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38TH ANNUAL GENERAL MEETING

MD & CEO'S ADDRESS

JULY 17, 2024

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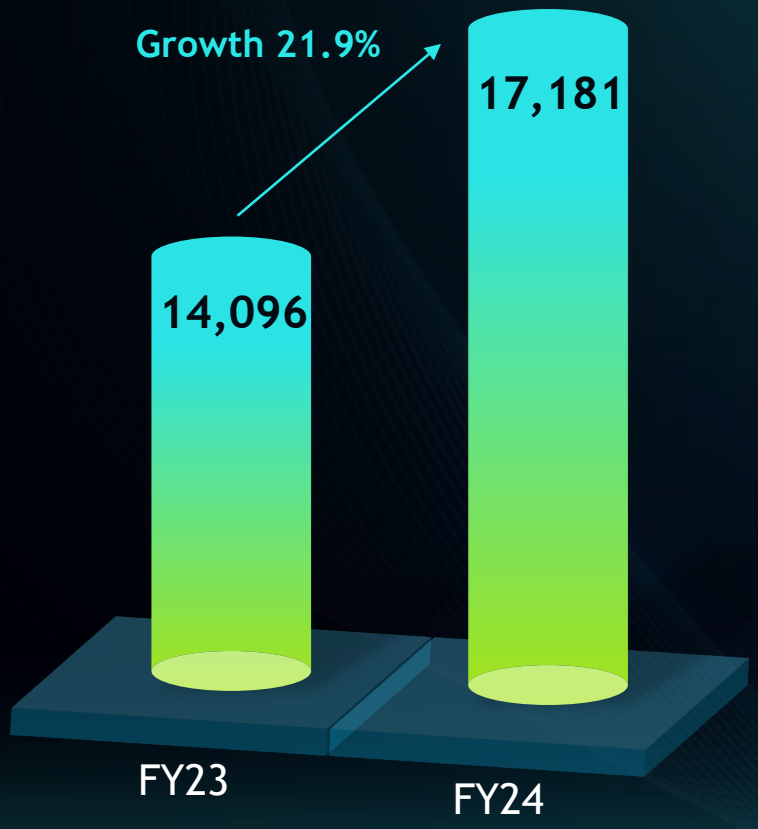
LOOKING BACK AT THE KEY METRICS

INCREASING RELEVANCE OF OUR DIGITAL FABRIC

ENABLERS – AI, HUMAN CAPITAL, SOCIETY

Data Revenue (₹ Crores)



Million Dollar Club

+18
FY23-FY24

5 Million Dollar Club

Customers Added

Digital Portfolio Revenue (₹ Crores)

Digital Portfolio 41% of Data Revenue

*Includes NetFoundry

EMERGING HYPERCONNECTED ECOSYSTEMS HELPING US INCREASE OUR RELEVANCE

Real Time

Always ON –
Anywhere ON

Seamlessly
Collaborative

Intelligent &
Always Learning

We are

The Digital Fabric

enabling enterprises to succeed in their

Hyperconnected Ecosystems.

OUR DIGITAL FABRIC WELL POSITIONED TO SERVE THESE NEEDS

B2B specialist with curated digital solutions

Most performant network with direct connection to **35%** Internet routes

600+ MNO relationships enabling mobile connectivity in **170+** countries

Unparalleled breadth and depth in the Digital Portfolio

WHAT IS DRIVING DEMAND FOR OUR DIGITAL FABRIC?

Emerging Trends & Opportunities

Network

Convergence of Network & Security, Wired & Wireless

Cloud Networking category due to rising complexity/cost

Need to modernize networks due to evolving landscape

Consistent security & user experience for users accessing any resource

Cloud & Security

Hybrid, complex cloud landscape - Private + Public + Purpose built clouds, increasing security & compliance needs

Digital transformation increasing complexity/ attack surface, including AI

Interaction

Need for convergence of diverse interaction channels

AI - ML driven personalised interactions

IoT

Integrated Hardware & IoT platforms

Complexity resulting from multi-modal connectivity

Intelligence at “Edge”

