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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**


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- (f) Quick and easy reloads - topping up the account is simple and hassle-free with REDtone Reload Cards through an auto-reload facility. The REDtone Reload Cards are available from authorised distributors nationwide. As for the auto-reload through credit card facility, the account is automatically topped up whenever it reaches a preset threshold. REDtone will notify users by way of SMS to users' mobile phone of each auto-reload transaction;
- (g) Secure authentication - the REDtone gateway identifies users via Caller-ID and not by PIN to prevent abuse of account; and
- (h) Internet Bill Presentment - Bill presentment for this service is through the Internet whereby customers may view and print their bills themselves up to the previous day's transactions. Customers may also make billing enquiries by dialing the given hotlines to the Group's customer care team.

**(iii) REDtone Business VOICE**

REDtone Business Voice is a service that is almost identical to REDtone Family Voice, except for some commercial repackaging to address a different market segment. REDtone Family Voice is targeted at families (homes) and small businesses, whereas REDtone Business Voice targets SMEs.

REDtone Business Voice offers SMEs the following benefits:

- (a) Cost Savings - very high call savings only enjoyed by prepaid card customers. This is possible since REDtone Business Voice is a prepaid service;
- (b) Convenience - the convenience of autodiallers that only big corporate postpaid customers currently enjoy. The Group has negotiated very good prices for large volume purchase of autodiallers; and
- (c) Cost Control - SMEs are able to control and verify their long distance calls through the Internet Bill Presentment service offered by this service. In addition, they may make billing queries and feedback service issues to the Group's customer care team through the hotline number given to them.

**(iv) REDtone Public VOICE - Call Shop and Kiosk Phone Services**

REDtone Call Shop ("RCS") is a place with four to eight transparent rooms and each is furnished with comfortable furniture where a customer can make private phone calls. The RCS is located as part of a retail outlet, factory compound and in areas where there are foreign workers and tourists. By using REDtone RCS hardware and software solutions, the operator can manage the business easily while offering the telecommunications services.

The RCS model is an effective means to reduce the Digital Divide (social exclusion in the on-line world) by providing the necessary communications infrastructure to rural and underserved areas in a profitable and sustainable manner. In this model, the public benefit because they can have access to affordable communication services.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**

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The Group also operates kiosk phone services, which uses call billing equipment with liquid-crystal display ("LCD") monitoring call data and call charges. The kiosk phone service is similar to RCS except that the investment cost is lower. The cost is lower because it is operating on a single phone line while RCS is operating on multiple phone lines.

(v) **REDtone Payphone**

REDtone Payphone ("RPP") was officially launched in April 2003.

The Group possesses the intellectual property rights to the innovative phone that offers a low cost alternative to public pay phones.

The RPP phone is a special purpose built phone, containing non-volatile memory (i.e. information is maintained even if the power to the phone is turned off) to store operational and call rating information. The RPP phone has in-built intelligence to automatically route long distance calls to the Group's gateways. Local calls are routed directly to the incumbent telecommunications company's network.

A user intending to make a call would first make a pre-payment to the RPP operator ("RPPO"). The RPPO keys in the pre-payment amount into the RPP phone (which is PIN protected). As the phone call progresses, the RPP phone deducts the appropriate value (depending on the stored rate for the call's destination) from the balance of the pre-payment value. When the user finishes the call, the call duration and charge is displayed on the RPP's LCD panel. The RPPO would then refund the balance of the value to the user. If the pre-payment value finishes ahead of the conversation, the RPP terminates the call.

In the interest of rapid market penetration, the Group intends to consign RPP phones to any public outlets (e.g., convenience stores, restaurants) interested in operating the payphones – the RPPOs.

The Group's revenue is derived from the calls through the RPP phones. The Group sells these long distance calls to the RPPO, who in turn marks it up to make a profit from the caller. Despite the mark-up, the caller still enjoys substantial discounts on long distance calls. The Group collects local call service fees and long distance call airtime charges on a prepaid basis, thus ensuring healthy cash flow to support the consignment of the RPP phones.

