
Quarterly report on the results for the fourth quarter ended March 31, 2018

Tata Communications Limited

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Supplemental Disclosures

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A forward-looking statement may include a statement of the assumptions or basis underlying the forward-looking statement. We have chosen these assumptions or basis in good faith, and we believe that they are reasonable in all material respects. However, we caution you that forward-looking statements and assumed facts or bases almost always vary from actual results, and the differences between the results implied by the forward-looking statements and assumed facts or bases and actual results can be material, depending on the circumstances. You should also keep in mind that any forward-looking statement made by us in this report or elsewhere speaks only as of the date on which we made it. New risks and uncertainties come up from time to time, and it is impossible for us to predict these events or how they may affect us. We have no duty to, and do not intend to, update or revise the forward-looking statements in this report after the date hereof. In light of these risks and uncertainties, any forward-looking statement made in this report or elsewhere may or may not occur and has to be understood and read along with this supplemental disclosure.

General Risk: - Investment in equity and equity related securities involves a degree of risk and investors should not invest any funds in this Company without necessary diligence and relying on their own examination of Tata Communications Limited; along with the equity investment risk which doesn't guarantee capital protection.

Use of Certain Non-GAAP measures: - This result announcement contains certain information on the Company's results of operations that have been derived from amounts calculated in accordance with Indian Accounting Standards (INDAS), but are not in themselves GAAP measures. They should not be viewed in isolation as alternatives to the equivalent INDAS measures and should be read in conjunction with the equivalent INDAS measures.

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Section 1**TATA COMMUNICATIONS – PERFORMANCE AT A GLANCE**

Particulars	UNITS	Full Year Ended			Quarter Ended				
		2016	2017	2018	Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Core Operating Highlights									
95 th Percentile Bandw idth Usage	Tbps/month	8.67	8.95	9.73	8.33	8.14	8.64	9.10	9.73
Data Revenue by Segment									
Service Provider	%	42.0%	42.4%	42.7%	44.0%	43.2%	43.0%	43.0%	42.0%
Enterprise	%	58.0%	57.6%	57.3%	56.0%	56.8%	57.0%	57.0%	58.0%
Data Revnue by Line of Business									
Traditional Services	%	76.0%	71.4%	68.3%	70.7%	70.8%	68.6%	67.8%	65.9%
Growth & Innovation Service	%	12.5%	15.8%	19.7%	17.0%	17.1%	19.8%	20.1%	21.6%
Subsidiaries	%	11.5%	12.8%	12.0%	12.3%	12.1%	11.5%	12.1%	12.5%
Total Voice Minutes	Bn, Minutes	43.1	42.9	39.4	10.0	10.8	10.5	9.2	8.9
International Long Distance	Bn, Minutes	40.0	38.6	35.4	9.0	9.9	9.7	8.2	7.7
National Long Distance	Bn, Minutes	3.1	4.3	3.9	1.0	0.9	0.8	1.0	1.2
Core Financials									
Gross Revenue	₹, Mn	186,529	176,200	166,508	42,938	43,099	42,177	41,146	40,086
Net Revenue	₹, Mn	86,013	83,928	84,143	21,316	20,893	21,011	21,217	21,022
EBITDA	₹, Mn	27,470	23,600	22,914	4,961	5,586	5,645	6,128	5,555
EBIT	₹, Mn	7,584	4,943	3,851	285	1,140	808	1,400	503
Profit Before Tax	₹, Mn	4,448	(5301)	456	(10055)	822	(1911)	1244	301
Profit After Tax	₹, Mn	1,909	(7640)	(3286)	(9834)	323	(2500)	101	(1210)
Capex	₹, Mn	17,184	15,879	15,147	4,241	3,290	4,827	3,703	3,327
Free Cash Flow	₹, Mn	10,286	7,721	7,767	720	2,296	818	2,425	2,228
Total Capital Employed	₹, Mn	94,137	90,547	80,010	90,547	92,153	85,072	87,590	80,010
Net Debt / (Net Cash)	₹, Mn	95,225	74,628	75,016	74,628	77,869	78,945	80,046	75,016
Key Ratios									
EBITDA Margin	%	14.7%	13.4%	13.8%	11.6%	13.0%	13.4%	14.9%	13.9%
EBIT Margin	%	4.1%	2.8%	2.3%	0.7%	2.6%	1.9%	3.4%	1.3%
Net Profit Margin	%	1.0%	(4.3%)	(2.0%)	(22.9%)	0.7%	(5.9%)	0.2%	(3.0%)
Net Debt to EBITDA (LTM)	Times	3.5	3.2	3.2	3.1	3.4	3.6	3.6	3.2
Weighted Average Cost of Debt	%	3.41%	3.12%	3.50%	3.04%	3.24%	3.30%	3.60%	3.87%
Interest Coverage Ratio (LTM)	Times	1.84	1.34	1.12	1.34	1.17	0.89	1.10	1.12
Return on Capital Employed	%	8.1%	5.5%	4.8%	5.5%	4.5%	3.6%	4.1%	4.8%
Valuation Indicators									
Market Capitalisation	₹, Bn	107.62	205.78	176.74	205.78	206.03	195.30	194.24	176.74
Enterprise Value	₹, Bn	223.13	280.41	251.76	280.41	283.90	274.24	274.29	251.76
EV / EBITDA (LTM)	Times	7.20	11.88	10.99	11.88	12.58	12.66	12.29	10.99

