



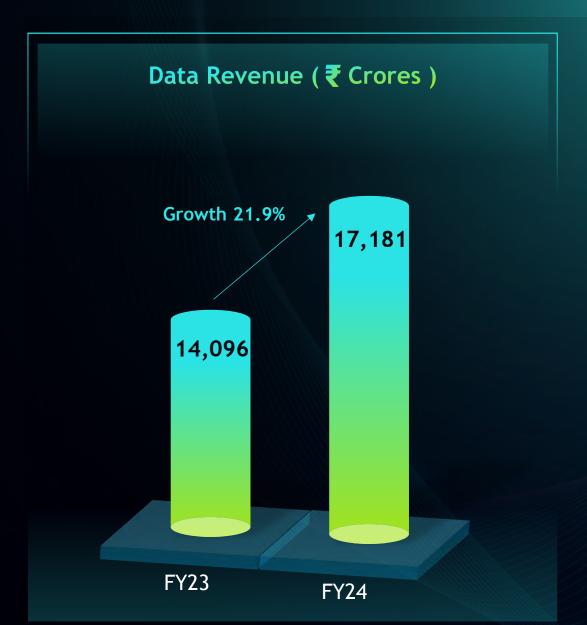
SAFE HARBOUR

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 beyond 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.















Digital Portfolio 41% of Data Revenue





RIDING THE INDIA GROWTH STORY; SCALING INTERNATIONAL WITH DIGITAL FABRIC





RIDING THE INDIA GROWTH STORY; SCALING INTERNATIONAL WITH DIGITAL FABRIC

Market leader in BFSI, ITeS, Manufacturing & Retail; Digital Fabric deployed in key federal projects Leading the DC-DC connectivity, modernisation and

enablement of cloud journey of enterprises

9

~30%

(FY23-24)

Overall Enterprise Data Revenue Growth

Investments in new platforms will expand TAM and Wallet Share in International markets



Aspiration to reach \$1 Bn in revenues from US in medium term





THE FUTURE IS HYPERCONNECTED ECOSYSTEMS











We are The Digital Fabric

enabling enterprises to succeed in their

Hyperconnected Ecosystems.



OUR DIGITAL FABRIC WELL POSITIONED TO SERVE THESE NEEDS







Tata
Communications
Digital Fabric







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 to cater to evolving landscape
 & fluctuating business demand
- 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



lol

- Integrated Hardware & IoT platforms
- Complexity resulting from multi-modal connectivity
- Intelligence at "Edge"



NETWORK FABRIC: WHAT IS OUR RIGHT TO WIN?

- Investment in transforming the Tier 1 network which is now software defined - composable, intent based & intelligent platform with on demand service features
- Investment in new platforms such as Multi Cloud Connect, a software defined cloud interconnect platform; to the cloud, within the cloud & between the cloud
- Olobal scale, converged network capability to offer end to end predictable performance & SLAs in 150 countries, with AI/ML enabled proactive management capabilities
- Notistic SDWAN/ SASE deployment: Automation led delivery & AI led assurance

Transforming enterprise networks with 1st time right deployment 99.8% of times 95%+ proactively identified 1st level fault diagnosis









AIRFRANCEKLM GROUP



CLOUD & SECURITY FABRIC: WHAT IS OUR RIGHT TO WIN?

CLOUD

- Fully compliant & purpose-built sovereign cloud
- No lock in, performant & scalable cloud
- Investment in & launch of CloudLyte an Edge Platform

Direct connectivity to all cloud giants with

30% reduction in total cost of ownership

SECURITY

- Eliminated blind spots & reduced attack surface with cloud enabled threat detection platform (Cloud SOC)
- Quick time to value with rapid on-boarding on threat detection platform (Cloud SOC)

90% Reduction in Mean Time to Detect/Respond



symrise 🕏









INTERACTION FABRIC: WHAT IS OUR RIGHT TO WIN?

