

One to One Contacts Public Company Limited and its subsidiaries
Report and consolidated interim financial statements
For the three-month and nine-month periods ended 30 September 2017

Independent Auditor's Report on Review of Interim Financial Information

To the Shareholders of One to One Contacts Public Company Limited

I have reviewed the accompanying consolidated statement of financial position of One to One Contacts Public Company Limited and its subsidiaries as at 30 September 2017, the related consolidated statements of comprehensive income for the three-month and nine-month periods ended 30 September 2017, and the related consolidated statements of changes in shareholders' equity, and cash flows for the nine-month period ended 30 September 2017, as well as the condensed notes to the consolidated financial statements. I have also reviewed the separate financial information of One to One Contacts Public Company Limited for the same periods. Management is responsible for the preparation and presentation of this interim financial information in accordance with Thai Accounting Standard 34 Interim Financial Reporting. My responsibility is to express a conclusion on this interim financial information based on my review.

Scope of Review

I conducted my review in accordance with Thai Standard on Review Engagements 2410, Review of Interim Financial Information Performed by the Independent Auditor of the Entity. A review of interim financial information consists of making inquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Thai Standards on Auditing and consequently does not enable me to obtain assurance that I would become aware of all significant matters that might be identified in an audit. Accordingly, I do not express an audit opinion.

Conclusion

Based on my review, nothing has come to my attention that causes me to believe that the accompanying interim financial information is not prepared, in all material respects, in accordance with Thai Accounting Standard 34 Interim Financial Reporting.

Sarinda Hirunprasurtwutti

Certified Public Accountant (Thailand) No. 4799

EY Office Limited

Bangkok: 3 November 2017

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position

As at 30 September 2017

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements		
	30 September 2017	31 December 2016	30 September 2017	31 December 2016	
	Note	(Unaudited but reviewed)	(Audited)	(Unaudited but reviewed)	(Audited)
Assets					
Current assets					
Cash and cash equivalents	3	442,536	350,139	440,400	344,968
Temporary investment in trading securities	4	920	960	920	960
Trade and other receivables	5	261,710	344,419	262,972	347,659
Accrued income	6	80,430	104,859	80,701	104,723
Inventories		5,579	9,226	5,579	9,226
Other current assets	7	27,002	25,551	26,696	25,435
Total current assets		818,177	835,154	817,268	832,971
Non-current assets					
Investment in subsidiaries	8	-	-	15,786	15,786
Equipment	9	72,979	117,420	71,098	114,405
Intangible assets	10	26,496	26,587	25,926	25,823
Deferred tax assets		18,110	19,501	18,110	19,501
Other non-current assets		9,498	13,289	9,055	12,814
Total non-current assets		127,083	176,797	139,975	188,329
Total assets		945,260	1,011,951	957,243	1,021,300

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position (continued)

As at 30 September 2017

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements		
	30 September 2017	31 December 2016	30 September 2017	31 December 2016	
	Note	(Unaudited but reviewed)	(Unaudited but reviewed)	(Audited)	
Liabilities and shareholders' equity					
Current liabilities					
Trade and other payables	11	51,399	86,769	50,837	86,064
Income tax payable		4	1,857	-	1,847
Other current liabilities	12	23,323	31,361	23,265	31,244
Total current liabilities		74,726	119,987	74,102	119,155
Non-current liabilities					
Provision for long-term employee benefits		13,902	12,166	13,902	12,166
Other non-current liabilities		5,310	5,310	5,310	5,310
Total non-current liabilities		19,212	17,476	19,212	17,476
Total liabilities		93,938	137,463	93,314	136,631
Shareholders' equity					
Share capital					
Registered					
280,000,000 ordinary shares of Baht 1 each		280,000	280,000	280,000	280,000
Issued and fully paid up					
280,000,000 ordinary shares of Baht 1 each		280,000	280,000	280,000	280,000
Share premium		304,419	304,419	304,419	304,419
Retained earnings					
Appropriated - statutory reserve		21,300	21,300	21,300	21,300
Unappropriated		245,512	268,462	258,210	278,950
Other components of shareholders' equity		91	307	-	-
Total shareholders' equity		851,322	874,488	863,929	884,669
Total liabilities and shareholders' equity		945,260	1,011,951	957,243	1,021,300

The accompanying notes are an integral part of the financial statements.

