



CORPORATE REVIEW 2011



Dear Clients and Partners,

Once again, thanks to your trust in us and the commitment of our teams, 2011 has been a year of strong operational performance and intense commercial activity for the Telma Group.

We are proud to be, without question, **the best performing telecommunications network** in Madagascar.

Forerunner of 3G+ and of Madagascar's first **Mobile Money service, MVola**, Telma also introduced electronic tablets to the Malagasy market, and is the inventor of convergent fixed line and mobile credit recharging. Telma has reinforced the company's advanced technology and position as leader in new information and communication technology in Madagascar with three major innovations : the establishment of FTTX (Fibre to the Office and Fibre to the home), which will revolutionise our digital behaviour ; the strategic partnership between CanalSat and the creation of an ASDL + CanalSat TV package ; and the reception of international money transfers directly to Telma mobile telephones, thanks to the partnership between MVola and Western Union. These three innovations consolidate Telma's leading position: the best service provider for clients, and the best partner for both international and local businesses.

Since the company's privatisation in 2004, Telma has invested strategically each year to develop its competitive edge and the performance of its services. Madagascar now has operational infrastructure that supports the latest technologies necessary for the country's development over the next 20 years. This includes : an international sub-marine fiber optic network reliably connecting Madagascar to Europe and the rest of the world via **EASSy** and its connection ; the **National Backbone** that reliably and securely connects Madagascar's major cities, and the **renovated Metropolitan network allowing access to new FTTX, ADSL and 3G+ services and soon to 4G**.

The investments made by Telma have not only allowed existing Malagasy companies to grow, but have also attracted new businesses, creating new jobs in the NTIC sector and opening up new opportunities for young Malagasies looking to the future. They can now become true global citizens.

To do this, Telma constantly **works to bring the lowest prices and the best services to Malagasy people**, and to international partners seeking to benefit from the advantages offered by this Indian Ocean hub.

As a valued client or partner, you are now among more than 1.8 million people who have put their trust in us today, and I thank you for that.

Patrick Pisal Hamida

Telma Group Administrator & Chief Executive Officer

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THE TELMA FOUNDATION

ESSENTIAL TELMA



Fixe Mobile Internet MVola



Madagascar

Madagascar, the fifth largest island in the world, lies in the Indian Ocean, off the east coast of Africa, and close to the major maritime routes of the region.

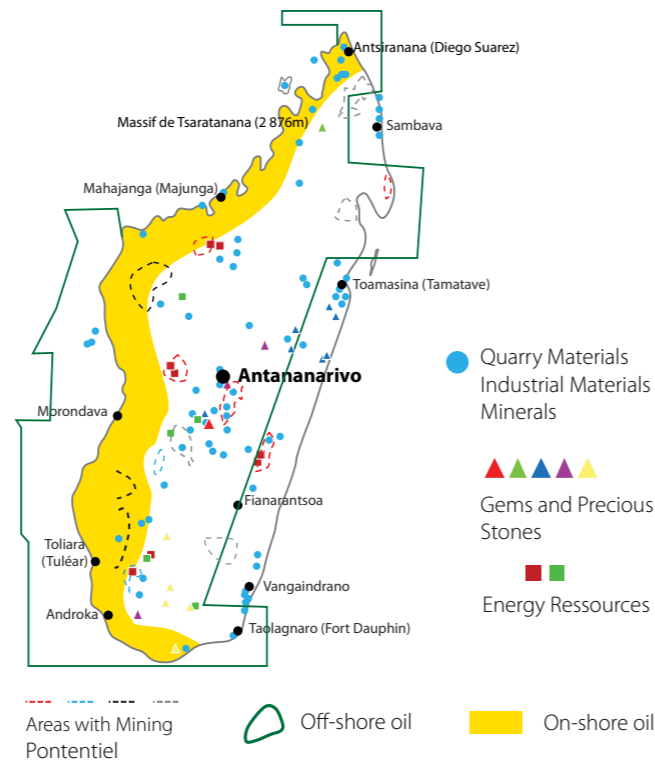
This unique position, at the crossroads of the Indian sub-continent, South East Asia, East Africa and the Arabian Peninsula has historically encouraged the development of export activities.

According to an official report published by the Ministry of Finance, Madagascar's economy grew by 0.7 per cent in 2011.

In the agriculture sector, rice production has fallen slightly. The secondary sector however, grew by 2.7 per cent, primarily due to the strong performance of the extractive industry in the country. The tertiary sector saw growth of 2.1 per cent, thanks to the gradual growth in tourism. Construction remained stable at 2.6 per cent. The World Bank forecasts economic growth for Madagascar that could reach 3.9 per cent of GDP in 2013.

Inflation rose slightly to 10.1 per cent towards the end of the year.

NATURALS RESOURCES



Living our values

The only operator offering fixed line, mobile, internet and mobile money services in Madagascar, Telma provides for all business sectors – international and national, private businesses and public institutions – and continues to fulfil its public service mission. To meet the different needs of the different markets, Telma's teams are a national and international melting pot drawing upon the diversity of their member's expertise and experiences to better serve their clients.

