

The background features a stylized globe with a network overlay. The globe is composed of a grid of dots connected by lines, creating a mesh-like structure. The dots are in various shades of blue and white, and the lines are thin and light blue. The globe is positioned on the left side of the image, with the network overlay extending across the entire background.

**TATA** COMMUNICATIONS



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# TATA COMMUNICATIONS ANNUAL GENERAL MEETING

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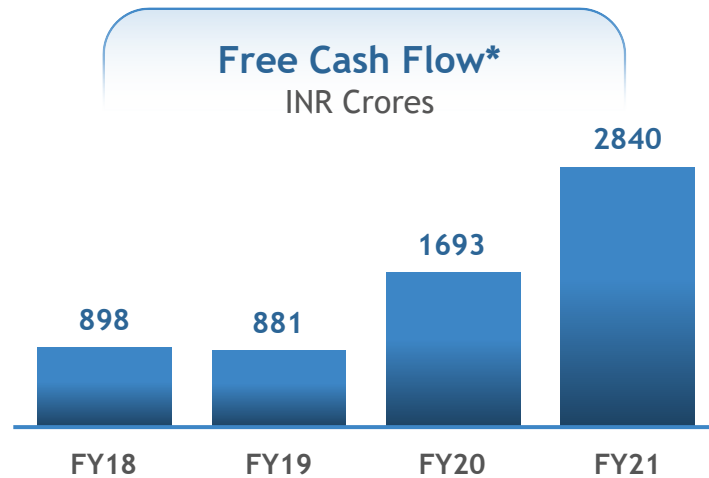
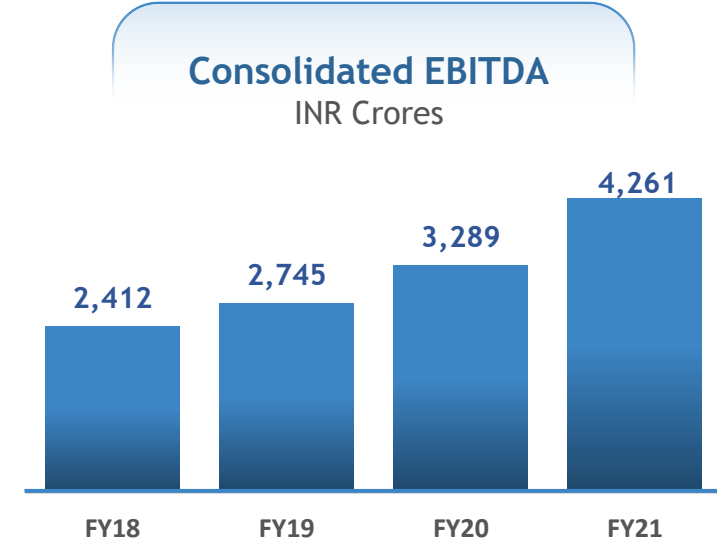
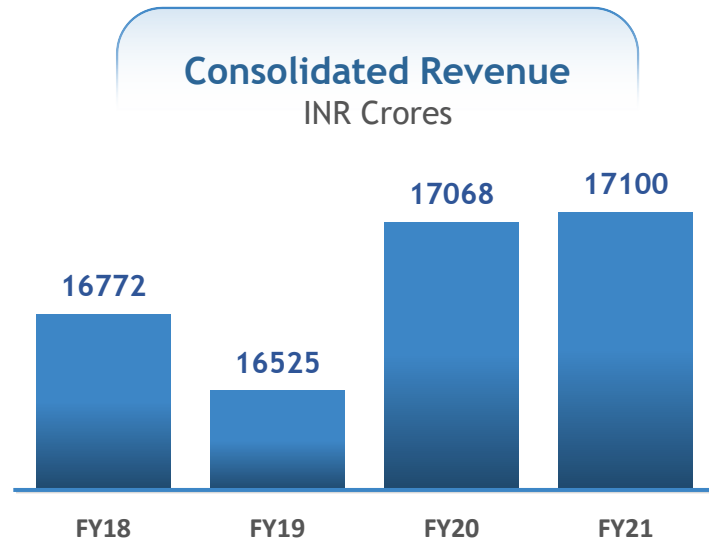
30/06/2021