Directors

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries**Statement of comprehensive income****For the three-month period ended 30 September 2017**

(Unit: Thousand Baht except earnings per share expressed in Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
Profit or loss:					
Revenues					
Service income		178,893	221,036	177,414	219,223
Revenues from contract work		1,178	17,949	1,178	17,949
Revenues from sales		-	380	-	380
Other income		1,452	310	1,584	439
Total revenues		<u>181,523</u>	<u>239,675</u>	<u>180,176</u>	<u>237,991</u>
Expenses					
Cost of services		156,855	179,239	155,511	177,865
Cost of contract work		1,001	15,674	1,001	15,674
Cost of sales		-	58	-	58
Selling expenses		1,381	956	1,381	956
Administrative expenses		16,226	14,975	15,311	14,112
Other expenses		40	240	40	240
Total expenses		<u>175,503</u>	<u>211,142</u>	<u>173,244</u>	<u>208,905</u>
Profit before finance cost and income tax expenses		6,020	28,533	6,932	29,086
Finance cost		(38)	(42)	(34)	(35)
Profit before income tax expenses		5,982	28,491	6,898	29,051
Income tax expenses	13	(424)	(5,546)	(411)	(5,533)
Profit for the period		<u>5,558</u>	<u>22,945</u>	<u>6,487</u>	<u>23,518</u>
Other comprehensive income:					
<i>Other comprehensive income to be reclassified to profit or loss in subsequent periods:</i>					
Exchange differences on translation of financial statements in foreign currency		(21)	2	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		(21)	2	-	-
Other comprehensive income for the period		<u>(21)</u>	<u>2</u>	<u>-</u>	<u>-</u>
Total comprehensive income for the period		<u>5,537</u>	<u>22,947</u>	<u>6,487</u>	<u>23,518</u>
Basic earnings per share					
Profit attributable to equity holders of the Company	14	<u>0.02</u>	<u>0.08</u>	<u>0.02</u>	<u>0.08</u>
Weighted average number of ordinary share (Thousand shares)		<u>280,000</u>	<u>280,000</u>	<u>280,000</u>	<u>280,000</u>

The accompanying notes are an integral part of the financial statements.

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries**Statement of comprehensive income****For the nine-month period ended 30 September 2017**

(Unit: Thousand Baht except earnings per share expressed in Baht)

		<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
	<u>Note</u>	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
Profit or loss:					
Revenues					
Service income		622,732	632,869	618,041	627,797
Revenues from contract work		2,358	50,246	1,178	50,246
Revenues from sales		-	4,546	-	4,546
Other income		6,847	6,064	7,319	6,453
Total revenues		<u>631,937</u>	<u>693,725</u>	<u>626,538</u>	<u>689,042</u>
Expenses					
Cost of services		527,482	523,732	523,600	519,874
Cost of contract work		1,886	44,209	1,001	44,209
Cost of sales		-	2,339	-	2,339
Selling expenses		3,214	2,298	3,214	2,298
Administrative expenses		49,213	44,981	46,434	42,397
Other expenses		40	300	40	300
Total expenses		<u>581,835</u>	<u>617,859</u>	<u>574,289</u>	<u>611,417</u>
Profit before finance cost and income tax expenses		50,102	75,866	52,249	77,625
Finance cost		(101)	(103)	(89)	(92)
Profit before income tax expenses		50,001	75,763	52,160	77,533
Income tax expenses	13	(8,551)	(15,004)	(8,500)	(14,968)
Profit for the period		<u>41,450</u>	<u>60,759</u>	<u>43,660</u>	<u>62,565</u>
Other comprehensive income:					
<i>Other comprehensive income to be reclassified to profit or loss in subsequent periods:</i>					
Exchange differences on translation of financial statements in foreign currency		(216)	(31)	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		(216)	(31)	-	-
Other comprehensive income for the period		<u>(216)</u>	<u>(31)</u>	<u>-</u>	<u>-</u>
Total comprehensive income for the period		<u>41,234</u>	<u>60,728</u>	<u>43,660</u>	<u>62,565</u>
Basic earnings per share					
Profit attributable to equity holders of the Company	14	<u>0.15</u>	<u>0.22</u>	<u>0.16</u>	<u>0.22</u>
Weighted average number of ordinary share (Thousand shares)		<u>280,000</u>	<u>280,000</u>	<u>280,000</u>	<u>280,000</u>

The accompanying notes are an integral part of the financial statements.

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity

For the nine-month period ended 30 September 2017

(Unit: Thousand Baht)

Consolidated financial statements						
	Issued and paid up share capital		Retained earnings Appropriated - statutory reserve Unappropriated		Other components of equity Exchange differences on translation of financial statements in foreign currency	Total shareholders' equity
	Share premium	share capital	statutory reserve	Unappropriated	in foreign currency	equity
Balance as at 1 January 2016	304,419	280,000	17,000	236,983	448	838,850
Profit for the period	-	-	-	60,759	-	60,759
Other comprehensive income for the period	-	-	-	-	(31)	(31)
Total comprehensive income for the period	-	-	-	60,759	(31)	60,728
Dividend paid (Note 15)	-	-	-	(47,600)	-	(47,600)
Balance as at 30 September 2016	304,419	280,000	17,000	250,142	417	851,978
Balance as at 1 January 2017	304,419	280,000	21,300	268,462	307	874,488
Profit for the period	-	-	-	41,450	-	41,450
Other comprehensive income for the period	-	-	-	-	(216)	(216)
Total comprehensive income for the period	-	-	-	41,450	(216)	41,234
Dividend paid (Note 15)	-	-	-	(64,400)	-	(64,400)
Balance as at 30 September 2017	304,419	280,000	21,300	245,512	91	851,322

The accompanying notes are an integral part of the financial statements.