- Omprehensive Customer Interaction Suite Combined capabilities of Next-Gen CPaaS, CCaaS and UCaaS platforms for seamless integration & reduced total cost of ownership
- Next-gen interaction platform with rich OTT conversational channels and hyper personalized intelligent interactions

Ranked 7th globally by Juniper Research with 60 Bn+ interactions in a year









SOPHOS





IOT FABRIC: WHAT IS OUR RIGHT TO WIN?

- Unique capability to offer seamless & converged connectivity through Mobile as well as Stationary networks 4G/5G, Private 5G, LoRa WAN, WiFi 6
- Multi-access, insight rich, secure and modular IoT enablement & orchestration platform for global deployments
- IoT Fabric empowering MVNOs/MNOs to provide a seamless digital experience to their customers

"Established Leader" in Juniper Research Cellular IoT & eSIM 2024 Leaderboard











OUR RELEVANCE IS GROWING

Our TAM is expanding

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

FY25 Investments in new **FY28** platforms expanding and deepening our TAM \$186 Bn \$205 Bn **Network Fabric** Customer **Cloud & Security** IZOTM MCC \$39 Bn Interaction \$61 Bn **Fabric** Suite IZOTM WAN SDWAN 2.0 \$59 Bn \$87 Bn **Interaction Fabric** & Managed & SASE Wifi \$73 Bn \$98 Bn **IoT Fabric**



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



Increasing volume of content getting distributed

Cost pressure from uptick in media rights spend

Need to personalize content experiences for fans across demographics

The trinity: Cloud, Gaming, Interactivity







Global Streaming

Majors

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



CloudLyte edge platform for Media with 26 global and 7 regional edge locations

Media Hub - A full suite of cloud-based solutions coupled with super dense edge nodes



LEVERAGING THE COMMTECH PLAY

The adoption of our Digital Fabric is increasing









EMBEDDING AI IN OUR INTERNAL PROCESSES







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 (S) ON INVIDIA





Security

Al for advanced threat detection & response

Interaction Fabric

Customer Interaction Suite

Conversational AI

Al based Orchestration

IoT Fabric

IoT Video Analytics

Computer vision driven opportunities

MOVETM

Predictable SOTA updates based on best window



WELL POISED TO CAPTURE THE AI OPPORTUNITY

Our Al Cloud Architecture Workloads







Our Offerings Snapshot

GPU as a Service

Scalable GPU clusters with flexible reserve & on-demand hourly rates

Model as a Service

Open-source or proprietary pre-trained models accessible via APIs

Inferencing as a Service

Customer-specific, fine-tuned models via tokens



We are ready to leap big



We will invest for long term



DIGITAL FABRIC MUST FOR ENTERPRISES TO ACCELERATE AND EMBRACE AI

Al Embedded Tata Communications Digital Fabric **Products & Platforms** Al Cloud as a **Al Native Products Platform** Relevance Quotient is accelerating fast



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

People

Our investment in capacity & capability is bearing fruit

Top Quartile, benchmark ESAT: 100 bps more than average for Global Best Employers*

Fostering "Learning Organisation"

9.6 Learning Days Per Year, an industry benchmark, 82% delivery thru' Digital platforms; omni channel, omni device

Gender Diversity

Y-o-Y increase of 80 bps Y-o-Y increase in Women in Middle Management by 180 bps

Planet

Our 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



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 Program in Meghalaya

Smart Cookstoves & Solar Electrification for 30k households



WE ARE NOT STOPPING HERE, THE JOURNEY CONTINUES



Focused to deliver sustainable and profitable growth





TECHNOLOGY CONTINUES TO BE ON TOP OF THE AGENDA OF CEOS

45% of CEOs

Think that their organizations will be unviable without change



Mortality rate is increasing

#1

Digitisation/Technology is the top area of strategic shifts identified



Technology as the savior

88% of CEOs

Struggle to capture value from tech investments



Tangible ROI of tech investments



INDIA CONTINUES TO OFFER GROWTH OPPORTUNITIES



India Market Trends

- Demand for integrated solutions
- Co-creation approach v/s standard solutions
- Government spends on cloud, security, citizen services
- Retail players aiming IT simplification
 & real-time analytics to drive
 efficiency and agility



























