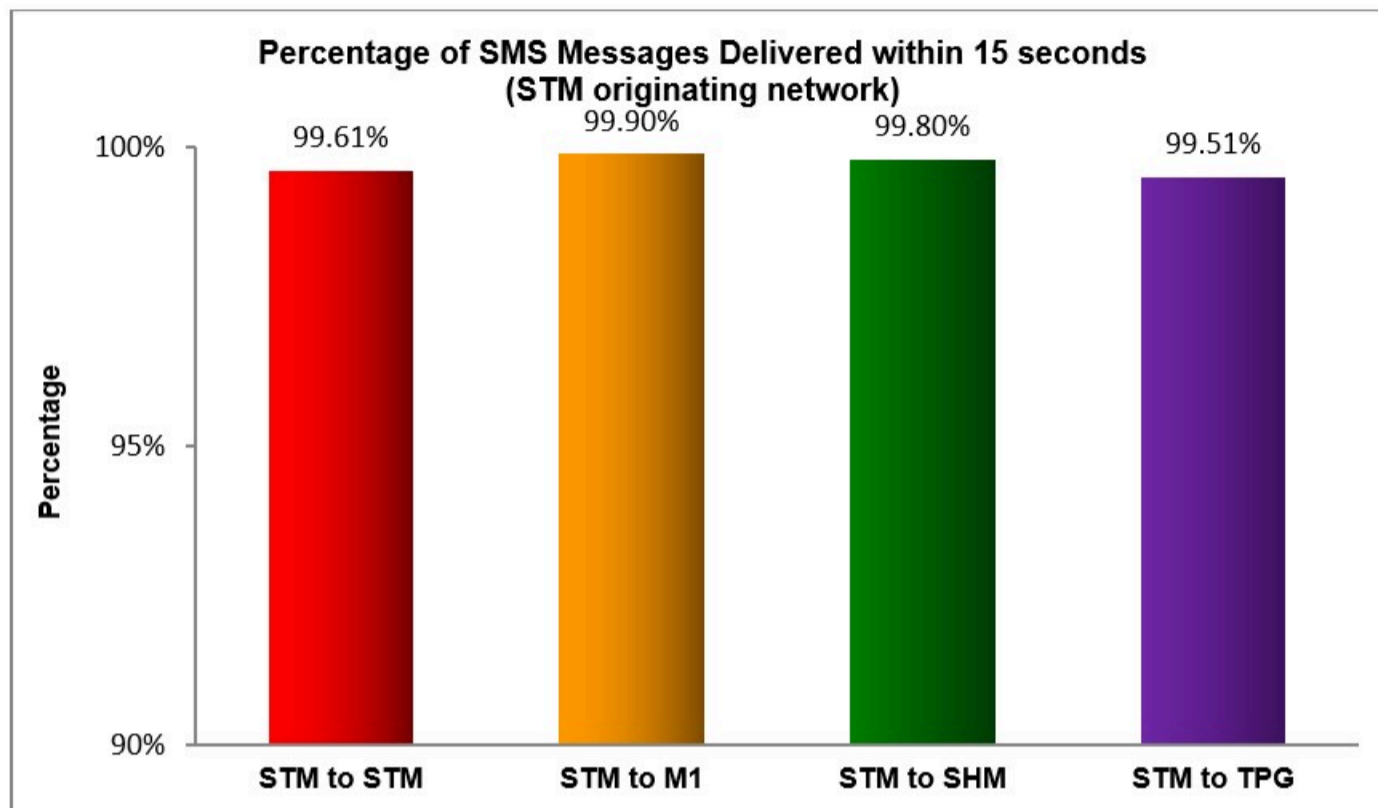


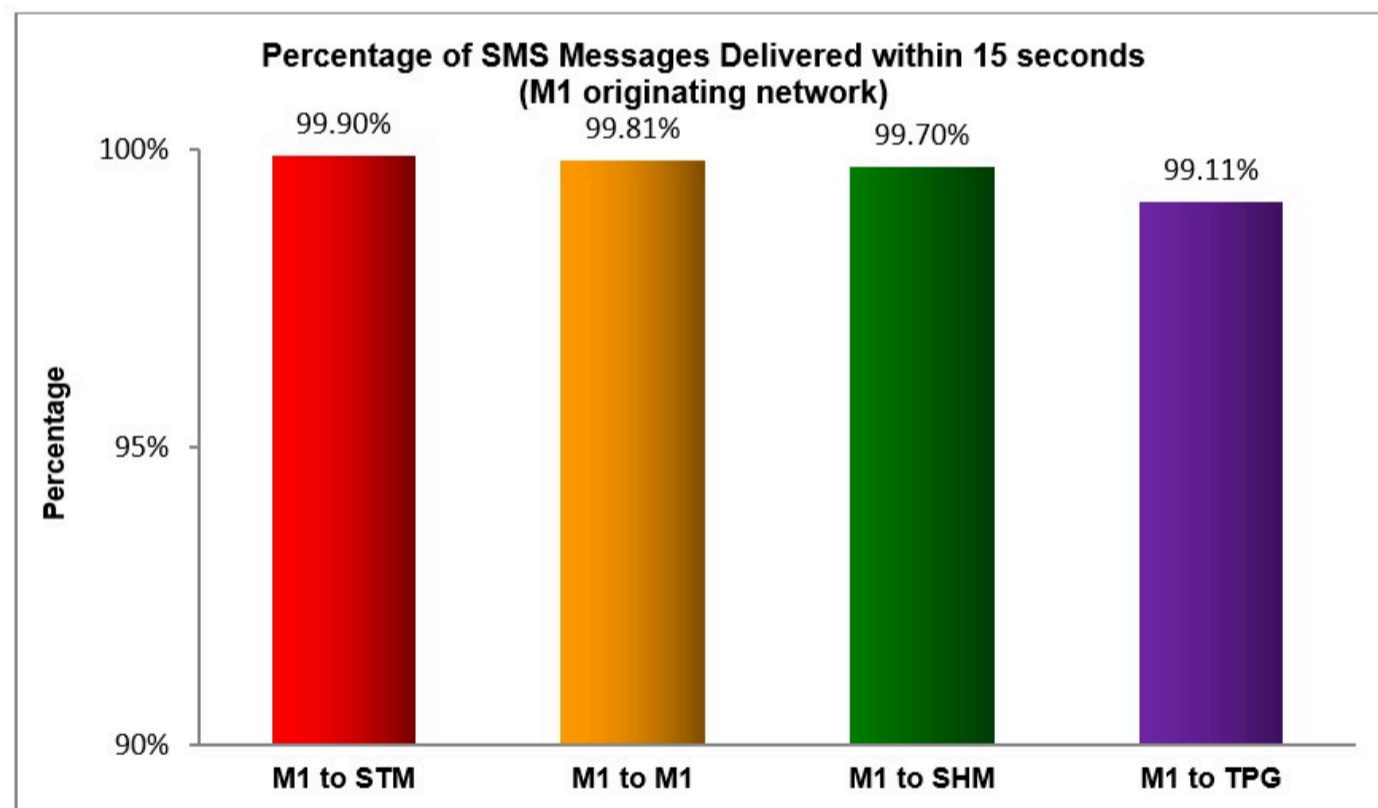
# SMS Performance Measurement for 2020

Percentage of SMS Messages