

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 2016

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 2016, the related consolidated statements of comprehensive income for the three-month and nine-month periods ended 30 September 2016, and the related consolidated statements of changes in shareholders' equity, and cash flows for the nine-month period ended 30 September 2016, 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 2016

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position

As at 30 September 2016

(Unit: Thousand Baht)

	<u>Note</u>	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>30 September 2016</u>	<u>31 December 2015</u>	<u>30 September 2016</u>	<u>31 December 2015</u>
		(Unaudited but reviewed)	(Audited)	(Unaudited but reviewed)	(Audited)
Assets					
Current assets					
Cash and cash equivalents	3	262,155	263,401	249,171	258,527
Temporary investment in trading securities	4	1,000	1,300	1,000	1,300
Trade and other receivables	2, 5	343,386	329,708	354,246	340,863
Current portion of finance lease receivable	6	-	37,345	-	37,345
Accrued income	2, 7	148,829	140,912	148,689	140,678
Inventories		16,744	16,800	16,744	16,800
Other current assets	8	27,241	21,644	27,140	21,554
Total current assets		799,355	811,110	796,990	817,067
Non-current assets					
Investment in subsidiaries	9	-	-	15,786	7,468
Equipment	10	121,554	176,063	118,197	171,259
Intangible assets	11	13,853	12,844	13,064	11,871
Deferred tax assets		17,697	10,415	17,697	10,415
Other non-current assets		14,725	8,126	14,264	7,646
Total non-current assets		167,829	207,448	179,008	208,659
Total assets		967,184	1,018,558	975,998	1,025,726

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 2016

(Unit: Thousand Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		30 September 2016	31 December 2015	30 September 2016	31 December 2015
		(Unaudited but reviewed)	(Audited)	(Unaudited but reviewed)	(Audited)
Liabilities and shareholders' equity					
Current liabilities					
Trade and other payables	2, 12	64,443	135,160	63,830	134,719
Income tax payable		2,976	-	2,971	-
Other current liabilities	13	30,798	29,024	30,760	29,000
Total current liabilities		98,217	164,184	97,561	163,719
Non-current liabilities					
Provision for long-term employee benefits		11,678	10,213	11,678	10,213
Other non-current liabilities		5,311	5,311	5,311	5,311
Total non-current liabilities		16,989	15,524	16,989	15,524
Total liabilities		115,206	179,708	114,550	179,243
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		17,000	17,000	17,000	17,000
Unappropriated		250,142	236,983	260,029	245,064
Other components of shareholders' equity		417	448	-	-
Total shareholders' equity		851,978	838,850	861,448	846,483
Total liabilities and shareholders' equity		967,184	1,018,558	975,998	1,025,726

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 2016**

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

		<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
	<u>Note</u>	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
Profit or loss:					
Revenues					
Service income		221,036	217,495	219,223	216,559
Sales		18,329	10,551	18,329	10,551
Other income		310	859	439	828
Total revenues		239,675	228,905	237,991	227,938
Expenses					
Cost of services		179,239	183,114	177,865	181,962
Cost of sales		15,732	10,381	15,732	10,381
Selling expenses		956	1,055	956	1,055
Administrative expenses		14,975	15,167	14,112	14,443
Other expenses		240	1,166	240	1,166
Total expenses		211,142	210,883	208,905	209,007
Profit before finance cost and income tax expenses		28,533	18,022	29,086	18,931
Finance cost		(42)	(42)	(35)	(42)
Profit before income tax expenses		28,491	17,980	29,051	18,889
Income tax expenses	14	(5,546)	(2,609)	(5,533)	(2,600)
Profit for the period		22,945	15,371	23,518	16,289
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		2	312	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		2	312	-	-
Other comprehensive income for the period		2	312	-	-
Total comprehensive income for the period		22,947	15,683	23,518	16,289
Basic earnings per share					
Profit attributable to equity holders of the Company	15	0.08	0.06	0.08	0.06
Weighted average number of ordinary share (Thousand shares)		280,000	280,000	280,000	280,000