Note : FY16 are reported numbers

Section 2

AN OVERVIEW

2.1 Company Overview

Tata Communications is the leading global provider of a 'new world of communications'. With a leadership position in emerging markets, and an infrastructure that spans the globe, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global network to deliver managed solutions to multinational companies and service providers. We're proud to provide 66% of the Fortune 500 companies with our state-of-the-art solutions, including a wide range of communication, collaboration, cloud, mobility, network and data center services.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks. We are in the Top 5 IP providers on 5 continents and offer public and private network connectivity to more than 240 countries and territories. Our major service/solutions are Network engineering, development & management, Unified Communication & Collaboration solutions such as video, audio and web conferencing, in addition to an array of Data Center, Cloud and Security Services."

Products, Services, and Solutions

Every industry is going through profound upheavals as digital technology rapidly and radically transforms how business engages with the marketplace and all stakeholders. IT decision makers have started leveraging the growing sophistication of hybrid solutions to re-engineer IT economics, liberate more funds for innovation and enhance core business processes. This trend is driving greater demands for higher level performance from ICT providers. Whether it be mature enterprises looking to transform themselves or start up enterprises creating new products and services.

Tata Communications' portfolio of products, services and solutions have been uniquely designed to deliver these new levels of performance and is based on following fundamentals of our business strategy 2.0 roadmap.

Our offerings enable information and computing to work smarter and harder for the business users. Wherever they are. Whenever they need it. We put into their hands a unique range of performance technologies from our "best in class" platforms such as the world's only global Tier 1 infrastructure and IZO Cloud Enablement to 'industry specific' solutions for businesses be it manufacturing, media, BFSI or E-commerce industries.

Tata Communications categorizes its offerings into 2 major groupings: Data and Voice. In addition to these books of business we also have an ATM network

subsidiary in India (Tata Communications Payment Solutions Ltd.) and a network management outsourcing subsidiary that supports global service providers (Tata Communications Transformation Services Ltd.)

Data Services: Enterprises are evolving their enterprise networks to deal with business communication transformations. This is driven by advances in Cloud computing, the Internet of Everything, Smartphone proliferation for both consumer and enterprise uses, tighter supply chain integration/automation, and providing richer and more agile connections with their customers and partners.

Network Services: Our service offering includes a comprehensive selection of networking services including IZO™ Internet WAN, IZO Private Connect, IZO Public Connect enabling enterprise cloud adoption and core network services including WAN Ethernet, Global VPN and International private lines spanning over 100 countries. On the Internet, we're a major Tier-1 IP provider, consistently ranked in the top five telecommunications companies on five continents, by internet route. In fact, we handle more than 24% of the global internet route, totaling more than 7,300 petabytes a month. Our infrastructure features the world's largest wholly-owned subsea cable network, 4th largest tier 1 IPv6 enabled internet and backbone, and the most extensive reach into the emerging markets around the world. So, no matter where in the world your business takes you, we're there to provide the connectivity services you need.

Unified Communications and Collaboration (UCC): With our modular portfolio of Unified Communications (UC) services we help companies leverage their existing assets while enabling an advanced, future-proof UC strategy that delivers seamless connectivity and a globally consistent experience for internal teams, customers, partners and other external constituents. Our UCC portfolio includes Global SIP Connect, UCaaS Skype for Business and managed video services, cloud contact center, unified conferencing including WebEx CCA in collaboration with Cisco, and real time communication APIs. Our UCaaS proposition helps our clients chart their own journey looking at where they currently stand and the transformation required to implement their step-wise UCC strategy.

Cloud, Hosting and Data Centre Services: With over 1 million square feet of collocation space in 44 locations worldwide and global partnership to extend our reach and capacity, our portfolio offers access to Colocation, Dedicated Hosting, Virtualization, IZO Private Cloud and IZO Cloud Storage solutions: a single pathway to

managing multiple complex workloads and computing environments, with an integrated view. Getting the right Cloud and Data Centre solution often means contracting and coordinating with multiple suppliers around the world, working through layers of complexity and ultimately incurring additional costs. Our portfolio offers a flexible and cost efficient compute and storage options to meet the ever-growing needs of our clients.