Delivered within 15 seconds

(a) Singtel Mobile ("STM") (originating network)

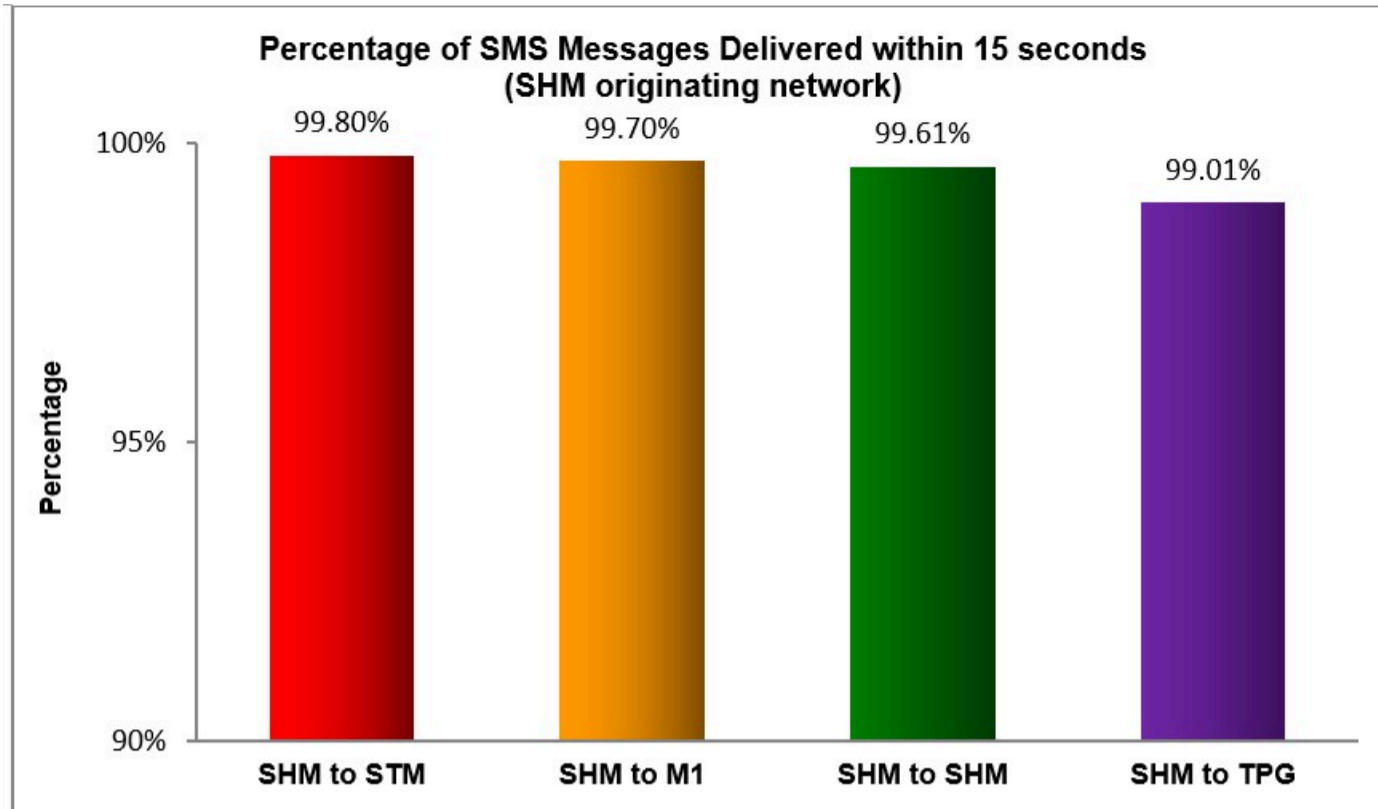


(b) M1 (originating network)

