

MILESTONES 2016



JANUARY

- CITIC Telecom International CPC Limited ("CPC") received the Grand Award and four Product Awards from "Sing Tao Daily IT Square Editors' Choices 2015" in Hong Kong
 - Grand Award:
 - The Best Integrated ICT Services Partner
 - Four Product Awards:
 - The Best Managed Security Services Provider
 - The Best Cloud Infrastructure Service Provider
 - The Best Cloud Backup Solutions Provider
 - The Best Enterprise Cloud Datacenter Provider
- Companhia de Telecomunicações de Macau, S.A.R.L. ("CTM") was awarded the management and maintenance services for Telecommunications and Nav aids system at Macau airport
- Commercial private automated branch exchange (PABX) and light-emitting diode (LED) large screen display field support team of CTM obtained ISO 9001 (Quality Management) certificate, ensuring good quality customer service



MARCH

- Established direct IPX connections to a Taiwan mobile network operator (MNO)
- CPC received "2015 Best IT Candidate Award" from Information Management Association of R.O.C. (IMA) – "The Best Information Security Practitioner"
- CTM completed initial platform development of "Macau Good Hands" and starts to gain practical operational experience for online shopping from internal trial. This project targets to enhance the competitiveness in SME sector by extending business from offline to online and vice versa. It was launched in March 2017
- CTM collaborated with a Hong Kong operator to launch the pioneer 4G+ "City Link Plan (Macau & HK)" Service Plan, which provides convenience in telecoms services for customers, including savings in roaming data and international calls



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MARCH

- Through the cooperation with a Hong Kong operator, CTM is able to extend its Wi-Fi hotspots to Hong Kong seamlessly, CTM's customers can access Wi-Fi service at more than 16,000 Wi-Fi hotspots located in both Macau and Hong Kong
- CTM was contracted to provide summer activity registration services to the Macau SAR Government for the 15th consecutive year



APRIL

- Launched Macau Day Plan for a China MNO
- CTM was continuously awarded "The Best Telecommunication Service and Brand" in "Macau Elite Service Award 2015" as a recognition of its quality services in the industry
- CTM won the phase two and three transmission network projects from the Macau SAR Government
- "WiFi Go" operating team of CTM was awarded ISO 9001:2008 certificate for Quality Management, providing quality service to "WiFi Go" customers



MAY

- Mobile Virtual Network Operator (MVNO) launched 4G data roaming service in Macau
- CPC won "Platinum Brand 2016 – Cloud Computing Solution" organised by PC3 magazine, Hong Kong
- CTM formed collaborative partnership to launch "CTM JOOX" Music Service in Macau which allows customers to enjoy a new music experience



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JUNE

- Established direct IPX connections to a South-East Asia MNO
- Awarded "Best Business Cooperative Partner" from a China operator
- Won "Customer Relationship Excellence (CRE) Award 2015" from Asia Pacific Customer Service Consortium winning categories:
 - China Enterprise ICT Solutions Limited
 - Customer Service Professional of the Year (Network Communications – Service Centre)
 - Customer Service Team Leader of the Year (Network Communications – Contact Centre)
 - CPC
 - Customer Service Manager of the Year (Network Communications – Service Centre)
 - CRM Manager of the Year (Network Communications)
- CPC won "Managed Security Services Provider" at the "Computerworld Hong Kong Awards 2016" for the 5th consecutive year by Computerworld Hong Kong
- CPC won "The Distinguished Salesperson Award (DSA)" from Hong Kong Management Association for the 13th consecutive year
- CPC won "Managed Security Services" at the "Information Management Awards 2016" by NetworkWorld Asia, Singapore
- CTM successfully completed online video broadcasting for International Dragon Boat Races
- Commercial video from Education and Youth Affairs Bureau for International Student Dancing Festival was played in CyberCTM and it was the first commercial video after adding life magazine style contents
- CTM was the first operator to launch 4G VoLTE (Voice over LTE) and ViLTE (Video over LTE) in Macau, this enhances the speed and quality of communications experience for the 4G+ customers
- CTM was awarded the CCTV system from a major gaming enterprise on the Cotai Strip in Macau



JULY

- CPC won 2 awards:
 - "Cloud Services" of the "Computerworld Malaysia Customer Care Award" by Computerworld Malaysia
 - "Firewall/VPN Solutions" of the "Computerworld Singapore Customer Care Award" by Computerworld Singapore
- CTM cooperated with Tai Fung Bank and Bank of China Credit Card (International) Limited to jointly launch Macau's first Co-branded Visa Signature Credit Card – Tai Fung CTM Visa Signature Credit Card
- CTM launched 4G+ "City Link" service plan covering mobile service in Macau, Hong Kong and China
- CTM acquired the Extra Low Voltage (ELV) system from a private school in Macau



