

CITIC TELECOM INTERNATIONAL HOLDINGS LIMITED
(the “Company”)

Shareholders Communication Policy

Adopted by the Board on 22 February 2012.

1. Purpose

1.1 The aim to establish this policy is to proactively communicate with the Company’s shareholders (both individual and institutional) to ensure that shareholders are informed of balanced and understandable information about the Company (including the Group’s strategies, businesses, major developments and financial performance) in a factual and timely manner and to enable them to exercise their rights as shareholders in an informed manner. The Company aims to be open and transparent with its shareholders and encourages shareholders’ active participation at the Company’s general meetings.

2. General Policy

2.1 The Company strives to provide accurate, complete, transparent and clear information to its shareholders quickly. At all times, the Company is committed to making announcements and distributing Corporate Communications* in accordance with the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”) and the applicable laws of Hong Kong. The Company is also committed to complying with the code provisions of the Corporate Governance Code set out in Appendix 14 to the Listing Rules, and in particular, to effective communication with shareholders and effective participation at its general meetings.

2.2 Information shall be communicated to shareholders and the investment community mainly through the Company’s financial reports, annual general meetings and other general meetings that may be convened, as well as disclosures submitted to The Stock Exchange of Hong Kong Limited (the “Stock Exchange”)’s website and the Company’s own corporate website.

2.3 Material information will be effectively and timely disseminated to all shareholders simultaneously.

2.4 The Company promises to provide a consistent level of disclosure on both positive and negative issues.

2.5 This policy is subject to regular review by the board of directors of the Company to ensure its effectiveness. Updates and amendments (as appropriate) will be made to reflect current best practice in communication with shareholders.

3. Communication principles

- 3.1 The Company uses clear and plain language in communication with its shareholders.
- 3.2 The Company supports the use of electronic and other means of communicating with shareholders and investors including:
- (i) mail (25th Floor, CITIC Telecom Tower, 93 Kwai Fuk Road, Kwai Chung, New Territories, Hong Kong)
 - (ii) email (contact@citictel.com)
 - (iii) telephone (+852 2377 8888)
 - (iv) facsimile (+852 2376 2063)
 - (v) corporate website (www.citictel.com)
 - (vi) shareholders meetings
 - (vii) webcasts
 - (viii) press conferences
 - (ix) investor and analyst meetings

Announcements and Corporate Communications

- 3.3 The Company issues announcements in a timely manner in accordance with the Listing Rules to ensure that shareholders are fully informed of the latest strategic and operational developments.
- 3.4 Corporate Communications are provided to shareholders in both English and Chinese versions and shareholders have the right to choose the language (either English or Chinese) or means of receipt of the Corporate Communications (in hard copy or through electronic means). Shareholders are encouraged to provide their email addresses to receive Corporate Communications.
- 3.5 All announcements and Corporate Communications are made available to shareholders through publication on both the Company's corporate website and the Stock Exchange's website.

Corporate Website

- 3.6 The Company maintains a corporate website (www.citictel.com). The Company's business developments and operations, financial reports, announcements, press releases, corporate governance practices and other information are posted on its website. Both current information and archives of previously released information including presentation slides and announcements can be found under "Investor" section of the corporate website. All information is published simultaneously in both English and Chinese languages.

Shareholders' Meetings

- 3.7 The Company's annual general meeting and other general meetings are the principal communication channels with its shareholders and for shareholders participation.
- 3.8 The Company encourages shareholders to attend annual general meeting and other general meetings or to appoint proxies to attend and vote at meetings for and on their

behalf if they are unable to attend the meetings. The Company will send to its shareholders or publish on its corporate website all notices of general meetings and accompanying explanatory material. At the meetings, shareholders can make statements, ask questions and exercise their influence by voting on the issues on the agenda. It is company policy for the chairman and board members, chairmen of board committees and external auditors to attend annual general meetings.

- 3.9 Pursuant to the Listing Rules, voting by poll is mandatory at all general meetings (other than on procedural matters) and the poll results are posted on the websites of the Stock Exchange and the Company respectively on the same day of each shareholders' meeting.

Investors' Communication

- 3.10 It is the Company's policy to meet with investors and analysts at appropriate times and participate in investor road shows and sector conferences. At such meetings inside information is never discussed.
- 3.11 Upon the release of financial results, the Company holds investor and analyst presentations and webcasts the meetings along with accompanying presentations so they can be followed online within a reasonable time after the meetings.

Webcasts

- 3.12 Webcasts of the Company's half-year results or final results briefings to the investment community are available under "Investor" section of the corporate website within a reasonable time after the relevant meeting.

4. Company Contacts

- 4.1 Shareholders can contact our Share Registrar, Tricor Investor Services Limited, 26th Floor, Tesbury Centre, 28 Queen's Road East, Wanchai, Hong Kong[#] at +852 2980 1333, or by fax at +852 2810 8185, on matters such as transfer of shares, change of name or address, or loss of share certificates.
- 4.2 Investors, shareholders and research analysts can contact the Company by telephone at +852 2377 8888 or by fax at +852 2376 2063 or by email at contact@citictel.com.
- 4.3 In relation to the shareholders communication policy of the Company, please contact the Company Secretary by telephone at +852 2377 8888 or by fax at +852 2918 4838 or by email at contact@citictel.com.

[#] The address of Tricor Investor Services Limited has been changed to Level 54, Hopewell Centre, 183 Queen's Road East, Hong Kong with effect from 11 July 2019.

5. Shareholders' Privacy

5.1 The Company recognises the importance of shareholders' privacy and will not disclose shareholders' information without their consent, unless required by law to do so.

* *“Corporate Communications” refers to any document issued by the Company for the information or action of holders of any of its securities, including but not limited to annual report, interim report, circular, notice of meeting and proxy form.*