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General information

**Name of company:** Viettel Group  
**Headquarters:** 1 Tran Huu Duc street, My Dinh 2, Nam Tu Liem, Ha Noi, Vietnam  
**Date of establishment:** June 1st, 1989

**Revenue (2015)**

\[ \sim 10.8 \text{ billion USD} \]

accounting for **20.8\% growth**

**Profit before tax (2015)**

\[ \sim 2.12 \text{ billion USD} \]

Overseas markets: Laos, Cambodia, Haiti, Mozambique, Peru, Timor Leste, Cameroon, Tanzania, Burundi, Myanmar  
**Business areas:** Services, Electronics, Telecommunications, Information technology.
Caring – Innovator

Pioneering in innovation and creation. Listening to and understanding in order to provide specialised customer care.
• Each customer is considered an individual: Listening to and understanding each customer’s requirement in order that they can receive individually tailored services.

• Business development goes with social responsibilities: The development of society is the foundation for business growth; hence companies should take action to improve and develop the society in which they operate in.

• Human resources are the key to development: Each employee should be happy and play a creative role; therefore a good working environment is essential.
Core value

Viettel’s core values are commitment to customers, partners, investors, society and even ourselves. These core values guide all our activities carried out to become an innovative business enterprise.

Value innovation
Innovation means new thinking about an old issue. Passive agreement means decline. Doing things differently, respecting and honouring every idea, no matter where it comes from. Building a creative environment that encourages innovation to benefit both customers and employees.

Change is a norm
Competitive strength is based on rapid adaptability.
Considering changes to ensure adaptability is a norm. Thinking and managing constantly to efficiently adjust strategies and operational structures.

Discipline is a norm
Developing strict discipline, solidarity and acceptance of hardship while being devoted to the work. Performing in a decisive, quick and thorough manner.

The company is a second family
Every employee has a role to play in developing this family. Respecting co-workers even when it involves the smallest of jobs. Do teamwork to promote individual responsibility and engagement. Understand each member as an indispensable part of the organisation.

Systems thinking
Possessing a strategic vision and knowledge to master the organisation’s system. Fully understanding the fundamentals of every issue. Professionalising every stage of work to ensure rapid development and sustainability. Simplifying complicated problems.
Viettel's logo originates from the idea of a pair of quotation marks, with the meaningful of respecting any speeches, even one single word. The slogan “Say it your way” is another way to reflect our desire, our respect for every customer, partner and member of the Viettel family.

Two quotation marks are stylized as ellipse to represent constant movement, breakthroughs and innovation to satisfy the evolving needs of customers.

The brand name “VIETTEL’ is centered in the logo to demonstrate Viettel’s development viewpoint and brand philosophy that “Humans are Viettel’s greatest asset”. Two Ts stand next to one another, symbolising unity and working together.

The colors blue, yellow and white symbolise the Heaven, Earth and Humans, which Asians believe are the three fundamental elements of the universe.
In Vietnam

The first company to break the monopoly in Vietnam’s telecom sector.

The most powerful brand in Vietnam’s ICT industry as voted by consumers.

Biggest provider of mobile services in Vietnam and one of the fastest growing mobile service providers in the world (according to Wireless Intelligence).

Ranked 5th in Vietnam’s 500 biggest enterprises (in 2014).

No 1 enterprise in Viet Nam in terms of tax payment.

Vietnam’s first telecom enterprise to invest abroad.

No 1 in mobile services in Viet Nam with 63,300,000 customers.
In Cambodia

**Started operations in February 2009.**

No 1 in mobile market share with **5.5 million customers or 50% of the market.**

No 1 in transmission network infrastructure with **7,000 base transceiver stations (BTS)** and **20,000 km** of fibre-optic cable, accounting for **97 per cent** of the mobile coverage area in Cambodia.

Turnover for 2015 was **US$256 million.**
In Laos

*Started operations in October 2009.*

No 1 in mobile market share with **2.5 million customers** or **47%** of the market.