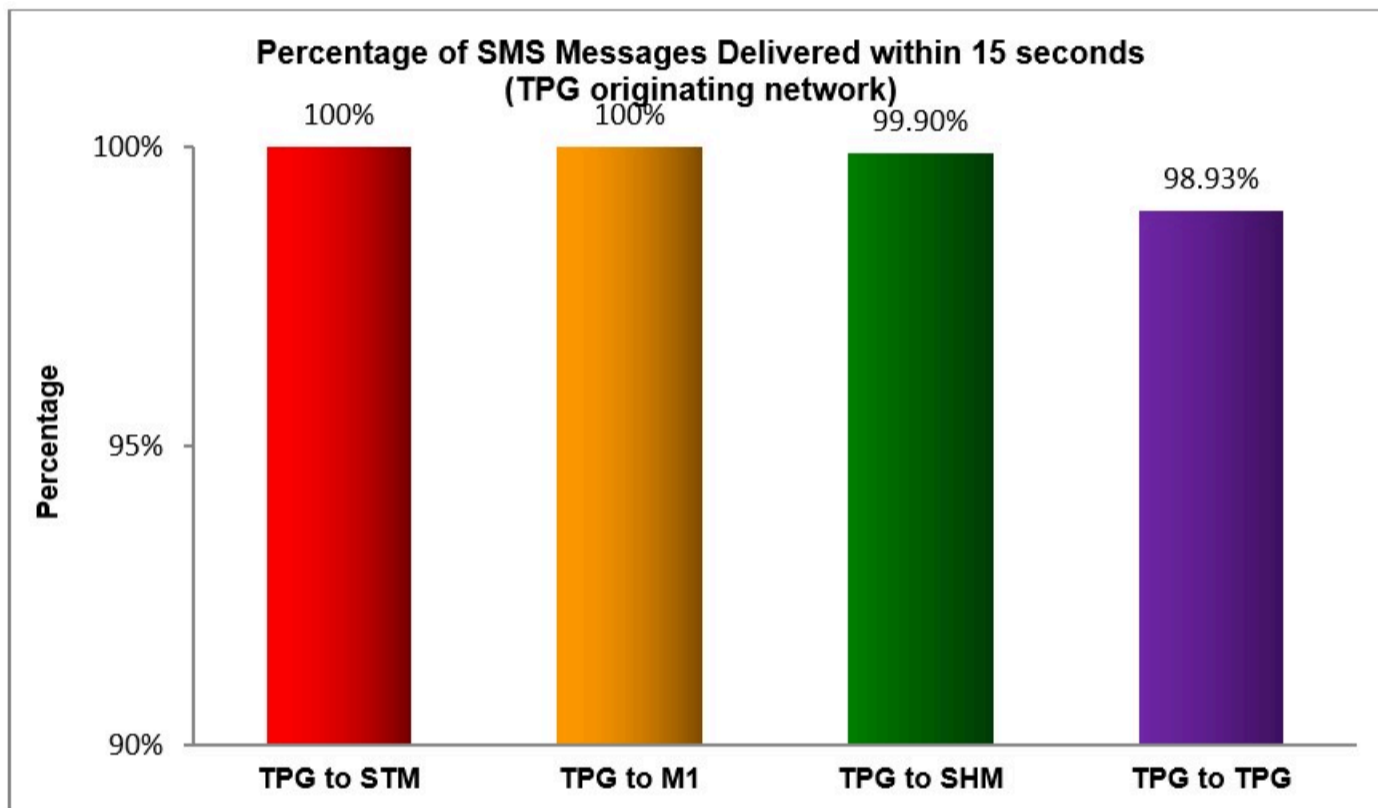


(c) StarHub Mobile ("SHM") (originating network)



