

# 2019 CSR Milestones

Jan

Awarded No.1 Fastest Mobile Network in “Taiwan’s Speedtest Awards for mobile network speed” by Speedtest in the second half of 2018

Mar

Winners of both “Download Speed: 4G” and “Download Speed: Overall” in Taiwan from the OpenSignal Report

Apr

- “Exemplar Award” of the Global Views Monthly Corporate Social Responsibility Awards
- Awarded Top 6-20% of the Corporate Governance Evaluation from the Taiwan Stock Exchange Corporation



May

Won the Platinum Awards of Trusted Brand from Reader’s Digest



Jun

Included in the Taiwan High Compensation 100 Index of Taiwan Index Plus



Aug

- Awarded with “Excellence in Corporate Social Responsibility Award” from Commonwealth Magazine
- Awarded with First prize in “Corporate Health Responsibility Award” from Common Health Magazine

MEMBER OF  
**Dow Jones Sustainability Indices**  
In Collaboration with RobecoSAM

Sep

- Inclusion in the Dow Jones Sustainability Index (DJSI)
- Best Omni-channel Customer Service Enterprise Excellence Award from the 2019 GCCA Conference
- “Sponsorship Award Gold Class” and “Promotion Award Gold Class” of the 11th Sports Activist Awards of Sports Administration, Ministry of Education



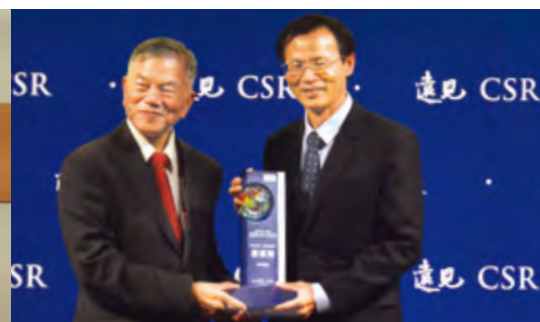
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April

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2019



# Oct

- “Best Smart Customer Service System Application” and “Best Enterprise in Service Innovation” from the 2019 Customer Service Excellence Awards (CSEA) of TCCDA
- Received 4 prizes for the Taiwan Corporate Sustainability Awards, including the “Top 50 Corporate Sustainability Report Platinum Award” “Social Inclusion Award,” “Climate Leadership Award,” and the “Growth through Innovation Award”
- Awarded the first place in the “Telecom 4G Industry” of NEXMAG’s “Top Service Awards 2019”

# Nov

- “2019 Asia-Pacific Emerging Market Telecom Service Provider of the Year,” “2019 Taiwan Mobile Service Provider of the Year,” and “2019 Taiwan Data Center Service Provider of the Year” presented by Frost & Sullivan
- 2019 Enterprise Project Management Benchmarking Award presented by PMI-Taiwan

# Dec

- Won the first place of the Global Views’ Five-Star Service Award of the telecom industry division in 2019
- S&P Ratings: rated “AA” In foreign long-term rating
- Taiwan Ratings: rated “twAAA / twA-1+” in domestic long-term/short-term rating
- Awarded “Second Prize” and “Special Prize” of “Buying Power- Social Innovative Product and Service Procurement Awarding System” from MoEA
- Selected for Taiwan Sustainability Index (TWSI) and FTSE4Good Emerging Index



## September

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## November

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