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| <p>November 3, 2017</p> <p>Topics in This Report</p> <ul style="list-style-type: none"> • Revenue Analysis • EBITDA Analysis • Income Statement Analysis • Cash Flow Analysis • Balance Sheet Analysis • Management Remarks <p><u>IR contact:</u></p> <p>Pearl Lin Deputy Director Investor Relations PearlLin@taiwanmobile.com</p> <p>Shirley Chu Senior Director Investor Relations shirleychu@taiwanmobile.com</p> <p>Rosie Yu CFO rosieyu@taiwanmobile.com</p> <p>13F, No. 88, Yan Chang Rd., Taipei City 110, Taiwan, ROC Tel: 8862 6636 3159</p> <p>ir@taiwanmobile.com http://www.taiwanmobile.com</p> | <u>TWM Consolidated</u> | | | | | |
| | NT\$bn | <u>3Q17</u> | <u>2Q17</u> | <u>3Q16</u> | <u>QoQ</u> | <u>YoY</u> |
| | Revenues | 28.76 | 27.80 | 28.45 | 3% | 1% |
| | EBITDA | 8.26 | 8.30 | 8.57 | 0% | -4% |
| | Operating Income | 4.82 | 4.89 | 5.09 | -1% | -5% |
| | Non-op. Income (Expenses) | (0.09) | (0.08) | (0.13) | 20% | -27% |
| | Pre-tax Income | 4.73 | 4.82 | 4.97 | -2% | -5% |
| | (Income Tax) | (0.62) | (0.78) | (0.84) | -21% | -27% |
| | (Minority Interest) | (0.15) | (0.21) | (0.14) | -27% | 10% |
| | Net Income | 3.96 | 3.83 | 3.99 | 3% | -1% |
| | EPS (NT\$) | 1.46 | 1.40 | 1.46 | 4% | 0% |
| | | <u>Highlights of Operating Results</u> | | | | |
| | | <i>3Q17</i> | | | | |
| | In 3Q17, mobile device sales, telecom service revenue, CATV revenue, and momo revenue all trended up from the previous quarter. Our net income in 3Q17 beat our expectation by 6%, despite higher operating costs and expenses resulting from the QoQ increase in revenue. Separately, 3Q17 EPS rose 4% QoQ on the back of the sequentially improving business momentum and one-off investment tax credits. | | | | | |
| | <i>1-3Q17</i> | | | | | |
| | For the first nine months, momo's revenue is ahead of expectations and CATV revenue is on track. Nevertheless, mobile device sales for the period came in below expectations due to a lower take-up of high-end phones and rate plans during the period. | | | | | |
| | With expense discipline, lower-than-guidance voice traffic costs, and handset subsidies, our accumulated operating income achieved 105% of our guidance for the first three quarters. Year to September EPS of NT\$4.32 stayed resilient from a year ago and reached 82% of our full-year target. | | | | | |
| | <u>Key Message</u> | | | | | |
| | The end of 2G service and the expected rational pricing of the government's licensing of the 1.8/2.1GHz spectrum will alleviate pressure on our depreciation. A more benign cable industry outlook coupled with the potential revenue acceleration aided by the completion of momo's automated distribution center is expected to continue bolstering our profit growth. | | | | | |
| | Free cash flow stability and exploring service/product differentiations remains our main areas of focus. The new bundled iPhone8/X offerings with the monthly fee adjusting upward to a minimum of NT\$1,399 for unlimited data usage should bode well for healthy industry growth. | | | | | |
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I. Revenue Analysis

Table 1. Key Operational Data

| Residual Value (NT\$bn) | 3Q17 | 2Q17 | 3Q16 | QoQ | YoY |
|-------------------------|-------|-------|-------|-----|-----|
| Mobile Service Revenue | 15.57 | 15.62 | 16.62 | 0% | -6% |
| Postpaid ARPU (NT\$) | 848 | 842 | 885 | 1% | -4% |
| Blended ARPU (NT\$) | 707 | 707 | 742 | 0% | -5% |
| Telecom Service Revenue | 16.69 | 16.71 | 17.75 | 0% | -6% |