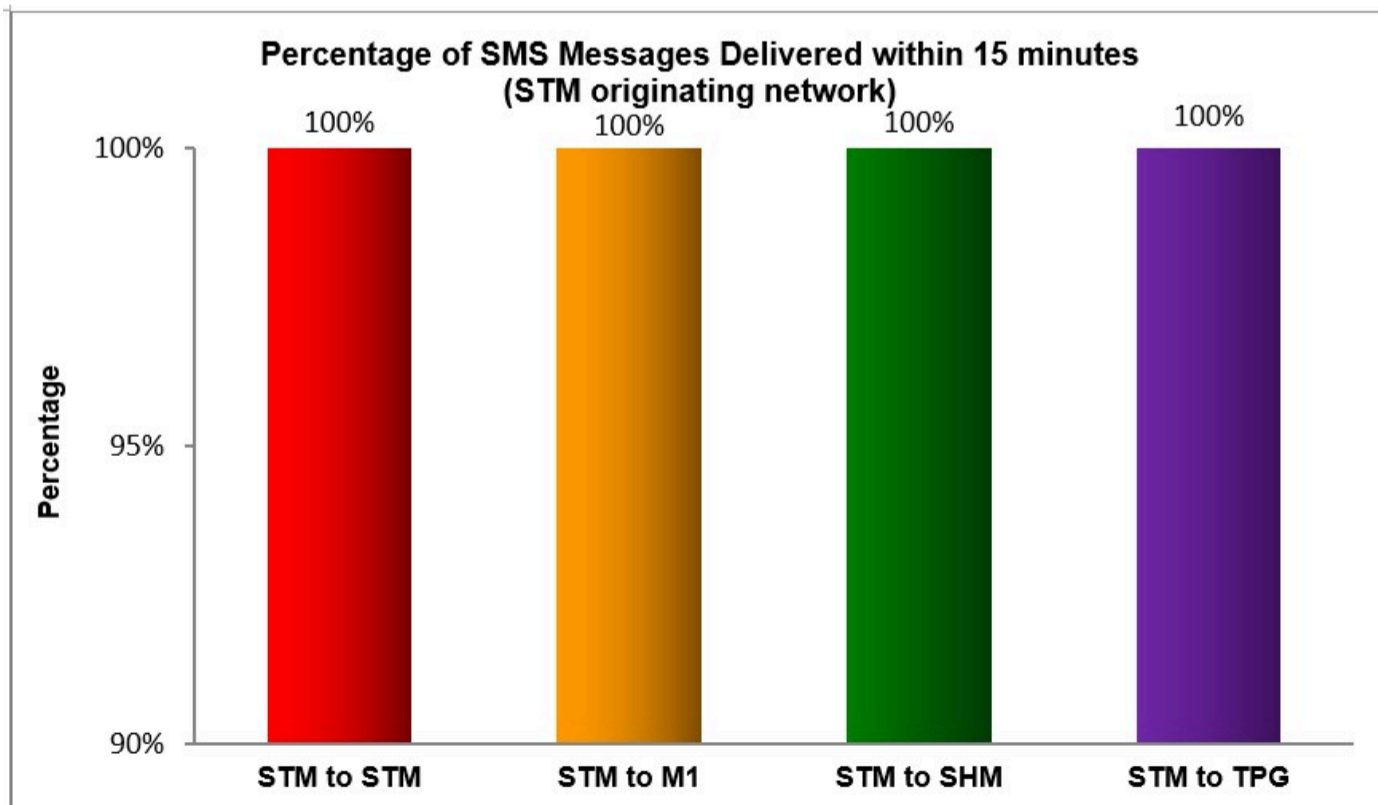


(d) TPG (originating network)