Placed at strategic locations (e.g. restaurants, sundry shops, telecom equipment shops) RPP phones serve the public at large as an alternative to public pay phones. The RPP phones would be operated by independent RPPOs at their premises of business, providing them an easy and risk free additional source of income.

(vi) **Prepaid Card**

The Group's services offering also includes conventional prepaid cards offering discounted long distance calls.

(vii) **Full Service Wholesale Program**

The Group has also seen the opportunity to provide its service to ASP licensees wishing to be telecommunications voice service providers, but who are unable or unwilling to invest time and money to develop and maintain the backend gateway, billing and operation infrastructures. Such companies would want to focus only on the front-end marketing and customer service and retention aspects of the business.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**

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The wholesale services offered by the Group include the following service components:

- (a) all activities relating to the delivering of wholesale telecommunications voice services to the said companies for resale purposes;
- (b) all the back-end gateway support and access network that supports nationwide coverage with 1-800 number and local access;
- (c) providing billing and related services; and
- (d) second level technical support relating to issues in delivering the first two services above.

**5.2 Products**

The Group's products are designed and developed solely by the Group's internal R&D team. There are 2 categories of products developed by the Group, namely:

- (i) REDtone TECS; and
- (ii) TeleCARE™.

These products are designed for and offered to the office communications market for SMEs.

**(i) REDtone TECS**

REDtone TECS is a PCX set to replace the traditional PBX. The REDtone TECS serves the function of a PBX and mobile phone in a box. The Group calls it a smart office communicator. The 2 key benefits of the REDtone TECS are:

- (a) to reduce cost of business communication; and
- (b) to improve office communication productivity.

Pursuant to the MGS, MDC awarded RTC the development grant of RM3.2 million in respect of the period of 1998 to 2000 to develop REDtone TECS. In 2001, MDC awarded RTC a further development grant of RM3.5 million in respect of the period of 2001 to 2003 to develop an advanced version of the REDtone TECS.

REDtone TECS consists of two components:

- (aa) the Communication Centre; and
- (bb) the Communication Station.

The Communication Centre is a base module. It serves as a centralised server in the customer's premises. It is a PBX that also delivers optimised cost routing, auto-attendant server, integrated e-mail and voice mail server, configurator and call statistics and accounting report functions. It is also designed to integrate with the user's existing e-mail server such as Microsoft Exchange and Lotus Notes.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**


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The Communication Centre solution can be customised for solutions requiring computer telephony integration with a customer's data centre. Examples of the Communication Centre solutions include Call Centre, Interactive Voice Response Systems and Customer Relationship Management.

The Communication Station is a desktop client software that works with the Communication Centre. It functions like a mobile phone inside the desktop delivering e-mail, voice mail, fax, short messaging, personalised phone directory, call tracking and many more functions. These applications provide the functionality of a personal digital assistant and mobile phone communicator by combining the power of a PC and the single line telephone. The Communication Station will increase an individual's convenience and productivity.

In addition, there are solutions like voice mail, auto attendant, unified messaging solutions, call accounting, etc that co-exist with the customers' existing PBX system. These solutions are designed to work with and complement all the major phone systems in the world. These solutions deliver value-added communications applications to the customers' existing PBX system.

(ii) ***TeleCARE™***

The original business of the Group, which is the TeleCARE™ suite of products, will serve as a value-added product for the telecommunications and the office communication market. The products are sold through PBX resellers and distributors in about 10 countries. In Malaysia, TeleCARE™ suite of products especially Call Accounting System, Celfon Inside and Voice Mail are being used as value-added products bundled with the services provided or products sold by the Group.

(a) **TeleCARE™ Voice Mail System**

This is the Group's first commercial product, which is a software-centric voice mail system. This product was launched in January 1997 and it operates with more than 40 brands of telephones and/or PBX systems around the world. TeleCARE™ products, categorised as computer telephony integration (CTI) products, are positioned to be the best companion to all PBX.