| Revenue (NT\$bn) | 3Q17 | 2Q17 | 3Q16 | QoQ | YoY |
|---------------------------|--------------|--------------|--------------|-----------|------------|
| Telecom | 19.07 | 18.46 | 20.01 | 3% | -5% |
| - Service | 14.47 | 14.43 | 15.41 | 0% | -6% |
| - Device Sales | 4.60 | 4.03 | 4.61 | 14% | 0% |
| CATV | 1.63 | 1.60 | 1.63 | 2% | 0% |
| - Pay-TV Related | 1.08 | 1.06 | 1.08 | 2% | 0% |
| - Broadband | 0.34 | 0.34 | 0.33 | 2% | 5% |
| - Content & Others | 0.21 | 0.20 | 0.22 | 4% | -5% |
| momo | 8.02 | 7.69 | 6.76 | 4% | 19% |
| - E-commerce | 6.47 | 6.00 | 4.95 | 8% | 31% |
| - TV Shopping & Others | 1.55 | 1.70 | 1.81 | -8% | -14% |
| Others¹ | 0.15 | 0.15 | 0.13 | 0% | 12% |

Note 1: Other revenue primarily consists of operating revenue from 49.9%-held Taipei New Horizon Co., Ltd., which became a consolidated entity on Feb 21, 2014.

| | 3Q17 | 2Q17 | 3Q16 | QoQ | YoY |
|-------------------------------|--------------|--------------|--------------|------------|-------------|
| Mobile Subscribers (K) | 7,324 | 7,340 | 7,479 | 0% | -2% |
| - Postpaid | 5,832 | 5,868 | 5,974 | -1% | -2% |
| Monthly Churn | 3.0% | 3.2% | 2.6% | | |
| - Postpaid | 1.7% | 1.7% | 1.6% | | |
| MOU (bn) | 1.73 | 1.82 | 2.57 | -5% | -33% |
| Pay-TV Subs (K) | 584 | 583 | 582 | 0% | 0% |
| Cable Broadband Subs (K) | 212 | 208 | 202 | 2% | 5% |
| DTV Subs (K) | 220 | 214 | 196 | 3% | 12% |

| CATV ARPU (NT\$) | 3Q17 | 2Q17 | 3Q16 | QoQ | YoY |
|----------------------|------|------|------|-----|-----|
| Basic TV | 466 | 467 | 470 | 0% | -1% |
| Broadband | 529 | 530 | 530 | 0% | 0% |
| DTV | 123 | 124 | 127 | -1% | -3% |
| Blended ¹ | 811 | 800 | 804 | 1% | 1% |

Note 1: Cable TV & broadband related revenue (excluding content agency) divided by CATV subscriber number

Telecom:

In 3Q17, telecom service revenue remained stable QoQ, but dropped by 6% YoY, primarily due to falling mobile MOU and a diminishing domestic roaming business. Excluding domestic roaming, the YoY decline in telecom service revenue narrowed to 3.7%, outperforming our peers on a like for like basis.

As TWM's product differentiation strategy and value added services have taken hold, TWM's postpaid ARPU recovered by 1% QoQ in 3Q17. Excluding domestic roaming, postpaid ARPU declined by 1.7% YoY, compared with a 2.5% decline in 2Q17.

In 3Q17, device sales increased by 14% QoQ thanks to a sufficient supply of the iPhone 8 upon its launch in September.

TWM's mobile subscriber base declined 2% YoY this quarter, mainly owing to the termination of its 2G service. Separately, market competition became tepid at the quarter end with Chunghwa taking the lead in lowering dealer commissions.

Cable:

The cable industry dynamics in New Taipei City has become relatively favorable. Also, the launch of the Sharp TV bundle plan as a differentiating factor in September has levelled up TWM's CATV subscriber growth and blended ARPU. As such, in 3Q17, CATV revenue registered its first yearly growth since 3Q16, and in the meantime rose 2% QoQ.

momo

In 3Q17, the e-commerce business reported a 31% YoY surge in revenue, surpassing the growth rate of its closest peer in Taiwan, and continued to serve as a growth engine for momo. As a result, e-commerce made up 81% of momo's total revenue.