No 1 in transmission network infrastructure with **4,000 base transceiver stations (BTS)** and **23,000 km** of fibre-optic cable, accounting for **92 per cent** of the mobile coverage area in Laos.

Turnover for 2015 was **US$184 million.**
Started operations in September 2011.

No 1 in transmission network infrastructure with 1,700 base transceiver stations (BTS) and 5,000 km of fibre-optic cable, accounting for 90 per cent of the nation’s fibre-optic cable. The figure makes Haiti a leading nation in the Caribbean in terms of fibre-optic cable network.

1,6 million customers, accounting for 30% of the mobile market share.

Turnover for 2015 was US$101 million.

First company to lay a new fibre-optic cable system in Haiti - of 4,681 km of - after the earthquake.

No 1 in broadband, covering 100% of Haiti’s provinces and cities.
In Mozambique

Started operations in May 2012.

No 1 in transmission network infrastructure with 3,400 base transceiver stations (BTS) and 30,000 km of fibre-optic cable, accounting for 95 per cent of the mobile coverage area in Mozambique.

No 1 in mobile market share with 5.4 million customers, accounting for 38% of the market

Turnover for 2015 was US$136 million
In Timor Leste

**Started operations in July 2013.**

No 1 in transmission network infrastructure with **600 base transceiver stations (BTS)** and **1,500 km** of fibre-optic cable, accounting for **98 per cent** of the mobile coverage area in East Timor.

No 1 in mobile marketshare accounting for **47%** of the market

Turnover for 2015 was **US$32 million**, representing annual growth of **282 per cent**
In Peru

**Started operations in October 2014.**

Transmission network infrastructure has **5,000 base transceiver stations (BTS)** and **18,000 km** of fibre-optic cable, accounting for **80 per cent** of the mobile coverage area in Peru.

**1.3 million customers** with turnover for 2015 was **US$83 million**
In Republic of Cameroon

Start operation in September 2014.

No 1 in transmission network infrastructure with 2,000 base transceiver stations (BTS) and 8,000 km of fibre-optic cable.

The first mobile service provider in Cameroon to offer mobile 3G services.

Turnover for 2015 was US$57 million with 2.2 million customers.
In Republic of Burundi

Received business licence in February 2014, started operation in May 2015

No 1 in transmission network infrastructure with 900 base transceiver stations (BTS) and lay 3,000 km of fibre-optic cable, cover 90 per cent of the mobile coverage area.

1.3 million customers
In United Republic of Tanzania

Received business licence in October 2014, started operation in October 2015

4,000 base transceiver stations (BTS) and lay 17,000 km of fibre-optic cable to cover 95 per cent of the mobile coverage are in the whole of Tanzania.

1.3 million customers
Among the Top 100 Most Valuable Mobile Telecoms Brands of the World

(Intangible Business and Informa Telecoms 2008)
2008
Among the Top 100 Most Valuable Mobile Telecoms Brands of the World (Intangible Business and Informa Telecoms 2008).

2009
The Best Service Provider of the year in Emerging Markets by Frost & Sullivan.
The Best Operator in a Developing Market (World Communications Awards 2009).

2010
Metfone, Viettel’s brand in Cambodia was given The Best Service Provider of the year in Emerging Markets by Frost & Sullivan.

2011
Metfone, Viettel’s brand in Cambodia was given The Best Operator in a Developing Market in World Communications Awards.

2012
Unitel, Viettel’s brand in Laos was given The Best Operator in a Developing Market in World Communications Awards.

2013
Competitive Strategy Leadership Award for leading enterprise in mobile competitiveness title awarded by Frost and Sullivan to Movitel.

2014
On May 30, 2014, Viettel’s ethnic minority language mobile phone service received a silver Stevie Award as the New consumer service of the year in Seoul, South Korea.

On July 8, 2014, Movitel received the Mobile Innovations Award for its best use of mobiles within a customer relationship management (CRM) strategy.