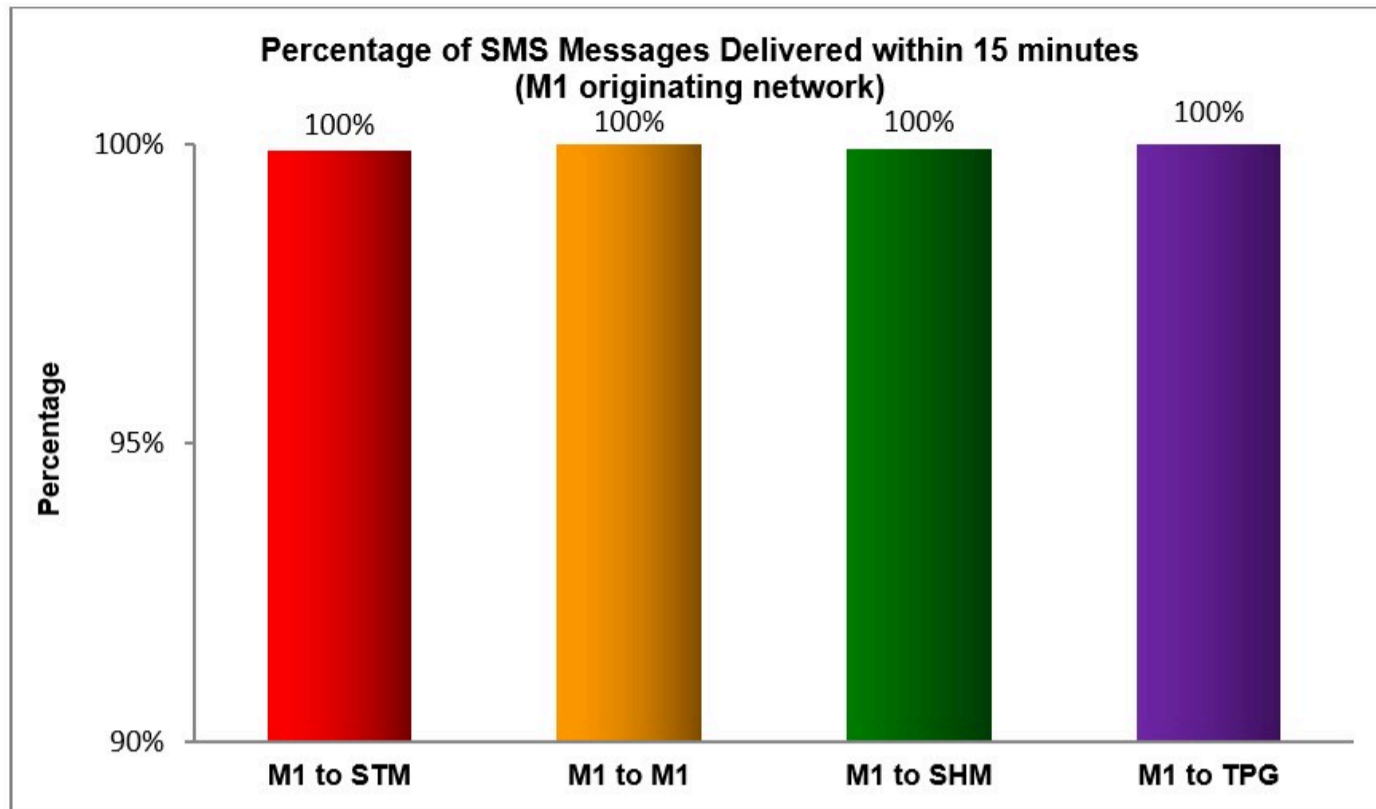


Percentage of SMS Messages Delivered within 15 minutes

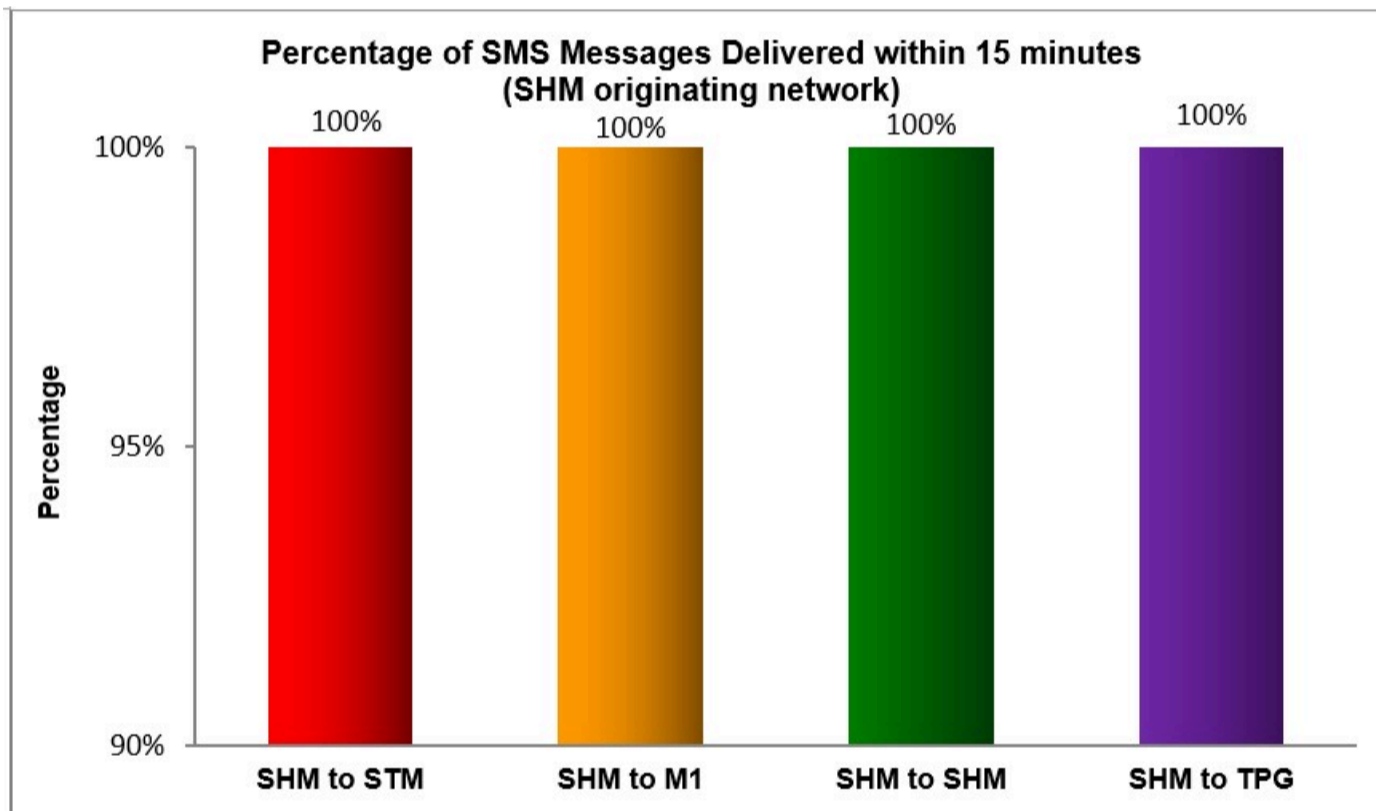
(a) Singtel Mobile ("STM") (originating network)



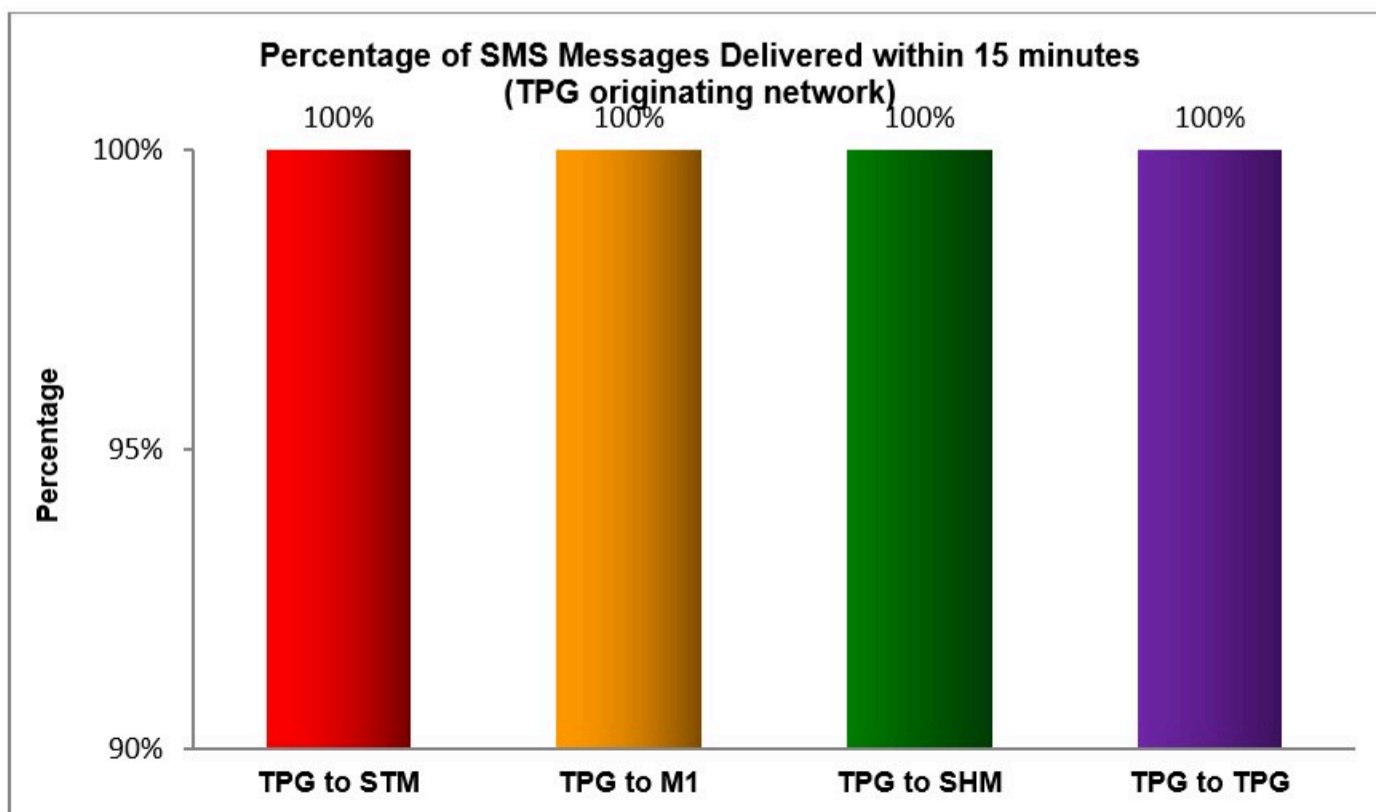
(b) M1 (originating network)



