



CORPORATE OVERVIEW

Our Background

Tata Communications, part of the \$67.4 billion Tata Group, is a leading global communications provider that has undergone a critical transformation over the past three years to globalize its innovative service offering.

The Tata Communications brand, launched in February 2008, encompasses VSNL, VSNL International, Teleglobe, CIPRIS and Tata Indicom Enterprise Business Unit into one umbrella brand.

Fuelled by the financial stability and long-term strategic vision of the Tata Group, the company launched operations in the North America, EMEA and APAC to establish the local knowledge and presence to support a burgeoning global client base.

A global infrastructure forms Tata Communications' core foundation, which includes:

- An undersea cable network that represents one of the world's largest and most advanced networks
- A Tier-1 IP network that provides a seamless Internet backbone worldwide, now ranked No. 6
- 42 data centres and colocation centres that represent over 1 million square feet of space

On top of this robust backbone, sits Tata Communications' voice and data businesses, serving service providers, multi-national corporations and large & medium-sized enterprises globally. Tata Communications currently carry 40 billion minutes of international wholesale voice traffic annually and 1,600 Petabits of Internet traffic, with offerings ranging from very high speed connections and global MPLS virtual private networks to managed Telepresence services and media and entertainment solutions.

Core Value Proposition

As one of the leading Indian conglomerates, the Tata Group has a long and highly respected history of achievement and contribution to the many markets, industries and communities it serves.

Tata Communications acts as the flagship global telecommunications and technology solution leader, leveraging its track record of successes, global investments and emerging market strengths to continue to forge new global ground and create additional successful ventures as part of the Tata Group success story.

Our Strategic Relationships

Tata Communications is a truly global communications provider with operations, infrastructure and partnership across established and emerging markets. The company's strategy is based on its strong presence in the emerging markets, its portfolio of IP and Cloud services, its strategic partnerships and its transformation to a Managed Services business model.

Tata Communications focuses on serving key vertical segments, including banking & financial services and media & entertainment, as well as providing catalyst services such as Telepresence, Content Delivery Networks and Ethernet solutions.

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The company's scale of transformation services partnerships include:

- 1,600 service providers
- 785 mobile operators
- 650 IP customers
- 480 direct voice bilaterals
- 55 IP peering partners
- 40+ Network to Network Interfaces (NNIs)

Tata Communications has forged partnerships spanning the consortium of cable operators, including SEACOM, SEA-ME-WE 4, C2C, SAFE, EAC, APCN-2, Americas 2, CANTAT 3, 121 and others.

For global bandwidth exchange across Asia, Europe and the U.S., Tata Communications manages alliances with BT, C&W, France Telecom, T-System, Telecom Italia, AT&T, Verizon Business, Sprint, SingTel, NTT, Telstra, KDDI, Telecom Malaysia and many more.

Tata Communications is a partner of the Metro Ethernet Forum (MEF), the pre-eminent industry organization dedicated to facilitating the adoption of Ethernet networks and services. Tata Communications' Ethernet Private Line and Dedicated Global Ethernet Services are compliant with the international MEF14 and 9 specifications. Tata Communications collaborates with the MEF and its other members to develop Ethernet standards.

A Brief History

In 2003, Tata Communications (then VSNL) decided to pursue international expansion and in 2003 formed a wholly-owned subsidiary, VSNL America. The company built its first international cable between India and Singapore that year.

Part of VSNL's global expansion strategy was to grow through acquisitions:

- **In 2004**, VSNL acquired the narrowband and broadband businesses of Dishnet's ISP division
- **In 2005**, it acquired Tyco Global Network (US) submarine cable network, and in 2006 acquired Teleglobe (Canada) an international mobile, data and voice network company, and also acquired the Indian ISP, Direct Internet Ltd
- **In 2007**, the VSNL's name was changed to Tata Communications Limited (Tata Communications)
- Subsequent global strategic investments were made in operators in South Africa (Neotel), Sri Lanka (Tata Communications Lanka Limited), and Nepal (United Telecom).

In 2008, Tata Communications launched the first truly global CDN service on a state-of-the-art, single ASN global IP network throughout Europe, Asia, North America and India. Tata Communications' next-generation CDN service, powered by BitGravity's technology, delivers the highest performance and reliability in the industry while providing immediate access to content, including High-Definition Video, without delay or jitter, and the highest levels of throughput for end users. Following this, Tata Communications acquired BitGravity in February 2011 as part of its long term media and entertainment strategy.

