launched the “Creative Reading Camp” and gave children in remote areas the privilege of reading cross platforms
- Launched the “Art Towns” program, bringing performance arts to suburban areas
- Launched the “Digital Learning Companion” program and assigned volunteers to guide children through their learning remotely

2009

- Commencement of the 1st “Click Taiwan” program
- Commenced the “Market of Love” project to help promote local businesses

2008

- Organized the “Spring Afternoon Feast” at the south village
- Launched a “Community Market” to support local businesses

2007

- Collaborated with the Tourism Bureau on the project “Travel Taiwan”
- Commencement of the 1st “Documentary 234” competition

2006

- Founding of Chunghwa Telecom Foundation
- Created the first “Digital Community” at The Presbyterian Church in Taiwan
- Organized a corporate gift exhibition

Digital Good Neighbors, New Cloud Vision

The CHT Foundation is conceived with the spirit of “responsibility” and dedicated to “narrowing the digital divide,” “creating digital opportunities,” “assisting local industries,” “cultivation of community life,” and “keeping local events on record” as the direction of its work. The foundation enters the communities from the cultural, industrial, living, and education aspects to share the growth with them.

The beauty of Taiwan lies in the 368 towns and districts that make up the nation. We believe each town and district is unique in its own way, which is why we respect the autonomy of our local offices and encourage them to take sustainable actions to the needs of residents. Due to resource constraints, it is our goal to maximize our influence by exploring needs first before committing resources.

Since 2006, the foundation has been utilizing the core advantages of Chunghwa Telecom to develop “Digital Community” throughout the nation including offshore islands. This program provides local communities with computer classrooms and open space of information to assist people who are willing but lack the resources to learn. Unlike one-time donations, “Digital Community” is a long-term program thoughtfully structured from early planning, equipment deployment, to maintenance.

Each Digital Community is assigned a different purpose; they may be designed to cater for children of disadvantaged families, or to develop local business activities, or to serve local religious organizations. We have accumulated abundant experience from our long-term engagement with the beneficiaries; for this reason, Chunghwa Telecom Foundation continues to organize Digital Communication Meeting on a regular basis to facilitate exchanges of experience between different project groups. The “Field Trip” in 2016 took participants to the “Manna Organic Culture Park,” a Digital Community located in Alisan, Chiayi, where they experienced the lives of locals through trips and workshops, and learned ways to improve the existing Digital Community program. By the end of 2016, we have established a total of 76 Digital Communities; our efforts will endure long into the future and become a part of the local communities.





Digital Community Conference

"Inspiration through the Efforts of Others"

"We traveled past a mountain and arrived at Alishan. Although we were not greeted by a clear sky full of stars, we did engage in an all-night discussion about community building and tribal education. I wish I had an extra pair of ears to take in what experts had to say about Digital Community."

- Nantou Digital Community

"Our willingness to change brings more opportunities and attracts young people back to hometown."

- Hualien Digital Community

"You have to learn to wait for people to catch up, so that you can support each other and travel further."

- Pingtung Digital Community

"Seeing a group of people trying to make their lives and the lives of others better is a powerful motivation."

- Taichung Digital Community

"It is inevitable that we encounter setbacks throughout the process, but as adults, the best example that we can set for children is not to give up easily."

- Taitung Digital Community

■ Youth Training Scheme

Youth Training Scheme is a program organized by Chunghwa Telecom Foundation and Department of Radio & Television of National Chengchi University that encourages young adults to make real changes in life, step outside of the comfort zone to experience different things, to learn about themselves and the environment they grow up in through a different perspective. During summer vacations, university students were invited to provide service for 15-20 days at various Digital Communities. They were encouraged to apply what they learned in the local community and at the same time capture local stories on camera.

The 8th "Youth Training Scheme" program received entries from 50 university students, who were assigned to perform services and capture stories at Digital Communities. These students came from different backgrounds, schools and departments, and had devoted themselves to community services by contributing their own specialties such as storytelling, graffiti arts, creative crafts, photography tutoring, cooking lesson, elderly exercise, event recording, journalism and editing class, weaving/dyeing assistance, translation assistance, tour assistance, tribal family photo-taking, remodeling of old houses, and life exploration courses. In the meantime, they captured real and motivating stories through cameras.