(c) StarHub Mobile ("SHM") (originating network)

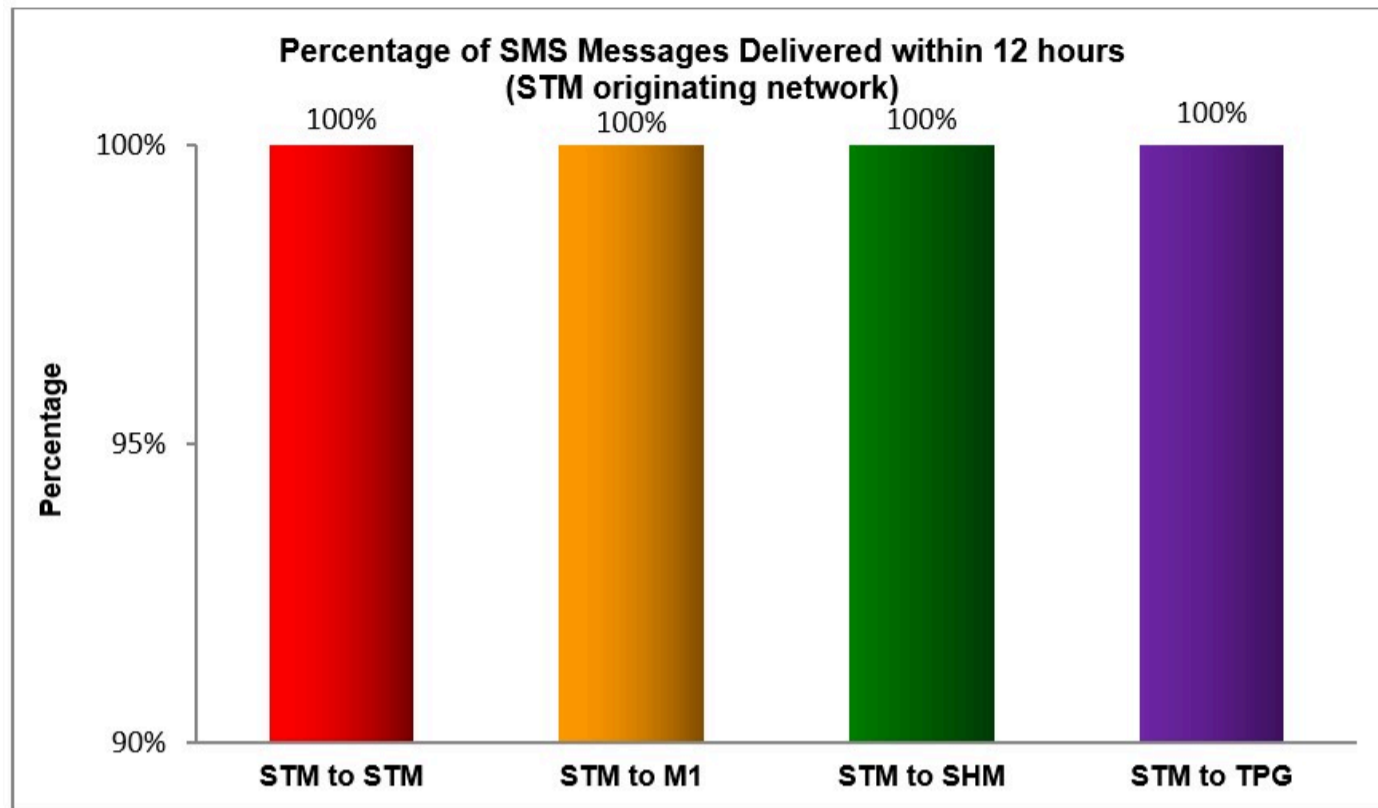


(d) TPG (originating network)