The TeleCARE™ business unit has been profitable since 1998. Ownership of the hardware and software intellectual property rights allows the Group to enjoy high margin. In addition, the channel centric business model keeps operating cost low while marketing in about 10 countries. It has generated positive cash flow that helped to fund R&D for REDtone TECS.

TeleCARE™ Voice Mail System is an advanced voice mail system comprising an auto attendant with multi-level directory and a voice messaging system. This product gained several prestigious industry awards. They are namely:

(aa) ***Best of the Best Prime Minister's Trophy & Best of Industrial Commercial Products***

This was awarded at the 1999 APMITTA.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**

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**(bb) The "Best IT System" Award 1997**

This was awarded at the PIKOM Computimes IT Award. PIKOM is the national body of the IT industry and Computimes is one of the leading IT weekly magazines published by New Straits Times in Malaysia.

**(cc) The Best of CT Expo 98 Show Award**

This was voted by the Teleconnect magazine in New York, USA. Teleconnect magazine is one of the leading telecommunications equipment trade magazines in the USA and is published by Miller Freeman Group.

TeleCARE™ Voice Mail System is a dynamic system, which can be either a standalone Voice Messaging or an Auto Attendant System. Available in 2 models, businesses of all sizes can now afford this product. TeleCARE™ Business Voice Mail offers 54 features for practical use and easy installation. TeleCARE™ Advanced Business Voice Mail offers additional 6 features including Interactive Voice Response which caters for the most demanding requirements.

**(b) TeleCARE™ Unified Messaging System ("UMS")**

TeleCARE™ Unified Messaging System is a feature-packed messaging application that integrates and manages all messages (voice mail, e-mail and faxes) effectively. This product was launched in October 2001 and it has the same market as the generic TeleCARE™ Voice Mail System. With the explosion in the volume of today's business communications, businesses are facing a tough time managing their communications efficiently. Anyone who has had to listen to a long list of voice mails both important and trivial, search for the missing page of a faxed document or cancel appointments to wait for an important reply, would appreciate the ability to improve the efficiency of handling messages. TeleCARE™ Unified Messaging System, can deliver voice mail, e-mail and faxes to a single mailbox.

**(c) TeleCARE™ Call Accounting System**

The Group launched this product in 1997. This system is an advanced accounting tool that helps to keep track of all telecommunications expenditure by keeping track of all outgoing calls. It can generate a detailed bill that enables organisations to analyse their phone bills in greater detail to help detect telephone abuse, provide call costing by company, department or division and verify billed call charges.

**(d) TeleCARE™ Celfon Inside ("TCI")**

TCI is the latest TeleCARE™ product introduced by the Group. It was launched in February 2002. This system works seamlessly with user's existing PBX system. It allows a telephone system to be linked to personal computers ("PC") in the office, enabling users to make calls by merely clicking a phone number in the address book on the PC. It brings the best of cell phone tools into the user's existing corporate telecommunications system.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**

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**5.3 Sales and Distribution Channels**

The Group will continue its tradition of leveraging on capable partners to market its services and products in order to grow its business quickly. Innovative schemes are designed to attract and retain partners to achieve the Group's sales goals. These partners would include distributors and agents. The Group believes that these channels are effective in bringing the Group's services and products to customers because of their network of contacts and market knowledge.

**5.4 R&D Capabilities**

The Group started with one division, the R&D division, with 2 engineers in 1996. As at 21 November 2003, the division has 23 personnel. The division is organised into 3 main groups that operate independently which are as follows:

**(i) Hardware group**

The hardware group designs and develops the Group's hardware. It also includes the Group's firmware team who writes programmes that are embedded inside the hardware boards.

The hardware group also handles the manufacturing of the hardware boards so that the group can tie the design to suit manufacturing capabilities of the third party manufacturer.