II. EBITDA Analysis

Table 2. EBITDA Breakdown

| NT\$bn | 3Q17 | 2Q17 | 3Q16 | QoQ | YoY |
|---------------|-------|-------|-------|----------|----------|
| EBITDA | 8.26 | 8.30 | 8.57 | 0% | -4% |
| - Telecom | 6.98 | 6.95 | 7.26 | 0% | -4% |
| - CATV | 0.84 | 0.83 | 0.87 | 2% | -3% |
| - momo | 0.31 | 0.39 | 0.30 | -21% | 6% |
| - others | 0.10 | 0.10 | 0.08 | 6% | 23% |
| Margin | 28.7% | 29.8% | 30.1% | -1.1ppts | -1.4ppts |
| - Telecom | 36.6% | 37.7% | 36.3% | -1.1ppts | 0.3ppts |
| - CATV | 51.8% | 51.8% | 53.3% | 0ppts | -1.5ppts |
| - momo | 3.9% | 5.1% | 4.4% | -1.2ppts | -0.5ppts |
| - others | 70.3% | 66.5% | 64.2% | 3.8ppts | 6.1ppts |

| | | | | | |
|----------------|-------------|-------------|-------------|------------|------------|
| D&A | 3.44 | 3.40 | 3.48 | 1% | -1% |
| - Telecom | 3.04 | 3.04 | 3.14 | 0% | -3% |
| - CATV | 0.27 | 0.24 | 0.22 | 13% | 22% |
| - momo | 0.03 | 0.03 | 0.03 | 15% | 19% |
| - others | 0.05 | 0.05 | 0.05 | 0% | 1% |
| EBIT | 4.82 | 4.89 | 5.09 | -1% | -5% |
| - Telecom | 3.93 | 3.91 | 4.13 | 1% | -5% |
| - CATV | 0.57 | 0.59 | 0.65 | -3% | -11% |
| - momo | 0.28 | 0.37 | 0.27 | -23% | 5% |
| - others | 0.05 | 0.04 | 0.03 | 13% | 58% |

Note: The sum of each account of telecom, CATV and momo does not equal to the consolidated total number due to other revenue and minor adjustments / eliminations.

Table 3. Non-operating Item

| NT\$bn | 3Q17 | 2Q17 | 3Q16 | QoQ | YoY |
|------------------------------------------|---------------|---------------|---------------|------------|-------------|
| Non-Operating Revenues (Expenses) | (0.09) | (0.08) | (0.13) | 20% | -27% |
| - Net Interest Expense | (0.11) | (0.10) | (0.13) | 7% | -14% |
| - Write-off Loss | (0.07) | (0.04) | (0.04) | 93% | 78% |
| - Other Revenue (Expense) | 0.09 | 0.07 | 0.05 | 41% | 102% |

EBITDA Analysis

Negatively affected by drops in domestic roaming and mobile voice revenue, telecom EBITDA decreased YoY in 3Q17. However, aided by continuous cost-control efforts, TWM successfully maintained a stable telecom EBITDA sequentially, even with a higher sales mix toward device sales. As such, telecom EBITDA improved by 2% YoY on a recurring basis excluding domestic roaming.

CATV business has showed signs of stabilizing. With a recovery in revenue, CATV EBITDA grew 2% QoQ in 3Q17. The CATV EBITDA YoY decline also became much milder, compared to one quarter ago.

In 3Q17, momo's QoQ contraction in EBITDA was mainly due to weak demand in its TV home shopping business, which has higher fixed costs. Revenue growth in e-commerce, particularly in consumer electronics, and the process of shifting from leased warehousing to newly-built automated distribution center weighed on its EBITDA margin in 3Q. That said, momo's strong revenue growth momentum more than compensated its margin dip and resulted in a healthy 6% YoY rise in EBITDA in 3Q.

D&A Analysis

The expanding digital set-top-box installed base (100% by 2017 year-end) led to an increase in CATV depreciation expenses. Nonetheless, total consolidated D&A edged down 1% YoY in the quarter, benefiting from the retirement of the 2G network.

Non-Operating Item Analysis

3Q17 non-operating expenses decreased YoY mainly due to lower interest expenses on the back of lower average loan balance and lower valuation losses of financial assets.