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 2016**

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

	<u>Note</u>	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
Profit or loss:					
Revenues					
Services income		632,869	635,890	627,797	633,205
Sales		54,792	41,351	54,792	41,351
Other income		6,064	3,704	6,453	3,648
Total revenues		693,725	680,945	689,042	678,204
Expenses					
Cost of services		523,732	528,012	519,874	525,115
Cost of sales		46,548	39,687	46,548	39,687
Selling expenses		2,298	2,282	2,298	2,282
Administrative expenses		44,981	47,115	42,397	44,597
Other expenses		300	2,109	300	2,109
Total expenses		617,859	619,205	611,417	613,790
Profit before finance cost and income tax expenses		75,866	61,740	77,625	64,414
Finance cost		(103)	(111)	(92)	(107)
Profit before income tax expenses		75,763	61,629	77,533	64,307
Income tax expenses	14	(15,004)	(11,393)	(14,968)	(11,366)
Profit for the period		60,759	50,236	62,565	52,941
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		(31)	416	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		(31)	416	-	-
Other comprehensive income for the period		(31)	416	-	-
Total comprehensive income for the period		60,728	50,652	62,565	52,941
Basic earnings per share					
Profit attributable to equity holders of the Company	15	0.22	0.18	0.22	0.19
Weighted average number of ordinary share (Thousand shares)		280,000	280,000	280,000	280,000

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 2016

(Unit: Thousand Baht)

Consolidated financial statements						
	Issued and paid up share capital	Share premium	<u>Retained earnings</u>		Other components of equity	Total shareholders' equity
			Appropriated - statutory reserve	Unappropriated	financial statements in foreign currency	
Balance as at 1 January 2015	280,000	304,419	13,500	208,465	1	806,385
Profit for the period	-	-	-	50,236	-	50,236
Other comprehensive income for the period	-	-	-	-	416	416
Total comprehensive income for the period	-	-	-	50,236	416	50,652
Dividend paid (Note 16)	-	-	-	(33,600)	-	(33,600)
Balance as at 30 September 2015	<u>280,000</u>	<u>304,419</u>	<u>13,500</u>	<u>225,101</u>	<u>417</u>	<u>823,437</u>
Balance as at 1 January 2016	280,000	304,419	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 16)	-	-	-	(47,600)	-	(47,600)
Balance as at 30 September 2016	<u>280,000</u>	<u>304,419</u>	<u>17,000</u>	<u>250,142</u>	<u>417</u>	<u>851,978</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 (continued)

For the nine-month period ended 30 September 2016

(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 2015	280,000	304,419	13,500	212,819	810,738
Profit for the period	-	-	-	52,941	52,941
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	52,941	52,941
Dividend paid (Note 16)	-	-	-	(33,600)	(33,600)
Balance as at 30 September 2015	<u>280,000</u>	<u>304,419</u>	<u>13,500</u>	<u>232,160</u>	<u>830,079</u>
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 16)	-	-	-	(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>

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 2016**

(Unit: Thousand Baht)

	<u>Note</u>	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
Cash flows from operating activities					
Profit before tax		75,763	61,629	77,533	64,307
Adjustments to reconcile profit before tax to net cash provided by (paid from) operating activities:					
Depreciation and amortisation	10, 11	67,318	88,781	65,851	87,466
Increase (decrease) in allowance for doubtful accounts		(375)	559	(375)	559
Gain on disposal of equipment	10	(43)	(55)	(43)	(55)
Transfer equipment to cost of services	10	248	-	248	-
Loss on change in value of temporary investment in trading securities	4	300	1,550	300	1,550
Provision for long-term employee benefits		1,465	1,093	1,465	1,093
Unrealised (gain) loss on exchange		(244)	-	78	(729)
Dividend income		-	(45)	-	(45)
Interest income		(3,591)	(1,698)	(3,588)	(1,698)
Profit from operating activities before changes in operating assets and liabilities		140,841	151,814	141,469	152,448
Operating assets decrease (increase)					
Trade and other receivables		(12,574)	(187,114)	(12,601)	(187,357)
Accrued income		(7,917)	69,545	(8,011)	69,545
Inventories		56	5,366	56	5,366
Other current assets		(5,597)	(10,510)	(5,586)	(10,431)
Other non-current assets		(6,599)	(1,291)	(6,618)	(1,246)
Operating liabilities increase (decrease)					
Trade and other payables		(70,855)	(6,851)	(71,027)	(6,808)
Other current liabilities		1,774	11,490	1,760	11,507
Other non-current liabilities		-	(117)	-	(117)
Cash flows from operating activities		39,129	32,332	39,442	32,907
Dividend income from temporary investment in trading securities		-	45	-	45
Cash received from withholding tax refundable		-	1,495	-	1,495
Cash paid for income tax		(19,311)	(15,475)	(19,279)	(15,448)
Net cash flows from operating activities		19,818	18,397	20,163	18,999