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Also in 2008, Tata Communications launched Telepresence Exchange Services, the world's first to offer both private and public Telepresence rooms to businesses across the world. This groundbreaking service enables a broader ecosystem of connected rooms and provides a powerful collaboration tool that transformed the way enterprises do business.

Today, Tata Communications is the market-leading provider of Telepresence services. The service includes public Telepresence rooms located in hotels and business centres in all major cities, a growing private room customer base and hosted and managed services. Each public and private Telepresence room is then linked to a wider Tata Communications Telepresence network via its Global Meeting Exchange (GMX). The GMX enables meetings to take place between any private or public room on its network; as well as rooms on the networks of Tata Communications' Intercarrier-Exchange partners, BT and Telefonica, and the National LambdaRail network, which links leading US universities.

Tata Communications currently has the largest global network of public Telepresence rooms and is present in 30 major cities across five continents, with its 33 rooms spanning 17 countries.

Both the Global Meeting Exchange and Intercarrier Exchange initiatives with other operators have been industry firsts and have enabled Tata Communications to continue to provide the broadest number of connections, regardless of service provider or operator.

In 2009, Tata Communications completed the US \$250 million TGN-Intra Asia Cable System, a 6,700 km multi-terabit cable system, connecting Singapore, Hong Kong, Japan, Vietnam and the Philippines. The cable system is part of a major expansion initiative in the APAC market.

The company is constructing a new TGN Eurasia System linking Mumbai directly to Paris, London and Madrid via Egypt. When combined with Tata Communications' strategic significant capacity ownership on other cable systems and its privately owned TGN Atlantic and TGN India Asia systems, the TGN Eurasia System will enable the company to offer seamless and diverse connectivity between India, South East Asia, South Africa, Western Europe and the USA.

Tata Communications also upgraded its high-capacity Trans-Pacific submarine cable network to a 1-terabit capacity to serve increased customer demand between Asia and the United States.

Tata Communications owns and operates data centres on three continents and occupies approximately 1 million square feet of space. The company's hosting capabilities integrate directly into its global IP network to offer maximum traffic capacity into and out of facilities. Most recently, **in 2010**, Tata Communications added two new state-of-the-art data centre facilities located in Singapore and Pune to its global portfolio. These global data centres are centrally managed to provide consistent service delivery allowing customers to scale seamlessly as their needs develop.

Also in 2010, Tata Communications launched its next-generation Ethernet network in 24 nodes around the world, marking the industry's first use of 802.1ah Provider Backbone Bridging (PBB) on a global scale.

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For Tata Communications, 'going global' continues to be a key component of its growth strategy through its:

- Global network reach and focus on global infrastructure (vs. wireless). Tata Communications has the global network infrastructure, the expertise, and the global account teams to support customers around the world
- Value-add services that improve business collaboration and productivity for customers. These services include offerings such as Telepresence managed services that offer a life-like, virtual communication tool as an alternative to business travel; right through to media entertainment solutions such as Mosaic, a cloud-based media management service, which enables a truly collaborative production process

Building Strength on Strength

Tata Communications achieved annual FY2010 revenues of \$2.4 billion. 73 per cent of Tata Communications' global revenues are generated outside of India. Breakdown as follows:

- India (27 per cent)
- US (18.05 per cent)
- UK (9 per cent)
- Canada (4.5 per cent)
- Rest of the world (41.45 per cent)

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India and its ADRs are listed on the New York Stock Exchange. (NYSE: TCL)

Our People

Tata Communications is a global company with offices and people around the world. The company has its offices in more than 80 cities in over 50 countries and employs seasoned professionals from around the globe.

Of the 6,400 employees, 19 per cent are located outside India, mostly in sales and marketing, product management and technology. Tata Communications is made up of several cultures from across the globe, hiring the best talent for the job irrespective of location. The company is expanding its workforce; in FY10 its workforce increased by 10 per cent with the addition of 600 new employees.

Tata Communications' executives comprise of 40 nationalities across 8 countries.

For more information, please visit www.tatacommunications.com.

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