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity (continued)

For the nine-month period ended 30 September 2017

(Unit: Thousand Baht)

	Separate financial statements				Total shareholders' equity
	Issued and paid up share capital	Share premium	Retained earnings Appropriated - statutory reserve	Unappropriated	
Balance as at 1 January 2016	280,000	304,419	17,000	245,064	846,483
Profit for the period	-	-	-	62,565	62,565
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	62,565	62,565
Dividend paid (Note 15)	-	-	-	(47,600)	(47,600)
Balance as at 30 September 2016	<u>280,000</u>	<u>304,419</u>	<u>17,000</u>	<u>260,029</u>	<u>861,448</u>
Balance as at 1 January 2017	280,000	304,419	21,300	278,950	884,669
Profit for the period	-	-	-	43,660	43,660
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	43,660	43,660
Dividend paid (Note 15)	-	-	-	(64,400)	(64,400)
Balance as at 30 September 2017	<u>280,000</u>	<u>304,419</u>	<u>21,300</u>	<u>258,210</u>	<u>863,929</u>

The accompanying notes are an integral part of the financial statements.

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries**Cash flow statement****For the nine-month period ended 30 September 2017**

(Unit: Thousand Baht)

	Note	Consolidated financial statements		Separate financial statements	
		2017	2016	2017	2016
Cash flows from operating activities					
Profit before tax		50,001	75,763	52,160	77,533
Adjustments to reconcile profit before tax to net cash provided by (paid from) operating activities:					
Depreciation and amortisation	9, 10	54,573	67,318	53,450	65,851
Reversal of allowance for doubtful accounts		-	(375)	-	(375)
Gain on disposal of equipment		-	(43)	-	(43)
Transfer equipment to cost of services		-	248	-	248
Loss on change in value of temporary investment in trading securities	4	40	300	40	300
Provision for long-term employee benefits		1,736	1,465	1,736	1,465
Unrealised (gain) loss on exchange		(5)	(244)	265	78
Interest income		(3,399)	(3,591)	(3,394)	(3,588)
Profit from operating activities before changes in operating assets and liabilities		102,946	140,841	104,257	141,469
Operating assets (increase) decrease					
Trade and other receivables		84,035	(12,574)	85,743	(12,601)
Accrued income		24,429	(7,917)	24,022	(8,011)
Inventories		3,647	56	3,647	56
Other current assets		5,238	(5,597)	5,396	(5,586)
Other non-current assets		3,791	(6,599)	3,759	(6,618)
Operating liabilities increase (decrease)					
Trade and other payables		(32,952)	(70,855)	(32,809)	(71,027)
Other current liabilities		(8,038)	1,774	(7,979)	1,760
Cash flows from operating activities		183,096	39,129	186,036	39,442
Cash received from withholding tax refundable		1,899	-	1,899	-
Cash paid for income tax		(17,601)	(19,311)	(17,512)	(19,279)
Net cash flows from operating activities		167,394	19,818	170,423	20,163

The accompanying notes are an integral part of the financial statements.

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Cash flow statement (continued)

For the nine-month period ended 30 September 2017

(Unit: Thousand Baht)

		<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
	<u>Note</u>	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
Cash flows from investing activities					
Cash received from interest income		2,073	1,688	2,068	1,684
Cash received from finance lease receivable		-	38,520	-	38,520
Proceeds from disposals of equipment		-	54	-	54
Cash paid for acquisitions of equipment and intangible assets	9,10	(12,665)	(13,834)	(12,659)	(13,798)
Cash paid for investment in subsidiary	9	-	-	-	(8,318)
Cash flows from (used in) investing activities		<u>(10,592)</u>	<u>26,428</u>	<u>(10,591)</u>	<u>18,142</u>
Cash flows from financing activities					
Dividend paid		(64,400)	(47,661)	(64,400)	(47,661)
Net cash flows used in financing activities		<u>(64,400)</u>	<u>(47,661)</u>	<u>(64,400)</u>	<u>(47,661)</u>
Increase (decrease) in translation adjustments		<u>(5)</u>	<u>169</u>	<u>-</u>	<u>-</u>
Net increase (decrease) in cash and cash equivalents		<u>92,397</u>	<u>(1,246)</u>	<u>95,432</u>	<u>(9,356)</u>
Cash and cash equivalents at beginning of the period		<u>350,139</u>	<u>263,401</u>	<u>344,968</u>	<u>258,527</u>
Cash and cash equivalents at end of the period		<u><u>442,536</u></u>	<u><u>262,155</u></u>	<u><u>440,400</u></u>	<u><u>249,171</u></u>

Supplement disclosures of cash flows information

Non-cash items

Increase (decrease) in payable for equipment and intangible assets	9,10	(2,413)	443	(2,413)	443
Transferred equipment under installation to intangible assets		714	4,225	714	4,225

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Notes to consolidated interim financial statements

For the three-month and nine-month periods ended 30 September 2017

1. General information

1.1 Corporate information

One to One Contacts Public Company Limited (“the Company”) is a public limited company incorporated and domiciled in Thailand. Its parent company is Samart Corporation Public Company Limited which was incorporated in Thailand. The Company is principally engaged in providing customer contact center services. Its registered address is at 99/19, Moo 4, Software Park Building, 17th Floor, Chaengwattana Road, Klong Glur, Pak-Kred, Nonthaburi.