**(ii) Software research and engineering group**

This group focuses on forward-looking activities where deliverables are not immediately marketable. Their mandate includes:

- (a) research, design and development of distributed TECS software;
- (b) innovation, design and development of new methodologies, algorithms, frameworks and architectures to handle general classes of software problems;
- (c) overhaul and major revamp of current TECS software; and
- (d) investigate and experiment with new technologies.

**(iii) Software development and deployment group**

This group supports newly deployed sites. Sometimes there are issues that require R&D involvement. These are usually new features or variants of current features that must be implemented urgently. For example, they could also be deployment issues where certain features are not functioning properly. These issues require urgent attention and require the Group's R&D engineers to go to the site. This group services these requests and implements minor versions of TECS software.

In the RIB Group, an engineer can belong to several of the above groups if he or she is capable in those areas. There is job rotation, which upgrades the employees' skills and enhances their knowledge.

From 1996 to 2000, the Group has spent approximately RM10.0 million in R&D. Recognising the indigenous R&D effort in computer-telephony, RTC was awarded the MGS development grant of RM3.2 million in respect of the period of 1998 to 2000 for the development of REDtone TECS. In addition, the Group also received a further grant of RM3.5 million for the development of a new generation distributed TECS in respect of the period of 2001 to 2003.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**


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**5.5 Quality Assurance Process**

Because of the technical difficulty and complexity of the products developed by the Group, the Group believes that quality is best engineered into the product through technical standards rather than through (people) workflow standards. Technical standards include:

- (i) Using well-understood and field-tested designs and implementation. This would include using standardised proprietary hardware designs and software libraries. The Group encourages design reuse heavily. The Group strongly discourages the use of third party software components and technologies, which may be unpredictable.
- (ii) Applying and encouraging general design and implementation policies. The top three policies are as follows:
  - (a) *Internal dependency removal*  
To divide the system into independent, unrelated, self-contained, possibly reusable units.
  - (b) *Stress testing*  
Hardware or software components are subjected to prolonged and rigorous testing where the environment is emulated, for example, user behavior is computer simulated and adjusted to heavily stress the component.
  - (c) *Meta-programming*  
The Group encourages developing generic capabilities that are then used to configure a software feature rather than hard-coding every feature.

**5.6 Employees**

As at 21 November 2003, the Group has a total of 134 full-time employees comprising 129 Malaysian and 5 foreigners, who are based in the Group's subsidiary in Hong Kong. The breakdown of employees is as follows:

Category	Total number of employees
Managerial/Professional	28
Technical/Supervisory	80
Clerical/Related occupation	25
General employees	1
	134

Save for an industrial dispute by a former employee of RMSB (formerly VMS Hospitality Sdn Bhd), details of which are set out in Section 7.1 (iii) of Part XV, which is presently pending, the Group maintains good relations with its employees. There is minimal staff turnover which the management attributes to the good industrial relations maintained within the Group. There has been no material interruption or labour disagreements. None of the Group's employees are represented by a union.

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**


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The Group recognises the importance of its employees and the upgrading of their skills and knowledge. The Group provides staff training and development programmes for its staff through on-the-job training and in-house training programmes. The Group believes that on-the-job-training is an effective means of providing practical training for its employees. Apart from on-the-job training, the employees are also sent to attend both external technical and managerial courses.

**5.7 Interruption to Operations**

There has been no major interruption to the Company's business or operations in the past 12 months.

**5.8 Competition and Competitive Strengths**

The Group sees competition from:

- (i) **Fixed line operators** mainly Telekom Malaysia Berhad and Time Telekom. These companies may adopt a more aggressive pricing on their local and international calls.
- (ii) **Mobile Lines Telecommunications Carriers**  
In Malaysia, there are 5 operators for mobile services, which are Telekom, Celcom, Maxis, DiGi and TT dotcom. The mobile services are a good substitute for the fixed line services. If the mobile operators could offer very competitive rates for local, domestic long distance and IDD calls, it could pose a substitution threat to the Group's VOICE products.
- (iii) **Other ASP licensees**  
The ASP licensee operates VOIP services and the tool to compete is to provide discount on long distance calls. VOIP technology usually offers a low-cost alternative to traditional long-distance telephony. These companies may cause the price to drop significantly.