OUR RESPONSIBILITY AND OUR MISSION :

In a constantly changing world, where transformation has never been faster, Madagascar is moving towards a digital future. It is Telma's responsibility to make it possible for every Malagasy citizen to become a global citizen.

Our mission is to make it possible for every Malagasy person to access the changes brought by digital technology in their daily lives, professional and personal, in order to benefit society more widely. In the construction of affordable, simple to use services, or through the choice of long term investments, this responsibility is present in every decision made by Telma each day, to fulfil the company's commitment to its clients, partners and associates.

OUR VALUES :

A house is not built without foundations, and our values, lived and shared everyday by our teams, are the pillars on which we stand in order to achieve our mission.

OUR COMMITMENT : Always more for You.

In an increasingly competitive environment, with technologies that are more and more complex, Telma's willingness and pride in doing **more for you** : our clients and associates sets the company apart. Because together, we think everything is possible !

No.1 - KEEP IT SIMPLE - DYNAMIC - EFFICIENT

No.1

Leader in telecommunications and innovation in Madagascar, we will always go further to ensure we remain your number ONE choice.

KEEP IT SIMPLE

We continue to create the simplest services to make your life easier.

DYNAMIC

We put our passion into meeting your challenges, and will always try harder to ensure your success.

EFFICIENT

Entrepreneurs like you, we seek excellence in everything we do.

US \$19.41 GNP/per person/
per month

2 104 US \$ MGA Exchange rate
2 807 EUR MGA in 2011

22 585 517
Population 2011

587 040 Km2
Size

US \$900
GDP/per person/PPP

GMT+3
Time Zone

9.5 % to 10.1% Inflation 2011
end 2011 (average annual variation)

Malagasy, French, English
Languages spoken

Source : INSTAT



Telecom Malagasy SA (Telma), privatised in 2004, is the only telecommunications operator present in Madagascar that is able to offer its clients fixed-line, mobile, internet and mobile money services.

Today, Telma occupies a dominant place in Madagascar's telecommunications market : underpinned by the company's rich history, but also by the trust placed in the company by businesses and Malagasy citizens alike.

Since its privatisation in 2004, Telma has contributed much to Madagascar's development through establishing the telecommunications infrastructure and tools necessary for the country's economic growth, technological revolution and social progress.

With more than 1.8m mobile clients (30 per cent of the market); more than 70 per cent of the business market; Madagascar's first 3G network (HSPA); national infrastructures (the National Backbone and the Antananarivo Urban Network (MAN)) and high-performance international infrastructures (EASSy); innovative solutions (BlackBerry and iPhone); the development of the first MVNO in Madagascar and of Madagascar's first mobile money system, MVola, Telma has remained the premier mobile telecommunications operator in the country throughout 2011.

Operator for other national operators, Telma provides them with access to advanced information networks; the National Backbone, reinforced by several national loops within the country; and international connectivity via the sub-marine EASSy cable.

These networks benefit all businesses looking for high quality, secure services for their data networks and telephony solutions.

As forerunner of major technological changes, Telma has never ceased to innovate for Madagascar's future. The launch of MVola, the country's first mobile money service, in April 2010 serves as just one example of this. MVola not only enables the national transfer of money, and the payment of utility bills (water and electricity); but also insurance payments with Aro and Ny Havana, Madagascar's major insurers; and pension contributions with CNaPs. With the arrival of e-commerce, MVola will also provide payment facilities for commercial invoices, and since early 2012 has enabled international money transfers to Telma mobile telephone users as a result of the partnership between MVola and Western Union. Finally, MVola also facilitates salary payments and business travel expense payments, and is increasingly used by businesses for reasons of practicality and security.

Thanks to these projects, Madagascar has now become an Indian Ocean hub, while continuing to meet the needs of Malagasy people in terms of easy, secure and economic money transfers across the country.

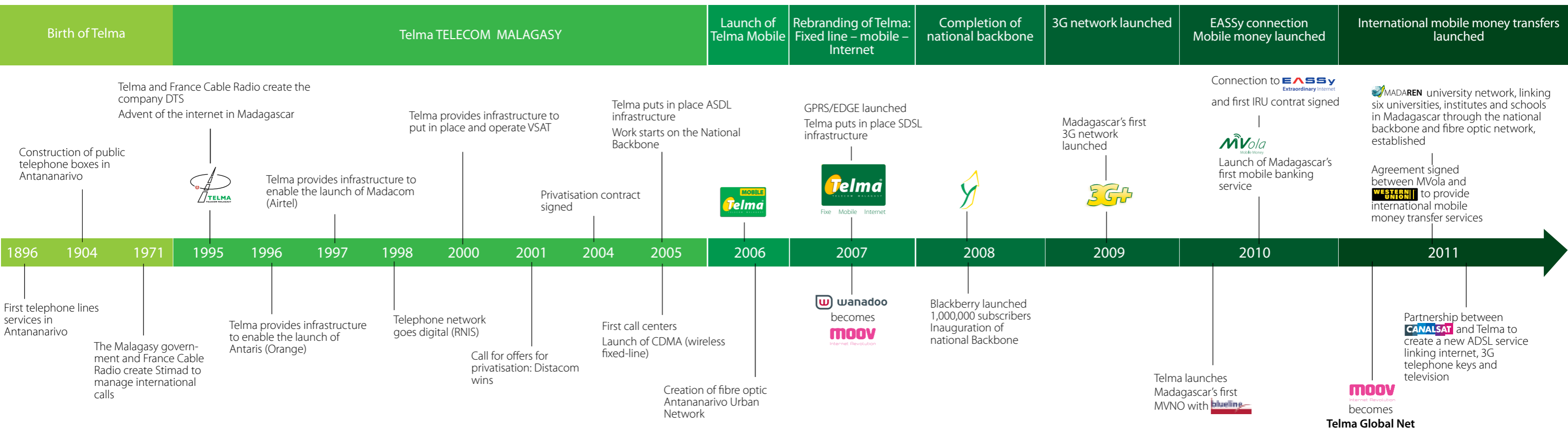
Yet Telma is more than just an operator in Madagascar. The Telma Foundation was created to contribute to the country's sustainable development in the areas of childhood and youth, the environment and health.