1.2 Basis for the preparation of interim financial statements

These interim financial statements are prepared in accordance with Thai Accounting Standard No. 34 (revised 2016) “Interim Financial Reporting”, with the Company choosing to present condensed interim financial statements. However, the Company has presented the statements of financial position, comprehensive income, changes in shareholders’ equity, and cash flows in the same format as that used for the annual financial statements.

The interim financial statements are intended to provide information additional to that included in the latest annual financial statements. Accordingly, they focus on new activities, events, and circumstances so as not to duplicate information previously reported. These interim financial statements should therefore be read in conjunction with the latest annual financial statements.

The interim financial statements in Thai language are the official statutory financial statements of the Company. The interim financial statements in English language have been translated from the Thai language interim financial statements.

1.3 Basis of consolidation

These consolidated interim financial statements include the financial statements of One to One Contacts Public Company Limited and its subsidiaries and have been prepared on the same basis as that applied for the consolidated financial statements for the year ended 31 December 2016 with no structural changes related to subsidiaries during the current period.

1.4 New financial reporting standards

(a) Financial reporting standards that became effective in the current period

During the period, the Company and its subsidiaries have adopted the revised and new financial reporting standards and interpretations (revised 2016) and new accounting treatment guidance which are effective for fiscal years beginning on or after 1 January 2017. These financial reporting standards were aimed at alignment with the corresponding International Financial Reporting Standards with most of the changes directed towards revision of wording and terminology, and provision of interpretations and accounting guidance to users of standards. The adoption of these financial reporting standards does not have any significant impact on the Company and its subsidiaries' financial statements. However, one standard involves changes to key principles, which are summarized below.

TAS 27 (revised 2016) Separate Financial Statements

This revised standard stipulates an additional option to account for investments in subsidiaries, joint ventures and associates in separate financial statements under the equity method, as described in TAS 28 (revised 2016) Investments in Associates and joint Ventures. However, the entity is to apply the same accounting treatment for each category of investment. If an entity elects to account for such investments using the equity method in the separate financial statements, it has to adjust the transaction retrospectively.

This standard does not have any significant impact on the Company and its subsidiaries' financial statements because the management has decided to continue accounting for such investments under the cost method in the separate financial statements.

(b) Financial reporting standards that will become effective in the future

During the period, the Federation of Accounting Professions issued a number of the revised financial reporting standards and interpretations (revised 2017) which is effective for fiscal years beginning on or after 1 January 2018. These financial reporting standards were aimed at alignment with the corresponding International Financial Reporting Standards with most of the changes directed towards revision of wording and terminology, and provision of interpretations and accounting guidance to users of standards.

The management of the Company and its subsidiaries believe that the revised financial reporting standards and interpretations will not have any significant impact on the financial statements when they are initially applied.

1.5 Significant accounting policies

The interim financial statements are prepared using the same accounting policies and methods of computation as were used for the financial statements for the year ended 31 December 2016.

2. Related party transactions

During the period, the Company and its subsidiaries had significant business transactions with related parties. Such transactions, which are summarised below, arose in the ordinary course of business and were concluded on commercial terms and bases agreed upon between the Company and its related parties. The pricing policies for these related party transactions are summarised as follows:

1. Sales and service prices are determined at market price, if there is unknown market price, sales price will be determined at cost plus a margin not over 15 percent. However, the pricing policy is subject to change depending on the type of business and market competition at the time being.
2. IT service fees expenses to parent company are charged at the amount stated in the agreement which parent company sets based on cost plus a margin not over 5 percent.
3. Fixed assets and intangible assets are sold and purchased at their net book value plus a margin, depending on the condition of fixed assets.
4. Management fees and rental expenses are charged at the amount stated in the agreement.
5. Other service income and expenses are charged at a mutually agreed price.
6. Guarantee fee is charged between the parties at a rate of 0.3 percent per annum.
7. Directors and management's benefit expenses are charged as approved by shareholders' meeting or contractually agreed price.

(Unaudited but reviewed)

Significant business transactions between the Company and its related parties are as follows:

(Unit: Thousand Baht)

	For the three-month periods ended 30 September			
	Consolidated		Separate	
	financial statements		financial statements	
	2017	2016	2017	2016
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Other income	-	-	130	130
<u>Transactions with parent company</u>				
Service income	143	143	143	143
Cost of services	160	197	160	197
Management fee expenses	1,200	1,200	1,200	1,200
IT service fee expenses	3,856	3,856	3,856	3,856
Acquisitions of fixed assets	17	-	17	-
Other expenses	1	1	1	1
<u>Transactions with related companies</u>				
Sales and Service income	14,157	18,434	14,157	18,434
Purchase of goods and service	1,714	2,843	1,714	2,843
Acquisitions of fixed assets	-	8	-	8
Rental and utility expenses	2,730	3,138	2,730	3,138
Other expenses	172	288	172	288

