

Milestones 2003

January

An Extraordinary General Meeting of PCCW shareholders approved a proposal to consolidate every five PCCW shares into a single new share, effective January 8, 2003.

February

NETVIGATOR announces expansion of its wireless broadband coverage to 200 Hong Kong Wi-Fi hotspots, enabling fast Internet access without wires at various outlets of Starbucks Coffee, Delifrance and Soho Association restaurants. Also, new applications enable PDA (personal digital assistant) users to access content from PCCW's *now.com.hk* broadband entertainment portal.

PCCW's Infrastructure division places the first phase of Residence Bel-Air apartments on the property market. The luxury residential complex is part of the Cyberport IT campus developed by PCCW for the Government of the Hong Kong Special Administrative Region.

March

Launch of NETVIGATOR Inflight trial enables passengers on 42 Cathay Pacific aircraft to access email on their laptop computers while in flight.

PCCW is included in the *FTSE4Good Global Index* after being acknowledged as an investment that meets internationally-accepted standards of corporate responsibility.

April

PCCW sets up communication centers at SARS (severe acute respiratory syndrome) quarantine camps to help displaced residents stay in touch with friends and family via free local telephone calls, fax and broadband Internet access. Each quarantined household receives a HK\$200 prepaid phonecard for international calls.

May

PCCW and nine non-governmental organizations launch *NetCare Campaign*, a network and video-conferencing service to enable quarantined SARS patients and isolated medical staff to keep in touch with their families.

Business NETVIGATOR transforms the threat of Internet computer virus attacks into a business opportunity by launching the Secure Broadband Service. By the end of 2003, about 7,000 customers adopted the service, with no virus infections reported.

July

Guests sample a new telephone experience as PCCW unveils New Generation Fixed Line Services at the Hong Kong Academy for Performing Arts.



June

PCCW announces that MTR Corporation Chairman and Chief Executive Jack So is to become Deputy Chairman and Group Managing Director of PCCW. Mr So took up his new post in July 2003.

PCCW scores a world first by striking a data-carrying deal with China Telecommunications Corporation (China Telecom) to offer business customers a one-stop shop to connect their Hong Kong operations with locations in as many mainland China provinces as required.

PCCW acquires 13 of 15 licenses auctioned in the UK to enable wireless broadband services in the 3.4Ghz radio band. The Company later acquired the remaining two licenses in that band.

PCCW sponsors free IDD calls for the Hong Kong community to support the government's *Hello from Hong Kong* campaign, an initiative to communicate our recovery-from-SARS message overseas.

July

New Generation Fixed Line Services are unveiled at the Hong Kong Academy for Performing Arts, marking the start of a reinvention of Hong Kong's fixed-line telephone experience.

November

On behalf of PCCW, Cascade's WW Chan (left) and Thomas Siu of Unihub receive BS 7799-2 certification – the most widely accepted information security management standard in the world.



December

So far, seven of PCCW's retail outlets have adopted a stylish new look as part of a concept that offers a highly-interactive shopping experience for Hong Kong.



PCCW-HKT Telephone Limited (HKTC) issues US\$500 million of 6 percent guaranteed notes, due 2013, which are rated 'Baa2' by Moody's Investors Service and 'BBB' by both Standard & Poor's and Fitch Ratings.

August

PCCW receives *Outstanding Award for Fighting Against SARS* in the Corporate Organization category of a recognition scheme mounted by the *Ming Pao* newspaper and Radio and Television Hong Kong.

Groundbreaking pay-TV service NOW Broadband TV is unveiled at the Hong Kong Convention and Exhibition Centre.

September

Our Business eSolutions division launches the Unihub brand for all its IT business in Hong Kong and mainland China.

PCCW (Beijing) Limited (PCCW Beijing) signs an agreement with China Mobile Communications Corporation (China Mobile) to provide a nationwide management information system as part of one of

the largest Enterprise Resource Management projects ever carried out in mainland China.

NETVIGATOR Inflight launches commercially, with about half the Cathay Pacific fleet equipped by year-end 2003.

October

PCCW receives four accolades from the Hong Kong Call Centre Association, with two employees receiving individual HKCCA awards. In addition, Frost & Sullivan's Customer Value Enhancement Award for Call Centers is made in recognition of the quality of a PCCW call-center solution provided for Panasonic in China.

November

PCCW receives British Standards Institute certificates for BS 7799-2, the most widely accepted information security management standard in the world.

PCCW Convergence is unveiled, offering busy executives simplicity, priority and mobility in their office communications. About 1,000 users from a variety of leading companies take up the service within six weeks.

TL 9000 certification is awarded to PCCW for IP-related, broadband engineering operations, supplementing the Company's TL 9000 accreditation for voice and data engineering operations.

Gartner announces the results of a network service provider survey rating PCCW first out of 20 operators in Asia in terms of quality of local access-line service.

December

PCCW and Star announce the Hong Kong debut of Star Chinese Movies and Xing Kong TV channels – to be screened by NOW Broadband TV.

The PCCW Shop at Mongkok becomes the 7th to adopt an innovative design concept to provide a fresh shopping experience. Other newlook PCCW Shops are in Central, Tsuen Wan, Shatin, Causeway Bay, Tuen Mun and Tsim Sha Tsui.