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AUGUST

- CPC won "Taiwan Cloud Service Provider of the Year" of the "2016 Best Practices Award" by Frost & Sullivan
- CTM signed collaboration agreement with Macau Federation of Trade Unions (MFTU) for development of outreach health care service
- CTM provided a live online video streaming for the National Olympic Elite Athlete and Youth event, which was organised by the Education and Youth Affairs Bureau (DSEJ). 4,621 viewers via the DSEJ website was recorded in this one-hour program and 3,183 out of total viewers were from overseas



SEPTEMBER

- Launched "Thailand SIMN and Day Plan" services for a China MNO
- CPC won 4 awards:
 - "Best Infrastructure-as-a-Service" of the "Cloud Excellence Awards 2016" by Computerworld Hong Kong
 - "Managed Security Services" and "Cloud Backup and Disaster Recovery Solutions" of "The Best SME Partners 2016" organised by Economic Digest in Hong Kong
 - "The Best Enterprise Service – Gold" of the "2016 CAHK STAR Awards" organised by Communications Association of Hong Kong
- CTM completed the surveillance project successfully for a major gaming enterprise on the Cotai Strip in Macau, with compliments received from the customer



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OCTOBER

- Acquired the remaining floors of CITIC Telecom Tower, which enjoys geographical advantages as it is located in Kwai Chung. The acquisition will allow the Group to optimise the strategic layout of its data centre network
- Launched Soft SIM service with a major China MVNO



- CPC won 2 awards:
 - “Asia Pacific Managed Services Growth Excellence Leadership Award” of the “2016 Asia Pacific Best Practices Award” by Frost & Sullivan
 - “Cloud Services Provider” of the “Readers’ Choice Product Excellence Awards 2016” by NetworkWorld Asia
- CTM signed collaboration agreement on “Wi-Fi network for Smart City Catering Service” with the largest catering platform in Macau, iFood Macau, to further expand CTM Wi-Fi coverage in more restaurants
- CTM took the lead to introduce the Carrier Aggregation technology to significantly accelerate the CTM 4G+ connection speed to over 200Mbps
- CTM’s data centre obtained ISO 14001 (Environmental Management System), which made CTM being the only data centre service provider in Macau having ISO 20000 (Information Technology Service Management), ISO 27001 (Information Security Management) and ISO 14001 (Environmental Management System) certificates at the same time, which increase customers’ confidence in CTM’s data centre service. This proved CTM’s data centre meets international standards



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NOVEMBER

- Acquisition of Acclivis Technologies and Solutions Pte. Ltd. ("Acclivis") was completed on 22 November 2016. Acclivis is a comprehensive trans-regional ICT service provider and operates in Singapore, Thailand, Malaysia and Indonesia
- CPC won 3 awards:
 - Third Quarter of 2016 IT Square Editors' Choices – "Managed Security Services" by Sing Tao Daily
 - SMBWorld Awards 2016 – "Best SMB Cloud Services" and "Best Data Center Services Provider – SMB market" organised by SMBWorld
- CTM launched a brand new E – Card for No. 1 Club members and new bonus point scheme, offering an array of convenient and user-friendly services
- CTM held a live online video streaming for Grand Prix Event which was organised by the Sports Bureau of the Macau SAR Government. In these 4 days, a new record on traffic volume was made



2016
Awards
SMBWORLD



DECEMBER

- Launched domestic and international carrier service as well as Mobile Number Portability Platform to a new MVNO in Hong Kong
- Launched PRS Data service for a China MNO in Hong Kong, Macau and Taiwan
- CTM reached a collaboration agreement with New Era to further extend the CTM Wi-Fi service coverage to all public buses in Macau
- CTM was awarded the "2016 Sands Supplier Excellence Awards – Total Quality Management"
- CTM became a member of the "Hand-in-Hand Program" offering customers with enhanced roaming experience along the "One Belt One Road" initiative
- CTM won 2017 management and maintenance services for Telecommunications and Navais system at the Macau airport
- CTM completed another surveillance project successfully for a major gaming enterprise on the Cotai Strip in Macau, with compliments received from the customer
- CTM supported the Macau Shopping Festival to launch the largest free Wi-Fi service in Macau, providing a comprehensive and high quality Internet service to residents, tourists and merchants