(Unaudited but reviewed)

(Unit: Thousand Baht)

	For the nine-month periods ended 30 September			
	Consolidated		Separate	
	financial statements		financial statements	
	2017	2016	2017	2016
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Other income	-	-	479	400
<u>Transactions with parent company</u>				
Service income	552	467	552	467
Cost of services	712	348	712	348
Management fee expenses	3,600	3,600	3,600	3,600
IT service fee expenses	11,569	8,971	11,569	8,971
Acquisitions of fixed assets	17	-	17	-
Other expenses	22	3	22	3
<u>Transactions with related companies</u>				
Sales and Service income	32,387	38,319	32,387	38,319
Purchase of goods and service	5,315	7,811	5,315	7,811
Acquisitions of fixed assets	17	411	17	411
Rental and utility expenses	9,113	9,415	9,113	9,415
Other expenses	584	843	584	843

(Unaudited but reviewed)

The balances of the accounts as at 30 September 2017 and 31 December 2016 between the Company and its related parties are as follows:

	(Unit: Thousand Baht)			
	Consolidated financial		Separate financial	
	statements		statements	
	30 September	31 December	30 September	31 December
	2017	2016	2017	2016
<u>Trade accounts receivable - related parties (Note 5)</u>				
Parent company	51	51	51	51
Related companies (related by shareholders and directors)	9,589	17,106	9,589	17,106
Total trade accounts receivable - related parties	9,640	17,157	9,640	17,157
<u>Other receivables - related parties (Note 5)</u>				
Subsidiary company	-	-	2,515	4,037
Total other receivables - related parties	-	-	2,515	4,037
<u>Accrued income - related parties (Note 6)</u>				
Subsidiary companies	-	-	271	-
Related companies (related by shareholders and directors)	3,904	2,909	3,904	2,909
Total accrued income - related parties	3,904	2,909	4,175	2,909
<u>Deposit - related parties</u>				
Related companies (related by directors)	2,004	1,897	2,004	1,897
Total deposit - related parties	2,004	1,897	2,004	1,897
<u>Trade accounts payable - related parties (Note 11)</u>				
Parent company	205	-	205	-
Related companies (related by shareholders and directors)	2,756	3,304	2,756	3,304
Total trade accounts payable - related parties	2,961	3,304	2,961	3,304
<u>Other payables - related parties (Note 11)</u>				
Parent company	6,611	7,252	6,611	7,252
Related companies (related by shareholders and/or directors)	208	951	208	951
Total other payables - related parties	6,819	8,203	6,819	8,203
<u>Customer deposit - related parties</u>				
Related companies (related by shareholders and directors)	505	505	505	505
Total customer deposit - related parties	505	505	505	505

(Unaudited but reviewed)

Directors and management's benefits

During the three-month and nine-month periods ended 30 September 2017 and 2016, the Company had employee benefit expenses payable to their directors and management as below.

	(Unit: Thousand Baht)			
	Consolidated and Separate financial statements			
	For the three-month periods ended 30 September		For the nine-month periods ended 30 September	
	2017	2016	2017	2016
Short-term employee benefits	2,269	2,001	8,871	7,589
Post-employment benefits	28	20	82	63
Total	<u>2,297</u>	<u>2,021</u>	<u>8,953</u>	<u>7,652</u>

Agreements with related parties

Rental and service agreements with related companies

- a) In April 2017, the Company entered into office space rental and facility service agreements with a related company for its operation. This contract will be expired in April 2020. The Company has to pay a monthly rental and service fee approximately Baht 0.8 million.
- b) The Company entered into office space rental and facility service agreements with another related company for its operation. This contract was expired in July 2017. The Company has to pay a monthly rental and service fee approximately Baht 0.3 million.

The commitment under the operating lease agreements with the related parties are disclosed in Note 17.1 to the financial statements.

Service and management agreements with the parent company

- c) In January 2017, the Company entered into a one-year management agreement with Smart Corporation Public Company Limited, the parent company, under which the Company has to pay a monthly service fee of Baht 0.4 million (2016: Baht 0.4 million).
- d) In May 2017, the Company entered into one-year information technology management agreement with Smart Corporation Public Company Limited, the parent company. The Company has to pay a monthly service fee of Baht 1.3 million (2016: Baht 1.3 million).

(Unaudited but reviewed)

3. Cash and cash equivalents

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2017	2016	2017	2016
Cash	153	121	138	108
Bank deposits	442,383	350,018	440,262	344,860
Total	442,536	350,139	440,400	344,968

As at 30 September 2017, bank deposits carried interests between 0.10 and 1.40 percent per annum (31 December 2016: 0.10 and 1.40 percent per annum).

4. Temporary investment in trading securities

Movement of the temporary investment in trading securities account during the nine-month period ended 30 September 2017 are summarised below.

