



**AN EVALUATION ON THE FINANCIAL  
PERFORMANCE:  
A CASE STUDY OF TELEKOM MALAYSIA BERHAD**

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**OCTOBER 2010**

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE  
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**“DECLARATION OF ORIGINAL WORK”**

I, *Nik Noor Ashikin Binti Nik Alias*, (I/C Number : 870320-56-5588)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

29<sup>th</sup> October 2010

The Head of Program  
BBA (Hons) Finance  
Faculty of Business Management  
University Technology Mara

Dear Madam,

**AN EVALUATION ON THE FINANCIAL PERFORMANCE: A CASE STUDY OF  
TELEKOM MALAYSIA BERHAD**

I'm required to do a project paper on the above topic. I hereby submitted this report and I really hope that this work will fulfill the requirement for the Bachelor of Business Administration (Hons) Finance.

Thank you.

Yours sincerely,

NIK NOOR ASHIKIN BINTI NIK ALIAS  
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## 1.0 INTRODUCTION

### 1.1 Background of company

#### 1.1.1 Company Profile

**Telekom Malaysia Berhad (TM)** is a Malaysia-based company engaged in the establishment, maintenance and provision of telecommunications and related services. TM operates in four segments: retail business, wholesale business, global business and shared services/others. Its retail business focuses on providing a range of solutions and building customer relationships in the consumer, small and medium enterprise (SME), enterprise and government. Its wholesale business offers a comprehensive range of unparalleled telecommunications facilities and services to licensed network operators, such as network facilities providers (NFP), network service providers (NSP) and applications service providers (ASP) for mobile, fixed line, worldwide interoperability for microwave access (WiMAX), broadband and Internet. Its global business provides voice, Internet, bandwidth and data services to demands from global carriers and enterprise customers.

Telekom Malaysia (TM) has fixed its sights on domestic service. The company provides consumers and businesses with domestic fixed-line voice, data, and broadband service. The majority of the company's business comes from domestic retail services, which include business and residential voice, data services and managed network services including conferencing. It also provides wholesale services such as bandwidth provisioning. The company's Global Business unit provides fiber optic and satellite connectivity outside of Malaysia.

TM is the largest integrated communications solutions provider in Malaysia, and one of Asia's leading communications companies, with