MEDIA & ENTERTAINMENT SERVICES - A FUTURE OF WOW, DELIVERED NOW

KEY TRENDS

- Increasing volume of content
- Cost pressure
- Need to personalize content
- Emergence of Cloud, Gaming, and Interactivity

OUR OPPORTUNITY

A $12 Bn Addressable Market

- Video Transmission
- Video Production

A $10 Bn Addressable Market

- Media Hub
- Media Cloud

Star | TATA COMMUNICATIONS – Official Broadcast Connectivity Provider of Formula 1® | motoGP – TATA COMMUNICATIONS CONNECTIVITY SUPPLIER | PGA TOUR

Global Streaming Majors

OUR RIGHT TO WIN

- Global media transport network to 400+ cities
- *CloudLyte* edge platform with 26 global & 7 regional edge locations
- Leaders in video transmission network, with onsite & remote production
- Media Hub - A full suite of cloud-based solutions

INVESTING IN THE FABRIC - ACQUISITIONS PAYING OFF

Switch

Expanded addressable market, created a **future ready Media Services foundation** leveraging core infrastructure & customer relationships to enter high revenue Transmission & high growth PaaS & Digital Production segments

Internal Synergies

- Synergies through integration of Network (100G Pan US network), Facility and Manpower derived
- All operations & support functions integrated

External Synergies

- Cross-Sell synergies kicking to ramp up Revenue including Production services

New **World Class Production** facility in Los Angeles

Kaleyra

Expanded Addressable Market by building on strengths in "messaging" to other **"non messaging" channels** – WhatsApp, Rich Communication Services (RCS), Emails & Conversational Commerce

Internal Synergies

- Operations & support functions being integrated
- Platforms and Gateways consolidation: Started migration of customers from legacy platform