(Unit: Thousand Baht)

	Consolidated and Separate financial statements
Balance as at 31 December 2016	960
Loss on change in value	(40)
Balance as at 30 September 2017	920

(Unaudited but reviewed)

5. Trade and other receivables

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements	
	30 September	31 December	30 September	31 December
	2017	2016	2017	2016
<u>Trade accounts receivable - related parties (Note 2)</u>				
Aged on the basis of due dates				
Not yet due	1,996	3,136	1,996	3,136
Past due				
Up to 3 months	6,574	7,583	6,574	7,583
3 - 6 months	1,070	5,783	1,070	5,783
6 - 12 months	-	655	-	655
Total trade accounts receivable - related parties	9,640	17,157	9,640	17,157
<u>Trade accounts receivable - unrelated parties</u>				
Aged on the basis of due dates				
Not yet due	63,643	88,400	62,512	87,755
Past due				
Up to 3 months	59,225	84,512	59,103	84,381
3 - 6 months	22,341	23,682	22,341	23,682
6 - 12 months	-	55,934	-	55,934
Over 12 months	105,015	74,645	105,015	74,645
Total trade accounts receivable - unrelated parties	250,224	327,173	248,971	326,397
Total trade accounts receivable	259,864	344,330	258,611	343,554
<u>Other receivables</u>				
Advance payment	508	89	508	68
Accrued interest income	1,325	-	1,325	-
Other receivables - unrelated parties	13	-	13	-
Other receivables - related parties (Note 2)	-	-	2,515	4,037
Total other receivables	1,846	89	4,361	4,105
Total trade and other receivables	261,710	344,419	262,972	347,659

(Unaudited but reviewed)

On 2 November 2015, the Company filed a lawsuit with the Civil Court, seeking settlement of a government agency as a trade accounts receivable (unrelated party) that were past due totaling approximately Baht 78.4 million (included accrued income amounted to approximately Baht 3.7 million) for contact center service. On 21 November 2016, the Civil Court ordered that such government agency has to repay the full amount of debt, with interest charged, to the Company. Later, on 19 January 2017, the government agency appealed against the Civil Court's verdict. On 15 August 2017, the Appeal Court affirmed the judgment of the Court of First Instance and such government agency to repay the full amount of debt, with interest charged, to the Company. Subsequently, on 13 September 2017, the government agency lodged an appeal with the Supreme Court. Presently, the case is under consideration of the Supreme Court. However, the Company's management believes that full settlement will be received. Therefore, as at 30 September 2017, the Company has not set aside any allowance for doubtful accounts for such debtor.

6. Accrued income

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2017	2016	2017	2016
<u>Accrued income - related parties</u> (Note 2)				
Aged on the basis of record dates				
Up to 3 months	3,904	2,909	4,034	2,909
6 - 12 months	-	-	141	-
Total accrued income - related parties	3,904	2,909	4,175	2,909
<u>Accrued income - unrelated parties</u>				
Aged on the basis of record dates				
Up to 3 months	68,843	84,724	68,843	84,588
3 - 6 months	3,741	3,010	3,741	3,010
6 - 12 months	200	1,348	200	1,348
Over 12 months	3,742	12,868	3,742	12,868
Total accrued income - unrelated parties	76,526	101,950	76,526	101,814
Total	80,430	104,859	80,701	104,723

(Unaudited but reviewed)

7. Other current assets

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September 2017	31 December 2016	30 September 2017	31 December 2016
Prepaid expenses	14,146	16,462	13,933	16,419
Withholding tax deducted at source	10,904	4,215	10,818	4,161
Undue input VAT	1,005	1,661	1,005	1,661
Others	947	3,213	940	3,194
Total	27,002	25,551	26,696	25,435

8. Investments in subsidiaries

Details of investments in subsidiaries as presented in separate financial statements are as follows:

(unit: Thousand Baht)

Company's name	Paid-up capital		Shareholding percentage		Cost		Allowance for impairment of investment		Carrying amounts based on cost method-net	
	30 September 2017	31 December 2016	30 September 2017	31 December 2016	30 September 2017	31 December 2016	30 September 2017	31 December 2016	30 September 2017	31 December 2016
			(Percent)	(Percent)						
One to One Professional Company Limited	1 Million Baht	1 Million Baht	100	100	1,000	1,000	(35)	(35)	965	965
One to One (Cambodia) Company Limited	440,000 USD	440,000 USD	100	100	14,821	14,821	-	-	14,821	14,821
Total					15,821	15,821	(35)	(35)	15,786	15,786

(Unaudited but reviewed)

9. Equipment

Movements of equipment account during the nine-month period ended 30 September 2017 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Net book value as at 31 December 2016	117,420	114,405
Acquisitions during the period - at cost		
Decrease in accounts payable for purchase of equipment during the period	(2,633)	(2,633)
Cash paid for acquisitions of equipment	9,149	9,143
Total	6,516	6,510
Depreciation for the period	(50,792)	(49,817)
Exchange differences on translation of financial statements in foreign currencies	(165)	-
Net book value as at 30 September 2017	<u>72,979</u>	<u>71,098</u>