134 millions USD
turnover

230 millions USD
of investissement
Made by Telma since its Privatization (07/2004)

+ 1 800 000
TELMA customers in the big island

85 % of the population
with access to the national network



Governance

Governance of the Telma Group rests on a number of structures guaranteeing transparency and good management.

Leadership



**Patrick
PISAL-HAMIDA**

Telma Group Administrator and
Chief Executive Officer

20 years of telecommunications
experience



José Yvon Raserijaona

Telma Group Secretary General

9 years of experience in the
telecommunications sector

30 years of experience in the
financial sector



**Hery
Andriamanantenasoa**

Deputy CEO
Quality and Procedures

17 years of experience in the
telecommunications sector



Matthieu Macé

Telma Group Deputy CEO
Commercial, Customer Care,
Marketing & Communication

Telma Money CEO

14 years of experience in the
telecommunications sector



Stéphane Beuvelet

Telma Group Deputy CEO
Technical

15 years of experience in the
telecommunications sector



Paulin Alazard

Telma Group Deputy CEO
Financial

7 years of experience in the
telecommunications sector



**Jean Luc
Ramamonjarisoa**

Head of Human Resources

10 years of experience in the
telecommunications sector



**Mialisoa
Andrianasolo**

Head of Customers Services

12 years of experience in the
telecommunications sector



Jérôme Valentin

Head of Information Systems

15 years of experience in the
telecommunications sector



Corporate Governance

Telma Group is committed to effective governance, in the interests of shareholders, clients and employees. The structures, rules and processes in place are designed to ensure good organisation and optimal operations. They also define the roles and responsibilities of the governing bodies, and of the members of the executive.

From left to right

Patrick Pisal-Hamida, Administrator & CEO
David White, President of Telma Administrative Council
Hassanein Hiridjee, Administrator (Seated)
Stéphane Bénichou, Administrator

Strategy and Investment Committee

The committee advises the board on strategic developments, business strategy, acquisitions, major investments, decisions to launch new or terminate existing services and projects, as well as making recommendations on principal research and development projects.

Members : Hassanein Hiridjee, Patrick Pisal-Hamida, Matthieu Macé, Stéphane Beuvelet, Paulin Alazard

Risk and Audit Committee

The committee assists the board with compliance and risk management, in addition to financial management.

Members : Hassanein Hiridjee, Patrick Pisal-Hamida, José Yvon Raserijaona, Paulin Alazard, Norbert Razanakoto

Human Resources Committee

The committee supports the board on issues regarding recruitment, evaluation, salaries, and employees succession planning.

Members : Patrick Pisal-Hamida, José Yvon raserijaona, Jean Luc Ramamonjarisoa, Dina Ravelojaona (DAF), Norbert Razanakoto (CT)

Commercial Steering Committee

The committee is responsible for developing marketing, communication, sales and client services strategy that help reach corporate goals most effectively, taking into account the demands of the market and available resources.

Members : Matthieu Macé, Fanjanirina Raharimalala (DVi), Benoît Vorhilon (DVD), Mialisoa Andrianalisoa (DSC), Gilles Cautres (DDR)

Technical Steering Committee

The committee is responsible for putting in place the technical infrastructure necessary to meet the objectives set by the board, taking into account the quality of service delivery, major technical developments at a global level, country specific restraints and demands, and available resources.

Members : Stéphane Beuvelet, Jérôme Valentin (DSI), Didier Hung (DCB), Fabian Gourdon (DRES), Sanjay Santbakshsing (DSF)

DAF : administrative and financial director, **CT** : technical advisor, **DVi** : director of indirect sales, **DSC** : client service director, **DVD** : director of direct sales, **DDR** : regional director, **DSI** : information systems director, **DCB** : broadband client director, **DRES** : network director, **DSF** : wireless network technical director.

Wholesale Madagascar International Hub

At the heart of the Telma Group’s strategic operations, we offer national and international operators, mobile and internet service providers, our national and international network, as well as the latest wholesale innovations.

We supply the latest technology to meet the data and voice service needs of our clients in all sectors : residential, professional, and operators. Thanks to our presence in individual and operator to operator markets, we develop the best network and the best systems to support a solid transport infrastructure and access that perfectly responds to international operating standards. This is why we are proud to offer our clients and partners innovative solutions of the highest quality.