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 & real-time analytics to drive
 efficiency and agility



DP&S share increased by increased by 50% in 5 years



Large Deal count increased 2x in 2 years



22% increase in average Deal Size in 2 years



Major drivers of growth -> CIS, Cloud & Next Gen Connectivity



THE INTERNATIONAL MARKET TRENDS INDICATE MANY AREAS OF PARTICIPATION



Customer Trends

- Cost Transformation as a lever to fund innovation
- Need for demonstrating ROI and business outcomes for tech investments
- Prioritizing investments on propositions with specific industry use cases
- CX Transformation a key focus across industries
- Banks warming up for Network
 Transformation





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DP&S share increased by 90% in 5 years



2x growth in new logo acquisition in 2 years



81% increase in funnel in 2 years with DP&S Funnel growing @ 104%



Large Deal count increased by >2x in 2 years



OUR CUSTOMERS PRIORITIES IN KEY TECH AREAS ALIGN WITH OUR VALUE PROMISE



Key challenges with Public Cloud

72%

Cost escalation

56%

Security concerns



Multi-Cloud management challenges

64%

Management complexity

48%

Unpredictable costs



Network
Transformation
and SASE drivers

56%

Replacing VPNs for secure remote work Prioritising secure internet and private access

52%



Enterprises'
Customer Interaction
Platform strategy

56%

Enhancing omni-channel communication capabilities

80%

Changing current CIS strategy

Voice of Customer



...ENABLING US TO SCALE OUR KEY PROPOSITIONS











OUR BREADTH & DEPTH OF MARKET PARTICPATION IS INCREASING

New Buying Centres



New Areas of Participation



INCREASE SHARE OF WALLET



New Customer Segments

WIN NATIONAL CHAMPIONS
IN INTERNATIONAL MARKETS



FROM TECH DEBT TO TECH DIVIDEND VIA CLOUD SOLUTIONS

BUSINESS CHALLENGE

- Integrating New CRM & Contact Centre
- Inconsistent CX, High Cost, Legacy Tech Debt
- Integrating multiple clouds & platforms
- Inconsistent application performance



Empowered cloud first experiences through contact center transformation & connecting public-private clouds across geographies

VALUE DELIVERED

- Scalable multi geography contact centres
- Higher NPS through superior CX
- Scalable & Performant architecture
- 90% of ticketing revenues with 100% availability

What Next

Cloud & Security Fabric

Network Fabric

Interaction Fabric



BRINGING WORLD'S THIRD LARGEST SPORTING SPECTACLE TO LIFE

BUSINESS CHALLENGE

- Transformation of complex TV production from onsite to cloud
- Multiple vendors for network, video transmission, production, security and collaboration
- Need for next generation host broadcasting capabilities on a digital platform



Exclusive Technology & Production partner for World Athletics

VALUE DELIVERED

- Scale: Deliver live video from 50+
 events annually to over 1 Bn
 viewers from 140+ countries
 globally
- Experience: Deliver low latency broadcast product with immersive experiences
- 30% reduction in cost
 through use of cloud & next gen
 edge to replace multiple vendors

What Next

Media Edge Solutions

Interaction Fabric

AI Cloud

New Area of Participation



ENABLING NEXT GENERATION OMNI CHANNEL CUSTOMER ENGAGEMENT

BUSINESS CHALLENGE

- No uniform CX & brand experience across dealers
- Declining service revenues
- Lower close rates
- Lack of centralized visibility



360-degree Digital Customer Experience across all four stages of buyer journey - Acquire, Transact, Serve, Retain