10. Intangible assets

Movement of intangible assets account (computer software) during the nine-month period ended 30 September 2017 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Net book value as at 31 December 2016	26,587	25,823
Acquisitions during the period - at cost		
Increase in account payable for purchase of intangible assets during the period	220	220
Cash paid for acquisitions of intangible assets	3,516	3,516
Total	3,736	3,736
Amortisation for the period	(3,781)	(3,633)
Exchange differences on translation of financial statements in foreign currencies	(46)	-
Net book value as at 30 September 2017	<u>26,496</u>	<u>25,926</u>

(Unaudited but reviewed)

11. Trade and other payables

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30	31	30	31
	September	December	September	December
	2017	2016	2017	2016
Trade payable - unrelated parties	6,919	13,654	6,919	13,654
Trade payable - related parties (Note 2)	2,961	3,304	2,961	3,304
Other payables - unrelated parties	3,170	5,706	3,124	5,600
Other payables - related parties (Note 2)	6,819	8,203	6,819	8,203
Accrued project cost	2,720	5,843	2,720	5,843
Accrued expenses	28,810	50,059	28,294	49,460
Total trade and other payables	<u>51,399</u>	<u>86,769</u>	<u>50,837</u>	<u>86,064</u>

12. Other current liabilities

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30	31	30	31
	September	December	September	December
	2017	2016	2017	2016
Undue output VAT	16,876	22,020	16,861	22,007
Value added tax payable	3,812	6,980	3,791	6,922
Others	2,635	2,361	2,613	2,315
Total other current liabilities	<u>23,323</u>	<u>31,361</u>	<u>23,265</u>	<u>31,244</u>

(Unaudited but reviewed)

13. Income tax

Interim corporate income tax is calculated on profit before income tax for the period, using the estimated effective tax rate for the year.

Income tax expenses for the three-month and nine-month periods ended 30 September 2017 and 2016 are made up as follows:

(Unit: Thousand Baht)

For the three-month periods ended 30 September

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2017	2016	2017	2016
Current income tax:				
Interim corporate income tax charge	(1,719)	8,380	(1,732)	8,367
Deferred tax:				
Relating to origination and reversal of temporary differences	2,143	(2,834)	2,143	(2,834)
Income tax expenses reported in the income statement	<u>424</u>	<u>5,546</u>	<u>411</u>	<u>5,533</u>

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2017	2016	2017	2016
Current income tax:				
Interim corporate income tax charge	7,160	22,286	7,109	22,250
Deferred tax:				
Relating to origination and reversal of temporary differences	1,391	(7,282)	1,391	(7,282)
Income tax expenses reported in the income statement	<u>8,551</u>	<u>15,004</u>	<u>8,500</u>	<u>14,968</u>

(Unaudited but reviewed)

14. Earnings per share

Basic earnings per share is calculated by dividing profit for the period (excluding other comprehensive income) by the weighted average number of ordinary shares in issue during the period.

15. Dividends

	<u>Approved by</u>	<u>Total dividends</u>	<u>Dividends</u> <u>per share</u>	<u>Paid on</u>
		(Million)	(Baht)	
2017				
Dividends from 2016 earnings	Annual General Meeting of the shareholders on 19 April 2017	64.4	0.23	
Less: Interim dividend on earnings for the period as from January to June 2016	A meeting of Board of Directors on 8 August 2016	<u>(22.4)</u>	<u>(0.08)</u>	2 September 2016
Dividends from income for the year 2016 paid in 2017		42.0	0.15	15 May 2017
Add: Interim dividend on earnings for the period as from January to June 2017	A meetings of Board of Directors on 8 August 2017	<u>22.4</u>	<u>0.08</u>	5 September 2017
Total dividend paid for nine - month period ended 30 September 2017		<u><u>64.4</u></u>	<u><u>0.23</u></u>	

(Unaudited but reviewed)

	<u>Approved by</u>	<u>Total dividends</u>	<u>Dividends</u> <u>per share</u>	<u>Paid on</u>
		(Million)	(Baht)	
2016				
Dividends from 2015 earnings	Annual General Meeting of the shareholders on 29 April 2016	44.8	0.16	
Less: Interim dividend on earnings for the period as from January to June 2016	A meeting of Board of Directors on 10 August 2015	<u>(19.6)</u>	<u>(0.07)</u>	9 September 2015
Dividends from income for the year 2015 paid in 2016		25.2	0.09	18 May 2016
Add: Interim dividend on earnings for the period as from January to June 2016	A meetings of Board of Directors on 8 August 2016	<u>22.4</u>	<u>0.08</u>	2 September 2016
Total dividend paid for nine - month period ended 30 September 2016		<u><u>47.6</u></u>	<u><u>0.17</u></u>	

(Unaudited but reviewed)

16. Segment information

The Company and its subsidiaries are organised into business units based on its products and services. During the current period, the Company and its subsidiaries have not changed the organisation of their reportable segments.

The following tables present revenue and profit information regarding the Company and its subsidiaries' operating segments for the three-month and nine-month periods ended 30 September 2017 and 2016, respectively.