- 1 Offering international voice, internet and IP connectivity with the Telma network
- 2 Developing innovative wholesale solutions (roaming, MVNO...)
- 3 Installing and maintaining national and international connections for the Telma Group and other operators

International Wholesale Solutions

Operators in Madagascar are wholesale Telma clients : Airtel, Gulsat/BlueLine put their trust in us. A wide range of services have been designed for our operator clients: national and local fibre optic networks, DSL and FTtx access, voice and data transfer and collection, national and international call reception, IP services and Ethernet, international bandwidth, hosting on pylons and hosting indoor and outdoor equipment.

Telma also offers a MVNO (mobile virtual network operator) service for operators wishing to develop their own branded mobile services. BlueLine, Madagascar’s premier MVNO service for the PME and TPE business market is a success story and a source of inspiration for emerging markets.

International Carrier Class

Telma is Madagascar’s premier carrier class operator, able to offer direct MPLS services from Antananarivo to Paris, and connections in Paris with other international operators. Telma’s Antananarivo-based NOC provides a steady 24/7 network and a variety of SLA options for operators. Telma also provides a disaster recovery centre that offers clients 100 per cent network security. Telma is also an active contributor to the success of e-administration in Madagascar, thus helping reduce the digital divide between citizens.





CONNECTIVITY BETWEEN INTERNATIONAL AND NATIONAL SITES



BROADBAND INTERNET



SHARING CONTACTS



MANAGING MESSAGES, EMAIL ADDRESSES AND WEBSITE



SERVER AND WEBSITE HOSTING



MOBILE MONEY



TABLET AND MOBILE ACCESS



SHARE CALENDARS

Business solutions

For unified and joined up communications



In a constantly evolving world, Telma helps businesses in their search for excellence. Whatever your sphere of activity and the size of your business, Telma will suggest solutions adapted to your telecommunication and Mobile Money needs, to make them faster and more efficient. Entrepreneur like you, we look for enhanced performance in all our activities.

Some examples of our services.

CLIENT RELATIONS

SMS Connect : personalized marketing

We created SMS Connect to give you total control of your communication !

We are able to offer a global messaging system to make the best of your direct marketing operations, a simple transfer of information, with real impact, available for you to target your audience at any time.

You can therefore send mass SMS from your desk, all with one click at a rate of 50 SMS per second.



Air Madagascar, the Malagasy airline, has chosen SMS Connect for its personalized internal and external communications. As a result, their clients can be advised of flight movements and changes in real time.

Maximize your visibility with www.moov.mg

2 million pages seen each month and visited in 187 countries.

COLLABORATIVE TOOLS

Zimbra by Telma : more than just a simple email service

A complete professional messaging solution

Consult and manage your emails on the move thanks to multiple access. Emails are always accessible from a PC/Tablet (Webmail) or a mobile (wapmail). Communicate faster and in real time thanks to instant messaging (chat).

All your files on all your devices

Operate, store, access and share documents and / or large files (video, audio, professional documents) on your webmail from any terminal and any application.

Your organization assistant will be with you everywhere

Share your calendar and contacts with colleagues and access a common business directory wherever you are.



NETWORKS AND INTERNET SOLUTIONS

IPLC : Control your business abroad

Telma is the only operator in Madagascar that can offer the solution IPLC (International Private Leased Circuit). This is a dedicated link to connect two or more sites located in different countries. Thanks to the skills of our Malagasy engineers, our high quality equipment, and our technology up to the last kilometer of wire, we are able to offer level 2 IPLC capacity.

MCB uses Telma's IPLC solution to link its site in Madagascar to its site in Mauritius. It enjoys a dedicated international circuit between Madagascar and Mauritius to ensure optimal service quality for its customers and to benefit from the quality of fibre optic latency and stability for national and international exchanges. MCB can also increase the throughput of its dedicated circuit according to needs in order to respond to developments in operations.

Fiber optics

Fiber optics allows unrestrained hosting of services accessible from the Internet. Fiber optics also provides connectivity between businesses and the centers that store their data, "datacenters". Thus, a company can easily outsource its information technology, or enjoy backup for data.

Fiber optics allows :

- Specialization of classic usage : increased numbers of email exchanges, larger attachments, desktop business applications outsourced to the Internet cloud.
- Secure business operations : access to security solutions and outsourcing data or platforms, synchronization of databases, replication of platforms etc.

SECURITY

TAG IP : Instant geolocation

Unparalleled service for businesses in Madagascar through collaboration between 2MI and Telma. TAG is an IP geolocation system for your vehicles that allows total management of your fleet thanks to :

- A real-time positioning of the vehicle on a detailed map with all accompanying information : vehicle number, location etc...
- Total control over the fuel consumption of your vehicles, you will know exactly the distance traveled by each vehicle.
- A report summarizing the movements of your vehicles over the last 24 hours, including operations as well as any alarms and events.

Thanks to a simple box installed in your vehicle, all this information can be provided instantly.