VALUE DELIVERED

- ~16% growth in post-sales revenue generation
- ~27% decrease in cost to serve
- 20% increase in customer outreach
- 30% reduction in manpower requirement

What Next

IoT Fabric

Network Fabric

Industrial Connectivity as a Service (ICaaS)

New Buying Centre



ENHANCING CUSTOMER EXPERIENCE FOR ONE OF THE TOP 3 UK RETAILERS

BUSINESS CHALLENGE

- Improve CX through omnichannel experience
- Reducing operational costs, be competitive
- Minimising losses due to theft and fraud
- Increasing in-store conversions and basket size

LEADING UK RETAILER

Cloud-based, omni-channel customer interaction platform

VALUE DELIVERED

- 220 Mn interactions annually improving CX by ~5%
- 20-25% reduction in operational costs*
- 15%+ reduction in theft/fraud through IoT, Vision tracking & Security solutions*
- 20%+ faster time to launch new stores through pre-packaged Edge solutions*

What Next

IoT Fabric

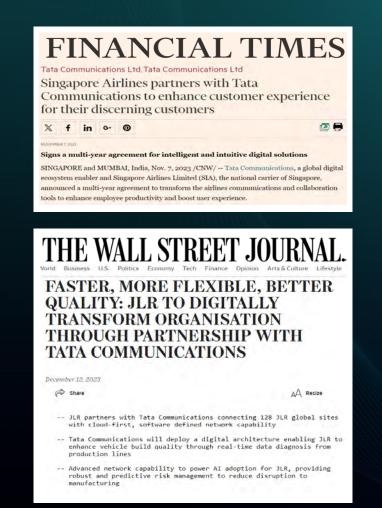
Interaction Fabric

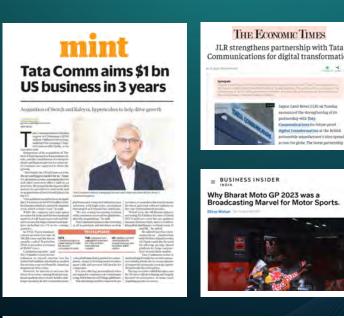
Industrial Connectivity as a Service (ICaaS)

^{* -} Estimated values - Project in progress



WE ARE BEING NOTICED FOR OUR IMPACT AND SUCCESSES...





MAUTOSPORT

How F1 partner Tata is laying the groundwork for 8K TV future

Just as Formula 1 pushes boundaries with technology on track, so too has it historically been at the cutting edge of developments with its television coverage. UK

Forbes

Tata Communications Sets Up For U.S. Growth with **Multicloud Strategy**

bt | Business Today

Tata Communications: Connecting the World to A Bright Future



propels the company forward. By focusing on financial turnaround and investing in future growth Director & CFO at Tata Communications.

Communications lies in its ability growth. When a company sets ambitious goals for o foster a culture of growth and lits expansion, employees recognize the potential for ambitious growth targets, believing stagnant. Therefore, we view growth as essential, akin to growth," says Amur Lakshminarayanan, Managing

to creating an environment where its position as a socially responsible organization. for women and marginalized communities, highlight Moreover, the company's emphasis the company's commitment to fostering inclusive on talent development and global growth and empowering individuals from diverse exposure sets it apart. Offering opportunities for backgrounds. Furthermore, its focus on environmental Tata Communications, under the leadership of employees to work across multiple countries and sustainability and societal impact underscores Tata Amur Lakshminarayanan, has been awarded for its cultures not only enriches their experience but also Communications' broader mission of contributing outstanding performance and best practices in several aligns with Tata's commitment to diversity and inclusion. positively to the communities it serves. By promotin