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 2016**

(Unit: Thousand Baht)

	<u>Note</u>	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
Cash flows from investing activities					
Cash received from interest income		1,688	1,635	1,684	1,635
Cash received from finance lease receivable		38,520	-	38,520	-
Proceeds from disposals of equipment	10	54	57	54	57
Cash paid for acquisition of equipment and intangible asset	10, 11	(13,834)	(8,729)	(13,798)	(8,029)
Cash paid for investment in subsidiary	9	-	-	(8,318)	-
Cash flows from (used in) investing activities		<u>26,428</u>	<u>(7,037)</u>	<u>18,142</u>	<u>(6,337)</u>
Cash flows from financing activities					
Dividend paid		(47,661)	(33,542)	(47,661)	(33,542)
Net cash flows used in financing activities		<u>(47,661)</u>	<u>(33,542)</u>	<u>(47,661)</u>	<u>(33,542)</u>
Increase (decrease) in translation adjustments		<u>169</u>	<u>(149)</u>	<u>-</u>	<u>-</u>
Net decrease in cash and cash equivalents		<u>(1,246)</u>	<u>(22,331)</u>	<u>(9,356)</u>	<u>(20,880)</u>
Cash and cash equivalents at beginning of the period		<u>263,401</u>	<u>243,798</u>	<u>258,527</u>	<u>237,548</u>
Cash and cash equivalents at end of the period	3	<u><u>262,155</u></u>	<u><u>221,467</u></u>	<u><u>249,171</u></u>	<u><u>216,668</u></u>
Supplement disclosures of cash flows information					
Non-cash items					
Increase in equipment payables	10	443	3,457	443	3,457
Transferred equipment under installation to intangible assets	10	4,225	-	4,225	-
Dividend payables		-	65	-	65

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

One to One Contacts Public Company Limited and its subsidiaries

Notes to interim financial statements

For the three-month and nine-month periods ended 30 September 2016

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 Smart 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 2015) “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 2015 with no structural changes related to subsidiaries during the current period.

1.4 New financial reporting standards

During the period, the Company and its subsidiaries have adopted the revised and new financial reporting standards and accounting treatment guidance issued by the Federation of Accounting Professions which become effective for fiscal years beginning on or after 1 January 2016. 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.

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 2015.

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 those 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 base 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 those related parties are as follows:

(Unit: Thousand Baht)

For the three-month periods ended 30 September

	Consolidated financial statements		Separate financial statements	
	2016	2015	2016	2015
<u>Transactions with subsidiary company</u>				
Other income	-	-	130	-
<u>Transactions with parent company</u>				
Service income	143	1,643	143	1,643
Cost of service	197	1	197	1
Management fee expenses	1,200	1,200	1,200	1,200
IT service fee expenses	3,856	1,908	3,856	1,908
Other expenses	1	-	1	-
<u>Transactions with related companies</u>				
Sales and service income	18,434	10,121	18,434	10,121
Purchase of goods and service	2,843	3,075	2,843	3,075
Purchase of fixed assets	8	-	8	-
Rental and utility expenses	3,138	3,043	3,138	3,043
Other expenses	288	233	288	233

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	Consolidated financial statements		Separate financial statements	
	2016	2015	2016	2015
<u>Transactions with subsidiary company</u>				
Other income	-	-	400	-
<u>Transactions with parent company</u>				
Service income	467	1,927	467	1,927
Cost of service	348	6	348	6
Management fee expenses	3,600	3,600	3,600	3,600
IT service fee expenses	8,971	5,724	8,971	5,724
Other expenses	3	1	3	1
<u>Transactions with related companies</u>				
Sales and service income	38,319	35,764	38,319	35,764
Purchase of goods and service	7,811	6,962	7,811	6,962
Purchase of fixed assets	411	30	411	30
Rental and utility expenses	9,415	8,947	9,415	8,947
Other expenses	843	692	843	692