The Group believes that it is able to compete effectively because of the Group's following key competitive strengths:

***Innovation***

The key to the competitive advantage of the Group. Innovation is embodied in all the products and services. Innovation helps the Group to truly serve the needs of the customers and to provide value-added services and products to the customers.

***Competitive Pricing***

The Group, being the leading alternative voice service provider in Malaysia in terms of market share in year 2002 (*source: IDC report*), could command the economies of scale to achieve lower minutes cost and lower operating cost per minute. Additional cost advantage is the low capital investment with self developed technology. The Group can afford to price its products and services competitively while maintaining healthy gross margins.

***Telco-grade Line Quality***

For the telecommunications market, line quality is very important. The Group provides customers with clear telecommunications lines that safeguard their corporate image.



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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**


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***Value Added Services***

For the telecommunications services provided by the Group, customers would also benefit from value added services in the Group's TeleCARE™ suite of products and REDtone TECS suite of products.

***Superior Technology and Competent Technical Support***

The Group uses superior call routing technology and techniques, such as its own invention, the Smart Call System, for large corporate customers. As the products are developed in-house, the Group knows its products well and is competent in supporting customers. Customers can expect hassle-free implementation of the products and services.

**5.9 Technology, Intellectual Property and Licences**

The Group regards its intellectual property rights as critical to its continued success and has taken steps, which it believes to be necessary and customary in its industry, to protect its rights to that intellectual property.

The Group's intellectual property includes the following:

- (i) Patent in relation to the invention of a paging system filed by RTC that is pending registration in Malaysia;
- (ii) Patent in relation to the invention of a method of providing SMS call phone rental services filed by RT that is pending registration in Malaysia;
- (iii) Patent in relation to the invention of a system and method of providing SMS call using a customized mobile phone filed by RT that is pending registration in Malaysia;
- (iv) Patent in relation to the invention of a system and method of providing operator assisted SMS call filed by RT that is pending registration in Malaysia;
- (v) Patent in relation to the invention of call billing and management system for call shops filed by RT that is pending registration in Malaysia;
- (vi) Patent in relation to the invention of a telephone call routing system filed by RT that is pending registration in Malaysia;
- (vii) Patent in relation to the invention of a system and method for a multi-level payment and incentive award programme filed by RT that is pending registration in Malaysia; and
- (viii) Trademarks filed by:
  - (a) RTC in Hong Kong and Canada for the trademark "REDTONE" for both Class 9 and Class 38 that is pending registration in the respective countries; trademark filed by RTC in Malaysia and Singapore for both Class 9 and Class 38 has been registered;
  - (b) RT in the USA (for Class 9 and Class 38) and China (for Class 38) for the trademark "REDTONE" that is pending registration in the respective countries; trademark filed by RT in China for Class 9 has been registered;
  - (c) RT in Malaysia for the trademark "SMART OFFICE COMMUNICATOR" that is pending registration;

## VI. INFORMATION ON THE RIB GROUP (CONT'D)

- (d) RTC in Singapore for the trademark "SMS2CALL" for Class 38 that is pending registration;
- (e) RTC in Singapore for the trademark "MOBILE DISCOUNT" for Class 38 that is pending registration; and
- (f) RTC in Singapore for the trademark "TRAVELFON" for Class 9 and Class 38 that is pending registration.

The Group relies on a combination of trade mark applications and copyright protection and contractual restrictions to protect its intellectual property rights, including the filing of patent and trademark applications as described above, and the execution of confidentiality agreements with its R&D employees.

### 5.10 Operating Licences

RTC has been granted an ASP Licence (Individual) to carry out alternative telecommunications services.