India



AND OUR MARKETING INVESTMENTS ARE STRENGHTENING OUR VISIBILITY ACROSS MARKETS

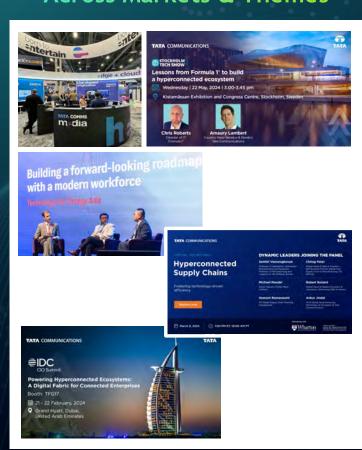
Accelerating Americas



Show & Tell Through Sponsorships



Strengthening Awareness Across Markets & Themes





OUR DIGITAL-LED MARKETING MOTION IS WIDENING AND SUPPORTING OUR SALES FUNNEL

Awareness



- Always on brand and product level ads
- · Value proposition and awards and recognition to build awareness and credibility

Consideration / Retargeting





- Showcase domain expertise with specific products/ propositions
- 90 day retargeting HV assets like case studies, e-books
- Concerns about solutions addressed through video trainings, event, webinars

Demand





- Provide attractive offers like demos or trials
- 30 day high intensity retargeting
- Capture contact details with native form fills

Channels

Google Advertising



Demand Side



Remarketing



Syndication



FOUNDRY.

Display ads, Native content, Nurture Emails Google Discover, GDN Search Programmatic Display ads Display ads, InMail TLA



WE ARE BEING RECOMMENDED BY ANALYSTS ACROSS OUR PORTFOLIO...

	FY24 Snapshot
33	Total Flagship reports in FY24
17	Rated 'Leaders' in flagship reports
10	Positioned as Leaders for the first time
21	New/ First time coverage in flagship reports in FY24
6	Frost & Sullivan Analysts Awards
	17 10 21

Leader Recognition across portfolio	
CIS	ISG Contact Centre FY24 reportJuniper - Multiple reports
Network	 Avasant NMS FY24 IDC - Multiple reports ISG - Managed SDWAN
loT	 Juniper - Multiple reports, 5G Roaming, Wholesale roaming etc Kaleido - Intl. Pvt. N/W
UCaaS	 Peak Matrix UCC Specialists Front Radar - Cloud Connected
Cyber security	KupingerCole MDR Leadership
MES	Front Global CDN Radar



..AND OUR CATEGORY LEADERSHIP IS BEING ACKOWLEDGED ACROSS THE PORTFOLIO

Gartner

11 Years of being leader in the Gartner Magic Quadrant for Global Network Services



Customer's Choice in Voice of customer for Network Services, Global

FROST & SULLIVAN

Managed Multi-Cloud Service Provider of the year (India)



Leader in UCC Specialist
Services



Major Player in Cloud
Professional Services (APAC)