III. Income Statement Analysis

Table 4. 3Q17 Consolidated Results vs. Forecast

| NT\$bn | 3Q17 | QoQ | YoY | % of 3Q17 Forecast |
|---------------------------|--------------|------------|------------|--------------------|
| Revenues | 28.76 | 3% | 1% | 97% |
| Operating Costs | (19.80) | 5% | 4% | 97% |
| Operating Expenses | (4.14) | 4% | -4% | 92% |
| Operating Income | 4.82 | -1% | -5% | 105% |
| Non-op. Income (Expenses) | (0.09) | 20% | -27% | 74% |
| Pre-tax Income | 4.73 | -2% | -5% | 106% |
| Net Income | 3.96 | 3% | -1% | 106% |
| EPS (NT\$) | 1.46 | 4% | 0% | 106% |
| EBITDA | 8.26 | 0% | -4% | 102% |
| EBITDA margin | 28.7% | | | |

In 3Q17, mobile device sales, telecom service revenue, CATV revenue, and momo revenue all trended up from the previous quarter.

In the quarter, operating costs and expenses also went up sequentially due to the QoQ rise in revenue.

3Q17 amortization edged up from 2Q as we had gained access to an incremental spectrum in the 1.8GHz frequency band.

Non-operating expenses increased QoQ as we incurred 2G asset write-off losses after the end of the service in 3Q17.

3Q17 EPS rose 4% QoQ on the back of the sequentially improving business momentum and one-off investment tax credits. Separately, net income for the quarter came in 6% higher than expectations with cost savings more than offsetting revenue shortfalls.

Table 5. 1-3Q17 Consolidated Results vs. Forecast

| NT\$bn | 1-3Q17 | YoY | % of Full Year Forecast |
|---------------------------|--------------|------------|-------------------------|
| Revenues | 85.41 | -1% | 72% |
| Operating Costs | (58.36) | 1% | 71% |
| Operating Expenses | (12.26) | -7% | 68% |
| Operating Income | 14.79 | -4% | 80% |
| Non-op. Income (Expenses) | (0.34) | -30% | 51% |
| Pre-tax Income | 14.45 | -3% | 81% |
| Net Income | 11.75 | -1% | 82% |
| EPS (NT\$) | 4.32 | -1% | 82% |
| EBITDA | 25.00 | -3% | 77% |
| EBITDA margin | 29.3% | | |

For the three quarters, momo's revenue is ahead of expectations and CATV revenue is on track. Separately, mobile device sales for the period came in below expectations due to a lower take-up of high-end phones and rate plans during the period.

With expense discipline, lower-than-guidance voice traffic costs, and handset subsidies, our accumulated operating income achieved 105% of our guidance for the first three quarters.

Lower-than expected interest expenses benefited our profit level in 1-3Q17.

Year to date EPS of NT\$4.32 is resilient from a year ago and reached 82% of our full-year target of NT\$5.28.

IV. Cash Flow Analysis

Table 6. Cash Flow

| NT\$bn | 3Q17 | 2Q17 | 3Q16 |
|-----------------------------------|---------------|---------------|---------------|
| Total Op Sces/(Uses) | 6.98 | 7.87 | 7.89 |
| Pre-tax Income | 4.73 | 4.82 | 4.97 |
| Depreciation | 2.57 | 2.59 | 2.68 |
| Amortization | 0.86 | 0.81 | 0.80 |
| Changes in Working Capital | (1.41) | (0.55) | (0.80) |
| Asset Write-off Add-backs | 0.07 | 0.03 | 0.04 |
| Other Add-backs | 0.15 | 0.16 | 0.21 |
| Net Investing Sces/(Uses) | (3.43) | (2.84) | (3.55) |
| Capex ¹ | (2.46) | (2.43) | (3.05) |
| Divestment (Acquisition) | (0.08) | (0.58) | 0.03 |
| Other Financial Assets (Increase) | (0.00) | 0.14 | (0.66) |
| Refundable Deposits (Increase) | (0.99) | 0.01 | 0.02 |
| Others | 0.11 | 0.02 | 0.11 |
| Net Financing Sces/(Uses) | (3.75) | (6.78) | (5.31) |
| Short-Term Borrowings | 6.70 | (0.10) | 4.65 |
| Commercial Paper Payable Increase | 5.00 | 0.00 | 5.50 |
| Repayments of Bonds Payable | 0.00 | (2.90) | 0.00 |
| Long-Term Bank Loan | (0.14) | (3.04) | (0.14) |
| Dividends Payments | (15.24) | (0.62) | (15.24) |
| Others | (0.07) | (0.12) | (0.08) |
| Net Cash Position Chg. | (0.21) | (1.75) | (0.98) |