(Unaudited but reviewed)

The balances of the accounts as at 30 September 2016 and 31 December 2015 between the Company and those related parties are as follows:

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September 2016	31 December 2015	30 September 2016	31 December 2015
<u>Trade accounts receivables - related parties</u> (Note 5)				
Parent company	51	51	51	51
Subsidiary company	-	-	1,275	1,275
Related companies (related by shareholders)	32,016	35,997	32,016	35,997
Total trade accounts receivables - related parties	32,067	36,048	33,342	37,323
<u>Other receivables - related parties</u> (Note 5)				
Subsidiary companies	-	-	10,365	10,231
Total other receivables - related parties	-	-	10,365	10,231
<u>Accrued income - related parties</u> (Note 7)				
Related companies (related by shareholders)	12,562	3,415	12,562	3,415
Total accrued income - related parties	12,562	3,415	12,562	3,415
<u>Deposit - related parties</u>				
Related companies (related by director)	1,897	1,897	1,897	1,897
Total deposit - related parties	1,897	1,897	1,897	1,897
<u>Trade accounts payables - related parties</u> (Note 12)				
Related companies (related by shareholders or director)	3,705	5,787	3,705	5,787
Total trade accounts payables - related parties	3,705	5,787	3,705	5,787
<u>Other payables - related parties</u> (Note 12)				
Parent company	7,529	1,714	7,529	1,714
Related companies (related by shareholders or director)	20	43	20	43
Total other payables - related parties	7,549	1,757	7,549	1,757
<u>Customer deposit - related parties</u>				
Related companies (related by shareholders)	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 2016 and 2015, 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	
	2016	2015	2016	2015
Short-term employee benefits	2,001	3,189	7,589	10,966
Post-employment benefits	20	27	63	82
Total	<u>2,021</u>	<u>3,216</u>	<u>7,652</u>	<u>11,048</u>

Agreements with related parties

Service and management agreements with the parent company

- a) In May 2016, the Company entered into a 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 (2015: Baht 0.6 million).
- b) In January 2016, 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 (2015: Baht 0.4 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
	2016	2015	2016	2015
Cash	97	118	83	113
Bank deposits	262,058	263,283	249,088	258,414
Total	<u>262,155</u>	<u>263,401</u>	<u>249,171</u>	<u>258,527</u>

As at 30 September 2016, bank deposits carried interests between 0.10 and 1.40 percent per annum (31 December 2015: 0.10 and 1.28 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 2016 are summarised below.

(Unit: Thousand Baht)

	Consolidated and Separate financial statements
Balance as at 31 December 2015	1,300
Loss on change in value	(300)
Balance as at 30 September 2016	<u>1,000</u>

(Unaudited but reviewed)

5. Trade and other receivables

	Consolidated		(Unit: Thousand Baht) Separate	
	financial statements		financial statements	
	30 September 2016	31 December 2015	30 September 2016	31 December 2015
<u>Trade accounts receivables - related parties</u> (Note 2)				
Aged on the basis of due dates				
Not yet due	2,909	1,621	2,909	1,621
Past due				
Up to 3 months	9,440	376	9,440	376
3 - 6 months	1,979	-	1,979	-
Over 12 months	17,739	34,051	19,014	35,326
Total trade accounts receivables - related parties	32,067	36,048	33,342	37,323
<u>Trade accounts receivables - unrelated parties</u>				
Aged on the basis of due dates				
Not yet due	103,607	72,923	102,953	72,572
Past due				
Up to 3 months	72,149	69,374	72,023	69,374
3 - 6 months	49,254	33,816	49,254	33,816
6 - 12 months	16,539	73,029	16,539	73,029
Over 12 months	68,673	44,778	68,673	44,778
Total	310,222	293,920	309,442	293,569
Less: Allowance for doubtful debts	-	(375)	-	(375)
Total trade accounts receivables - unrelated parties - net	310,222	293,545	309,442	293,194
Total trade accounts receivable - net	342,289	329,593	342,784	330,517
<u>Other receivables</u>				
Advance payment	368	115	368	115
Interest receivable	729	-	729	-
Other receivables - related parties (Note 2)	-	-	10,365	10,231
Total other receivables	1,097	115	11,462	10,346
Total trade and other receivables - net	343,386	329,708	354,246	340,863

On 2 November 2015, the Company filed a lawsuit with the Civil Court, seeking settlement of a government agency as a trade account receivable (unrelated party) that were past due totaling Baht 74.6 million for contact center service. Currently, the case is in the process of being considered by the Court. The Company's management believes that full settlement will be received. Therefore as at 30 September 2016, the Company has not set aside any allowance for doubtful accounts for such debtor.

