

MILESTONES 2015

JANUARY

- Established IPX peering for LTE Roaming and Signaling with an Austrian Carrier
- CITIC Telecom International CPC Limited ("CPC") received "HKACE Customer Service Excellence Award 2014" by Hong Kong Association for Customer Service Excellence: Field & Special Service Individual Award (Bronze Award)
- Companhia de Telecomunicações de Macau, S.A.R.L. ("CTM") – WiFi hotspot officially landed at the Consulate General of Portugal in Macau and Hong Kong, enabling residents to enjoy the convenience of WiFi service



MARCH

- Launched soft SIM data roaming service
- Mobile Virtual Network Operator (MVNO) Roaming coverage extended to Macau
- CTM was awarded a 4G operating licence in Macau and is fully devoted in the development of 4G network. 4G service was then officially called "4G+", meaning that CTM's service will exceed customers' general expectations on 4G. It will be promoted through videos and advertisements using the theme of "Digital Macau"
- Macau Pass S.A., MOME and CTM jointly developed E-Business and network business
- CTM won the contract for supply and installation of CCTV System for major gaming enterprise in Macau



FEBRUARY

- CPC received the Grand Award and three Product Awards from "Sing Tao Daily IT Square Editors' Choices 2014" in Hong Kong
 - Grand Award:
 - * The Best Telecommunication Services Partner
 - Three Product Awards:
 - * The Best Managed Security Services Provider
 - * The Best Cloud Infrastructure Service Provider
 - * The Best Cloud Backup Solutions Provider
- CTM launched the "Local Data Usage Auto-Alert Service" for all mobile postpaid customers
- CTM won Tetra Communication and large scale LED display system contracts from major gaming enterprise on the Cotai Strip in Macau
- CTM launched the new cloud email service and the first phase of migration was successfully conducted for 170,000 email accounts and relevant data



APRIL

- Established the Corporate Venture Capital Plan to attract new projects with innovation and potential within or outside our group
- Established a mobile virtual network platform with a mobile operator in Singapore, allowing our corporate customers to have the choice on preferred network
- Macao Federation of Trade Unions and CTM formed a Strategic Partnership to expand the existing scope of cooperation
- CTM launched the "Local Data Usage Auto-Suspension Service" to fulfill the commitment of providing excellent service experience and optimising the protective measures for customers
- CTM completed construction of 127 new racks in CTM's data centre



MAY

- Upgraded IPX infrastructure in Europe, and enhanced Inter-IPX SLA
- CPC won "Platinum Brand Election 2015 – Cloud Computing Solution" by PC3 magazine, Hong Kong
- CTM celebrated the 20th anniversary of the Internet service, determining to bring Fiber Broadband to all Macau residents
- CTM hosted the summer activity enrollment for the 14th consecutive year
- CTM won the contract from the Macau Government on the service provision of transmission network of City Surveillance (Phase 1)
- CTM completed the acceptance on the 100G upgrade of the SEA-ME-WE 3 submarine cable



- CPC won "The Distinguished Salesperson Award (DSA)" from The Hong Kong Management Association for the 12th consecutive year
- CPC won "Managed Security Services Provider" at the "Computerworld Hong Kong Awards 2015" for the 4th consecutive year by Computerworld Hong Kong
- CTM's testings on E-education and M-school were completed in two middle schools in Macau and were targeted to launch in the new school year
- Macau Sports Development Board subscribed CTM's Cloud Video Streaming service for the Dragon Boat Event. It was the first time to apply alternative channel besides TV for audiences to watch live show using web browsers or smartphones
- Monetary Authority of Macau successfully completed the Commemorative notes registration by using CTM's IaaS service, with a total of around 280,000 registrations on the first day

JULY

- Participated and acted as the sponsor in "2015 Mobile World Congress" in Shanghai
- CTM's Praia Flagship was named a Five Star Award, Best Retail Interior (Macau) at the Asia Pacific Property Awards (UK)

JUNE

- Successfully developed a mobile data roaming solution by means of a soft platform model
- Established a new direct connection with telecoms operator in Uganda
- MVNO Roaming coverage extended to Singapore
- Launched Travel SIM product to overseas market
- CPC won "Best SME Service" at the "Asia Communication Awards 2015" by Total Telecom in the United Kingdom
- CPC won "Firewall/VPN Solutions" at the "Computerworld Singapore Customer Care Awards 2015" by Executive Network Media in Singapore
- Won "Customer Relationship Excellence (CRE) Awards" 2014 winning categories from Asia Pacific Customer Service Consortium:
 - China Enterprise ICT Solutions Limited
 - * Customer Service Team Leader of the Year (Network Communications – Contact Centre)
 - * Integrated Support Team of the Year (Network Communications)
 - CPC
 - * Customer Service Manager of the Year (Network Communications – Contact Centre)
 - * Customer Service Professional of the Year (Technical Centre)