1. Inclusive of prepayments for equipment and the acquisition of computer software & other intangible assets

Table 7. Capex & FCF

| NT\$bn | 3Q17 | 2Q17 | 3Q16 |
|-----------------------|-------------|-------------|-------------|
| Cash Capex | 2.46 | 2.43 | 3.05 |
| - Mobile | 1.48 | 1.28 | 2.18 |
| - Fixed-line | 0.41 | 0.24 | 0.29 |
| - Cable MSO | 0.26 | 0.57 | 0.26 |
| - momo & others | 0.32 | 0.34 | 0.33 |
| % of Revenue | 9% | 9% | 11% |
| Free Cash Flow | 4.51 | 5.43 | 4.84 |

Cash Flow Analysis

3Q17 operating cash inflow decreased YoY mainly due to the negative impact of lower domestic roaming revenue, which also resulted in a mobile capex reduction. Meanwhile, the QoQ decrease in operating cash inflow was caused by changes in accounts receivable and accounts payable, which led to a decrease in net working capital.

The major investing activities in 3Q17 were a NT\$2.46bn cash capex and a NT\$1bn deposit provided to the regulator related to the upcoming 1.8/2.1GHz spectrum auctions.

On the financing front, a total of NT\$11.7bn in short-term borrowings was raised in the quarter to fund the NT\$15.24bn cash dividend payments. In 2Q17, we paid a NT\$0.62bn cash dividend to momo's minority shareholders and repaid NT\$2.9bn in corporate bonds carrying a 1.29% coupon.

Capex and Free Cash Flow Analysis

Cash capex decreased YoY attributed to lower 4G related capex spending. In 3Q17, FCF was less than a quarter ago due to lower operating cash flow. For the first three quarters, FCF netted NT\$14.78bn, translating into an annualized FCF yield of 7%.

V. Balance Sheet Analysis

Table 8. Balance Sheet

| NT\$bn | 3Q17 | 2Q17 | 3Q16 |
|---------------------------------|---------------|---------------|---------------|
| Total Assets | 146.41 | 146.58 | 151.26 |
| Current Assets | 30.50 | 30.18 | 32.41 |
| - Cash & Cash Equivalents | 5.97 | 6.18 | 6.57 |
| - Accounts Receivable | 14.70 | 14.57 | 15.68 |
| - Inventories | 3.15 | 3.08 | 2.95 |
| - Short-Term Investment | 1.57 | 1.46 | 1.26 |
| - Other Current Assets | 5.10 | 4.89 | 5.95 |
| Non-current Assets | 115.92 | 116.39 | 118.85 |
| - Long-Term Investment | 6.22 | 6.47 | 5.54 |
| - Property and Equipment | 45.06 | 45.37 | 46.42 |
| - Concession | 35.82 | 36.53 | 38.53 |
| - Other Non-current Assets | 28.82 | 28.01 | 28.35 |
| Liabilities | 83.36 | 87.41 | 88.76 |
| Current Liabilities | 44.54 | 48.50 | 51.34 |
| - ST Borrowings | 21.86 | 10.16 | 27.82 |
| - Other Current Liabilities | 22.68 | 38.34 | 23.52 |
| Non-current Liabilities | 38.82 | 38.91 | 37.42 |
| - Long-Term Borrowings | 34.77 | 34.89 | 33.38 |
| - Other Non-current Liabilities | 4.05 | 4.02 | 4.04 |
| Shareholders' Equity | 63.06 | 59.16 | 62.50 |
| -Paid-in Capital | 34.21 | 34.21 | 34.21 |
| -Capital Surplus | 13.92 | 13.92 | 14.59 |
| -Legal Reserve | 26.14 | 26.14 | 24.61 |
| -Treasury Shares | (29.72) | (29.72) | (29.72) |
| -Un-appropriated Earnings | 0.63 | 0.63 | 0.63 |
| -Non-controlling Interest | 5.67 | 5.51 | 5.62 |
| -Retained Earnings & Others* | 12.21 | 8.48 | 12.57 |