(Unaudited but reviewed)

6. Finance lease receivable

(Unit: Thousand Baht)

Consolidated and
Separate financial statements

	30 September 2016	31 December 2015
Finance lease receivable (contractual value)	51,360	51,360
Less: Receipts	(51,360)	(12,840)
Finance lease receivable	-	38,520
Less: Unearned interest income	-	(1,175)
Finance lease receivable - net of unearned interest income	-	37,345
Less: Current portion of finance lease receivable	-	(37,345)
Finance lease receivable - net of current portion within one year	-	-

7. Accrued income

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements	
	30 September 2016	31 December 2015	30 September 2016	31 December 2015
<u>Accrued income - related parties</u> (Note 2)				
Aged on the basis of record dates				
Up to 3 months	12,562	3,415	12,562	3,415
Total accrued income - related parties	12,562	3,415	12,562	3,415
<u>Accrued income - unrelated parties</u>				
Aged on the basis of record dates				
Up to 3 months	96,090	133,555	95,950	133,321
3 - 6 months	15,012	200	15,012	200
6 - 12 months	21,423	-	21,423	-
Over 12 months	3,742	3,742	3,742	3,742
Total accrued income - unrelated parties	136,267	137,497	136,127	137,263
Total	148,829	140,912	148,689	140,678

(Unaudited but reviewed)

8. Other current assets

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2016	2015	2016	2015
Prepaid expenses	17,279	13,495	17,256	13,407
Withholding tax deducted at source	4,205	4,161	4,161	4,161
Undue input tax	2,480	1,827	2,480	1,827
Others	3,277	2,161	3,243	2,159
Total	27,241	21,644	27,140	21,554

9. Investments in subsidiaries

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

Company's name	Paid-up capital		Shareholding percentage		Cost		Allowance for impairment of investment		(unit: Thousand Baht) Carrying amounts based on cost method-net	
	30	31	30	31	30	31	30	31	30	31
	September 2016	December 2015	September 2016	December 2015	September 2016	December 2015	September 2016	December 2015	September 2016	December 2015
			(Percent)	(Percent)						
One to One Professional Company Limited	Baht 1.0 million	Baht 1.0 million	100	100	1,000	1,000	(35)	(35)	965	965
One to One (Cambodia) Company Limited	USD 0.44 million	USD 0.20 million	100	100	14,821	6,503	-	-	14,821	6,503
Total					15,821	7,503	(35)	(35)	15,786	7,468

9.1 Additional call up share capital

On 10 September 2016, One to One (Cambodia) Company Limited, a subsidiary company, registered an increase of its share capital from USD 200,000 to USD 440,000 with the Ministry of Commerce of Kingdom of Cambodia. The Company paid in share capital of USD 5 per share for 48,000 shares, totalling USD 240,000 or equal to approximately Baht 8.3 million, in September 2016.

9.2 Establishment of joint investment company

On 8 July 2016, the Meeting of the Board of Directors of the Company passed a resolution approving the joint establishment with Solutions Hub Co., Ltd., of a new company named MyanOne Co., Ltd. in Myanmar to provide contact center service. This new company has an initial registered capital of USD 50,000. The Company will hold 60 percent of share capital in this joint venture company. The Company is in the process of studying details of the joint investment and considering the appropriateness of its positions in terms of tax and other laws prior to commencing operation.