MVola solution for your business

Enjoy enhanced safety and convenience by adopting MVola, services that are simple and secure, and that allow you, from your Telma mobile or MVola Webportal to :

- Pay your employees (salaries, travelling expenses) or suppliers directly into their MVola account wherever they are in Madagascar.
- Receive payments through MVola : facilitating customer purchases by allowing them to pay their bill via their mobile.
- Improve the management of your business : follow your transactions in real time with the MVola Webportal.

Individuals

innovative communications,
accessible to all

In a world of ever expanding communications, we're developing services that are more simple to use, and make life easier.

Fiber optic to your home :

Thanks to its underground fiber optic network, Antananarivo is already benefiting from the latest innovations in telecommunication. For all use levels, Broadband has brought major changes in quality of life for users :

- Optimal connectivity with Internet access at 100Mb/s, 24-7.
- Unbelievable navigation experience, with connections 100 times faster for all multimedia browsing, online chat, streaming and downloads. Ideal for downloading on demand films, online games, updating blogs or 3D images.
- 3G+ mobile service : 1 backup 3G+ key with 1500 megabytes per month to ensure permanent Internet access.

In addition, users receive a service pack including :

- On-site installation and relevant support
- Integrated WiFi to share the connection wirelessly
- Five(5) email accounts, each with 1 gigabyte of storage

The Telma ADSL revolution : where television meets Internet and phone

CANALSAT Madagascar and Telma provide the best ADSL internet, phone and CanalSat television.

Take advantage of TELMA's and CanalSat's new ADSL offer, bringing together internet, 3G+ key, telephone and CanalSat television.

This service enables business and home users to watch high definition TV, benefit from unbelievable broadband download speeds, and to make phone calls for hours, even overseas, without surcharge.

CanalSat TV, only with Telma !



- New RETINA screen
- Dual-core A5 chip with quad-core graphics
- 5 megapixel camera
- HPSA+ (4G) compatible
- 32 gigabytes storage



iPad 3

The new iPad. It's brilliant, in every sense of the word.

The iPad 3 combines a unique refined design with high performance media functionality. Equipped with a videophone and integrated wifi, its multifunctionality beats even the most advanced competitors. Communication becomes a true pleasure for Telma clients.

THE BEST TECHNOLOGY FOR ALL

Telma, the leader in technological innovation, is continually developing services in response to the needs of our clients. In a world of ever multiplying exchanges and communications platforms, Telma brings you the tomorrow's tools, always more simple to use.

From simplicity to performance, a wide range of mobile pre or post-pay products are available to all to suit your communications needs. From the ZTE-S511, a simple, practical handset ideal for the general public, to the Blackberry Bold 9900 and iPad3 for recreational and professional users, Telma's services area always available on the newest technologies.

Meet us in our Telma shops to live the Telma experience!

BlackBerry® Bold™ 9900

The ultimate in performance.

The perfect synergy between stylish design and incomparable practicality, this phone optimises your e-mails and multimedia applications.

- Touchscreen and AZERTY keyboard
- 7 gigabytes of storage
- Latest Blackberry 7 operating system
- 5 megapixel camera
- HD video recording



ZTE-S 511 LE ZIK Phone

Your music has found its phone.

Telma introduced ZTE-S511 to the market with immediate success. A simple yet practical mobile; innovation never seen for this price!

- Colour screen
- MP3 reader
- 1 gigabyte micro SD card
- FM radio
- Torch lamp





Leader in Mobile Money in Madagascar

MVola, the leading mobile money service in Madagascar, is today one of Madagascar's most sophisticated payment systems, with thousands of transactions each day and partners in all sectors, from tourism, hotels and restaurants, to agriculture, insurance, micro-finance and mining. As a first for Madagascar, Western Union, the primary operator for international transactions, chose MVola for its international mobile money transfer service. MVola's success has already transformed the lives of more than 2 million Malagasy people.

+2 Million Malagasy benefit from MVola

+1,2 Million transactions per month

MVOLA ENTREPRISE by TELMA

Receive money securely and simply to optimise your work

-  **PAY SALARIES AND TRAVEL EXPENSES**
-  **PAY BILLS**
-  **PAY CNAPS CONTRIBUTIONS**
-  **PAY SUPPLIERS (fuel, electricity)**
-  **SECURE TRANSACTIONS**
-  **MONITOR TRANSACTIONS IN REAL TIME**

Need money for a project ?

TRANSFER MONEY INTERNATIONALLY BY MOBILE PHONE

to find out more about the MVola network visit : www.mvola.mg

Directly to you MVola account



Today MVola is a part of daily life in Madagascar, with more than 1500 sales points throughout the island. MVola is also the primary partner of business in Madagascar for mobile money solutions.

Some examples.

 **WESTERN UNION : international money transfer with MVola**

Receiving money from overseas is now possible thanks to a partnership between the global and national leaders in money transfer. This innovation is helping to reconnect the Diaspora with Madagascar. The user carries out a transaction at www.westernunion.com or in person using a Western Union sales agency, any one of 424,000 in 200 countries and the MVola account is credited with the amount sent : simple, efficient and swift.