On October 10, 2014: International Business Awards – Stevie Awards:
• Movitel won Golden Globe for “Fastest Growing Company of the Year in the Middle East and Africa, and it was called “An African miracle”.
• Telemor won the Silver Medal in the “Start-up of the year” category and was called by IBA as the “Happy Start-up business”.

December 2, 2014: Movitel won the “Best Operator in an Emerging Market” award at the World Communication Awards.

2015
In October: International Business Awards (International Business Awards – Stevie Awards).

• Telemor won Gold medal in category “Fastest Growing Enterprise in 2015 in Asia, Australia and New Zealand”.
• Natcom won Silver medal in the category of “Social program of the year”.

In December: Telemor won Best Operator in an Emerging Market in World Communication Awards.

2016
In May: IT World Awards 2016

• Viettel Financial Inclusion Service (Bankplus) won Gold medal in “Best Deployment and Case Studies in Asia-Pacific”.
• Viettel Billing & Customer Care System 2.0 (BCCS 2.0) and Viettel Antispam SMS (Antispam) both won Bronze medal in “Best IT Products and Services for Telecommunications”.
Milestones

1/6/1989 Establishment of SIGELCO, original name of Viettel Group

1995 The first new company to be licensed to provide all kinds of telecom services in Vietnam

2000 The first enterprise to offer Voice over Internet Protocol (VoIP) services nationwide in Vietnam.

2002: Launch of Internet service.
2003: Launch of fixed telephone (PSTN) services, international satellite gateway.
2004: Launch of mobile services and international fibre-optic gateway.
2005: Launch of VPN services.

2006
- Investment in Cambodia and Laos.
- Co-ownership of AAG (Asia American Gateway).

2007
- $1 billion revenue.
- Fixed – mobile – internet services convergence, co-ownership of IA (Intra-Asia).

2008
- $2 billion revenue.
- Among Top 100 global telecommunications brands.
- No.1 in telecommunication infrastructure in Cambodia.

2009
- Becoming an economic group.
- Owner of the biggest 3G network in Vietnam and the only 3G operator in the world to cover 86% of the population upon launching the service.
- Joining the GSMA (Global System for Mobile Communications Association).
- Joining the International Telecommunication Union (ITU).
• Expansion of investment in Haiti and Mozambique.
• Completion of Internet connection programme at 29,000 schools and education centres in Vietnam (72% of schools nationwide).

2010

• M&A EVN Telecom.
• Provide IPTV services.
• Inaugurate Vietnam’s biggest IDC.
• Co-ownership of APG (Asia Pacific Gateway).

2011

• Become Vietnam’s biggest ICT company.
• Successfully produce 3G mobile phones.
• Successfully produce 2G mobile phone.

2012

• Opening of Bitel in Peru.
• Opening of Nexttel in Cameroon.

2013

• Opening of Lumitel (Burundi), Halotel (Tanzania). This was the 10th market

2014

• Acquiring Beeline network in Cambodia.

2015
**Domestic Telecom Services**

We have consistently provided telecommunication, smart devices, information and technology to every aspects of life:
- E-governance,
- Education,
- Medical care,
- Entertainment,

Investing in broadband to make Vietnam an ICT powerhouse.

Developing the biggest cable TV system in Vietnam

**Overseas Telecom Services**

Viettel aims to become one of the top 10 multinational telecom investors in the world.

**Research & Development**

Viettel seeks to be among the biggest designers and manufacturers of electronic and telecom equipment in the region and develop a high-tech equipment manufacturing industry in Vietnam.

Viettel strives to master core technologies.

Viettel’s solution is to customise and localise for specific market segments.

**Other Businesses**

Post, construction, design, trade – import and export, printing, IDC, etc… Enhancing competitiveness to become among the top 5.
Daily innovation to serve customers as individuals.

Together with partners and customers create the best products.

Convert our development and growth into contributions to society.

Each Viettel member lays a brick to build the Viettel common home.