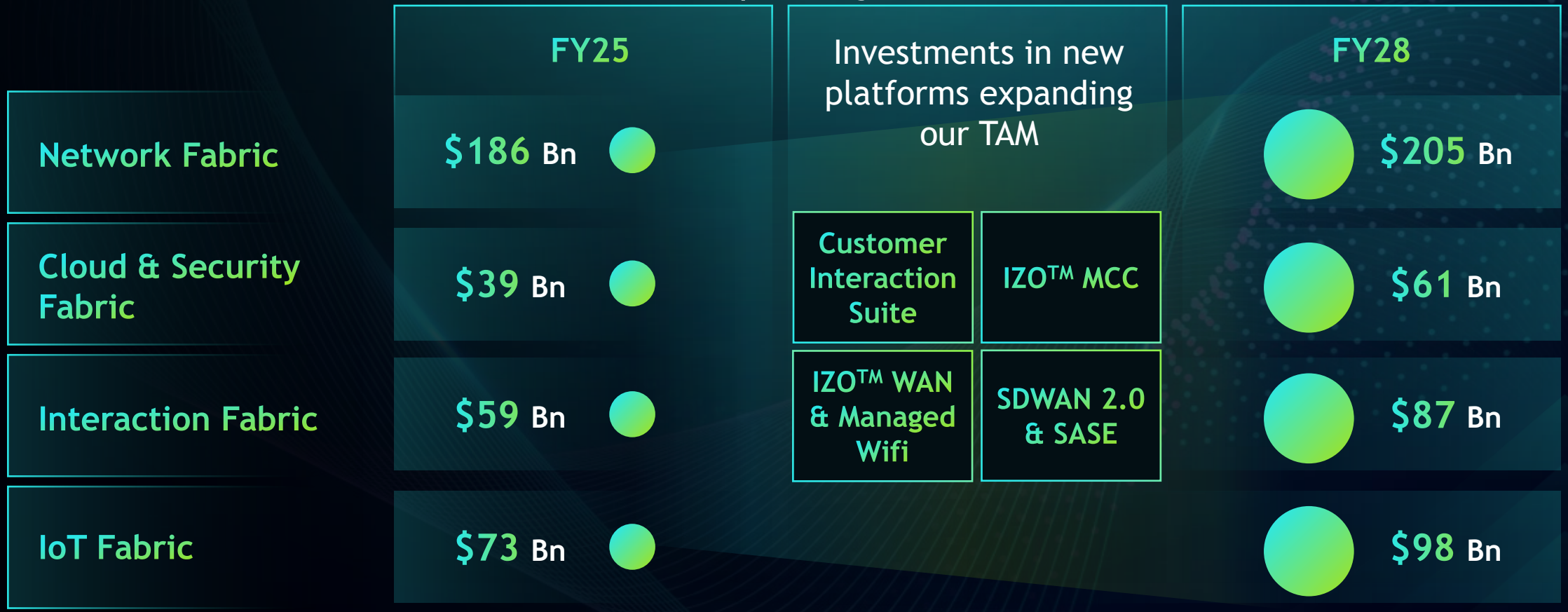
External Synergies

- Sales channel integration & Cross-Sell synergies - Cross leads in funnel with both Kaleyra & Tata Comm products
- Creating **"Customer Interaction Suite" and embedding AI**

OUR RELEVANCE IS GROWING

Our TAM is expanding

As enterprises prioritise digital transformation, the available market of our digital fabric is expanding



Source: Enterprise Spend on private connection to cloud: 2021-2026 Enterprise Network Equipment by Market Segment, Worldwide, 2021-2027; Communications Services, Worldwide, 2020-2026, 2Q 2022; F&S Enterprise Data Services,2022

EMBEDDING AI IN OUR INTERNAL PROCESSES

Investments in AI

AI CoE

20+
Data Science and Modeling teams

Upskilling

1,240+
Employees trained in AI

Projects

40+
AI projects funded

Impact on Efficiency

Banked Benefits

$4.2 Mn
from efficiency gains

97%
Trouble ticket automation in service assurance

60%
Of India orders Zero touch auto feasibility engine

30% reduction
in service downtime with IP backbone routing

26%
reduction in L&D costs
Talent central powered by AI

EMBEDDING AI IN THE PRODUCTS

Network Fabric

Network Analytics

Network fault prediction & bandwidth on demand

Exceeding industry benchmark, 80% accuracy

Cloud & Security Fabric

AI Cloud

Platform as a Service & Infrastructure as a Service

TATA COMMUNICATIONS NVIDIA

Security

AI for advanced threat detection & response

Interaction Fabric

Customer Interaction Suite

Conversational AI

AI based Orchestration

IoT Fabric

IoT Video Analytics

Computer vision driven opportunities

MOVE™

Predictable SOTA updates based on best window

CONTINUED FOCUS ON CREATING HUMAN CAPITAL

85%
Employee Engagement Score

300 basis points higher than Global Telecom Top Quartile
100 basis points higher than Global Best Employer

Benchmark
Talent Attraction Scores

Higher than Global Best Employer and Global Telecom TQ

990 Basis Points
Reduction in overall attrition

9.6
Average Learning Person Days

27% growth over FY23

22.5%
Diversity Ratio

Increase in diversity by 70 basis points

1480 Basis Points
Reduction in women attrition

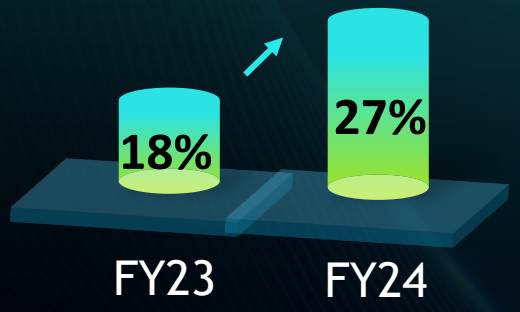
* Kincentric survey 2023

OUR ESG INITIATIVES ARE ALIGNED WITH TATA GROUP'S PROJECT AALINGANA

Planet

Sustainability journey has gathered pace

Share of Renewable Energy increasing



Validated Science Based Target Initiative (SBTI) Carbon program institutionalised

Carbon Disclosure Project (CDP):
Recognised in the **"Leadership"** band

Community

Community at the heart of everything we do

DRIVE
Now, for Them | 2022

Volunteering
6.5 per capita volunteering hours
Lives touched – **330,600**

TATA Affirmative Action Program Assessment
(SC/ ST, Marginalized Women & Persons with Disabilities)
Recognised in the **"Leadership"** band

Climate Resilient Village - Meghalaya
Smart Cookstoves & Solar Electrification for **30k** households

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THANK YOU!