 **Aro and Ny HAVANA insurance : another way to be insured !**

The Aro and Ny HAVANA insurance companies chose MVola as a partner for the future. Sharing Telma's goal of simplifying life for our clients, it's now possible to make policy and pension payments through MVola throughout Madagascar, 24/7.

 **Jovenna : first partner for mobile payments**

In all Jovenna service stations throughout the island, it's now possible to pay for fuel using MVola. We've enabled this fuel company to innovate new client services; paying for fuel and provisions in its stores with a simple transaction on a mobile handset.

 **Ambatovy : MVola helps demobilized workers**

The project Ambatovy AIDE (support and projects for demobilized workers) reaches several thousand people. In order to provide financial support for workers involved in building the mine's infrastructure, Ambatovy and MVola are working together to facilitate payments of indemnities to all employees.

 **next generation social security**

For practicality and saving time, it's now possible to pay business subscriptions to CNAPs using MVola. For individuals, it's also possible to receive indemnities, pensions and allowances using mobile phones, without having to move - a welcome comfort !

 **CECAM : MVola partners with Madagascar's leading microfinance institution**

CECAM, leader in microfinance in Madagascar, chose MVola to offer its members the best possible service through its 180 agencies. CECAM members can now make deposits and withdrawals simply and safely from a mobile phone.

MVola Exclusivity, all our operations can be verified online immediately on a dedicated and secure web portal.



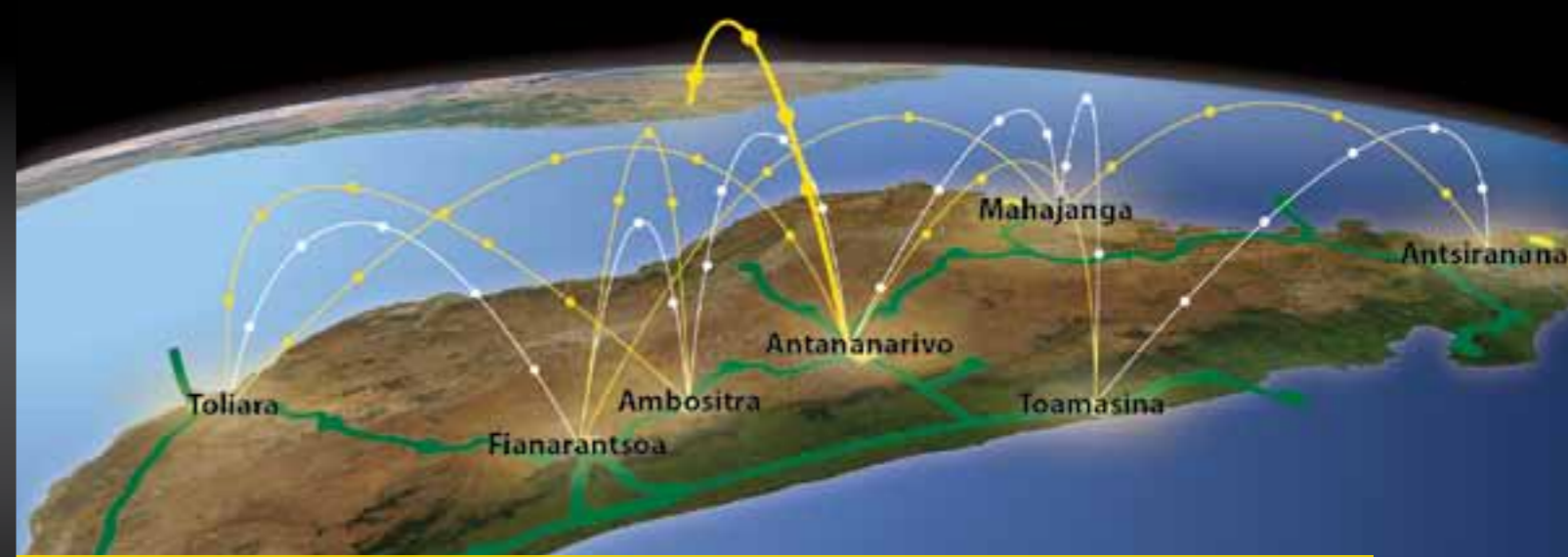
"BFV-SG bank guarantees that transactions carried out within the MVola system are entirely safe and conform to current banking legislation" *Philippe Lamé, CEO of BFV-SG Madagascar, banking partner of MVola.*

M.A.N. : Metropolitan Area Network [Antananarivo]



NATIONAL BACKBONE

BROADBAND ALL AROUND MADAGASCAR
 6 000 kms national network
 3 000 kms fiber optic [FO]
 3 000 kms Hertzian Waves [FW]



Infrastructure in place

University Backbone : a reality !

EASSy is an incredible development accelerator for Madagascar :

- › **ACCESSIBLE TO ALL**
The democratisation of broadband internet
- › **INTERNATIONAL EDUCATION**
New exchanges with the best universities in the world
- › **GROWTH AND MODERNISATION**
Accelerated communication and increased productivity for Malagasy businesses
- › **VALUE ADDED**
Creating investment opportunities to develop digital business opportunities in Madagascar.