## SAFE HARBOUR

Some of the statements herein constitute “**forward-looking statements**” that do not directly or exclusively relate to historical facts. These forward-looking statements reflect our intentions, plans, expectations, assumptions and beliefs about future events and are subject to risks, uncertainties and other factors, many of which are outside our control. Important factors that could cause actual results to differ materially from the expectations expressed or implied in the forward-looking statements include known and unknown risks. Because actual results could differ materially from our intentions, plans, expectations, assumptions and beliefs about the future, you are urged to view all forward-looking statements contained herein with caution.

Tata communications does not undertake any obligation to update or revise forward looking statements, whether as a result of new information, future events or otherwise.

## FIT TO COMPETE



Stable Revenue trajectory; Data business continues to be growth driver



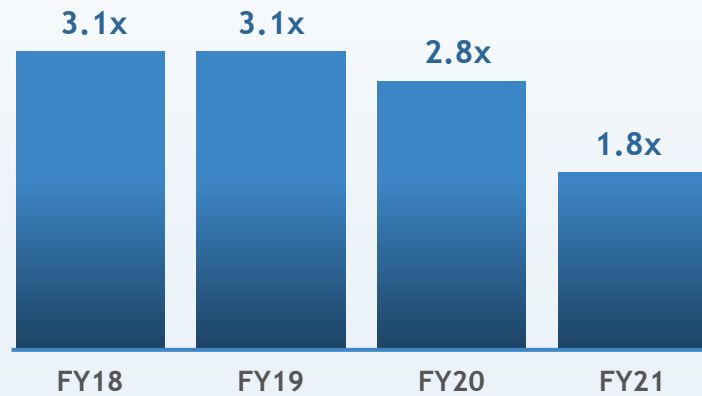
Robust EBITDA growth on the back of strong operating performance



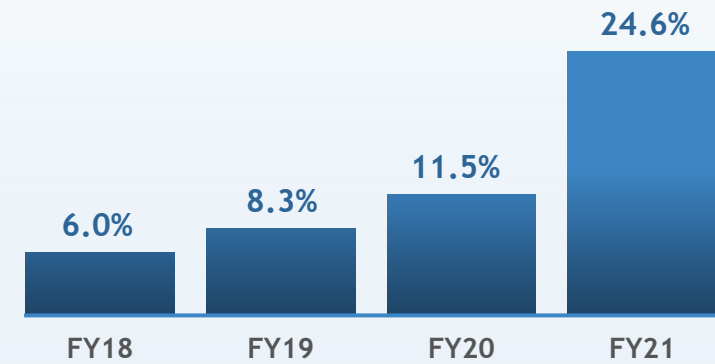
Strong Profitability and Cash Flow generation