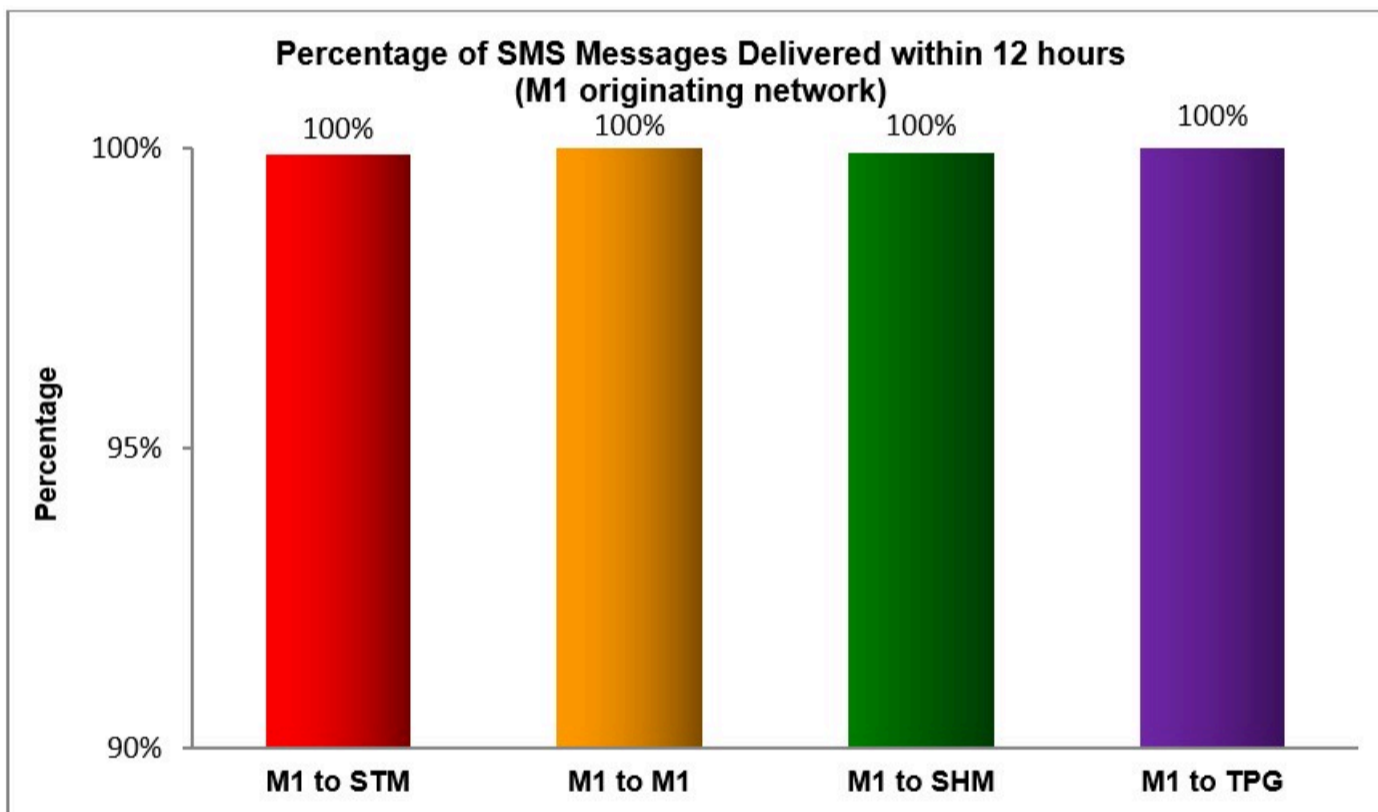


### Percentage of SMS Messages Delivered within 12 hours

(a) Singtel Mobile ("STM") (originating network)