## 6. MAJOR CUSTOMERS AND SUPPLIERS

### 6.1 Customers

The Group has built a strong foundation and an intangible asset in its customer base especially in Malaysia. There are more than 500 major corporate customers who are Corporate VOICE customers. These reference sites are helpful for the Group to market its other VOICE products.

The Group has only 1 major customer which contributed to more than 10% of the Group's turnover for the 4 months financial period ended 30 June 2003. The top 10 customers of the RIB Group are as follows:

Major Customers	Percentage of Total Sales %	Relationship since
Citibank Berhad	10.37	November 2001
Malaysia International Shipping Corporation Bhd	4.18	November 2002
Southern Bank Berhad	3.09	February 2002
Southern Finance Berhad	2.52	August 2002
AmFinance Berhad	2.46	March 2003
Bumiputra-Commerce Finance Berhad	2.42	September 2002
V Source Sdn Bhd	2.33	October 2002
Perodua Manufacturing Sdn Bhd	2.06	September 2002
IDC Market Research (M) Sdn Bhd	1.72	November 2001
Lafarge Malayan Cement Bhd	1.66	August 2002

### 6.2 Major Suppliers

Being an alternative telecommunications service provider, a subsidiary of the Group, RTC, purchases PSTN traffic from licensed telecommunications carriers in Malaysia. The 3 telecommunications carriers are Digi, Maxis and TT dotcom which has a relationship with the Group since May 2001, April 2001 and May 2002, respectively. The amount of PSTN traffic purchases from Digi, Maxis and TT dotcom for the 4 months financial period ended 30 June 2003 are 66.3%, 26.6% and 7.1%, respectively of its total traffic purchases.

## VI. INFORMATION ON THE RIB GROUP (CONT'D)

The Group has always maintained close working relationships with the above mentioned telecommunications carriers. Despite the relatively high purchase amount from DiGi, the Group is not dependent on DiGi as the Group's purchase will vary from period to period as it depends on the telecommunications carriers that provide the lowest rate.

The Group's network infrastructure consists of the REDtone telco switching gateway which was developed in-house. The raw materials required are only computer hardware, which the Group sources mainly through various local suppliers or distributors.

### 7. OTHER INFORMATION

#### 7.1 Related Companies with Similar Trade

None of the Directors or substantial shareholders of the Company or its subsidiaries has any interest, direct or indirect, in any business carrying on a similar trade as the Company or its subsidiaries.

#### 7.2 Landed Properties Owned by the Group

A summary of the information on the landed properties owned by the Group are as follows:

Beneficial owner/ Location	Description/ Existing use	Approximate age of building/ Tenure	Land/ Built- up area square feet	Net book value as at 30 June 2003 RM 000	Date of issuance of Certificate of Fitness
RTC/ Unit No: T18/6F/BC6A (12), Storey: 6th, Plaza KLH Business Centre comprised in HS(M) 24969 PT 35937, Mukim and District of Petaling, State of Selangor	Office/ Vacant	3 years/ 99 years leasehold expiring on 22.11.2094	N/A/ 962 square feet	136	* 27 January 2000
RTC/ Unit No: T19/6F/BC6B (13), Storey 6th, Plaza KLH Business Centre comprised in HS(M) 24969 PT 35937, Mukim and District of Petaling, State of Selangor	Office/ Vacant	3 years/ 99 years leasehold expiring on 22.11.2094	N/A/ 1,011	142	* 27 January 2000
RTC/ Unit No: T27/6F/BC6C (14), Storey: 6th, Plaza KLH Business Centre comprised in HS(M) 24969 PT 35937, Mukim and District of Petaling, State of Selangor	Office/ Vacant	3 years/ 99 years leasehold expiring on 22.11.2094	N/A/ 1,226	173	* 27 January 2000
RTC/ Unit No: T32/6F/BC7A (16), Storey: 6th, Plaza KLH Business Centre comprised in HS(M) 24969 PT 35937, Mukim and District of Petaling, State of Selangor	Office/ Vacant	3 years/ 99 years leasehold expiring on 22.11.2094	N/A/ 1,257	175	* 27 January 2000

## VI. INFORMATION ON THE RIB GROUP (CONT'D)

### Note:

\* The building is certified fit for occupation on 24 January 2000 by "Majlis Perbandaran Subang Jaya".