## FIT TO COMPETE

Net Debt to EBITDA



ROCE



### HIGHLIGHTS OF THE YEAR

Positive  
Net-Worth  
Trajectory

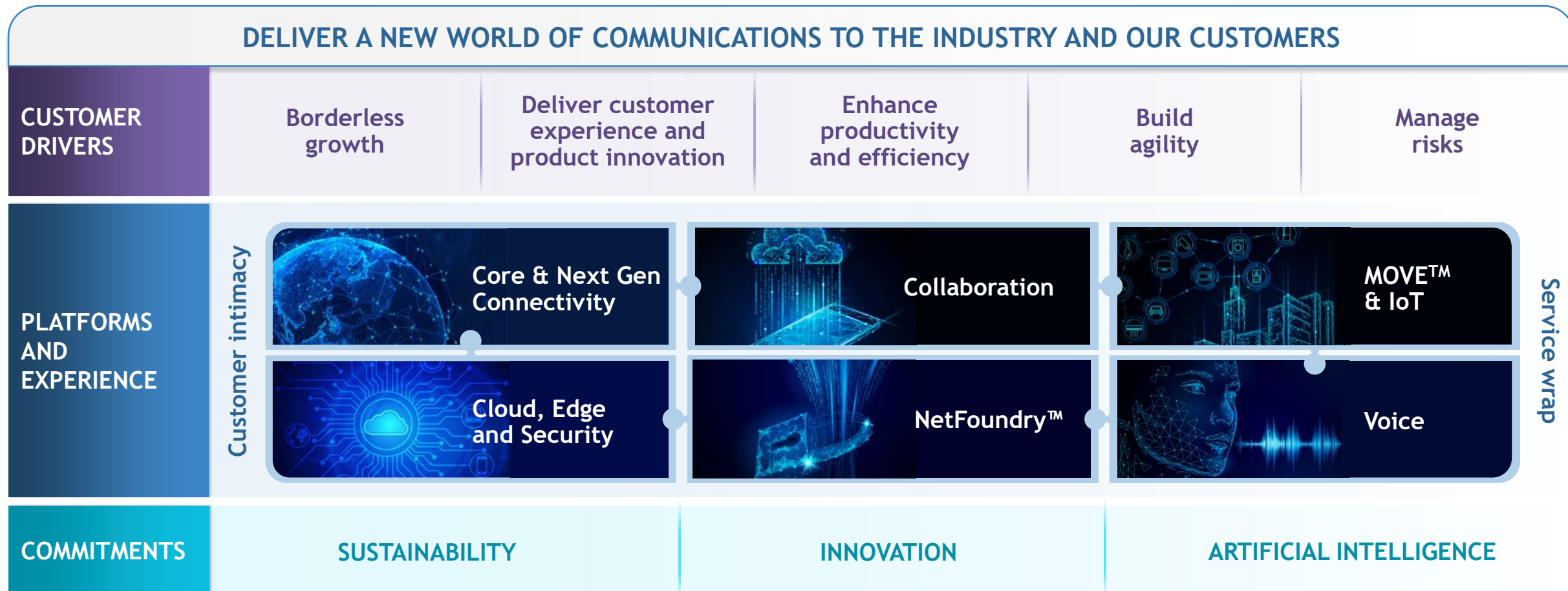
Highest PAT in  
11 Years; INR  
1,251 Cr