* Including YTD profits and other equity items

Table 9. Ratios

| | 3Q17 | 2Q17 | 3Q16 |
|--------------------------------------|------|------|------|
| Current Ratio | 68% | 62% | 63% |
| Interest Coverage (x) | 32.0 | 34.0 | 30.1 |
| Net Debt (Cash) to Equity | 80% | 66% | 87% |
| Net Debt (Cash) to EBITDA (x) | 1.54 | 1.18 | 1.62 |
| ROE (annualized) | 28% | 29% | 28% |
| ROA (annualized) | 11% | 11% | 11% |

Assets

As of the end of 3Q17, cash balance decreased QoQ as explained in the cash flow analysis section.

The YoY decrease in accounts receivable was a function of a higher mix of mid-end handset bundled sales.

Both of the QoQ and YoY increases in inventory were mainly associated with the increase in momo's inventory, given the company's higher e-commerce revenue scale and its plan to increase product availability ahead of the traditional peak season.

Long-term investment increased YoY to reflect the mark-to-market value appraised on the investment in THSR (Taiwan High Speed Rail) and our increased investments into media and content made in 2Q17.

4G, CATV, and momo related PP&E increased YoY in 3Q17 for 4G capacity expansion, digital STB deployment, and momo's automated distribution center. But the overall net PP&E balance continued decreasing due to the retirement of 2G network and falling 3G equipment book value.

Liabilities & Shareholders' Equity

Gross debt balance rose to NT\$56.63bn compared to last quarter, mainly to finance dividend payments in 3Q17.

Nonetheless, other current liabilities decreased QoQ due to the NT\$15.24bn cash dividend payments made in 3Q17, leading to a QoQ rise in current ratio.

Ratio Analysis

Net debt to EBITDA increased QoQ because of raising cash to pay dividends through bank borrowings. However, the ratio in 3Q17 was lower than last year's level. Meanwhile, ROE remained at a high of 28%.

VI. Management Remarks

Key Message

- The end of 2G service and the expected rational pricing of the government's licensing of the 1.8/2.1GHz spectrum will alleviate pressure on our depreciation. A more benign cable industry outlook coupled with the potential revenue acceleration aided by the completion of momo's automated distribution center is expected to continue bolstering our profit growth.
- Free cash flow stability and exploring service/product differentiations remains our main areas of focus. The new bundled iPhone8/X offerings with the monthly fee adjusting upward to a minimum of NT\$1,399 for unlimited data usage should bode well for healthy industry growth.

Event

- Following Chunghwa Telecom's return of its 2G spectrum to the National Communication Commission (NCC) at the end of June and Taiwan Mobile's termination of its 4G heterogeneous network service for 2G users at the end of August, TWM hence has expanded its LTE 1800MHz spectrum to a contiguous 15MHz. Accordingly, 4G network download speed rose sequentially since then.
- On October 31, the NCC commenced the process of the LTE1800/2100MHz spectrum auction.
- On November 1, the NCC announced a mobile interconnection rate reduction plan for voice calls, with a current upper limit of NT\$1.15 per minute call that will annually adjust downward from November 2017 to the end of 2020. Under the assumption that TWM's 2018 voice traffic will stay at similar level with 2017's, the negative impact from the new mobile interconnection rate on the company's 2018 EBITDA is estimated to be less than 1%.

Awards and Recognition

- Not only was Taiwan Mobile selected as a constituent of the prestigious Dow Jones Sustainability Index (DJSI) series for the sixth consecutive year, but this year for the first time

Taiwan Mobile is listed among the companies in the DJSI World Index and is ranked 2nd among telecom companies worldwide.

- Honored with the 2017 Corporate Citizen Award from CommonWealth Magazine. This is Taiwan Mobile's 10th Corporate Citizen Award since 2007.
- Recognized by the Sports Administration, Ministry of Education with the 2017 Sports Promoter Awards of the "Sponsorship Award Gold Class" and the "Long-Term Sponsorship Award".