

Financial Result of One to One Contacts Public Company Limited for the first quarter of 2015

Total Revenues

Total revenues for the first quarter of 2015 are THB 219.1 million, an increase of THB 25.1 million or 12.9% from the same period of last year due to an increase of services revenue. The revenues from sales and services are summarized below:

- Revenues from Sales

Revenues from sales - Turnkey Total Solutions are THB 10.8 million, a decrease of THB 38.5 million or 78.1% from the same period of last year.

- Revenues from Services

Revenues from services are THB 206.7 million, an increase of THB 62.7 million or 43.5% from the same period of last year. Revenues from services consist of 4 categories as follows:

1. Fully Outsourced Contact Center Management Service is THB 151.8 million, an increase of THB 34.6 million or 29.5% from the same period of last year as a result that the Company has more revenues from various sectors of customers such as airline, energy, insurance, property and etc.
2. Customer Service Representative Outsourced is THB 26.1 million, an increase of THB 15.8 million or 153.6% from the same period of last year as a result that the Company has more revenues from customers in government agencies and state enterprise.
3. Contact Center Facility Outsourced is THB 22.6 million, an increase of THB 12.4 million or 122% from the same period of the previous year as a result that the Company has more revenue from customer in insurance.
4. Maintenance Service is THB 6.2 million, a decrease of THB 0.1 million or 1.8% from the same period of last year.

Cost of Sales and Services

Cost of sales and services for the first quarter of 2015 are THB 180.0 million, an increase of THB 34.7 million or 23.8% from the same period of last year. The cost of service increases due to the increase of service revenues while cost of sales decreases due to the decrease of sales revenue. The cost of sales and services is summarized below:

- Cost of sales are THB 9.7 million, a decrease of THB 29.7 million or 75.4% from the same period of last year.
- Cost of services are THB 170.3 million, an increase of THB 64.3 million or 60.7% from the same period of last year. It is mostly increased in depreciation expense due to an investment on asset to support customer.

Gross Margin

Gross margin for the first quarter of 2015 is THB 37.5 million, a decrease of THB 10.5 million, or 21.9% from the same period of last year. The ratio of gross margin to revenues from sales and service decreased from 24.8% in the first quarter in of 2014 to 17.2% in the first quarter of 2015. This was mainly from the increase of cost of sales and services higher than the increase of revenue from sales and services.

Selling and Administrative, Others, and Finance Expenses

Selling and administrative, others, and finance expenses are THB 17.3 million, an increase of THB 0.4 million or 2.3% from the same period of last year. The ratio of expenses to total revenue decreased from 8.7% in the first quarter of 2014 to 7.9% in the first quarter of 2015.

Net Profit

Net profit is THB 16.3 million, a decrease of THB 8.8 million or 35.1% from the same period of last year. The ratio of net profit to total revenue decreased from 13.0% in the first quarter of 2014 to 7.4% in the first quarter of 2015. This was mainly from the lower in gross margin due to the increase of depreciation expense from an investment on asset to support customer.