Leader in Managed Detection & Response Service



Leader in Contact Centre as a Service



Established Leader in e-SIM competitor leaderboard



COLOUR OF OUR SUCCESS IN FY'27







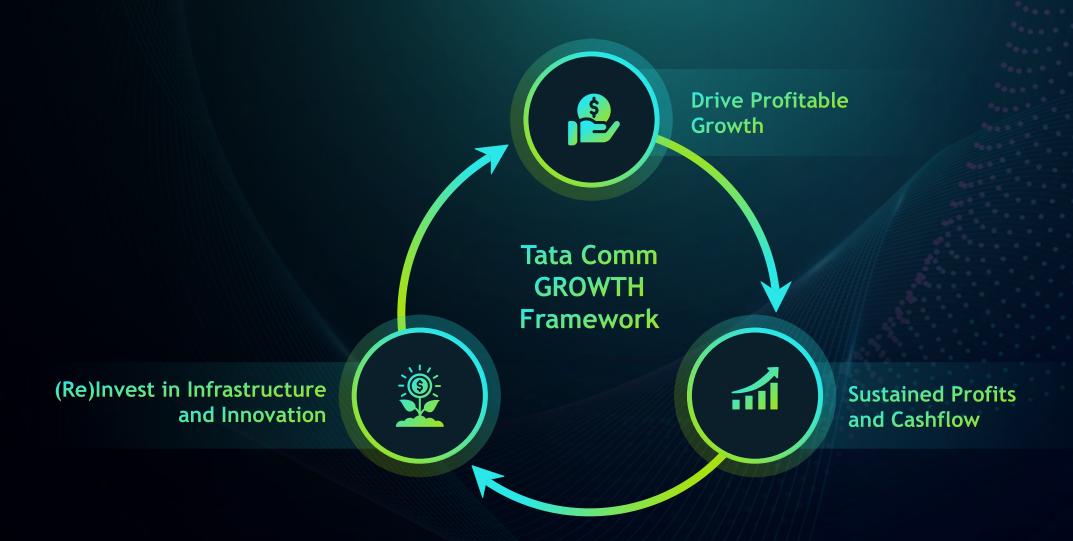
WE ARE IN FULL CONTROL OF OUR KPIS



Invested ~USD 610 Mn into business in FY 24 including inorganic investments of ~USD 360 Mn

TATA

FIT TO GROW FRAMEWORK





CREATING CAPACITY TO ACCELERATE GROWTH

Accelerating synergies from recent acquisitions

Capture new business opportunities & ride megatrends

Driving destination margins for each offering in the Digital Portfolio





Investing Capacity



Continuously invest in innovation and growth



DECODING OUR EBITDA AMBITION





HOW DO WE RETURN TO OUR ROCE AMBITION?





INVESTING FOR GROWTH ACROSS DIMENSIONS



SUSTENANCE

~2% Of Gross Revenue

BAU Investments on the underlay maintenance



CUSTOMER SUCCESS & EXPANSION

Average Capex of ~USD 180 Mn over the last 3 years

Customer and Deal Specific capex



CONTINUOUS INVESTMENTS
IN NEW PRODUCTS

~USD 130 Mn invested in last 2 years

Investments in innovation has expanded our relevance quotient



INORGANIC

~USD 360 Mn with 3 acquisitions in a row in FY24

Expanding capabilities, scale and geographical presence

METICULOUS INVESTMENT ALLOCATION WITH AN EYE ON RETURN TO AMPLIFY VALUE CREATION

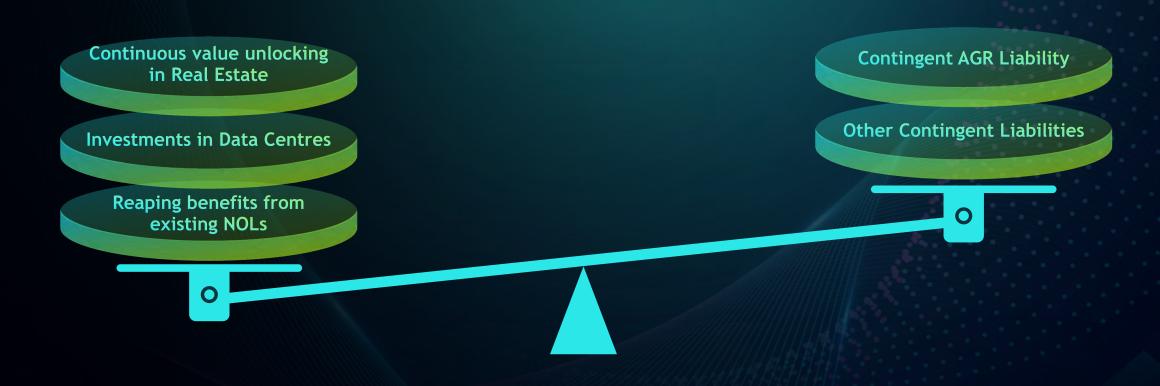


MONETIZING SYNERGIES AS WE SCALE OUR INORGANIC INVESTMENTS





VALUE UNLOCKING AN IMPORTANT CATALYST TO OUR GROWTH ENGINE



We have enough financial elbow room to invest in growth and innovation