Dividend at INR 14 per  
share; Increase of 3.5  
times over last year

Over 450%\*  
- Increase in  
Stock Price



# TATA COMMUNICATIONS AS A DIGITAL ECOSYSTEM ENABLER



## CUSTOMER FOCUS



**DEEPER WITH FEWER**



**EARLY-STAGE EXECUTION RIGOUR**

Executive sponsorship, Proactive proposals based on customers' digital roadmap

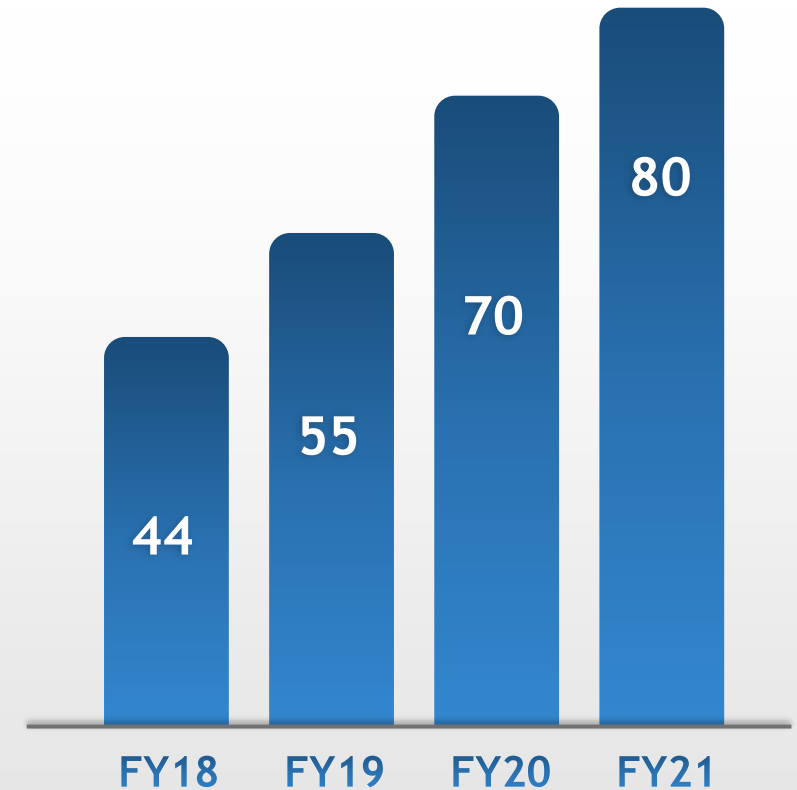


**DRIVE CROSS-SELL / UP-SELL, SELF-SERVICE (PORTAL-ENABLED) CONNECTIVITY**



**DRIVING OUTCOMES**

Funnel addition,  
Improvement in win rate,  
New customer acquisition



**NPS® TREND OVER THE YEARS**

## INVESTING IN GROWTH AND INNOVATION



### CONNECTIVITY

- New Internet Access Solutions (ECO-Internet, IZO™ Internet India)
- On-Demand Connectivity Solutions
- IZO™ Cloud Edge - A virtualised network edge platform to offer optimised multi-cloud access



### COLLABORATION AND CONNECTED SOLUTIONS

- Cross-platform UCaaS capabilities
- Cloud communications with APIs
- Intelligent connected solutions - MOVE™ platform



### CLOUD AND SECURITY

- Container as a Service
- Data as a Service
- Bundle cloud security with network services
- SASE, SD-WAN and NetFoundry™



### TC<sup>x</sup> - TATA COMMUNICATIONS CUSTOMER PORTAL

- Visibility and transparency across the customer journey
- Front-end customer experience automation
- Self Service portal to improve customer experience and sales process efficiencies

## RECOGNISED FOR EXCELLENCE BY THE INDUSTRY

### PORTFOLIO



- **Leader** in Gartner Magic Quadrant for Network Services, Global | 8th time



- **Leader** Asia/Pacific Next-Generation Telcos: Telecom Services 2020 | 1st time
- **Leader** Asia/Pacific Communications SP SD-WAN Managed Services 2020 | 1st time



- **Leader** Global Video CDN Scorecard | 1st time
- **Leader** Remote Production on IP | 1st time

### EMPLOYEES



Certified in US, Canada, India, Hong Kong, and Australia



India



India



India



# EMBEDDING SUSTAINABILITY ACROSS BUSINESS OPERATIONS



- **H&S Management System (ISO 45001) certification** of 15 facilities
- **3,722** Industry-standard and in-house Certifications; 35% YoY increase in person-days of learning
- **112,782** learning person days
- **22%** Diversity Ratio



- **DRIVE Week**
- Total **Community outreach of 4 lakh individuals**
- 7,500+ employees volunteered, contributing **31,000 volunteering hours**
- **118,000+** COVID-19 beneficiaries



- Carbon Disclosure Project 2020: **Received 'A-' leadership score**
- **14%** electricity used from **renewable sources** (wind or solar)
- **Reduced 3:1 GHG** for customers by providing low carbon and green products and services



## MAINTAINING BUSINESS CONTINUITY FOR CUSTOMERS



Agile cross-  
function team



Adaptive frontline  
field force



Ahead with  
proactive planning

# HELPING EMPLOYEES AND COMMUNITIES DURING COVID

## SUPPORTING EMPLOYEE WELLNESS



## PROVIDING RELIEF TO COMMUNITIES





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# LEADERSHIP WITH TRUST

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