MILESTONES 2015

AUGUST

- Announced to launch the self-developed "DataMall自由行 Global Data Traffic Trading Platform", providing an innovative and revolutionary business model for global data roaming services
- Entered into an acquisition arrangement with CITIC Group Corporation for the acquisition of up to 39% equity interest in 中信網絡有限公司 (CITIC Networks Co., Ltd.)
- CTM WiFi Day Pass and free CTM WiFi services were available at 7-Eleven in Macau
- CTM introduced Business Fiber Broadband service plan, striving to build a speedy, more stable and full coverage fibre-optic network in Macau
- CTM provided cloud computing service to Monetary Authority of Macau for special coins registration
- CTM provided DDoS Protection for Internet to two major banks in Macau



SEPTEMBER

- CPC won "2015 The Best SME Partners" for the 9th consecutive year, organised by Hong Kong Economic Digest, for "Cloud Computing Solutions" and "Cloud Data Center"
- CTM's first "4G+ Concept Store" grand opening brought unparalleled 4G experience to Macau residents



- CTM signed a collaboration pledge with Saint Paul School to synergise resources to advance ICT in Education
- CTM provided live online video streaming services to the Macau Government on the 70th Anniversary of Victory Day event
- CTM was the first telecoms operator in Macau selling Apple Watch
- CTM successfully completed the data and Internet lease line installation, as well as Phase 4 system expansion for "WiFi GO" for the Macau Government



OCTOBER

- "DataMall自由行" service was launched in Greater China
- CPC's SmartCLOUD™ Compute won the "IT Solution Excellence (Manufacturing Industry)" of Biz. IT Excellence 2015 by PC Market
- CPC won the Computerworld Singapore Readers' Choice Award 2015 – "Enterprise Mobility Management Suite" & "Infrastructure-as-a-Service" (IaaS) in Singapore by Computerworld Singapore
- CTM was the first telecoms operator in Macau to launch 4G service, and iPhone 6s and iPhone 6s+ with 4G services, bringing a new era of "Digital Macau"
- CTM received "iPhone Masters" Certificate for the third time
- CTM officially launched "M.wallet+" and "Wi-Fi Bus+" services to promote digital lifestyle



- Business solution support team of CTM successfully obtained ISO 9001 certificate for managed and support service, demonstrating CTM's commitment to provide first class managed service
- CTM won PBX system and cabling system contracts from major gaming enterprises on the Cotai Strip in Macau



- CTM participated in the seminar organised by the Macau Chinese Enterprises Association to discuss the opportunities of E-Business
- CTM as title sponsor of "CTM Macau Touring Car Cup" and "Sole telecom service provider" of Grand Prix for thirteen consecutive years, providing a wide range of telecoms services and technical support, as well as providing live online video streaming services to the Macau Government in the Grand Prix event



NOVEMBER

- Established a new direct connection with a telecoms operator in Belize
- CPC won 4 awards:
 - NetworkWorld Asia Readers' Choice Product Excellence Awards 2015 – "Cloud Services Provider" for the 4th consecutive year by NetworkWorld Asia
 - 2015 SMBWorld Awards – "Best SMB Cloud Services" by SMBWorld
 - Cloud Asia Awards 2015 – "Best Cloud Computing Solution" by Informa Telecoms & Media
 - CPC's SmartCLOUD™ DaaS Solutions won "Top 100 Innovative Elite" under the category of "Cloud Computing and Network Applications" by Taiwan ICT Month
- CTM exchanged perspective in E-education development with the representatives of the Chinese Educators Association of Macau



DECEMBER

- CPC won "The Cloud Infrastructure Award 2015" at the "World Communication Awards" by Total Telecom in the United Kingdom
- CPC was honored with "Hong Kong Corporate Citizenship Award" by the Hong Kong Productivity Council
- CTM was invited as the only Macau telecoms guest speaker for the 2nd World Internet Conference
- The data centre of CTM successfully passed the ISO assessment and obtained the certificates in ISO/IEC 20000-1: 2011 and ISO/IEC 27001: 2013. CTM became the first data centre provider in Macau receiving the respective certificates