An International project

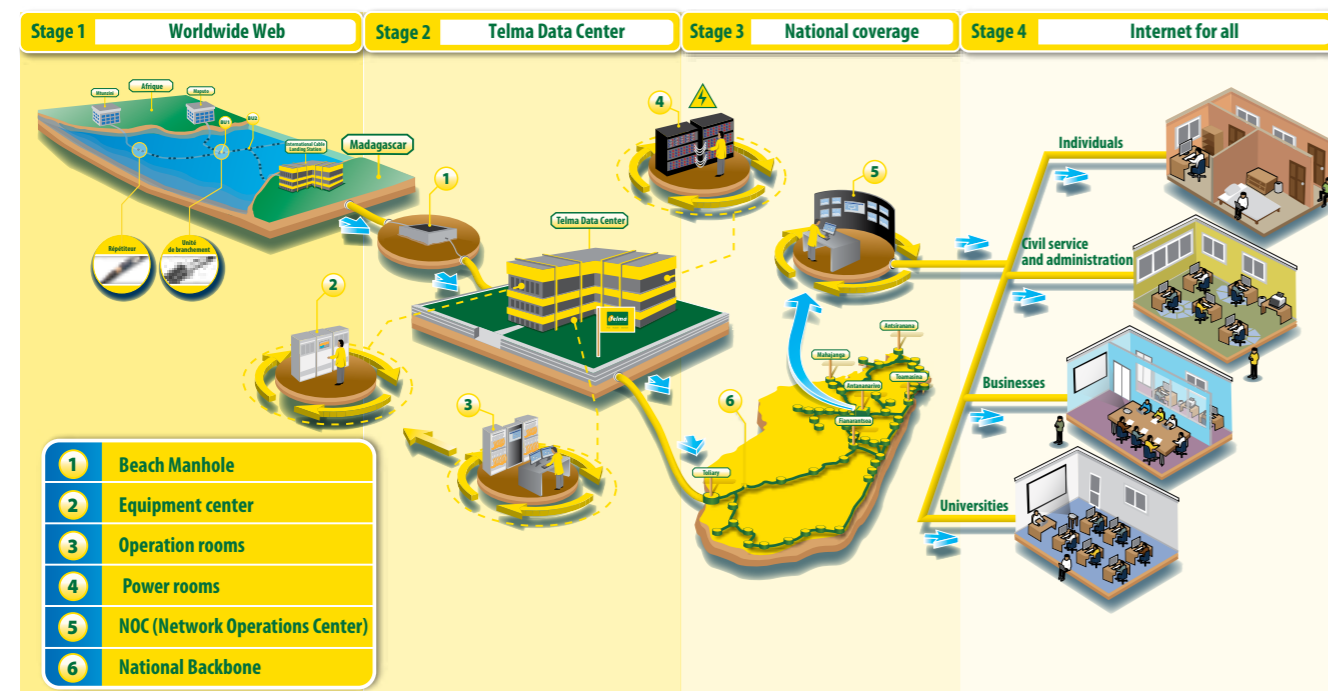
10 294 kms of submarine fiber optic cable
The stats
1.4 Terabyte/s - initial cable capacity
250 millions residents reached
35 countries served through the terrestrial network
25 years minimum lifespan

“Madagascar’s foremost telecommunications operator, the Telma Group has always known how to contribute to the country’s development in bringing the telecommunications infrastructure and tools needed for economic growth, technological revolution and social development. This engagement is underlined today, and will continue tomorrow and into the future.”

Patrick Pisal-Hamida, Telma Group chief operating operator (IMF, May 2012).

Offering true equal opportunities among students applying for new education programmes; training in new technologies ; and improving the quality of teaching and medicine, these are in part the role of the NTIC.

Travel to the heart of Broadband (High Speed Internet)



A reality, the MADAREN network : a new era on the information highway

History will remember the day when Madagascar’s universities and research institutions entered the online academic world. Never before has the world been so open to Malagasy students, benefitting the higher education sector today and tomorrow, and all employers in Madagascar. The National University Backbone, a true route to the Internet and to knowledge, was installed by Telma to allow Malagasy universities high-speed Internet access both locally and internationally, providing access to courses and high quality digital libraries. Evidently, the use of the National Backbone contributes powerfully to the development of communications between universities. The next immediate benefit of this network is access to a new system of international diplomas, the LMD system, allowing Malagasy universities international recognition.

A project in its early stages : e-medicine, a Hospital Backbone to improve care for all

Using the National Backbone, Telma is seeking to expand operations to enable the development of e-medicine in Madagascar, and so participate in improving the health of the Nation. Offering the power of new technologies to health professionals, Telma will integrate broadband Internet access in medical institutions, to allow the exchange of information and advice with doctors overseas. Video-conferences will be possible, allowing patients to benefit from the best advice and the best treatments. With e-medicine, it will be possible to prescribe medicines remotely, to hold consultations online, and even to operate at a distance all in the presence of the best doctors in the world.



THE TELMA FOUNDATION

Together,
we build our Future

In developing telecommunications and Internet accessibility, the Telma Group, unparalleled operator in Madagascar, is aware of the importance of the role that new technologies play in a country's development. Such technologies provide crucial access to information and knowledge, supporting progress and economic growth.