(Unit: Thousand Baht)

	For the three-month periods ended 30 September									
	Outsourced Contact Center Services and System Maintenance		Turnkey Total Solutions		Total segments		Adjustments and eliminations		Consolidated	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
Sales, contract work and service income										
Revenue from external customers	164,593	211,453	1,178	9,303	165,771	220,756	-	-	165,771	220,756
Revenue from related parties	14,300	9,583	-	9,026	14,300	18,609	-	-	14,300	18,609
Total sales, contract work and service income	178,893	221,036	1,178	18,329	180,071	239,365	-	-	180,071	239,365
Cost of sales, contract work and services	(156,941)	(179,325)	(1,001)	(15,732)	(157,942)	(195,057)	86	86	(157,856)	(194,971)
Segment profit	21,952	41,711	177	2,597	22,129	44,308	86	86	22,215	44,394
Other income									1,452	310
Selling expenses									(1,381)	(956)
Administrative expenses									(16,226)	(14,975)
Other expenses									(40)	(240)
Finance cost									(38)	(42)
Profit before income tax expenses									5,982	28,491
Income tax expenses									(424)	(5,546)
Profit for the period									5,558	22,945

(Unaudited but reviewed)

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	Outsourced Contact Center Services and System Maintenance		Turnkey Total Solutions		Total segments		Adjustments and eliminations		Consolidated	
	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>	<u>2017</u>	<u>2016</u>
Sales, contract work and service income										
Revenue from external customers	589,793	603,076	2,358	45,766	592,151	648,842	-	-	592,151	648,842
Revenue from related parties	32,939	29,793	-	9,026	32,939	38,819	-	-	32,939	38,819
Total sales, contract work and service income	622,732	632,869	2,358	54,792	625,090	687,661	-	-	625,090	687,661
Cost of sales, contract work and services	(527,826)	(523,989)	(1,886)	(46,548)	(529,712)	(570,537)	344	257	(529,368)	(570,280)
Segment profit	94,906	108,880	472	8,244	95,378	117,124	344	257	95,722	117,381
Other income									6,847	6,064
Selling expenses									(3,214)	(2,298)
Administrative expenses									(49,213)	(44,981)
Other expenses									(40)	(300)
Finance cost									(101)	(103)
Profit before income tax expenses									50,001	75,763
Income tax expenses									(8,551)	(15,004)
Profit for the period									41,450	60,759

17. Commitments and contingent liabilities

The Company and its subsidiaries have commitments and contingent liabilities other than those disclosed in other notes to financial statements as follows:

17.1 Operating lease commitments

The Company and its subsidiaries have entered into several lease agreements in respect of the rental and services. The terms of agreements are generally between 1 and 3 years.

(Unaudited but reviewed)

Future minimum lease payments required under these non-cancellable operating leases contracts were as follows:

(Unit: Million)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2017	2016	2017	2016
Currency: Baht				
Payable within				
1 year	31.3	30.6	30.8	30.6
2 - 3 years	16.8	22.2	16.3	22.2
	<u>48.1</u>	<u>52.8</u>	<u>47.1</u>	<u>52.8</u>
Currency: US dollar				
Payable within				
1 year	0.06	0.06	-	-
2 - 3 years	0.07	0.11	-	-
	<u>0.13</u>	<u>0.17</u>	<u>-</u>	<u>-</u>

17.2 Guarantees

As at 30 September 2017, there were outstanding bank guarantees of approximately Baht 110.9 million (31 December 2016: Baht 103.6 million) issued by banks on behalf of the Company in respect of certain performance bonds as required in the normal course of business. The details of bank guarantees are as follows:

(Unit: Million Baht)

	Consolidated and Separate	
	financial statements	
	30 September	31 December
	2017	2016
Performance guarantees	110.6	103.3
Guarantee electricity use	0.3	0.3
	<u>110.9</u>	<u>103.6</u>

(Unaudited but reviewed)

17.3 Foreign currency risk

The Company's and its subsidiaries' exposure to foreign currency risk arises mainly from advance to subsidiary and trading transactions that are denominated in foreign currencies.

The balances of financial assets and liabilities denominated in foreign currencies were summarised below.

Foreign currency	Consolidated		Separate		Contractual exchange rate	
	financial statements		financial statements			
	30 September 2017	31 December 2016	30 September 2017	31 December 2016	30 September 2017	31 December 2016
	(Million)		(Million)		(Baht per 1 foreign currency unit)	
Financial assets						
US dollar	-	-	0.07	0.10	33.2043	35.5660
Financial liabilities						
US dollar	0.01	0.04	0.01	0.04	33.5324	36.0025

18. Fair value of financial instruments

As at 30 September 2017, the Company had the assets that were measured at fair value using different levels of inputs as follows:

	(Unit: Million Baht) Consolidated and separate financial statements
	Level 1
Assets measured at fair value	
Held for trade investments	
Equity instruments	0.9

During the current period, there were no transfers within the fair value hierarchy.

19. Approval of interim financial statements

These interim financial statements were authorised for issue by the Company's authorised directors on 3 November 2017