The purpose of this program is to share with the public on how the young people see and perceive the stories around them, and in turn motivate others to re-think their connections with the environment and contribute to the local communities. In addition to touring photography exhibitions through campus and expanding the influence to young people, the program has also been extending its reach to distinctive coffee shops in Taiwan and presenting their interesting stories through the camera since 2016. It was a way to inspire young people to observe and appreciate local culture up close. Next, the National Library of Public Information joined as a new tour destination, and the Foundation invited Principal Ching-Chen Chen of Chang Hu Junior High and Elementary School of Ecology, renowned children's book writer Arlene Hsing and world-renowned choreographer Bulareyaung to share their observations and opinions about the exhibition theme - "Our Stories." The event received overwhelming responses, and saw visitors leaving comments such as: "There are stories to be found every day in every corner of the world.....Every person who lives life to the fullest is truly extraordinary.....," "Thank you for showing the sincere hearts of people around us through the perspectives of others.....," "There are many exciting lives outside of the ones we live; thank you Click Taiwan for sharing the balance, purity, completeness, and meanings of life....."

Different Views from a Different Angle

Pei-Chun Kuo from Tamkang University Department of Mass Communication had just completed a junior entrepreneur camp prior to participating in Click Taiwan. She had troubles blending into the tribe of indigenous people, and could only observe the local sports games from a distance. She began to wonder that "perhaps Click Taiwan is not suitable for me." However, as the program progressed, she started to interact with the young locals and tried to dress up like them and joined them in songs and rituals. After experiencing their selfless and friendly culture, Kuo started to realize that "my purpose here is to record as much as I can." At the end of the program, she thought to herself *"I should be more grateful for what I have and desire less for things outside of my reach. I may even choose to become a culture worker so I can interact with people all the time. I find this type of work very meaningful."*

During the Click Taiwan program, Yuan-Yu Huang from National Taiwan University of Science and Technology Department of Construction Engineering joined her partners to accompany children of the community in learning the history of design, making clothes out of leaves, experiencing creative architecture, and joining the elders in conversation and meals. During the program, she often heard elders complaining about how lonely they felt, and started thinking about the things her grandfather once said, *"The thing I regret the most is not being able to live with you through your studies and work!"* That's when she realized that: *"I should do more than just holding a camera and seeing their lives through the lens; I want to feel their existences and truly capture the sense of company."* Technology can never replace the human touch. It is people who create stories and inspire emotions and motivations. Through Click Taiwan, Huang found the story that motivated her to capture the real moments in life, which she may inspire others to "feel, experience and think in introspection."



■ The First Step to Knowing Quality Farmers - Cloud Market's "Online Purchase, Offline Delivery"

The Foundation has long been dedicated to community care. In an attempt to increase the visibility of local businesses, the foundation once organized a series of events such as "Market of Love" and festive gifts fairs to help market local products. In 2016, the foundation introduced "Cloud Market," a platform that integrates virtual with physical distribution channels to provide tribal communities with broader means to sell their products. The platform also gives employees the opportunity to approach local businesses up close, and offer them the most direct encouragement and support through action.

The Cloud Market was created with 4 main features: "environmental friendliness, direct sale, supporting small farmers, and social enterprise." Partners of this platform consist mostly of the Foundation's long-time "Digital Communities." Products sold through Cloud Market include: high-altitude vegetables from Alishan (Chiayi), persimmon from Jianshi Township (Hsinchu), brown glutinous rice and vegetables from Pangcah Farm (Hualien), Qiansui Tofu Crackers made by Yunlin County Kouhu Township Senior Citizen's Association, pastries made by volunteers of social enterprise Love-Family-One (Sancong District, New Taipei City), and processed agricultural products from social enterprise Xingfu Shijian (Gaoshu Township, Pingtung County). Every order sold through Cloud Market carries the dreams of its maker, and by linking to the outside world, the foundation helps make dreams come true.



■ 2016 Social Contribution of the Foundation

Item	Digital Learning	Digital Good Neighbor	Click Taiwan	Social Marketing	CHT Women's Basketball Team	Administrative Expense
NT\$ thousand	2,623	4,089	6,205	5,276	16,290	11,350



● Preferential Subsidies for the Disadvantaged Groups

Chunghwa Telecom has long been subsidizing telecommunication services for the socially disadvantaged, and assuring their accessibilities to basic communications:

