



CORPORATE OVERVIEW

Our Background

Tata Communications is a leading global communications provider. The company has undergone a critical transformation over the past three years to globalize its innovative service offering through Tata Communications.

Fueled 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.

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

Our 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 has more than 600 direct and bilateral relationships with leading international voice telecommunications providers, ensures innovative services to more than 700 mobile operators and is one of the largest providers of Internet service directly connecting over 90 countries. The company's global operator customer base, comprised of more than 1,500 full wholesale customers, continues to grow rapidly.

The Tata Global Network encompasses one of the most advanced and largest submarine cable networks, a Tier-1 IP network, with connectivity to more than 200 countries across 400 PoPs, and more than one million square feet of data center and colocation facilities.

The Tata Global Network spans five continents, comprises major ownership in over 200,000 km of territorial network fiber and subsea cable capacity, and offers the greatest diversity to and within India. With Trans-Atlantic and Trans-Pacific data transfer capacity of 1 trillion bits per second, a global MPLS network and the world's largest VoIP network, Tata Communications' footprint provides an unparalleled platform to deliver scalable connectivity to key global business centers. As a market leader in the voice arena, Tata Communications has established extensive relationships that enable its mobile, carrier and ISP/Broadband customers to enhance their business.

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With Tata Communications' VoIP heritage and rollout of the new IMS compliant next generation network, the company has the vision, assets and expertise to overcome increasing industry challenges. In addition to offering an exceptional global voice services portfolio, including International Termination (VTS), Voice Peering/VoIP Link, Toll-Free (ITFS/UIFN), Local Number, and Managed Calling Card services, the company recently launched OneIPWorld.net, the industry's first thought-leadership platform for intelligence exchange in the IP and VoIP arenas.

Tata Communications has forged partnerships spanning the consortium of cable operators, including 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.

In 2008, Tata Communications expanded its presence in global emerging markets in particular China and South Africa. Through the signing of an Equity Joint Venture agreement with China Enterprise Communications shareholders, Tata Communications gained a 50% stake. Additionally Tata Communications acquired an additional 30% interest in Neotel, the second telecommunications network operator in South Africa, thereby holding an effective 56% stake in Neotel along with Tata Africa.

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.

Building Strength on Strength

Over the past several years, Tata Communications has invested in its domestic infrastructure to build an extensive connectivity and service suite in, to and within India. Tata Communications operates an expansive infrastructure that includes 56 earth stations, 11 international voice gateways, 70 submarine cables, 37,000 km of robust, fiber optic NLD backbone and a pan-global MPLS network. In the past few years, Tata Communications has migrated from being an India provider, to an India route specialist, to becoming India-enabled.

Tata Communications gives enterprises the competitive edge by leveraging its comprehensive connectivity infrastructure and capitalizing on the latest technologies, such as WAN Ethernet, MPLS, VoIP, WiMAX and a portfolio of Hosted Contact Center solutions, as well as state-of-the-art Telepresence Exchange Services, Business Messaging, Managed Hosting, Managed Storage, Managed Security and Disaster Recovery solutions

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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.

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

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 centers 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. In 2009, Tata Communications announced plans to open two new data centers in Singapore and London. These global data centers are centrally managed to provide consistent service delivery allowing customers to scale seamlessly as their needs develop.

Tata Communications is the market-leading provider of Telepresence services with a comprehensive offering for enterprises' ecosystem of users globally. The service includes Cisco-certified TelePresence network, a hosted and managed service, the world's first public rooms and soon, the world's first open global Telepresence exchange. Tata Communications currently has public rooms in India – Mumbai, Bangalore (x2), Chennai, Hyderabad and Gurgaon; London and Boston, with plans to expand their network of rooms significantly around the world by the end of 2009

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Our People

Tata Communications' global offices span 6 continents, 40 countries, 137 nationalities and a vast pool of expertise in the communications and technology sectors. Rooted in a steadfast commitment to conduct respectable, sustainable and ethical business, Tata Communications continues a tradition of developing and deploying innovative solutions for existing and emerging markets worldwide. The company's international team reflects the dynamic and diverse market Tata Communications serves.

Leveraging Integrated Service Capabilities

One of the most critical value-add services Tata Communications has to offer is Business Transformation for Carriers, which provides telecom BPO and consultancy services to telecommunications companies around the world. Delivering solutions for all stages of the wholesale process, Business Transformation for Carriers improves efficiency and drives customer value through a comprehensive set of solutions.

Advancing a Global Vision

By strategically integrating the three building blocks of Tata Communications' core domestic strengths, global network assets and software and systems integration capabilities, the company is committed to enriching its customers' business with global communications solutions, as well as a suite of enterprise products encompassing Network, Data Center and Collaboration tools that provide unequalled flexibility and scalability and ensure reduced TCO. Tata Communications combines its strengths with ownership and operation of one of the largest, most scalable cross-border, trans-oceanic networks in the world. By leveraging its infrastructure and operational advantages, Tata Communications delivers a uniquely flexible and scalable model to its partners and customers.

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