(Unaudited but reviewed)

10. Equipment

Movements of equipment account during the nine-month period ended 30 September 2016 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
	<hr/>	<hr/>
Net book value as at 31 December 2015	176,063	171,259
Acquisitions during the period - at cost		
Increase in accounts payable for acquisitions of equipment during the period	443	443
Cash paid for acquisitions of equipment	13,485	13,449
Total	13,928	13,892
Transfer out	(4,225)	(4,225)
Disposals during the period - net book value at disposal date		
Proceeds from disposals of equipment	(54)	(54)
Gain on disposals of equipment	43	43
Total	(11)	(11)
Transfer to cost of services	(248)	(248)
Depreciation for the period	(63,788)	(62,470)
Exchange differences on translation of financial statements in foreign currencies	(165)	-
Net book value as at 30 September 2016	<hr/> <hr/> 121,554	<hr/> <hr/> 118,197

11. Intangible assets

Movement of intangible assets account (computer software) during the nine-month period ended 30 September 2016 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
	<hr/>	<hr/>
Net book value as at 31 December 2015	12,844	11,871
Acquisitions	349	349
Transfer in	4,225	4,225
Amortisation for the period	(3,530)	(3,381)
Exchange differences on translation of financial statements in foreign currencies	(35)	-
Net book value as at 30 September 2016	<hr/> <hr/> 13,853	<hr/> <hr/> 13,064

(Unaudited but reviewed)

12. Trade and other payables

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2016	2015	2016	2015
Trade payables - unrelated parties	14,540	79,114	14,540	79,114
Trade payables - related parties (Note 2)	3,705	5,787	3,705	5,787
Other payables - unrelated parties	3,667	3,893	3,507	3,759
Other payables - related parties (Note 2)	7,549	1,757	7,549	1,757
Accrued project cost	1,907	10,485	1,907	10,485
Accrued expenses	33,075	34,124	32,622	33,817
Total trade and other payables	<u>64,443</u>	<u>135,160</u>	<u>63,830</u>	<u>134,719</u>

13. Other current liabilities

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2016	2015	2016	2015
Undue output tax	22,045	23,924	22,059	23,924
Value added tax payable	5,227	587	5,197	587
Others	3,526	4,513	3,504	4,489
Total other current liabilities	<u>30,798</u>	<u>29,024</u>	<u>30,760</u>	<u>29,000</u>

(Unaudited but reviewed)

14. Income tax

Interim corporate income tax was 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 2016 and 2015 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
	2016	2015	2016	2015
Current income tax:				
Interim corporate income tax charge	8,380	4,456	8,367	4,447
Deferred tax:				
Relating to origination and reversal of temporary differences	(2,834)	(1,847)	(2,834)	(1,847)
Income tax expenses reported in the income statement	<u>5,546</u>	<u>2,609</u>	<u>5,533</u>	<u>2,600</u>

(Unit: Thousand Baht)

	For the nine-month periods ended 30 September			
	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2016	2015	2016	2015
Current income tax:				
Interim corporate income tax charge	22,286	14,620	22,250	14,593
Deferred tax:				
Relating to origination and reversal of temporary differences	(7,282)	(3,227)	(7,282)	(3,227)
Income tax expenses reported in the income statement	<u>15,004</u>	<u>11,393</u>	<u>14,968</u>	<u>11,366</u>

15. 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.

(Unaudited but reviewed)

16. Dividends

	Approved by	Total dividends (Million Baht)	Dividends per share (Baht)	Paid on
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 2015	A meeting of Board of Directors on 10 August 2015	<u>(19.6)</u>	<u>(0.07)</u>	9 September 2015
Dividends from earnings 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 meeting of Board of Directors on 8 August 2016	<u>22.4</u>	<u>0.08</u>	2 September 2016
Total dividends for the nine-month period ended 30 September 2016		<u>47.6</u>	<u>0.17</u>	
2015				
Dividends from 2014 earnings	Annual General Meeting of the shareholders on 29 April 2015	44.8	0.16	
Less: Interim dividend on earnings for the period as from January to June 2014	A meeting of Board of Directors on 7 August 2014	<u>(30.8)</u>	<u>(0.11)</u>	3 September 2014
Dividends from earnings for the year 2014 paid in 2015		14.0	0.05	13 May 2015
Add: Interim dividend on earnings for the period as from January to June 2015	A meeting of Board of Directors on 10 August 2015	<u>19.6</u>	<u>0.07</u>	9 September 2015
Total dividends for the nine-month period ended 30 September 2015		<u>33.6</u>	<u>0.12</u>	