Preferential Plan	Preferential Content	Preferential Amount	Persons Benefited
Public Phone Card Subsidy	<ul style="list-style-type: none"> A NT\$ 100 IC public phone card for each disadvantaged applicant. Provides 2 IC public phone cards for visually impaired each year. 	<p>3,963 persons</p> <p>2,078 NT\$ thousand</p>	
Caring Series Rate Plan	<ul style="list-style-type: none"> Double communication hours at original rate plan. 300 free SMS intra-network and 100 free SMS extra-network. 	<p>-</p> <p>9,782 NT\$ thousand</p>	
Broadband Preferential Plan for Low-income Households	<ul style="list-style-type: none"> 50% off on 16M/3M, 35M/6M, 60M/20M, 100M/40M and 100M/40M monthly rate. 50% off on ADSL 2M/64K&5M/384K monthly rate. 	<p>1,718 persons</p> <p>7,442 NT\$ thousand</p>	
4G Mobile Data Plan for Disabled Persons	<ul style="list-style-type: none"> Disabled persons are entitled to a NT\$ 200 discount on monthly subscriptions when subscribing to the 4G 636 plan and above plus Wi-Fi hotspots for NT\$ 89. 	<p>-</p> <p>12,560 NT\$ thousand</p>	
Broadband Preferential Plan for the Disabled	<ul style="list-style-type: none"> 5% off on HiNet 16M/3M, 35M/65M, 60M/20M and 100M/40M monthly rate. 15% off on ADS 5M/384K monthly rate. 5% off for other rates. 	<p>789 persons</p> <p>342 NT\$ thousand</p>	
MOD Plan for the Socially Unfortunate	<ul style="list-style-type: none"> Platform charges: A 50% discount (NT\$ 45/month) for the first 24 months from the work completion date. Subscribers of the family premium package are entitled to 10% discount (NT\$ 243/month) for 24 months, and the normal rate after the discount period expires. Family advance package: A 10% discount for a one-year subscription of the family advance package, subject to the period of availability (amount payable: NT\$ 98/month). 	<p>1,106 persons</p> <p>956 NT\$ thousand</p>	
Healthy Internet Plan	<ul style="list-style-type: none"> For low-income households, providing free first-year service to protect children from harmful websites such as pornography, violence, suicide, weapons, gambling, and drugs. 	<p>232 persons</p> <p>275 NT\$ thousand</p>	
Welfare Public Telephone	<ul style="list-style-type: none"> Installed 110 cm from the floor in public areas for the convenience of the disabled. The keyboard was designed with embossment for the visually impaired on the "5" key, and a function for voice adjustment from 3db to 6db that is exclusively prepared for people with hearing aids. A slot for inserting an IC card is designed on the side of all public telephone sets for the convenience of the visually impaired. 		
Message Relay Service for the Hearing and Speech Impaired	<ul style="list-style-type: none"> All telephone messages will be translated and faxed to the service hotline 0800-080885. The service personnel will then relay the message in voice and return the message to the hearing and speech impaired caller (up to 80 words for the relay and up to 30 words for reply). Those who are not hearing and speech impaired may also call the hotline for the relay of messages via fax to the hearing and speech impaired. The service hours are 08:00-21:00 daily. 		



Table of the Key Associations Joined by Chunghwa Telecom

Chunghwa Telecom has joined almost 100 associations and groups to upgrade its technology and stimulate the development of the industry through exchange and cooperation within the industry and across different industries:

Name of Organization	Note	Qualification
The Chinese Institute of Electrical Engineering	Present opinions on the telecommunication policies of the government through the telecommunication symposium held by the institute, and sponsor the activities of the institute to perform the responsibilities of supporting the industry.	Member
Taiwan Intelligent Aerotropolis Association	CHT leads the planning and the operation of the association to develop new business opportunities and the industrial prowess of Taiwan, and develop the kind of skills capable of exporting solutions to all around the world.	Member
Taiwan Telecommunication Industry Development Association	The platform serves for interchange among the industry peers. With collective consultation and discussion on important issues, this association plays the role as the bridge between the industry and the competent authority.	Member
Chinese International Economic Cooperation Association	We delivered speeches on special topics upon invitations of the association, and assist in the promotion of international exchange and business joint venture.	Member
TCCDA (Taiwan Customer Service Center Development Association)	Organizes seminars frequently and introduces the latest customer service system techniques, operation management, and the concept of service and business innovation, which is helpful for CHT to improve its operational management and customer service.	Member
Pacific Telecommunications Council (PTC)	Contacts with worldwide telecommunications at regular intervals for business deals in nearby locations. This provided substantial results in overseas business expansion.	Member
BCSD Taiwan	Good for the review of sustainable corporate development strategy and the introduction of related management tool, control the dynamics of the international development of CSR issues.	Member
Cloud Computing Association in Taiwan	It helps to get a grip on the information of the government cloud and business opportunity and consult the government on the cloud industry through the association.	Member
Taiwan Electromagnetic Industry-Academia Consortium	The research consortium organized by the university faculties specialized in electromagnetic across Taiwan who have strong potential for the research and development of B4G/5G wireless technology.	Member