The individual strata titles for the above properties have yet to be issued. The registered owner of the above properties at present is KLH Plaza Sdn Bhd.

### 7.3 Major Approvals, Licences and Permits

As at 21 November 2003, being the latest practicable date before the printing of this Prospectus, there are no other approvals, major licences and permits obtained by the Group except for the details of such approvals, licences and permits, the conditions imposed and status of compliance are as disclosed below:

Company	Authorities	Date of issuance/ expiry	Type of business/ transaction approved	Main conditions imposed	Status of compliance
RTC	Malaysian Communications and Multimedia Commission ("MCMC")	01.11.2001/ 31.03.2005	ASP (Individual) Licence to provide any applications services	The standard conditions and the special or additional conditions are as attached to the ASP (Individual) Licence, including, without limitation: <ul style="list-style-type: none"> <li>(i) RTC shall notify the Minister if there are any changes in the substantial shareholdings of RTC as defined under the Companies Act, 1965;</li> <li>(ii) RTC shall comply with all relevant laws or rules under any legislation or guidelines issued by the Government or Government agencies pertaining to the restrictions on foreign shareholdings in RTC; and</li> <li>(iii) RTC shall notify the Minister, in writing, of any restructuring or rationalisation of RTC's corporate structure.</li> </ul>	Complied <ul style="list-style-type: none"> <li>Complied. Letter dated 29 October 2003 and 18 November 2003 had been sent to MCMC notifying of the change</li> <li>Complied</li> <li>Complied. Letter dated 29 October 2003 and 18 November 2003 had been sent to MCMC notifying of the change</li> </ul>

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**VI. INFORMATION ON THE RIB GROUP (CONT'D)**


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**7.3 Major Approvals, Licences and Permits (Cont'd)**

Company	Authorities	Date of issuance/ expiry	Type of business/ transaction approved	Main conditions imposed	Status of compliance
RTC	Multimedia Development Corporation Sdn Bhd ("MDC")	17.11.1997/ -	MSC status accorded to RTC in relation to the following:  (a) Development and enhancement of computer telephony software;  (b) Design of computer telephony hardware; and  (c) Telecommunications services.	None	Not applicable
RT	MDC	11.09.2002/ -	MSC status accorded to RT as a provider of total solutions in business communication and telecommunication services provisioning as follows:  (a) Software development – call shop business system;  (b) Software development – smart call system; and  (c) Software and hardware development for the Telecom Service Provision System solution.  (collectively known as "Qualifying Activities")	(i) from the date of the granting of the MSC Status (the said "date"), RT must carry out the Qualifying Activities within 6 months from the said date or such other date(s) approved by MDC;  (ii) locate the headquarters of RT and the implementation and operation of the Qualifying Activities, in a MSC designated cybercity, at all times;	Complied
				(iii) ensure that at all times at least 15% of the total number of employees (excluding support staff) of RT shall be "knowledge workers";	Complied

**VI. INFORMATION ON THE RIB GROUP (CONT'D)**

**7.3 Major Approvals, Licences and Permits (Cont'd)**

Company	Authorities	Date of issuance/ expiry	Type of business/ transaction approved	Main conditions imposed	Status of compliance
RT (cont'd)	MDC (cont'd)			(iv) continuously comply with the MSC's environmental guidelines as determined by MDC from time to time;	Complied
				(v) submit to MDC a copy of RT's Annual Report and Audited Statements in parallel with submission to the Registrar of Companies; and	Complied
				(vi) comply with all such statutory, regulatory and/or licensing requirements as may be applicable.	Complied

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