(Unaudited but reviewed)

17. 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 2016 and 2015, 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	
	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015
Sales and service income										
Revenue from external customers	211,453	205,731	9,303	10,551	220,756	216,282	-	-	220,756	216,282
Revenue from related parties	9,583	11,764	9,026	-	18,609	11,764	-	-	18,609	11,764
Total sales and service income	221,036	217,495	18,329	10,551	239,365	228,046	-	-	239,365	228,046
Cost of sales and services	(179,325)	(183,114)	(15,732)	(10,381)	(195,057)	(193,495)	86	-	(194,971)	(193,495)
Segment profit	41,711	34,381	2,597	170	44,308	34,551	86	-	44,394	34,551
Other income									310	859
Selling expenses									(956)	(1,055)
Administrative expenses									(14,975)	(15,167)
Other expenses									(240)	(1,166)
Finance cost									(42)	(42)
Profit before income tax expenses									28,491	17,980
Income tax expenses									(5,546)	(2,609)
Profit for the period									22,945	15,371

(Unaudited but reviewed)

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	System		Turnkey Total		Total segments		Adjustments and		Consolidated	
	Maintenance		Solutions				eliminations			
	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>	<u>2016</u>	<u>2015</u>
Outsourced Contact Center Services and										
Sales and service income										
Revenue from external customers	603,076	598,199	45,766	41,351	648,842	639,550	-	-	648,842	639,550
Revenue from related parties	<u>29,793</u>	<u>37,691</u>	<u>9,026</u>	-	<u>38,819</u>	<u>37,691</u>	-	-	<u>38,819</u>	<u>37,691</u>
Total sales and service income	632,869	635,890	54,792	41,351	687,661	677,241	-	-	687,661	677,241
Cost of sales and services	<u>(523,989)</u>	<u>(528,012)</u>	<u>(46,548)</u>	<u>(39,687)</u>	<u>(570,537)</u>	<u>(567,699)</u>	<u>257</u>	-	<u>(570,280)</u>	<u>(567,699)</u>
Segment profit	<u>108,880</u>	<u>107,878</u>	<u>8,244</u>	<u>1,664</u>	<u>117,124</u>	<u>109,542</u>	<u>257</u>	-	<u>117,381</u>	<u>109,542</u>
Other income									6,064	3,704
Selling expenses									(2,298)	(2,282)
Administrative expenses									(44,981)	(47,115)
Other expenses									(300)	(2,109)
Finance cost									(103)	(111)
Profit before income tax expenses									75,763	61,629
Income tax expenses									<u>(15,004)</u>	<u>(11,393)</u>
Profit for the period									<u>60,759</u>	<u>50,236</u>

18. 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:

18.1 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
	2016	2015	2016	2015
Currency: Baht				
Payable within				
1 year	34.9	35.6	34.9	35.3
2 to 3 years	28.3	39.1	28.3	39.0
	<u>63.2</u>	<u>74.7</u>	<u>63.2</u>	<u>74.3</u>
Currency: US dollar				
Payable within				
1 year	0.01	0.06	-	-
	<u>0.01</u>	<u>0.06</u>	<u>-</u>	<u>-</u>

18.2 Guarantees

As at 30 September 2016, there were outstanding bank guarantees of approximately Baht 108.1 million (31 December 2015: Baht 135.2 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
	2016	2015
Performance guarantees	107.8	134.9
Guarantee electricity use	0.3	0.3
	<u>108.1</u>	<u>135.2</u>

(Unaudited but reviewed)

18.3 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		Exchange rate as at	
	financial statements		financial statements			
	30 September 2016	31 December 2015	30 September 2016	31 December 2015	30 September 2016	31 December 2015
	(Million)		(Million)		(Baht per 1 foreign currency unit)	
Financial assets						
US dollar	-	-	0.2	0.2	34.5243	35.9233
Financial liabilities						
US dollar	0.05	0.9	0.05	0.9	34.8755	36.2538

19. Fair value of financial instruments

As at 30 September 2016, 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 1.0

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

20. Approval of interim financial statements

These interim financial statements were authorised for issue by the Company's authorised directors on 3 November 2016.