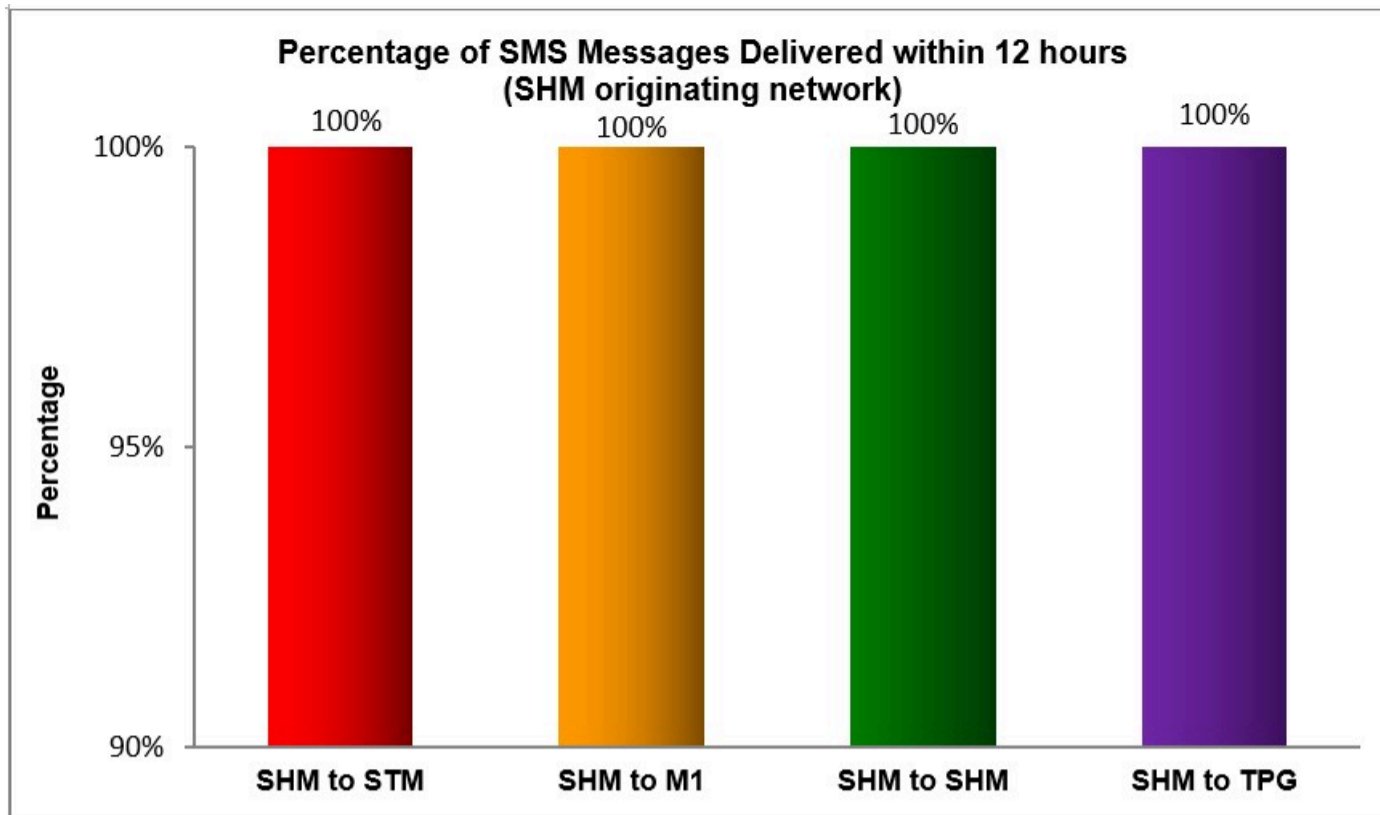


(b) M1 (originating network)

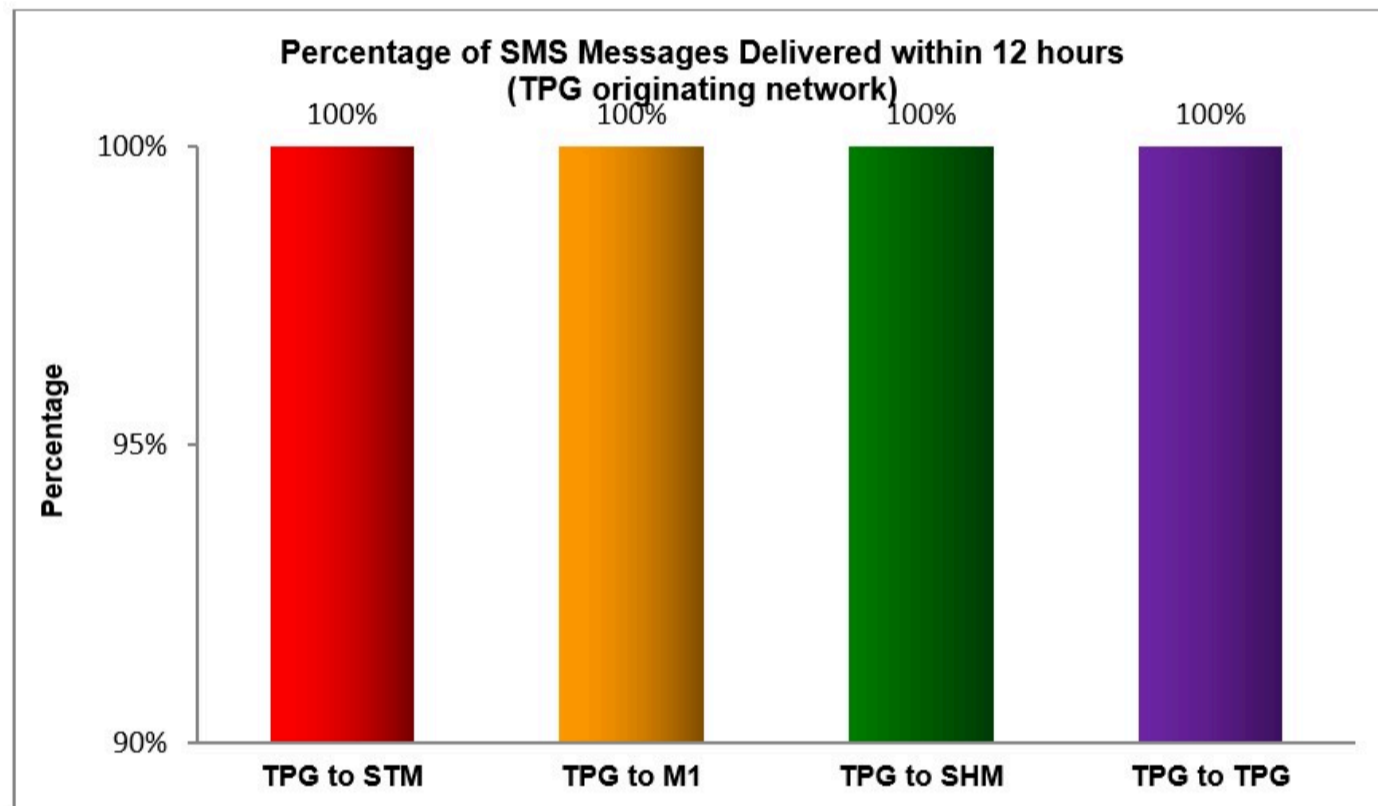


(c) StarHub Mobile ("SHM") (originating network)





(d) TPG (originating network)



\* The total sample size of test is 16,270 SMS messages.