As a socially responsible company, the Telma Group remains dedicated to improving the well-being and quality of life of Madagascar's population.

Thus, in order to respond effectively to Madagascar's development needs, and to help the country overcome social and environmental challenges, the Telma Group has created the Telma Foundation. The Foundation is a vehicle through which to innovate and create a corporate policy of social and humanitarian patronage.

The Telma Foundation created by decree 2011-048 of 01/02/2011 – works in five sectors :

- Health : The best access to care for all
- Education : Equal opportunities for all
- Support for children and young people : Giving hope to young people and making positive futures accessible
- Environment : Biodiversity conservation, education
- Sustainable development : Developing resources to become independent

Prospects for 2012

The Telma Foundation continues to define the scope of projects, particularly in health and education, and is establishing themed 'Partners' Clubs'. These will bring together ideas, inspiration and resources to facilitate the efficient co-ordination of projects that contribute most effectively to Malagasy society and development.



Fondation **Telma** **Contact us:**
TELMA FOUNDATION
BP 763
fondation@telma.mg



From left to right

Isabelle SALABERT, Gaelle RAHARINOSY, Sandra ANDRIAMADY, Muriel BILGER, Viviane CHARLES, Lalao RAZANAMAMPIONONA, Lova Hasinirina BORDES
Seated : Danielle RAHAINGONJATOVO; Janick Harivola ANDRIATSALAMA

Achievements

In 2011, Telma implemented several projects, some building on existing partnerships, and others creating new ones :

- **Partnership with ATD Quart Monde (since 2007)** : The Foundation supports training and sponsorship for underprivileged young people to help them find work.
- **Partnership with the Analamanga Lions Club**, particularly in support of "Operation Smile": Through this project, hundreds of children and adults with cleft lips or palettes have received operations. The Telma Foundation supports the exchange of knowledge between Malagasy and international surgeons.
- **Partnership with the Madagascar Heart Association (Association Coeur pour Madagascar: ACPM)**: The Foundation supports pacemaker implants in heart attack victims, and promotes the transfer of knowledge between Malagasy and French surgeons.
- **Partnership with WWF (since 2010)** : The Foundation works with WWF on projects related to reducing carbon emissions and tackling climate change. The Foundation supports work to bring about behaviour change among individuals and businesses, encouraging them to use 'green' energy, notably through the distribution of low energy lightbulbs.
- **Partnership with The Association for Street Children (Association Enfants de la Rue) (since 2005)**, and support for the ZazaGasy project: The Foundations helps reinsert underprivileged and vulnerable children into the education system.
- **Partnership with the Ny Sahy Association (since 2009)** : Through the Dance 261 and Grassroots programmes, Ny Sahy uses art and sport to raise awareness of the dangers of drugs, cigarettes and alcohol among thousands of young people. In 2011 the association was awarded the WHO's golden medal for its anti-smoking work, which includes some of the most successful anti-smoking initiatives in the world.

Commitments

- **Partnership with Guanomad and CeCam (in the framework of the Sobika Soa project (le Bon Panier)** : Sustainable development activities to help households develop sustainable agricultural methods, offering them a year of financial, technical and logistical support, enabling each household to meet their basic needs. More than 800 households have been identified in five communes to benefit from the programme in 2012.
- **Information technology for all in partnership with Microsoft and the Tanora Mijoro Association** : Ten organisations working with orphans or disabled children living in poor areas have been identified to benefit from this project, which is the flagship programme of the Foundation's work to promote education through new information technologies over the next two years. The associations receive the equipment (computers, Microsoft software licences and Internet access) and training (in Microsoft software and Internet use) needed to put in place teaching projects for children and young people. The projects will be monitored and evaluated by the Foundation with a view to expanding the work with other organisations across the country. The associations involved in the pilot phase are : Aina, Enfance et Avenir ; Don Bosco ; Enfants du Soleil ; Sembana Mijoro ; Les orchidées Blanches ; Mikolo ; Centre Fitahiana ; Association Mikolo ; plate-forme Fédération des Handicapés.
- **Providing paediatric equipment in partnership with France's Bip platform** : Funding for medical and paramedical equipment for use in paediatric hospitals in Tsaralanana and Befelatanana, and in the crèches of the organisation Aina, Enfance et Avenir.
- **A project to develop information technology centres in Analanjorofo, in partnership with the Pas de Calais region in France** : DSLAM installation in Fénérive Est, and provision of Internet connection for schools, universities and health centres, as well as in district administration offices.

ESSENTIAL TELMA 2011

KEY STATS

230
MILLIONS USD
OF INVESTMENTS

134
MILLIONS USD
TURNOVER

MORE THAN
1,8 MILLION
MOBILE SUBSCRIBERS

1,200 STAFF MEMBERS
AT YOUR SERVICE

40
TELMA SHOP



2

THOUSAND
KIOSKS
ACROSS
MADAGASCAR

SALES NETWORK

MORE THAN
17 000
RETAILERS

NETWORK
COVERAGE

6/6 UNIVERSITIES
Linked to the National Backbone

MORE THAN
13 000 kms
OF FIBER OPTIC CABLES

85% OF THE POPULATION
With access to the National
Network

MORE THAN
500 COMMUNES covered

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