Managed Security Services: As more cloud based services are adopted, there is a growing threat to data security and privacy, which Tata Communications helps solve for its customers. Right from end-user authentication to security critical assets in Data Centres through firewalls and threat mitigation solutions, we offer comprehensive security services partnering with the best vendors in the business and a 24/7 proactive support through our Security Operations Center.

Media and Entertainment Services: Our 'Media Ecosystem' provides solutions for every kind of enterprise in all segments of media and entertainment, including gaming, sports, news, cable, and broadcasting. The Tata Communications' Media Ecosystem, combines its traditional video contribution services with IP-based connectivity to create a highly innovative cloud based global media platform. The global media ecosystem—first of its kind—provides a comprehensive solution that includes asset management, workflow management, channel origination, video contribution and distribution feeds, OTT platform as a service, Live OTT delivery and transcoding as service.

Customer Services: Customer services are a key differentiator in a crowded marketplace, and businesses are increasingly looking to outsource network and IT services to dedicated experts. Our best-in-class services support Tata Communications' entire product & service portfolio and we deliver value through a services portfolio that covers program management, service delivery, service management, advanced solutions delivery and other personalized support services. We are also championing the 'whatever it takes' philosophy within the Tata Communications services team to build a culture

where we want to do the right things for the customer, where we're always flexible, always available, and always positive. More than an SLA, it's a state of mind – constantly checking that we are doing everything within our power to help our customers.

Voice Services: In voice, we are the world's largest wholesale voice provider, carrying over a billion minutes a week. Through our 1600+ telecom partnerships our network handles 1 out of every 10 international calls and connects more than 70% of the world's mobile carriers. We also we offer a comprehensive portfolio of high-quality transport and termination services, including Voice Direct Transit and HD Voice.

Tata Communications - Core			
Data			Voice
<u>Traditional Services</u> <ul style="list-style-type: none"> - International Private Line - Ethernet Service - VPN - Internet Leased Line / DIA - Internet Protocol - Transit - Mobility 	<u>Growth Services</u> <ul style="list-style-type: none"> - UCC / SIP - Trunking - Managed Hosting - GHCC - V-Connect / Streaming - IZO - Managed Security Services 	<u>Innovation</u> <ul style="list-style-type: none"> - Mobile Innovation - IoT 	<u>Subsidiaries</u> <ul style="list-style-type: none"> - Tata Communications Transformation Services - Tata Communications Payment Solutions

2.2 Product Overview

Tata Communications' portfolio of products, services and solutions have been uniquely designed to deliver new levels of performance and connectivity. Major product offerings are:

- 1. International Private Line:** Tata Communications' International Private Line service offers greater diversity of route, uptime and multiple service options for all international and India data transport requirements, backed by the world's largest and most advanced cable system, owned and maintained by Tata Communications. It securely transfers voice, video and data on the access backed by reliable service, route diversity and industry-leading service level guarantees.
IPL is a Point to point dedicated bandwidth between two sites provided by a licensed international telecom operator to end-user customers, which crosses over one or more international boundaries.
- 2. Ethernet Service:** Tata Communications delivers certified dedicated Ethernet services using its reliable & protected network across the globe with unmatched SLA to connect point to point or point to multipoint locations within India or outside India.
It provides flexible bandwidth options with greater scalability option to cater to the dynamic business requirement for bandwidth.
- 3. Virtual Private Network:** Tata Communications' global VPN services provide MPLS based secure, cost-effective VPN solutions that enable seamless convergence of voice, data, video, and multimedia on a seamless global network reaching all major markets and maximum emerging markets.
Global VPN range of services help enterprises improve operational efficiencies and quality of service for basic, real-time and mission critical applications.
- 4. International Leased Line:** A single worldwide service providing un-contended, mission critical Internet access to Tier 1 global IP network for the customers.
With a IP Backbone of over 1600 Gbps which spans across six continents and peering of over 1400 Gbps with all major Service providers and Internet Exchanges across the globe, Tata communications is the only true global tier 1 ISP in India with 200+ Global point of presence.
With one of the biggest submarine cable capacities, the widespread network reach connects 6 continents. This allows diverse redundancy and protection capabilities to all the customers with Industry level SLA.
- 5. Direct Internet Access (DIA):** Tata Communications' Direct Internet Access provides easy and affordable Internet connections across customer's offices over Tier-1 global IP backbone with a single AS6453 in over 50 countries. We also

provide Internet access to emerging markets with extensive reach in India, China, and Africa.

- 6. IP Transit:** Tata Communications' IP Transit provides high speed, secure and reliable Internet connection via our Tier-1 global IP backbone reaching more than 230 global PoPs in over 30 countries. Together with the largest Internet backbone in India, our customers grow with optimal routing performance.
With over 230 Internet PoPs conveniently located in over 30 countries at carrier neutral Internet Exchanges (IX), we reduce access cost to the Internet. This is further enriched by our Indian Internet PoPs enabling reach to the explosive Internet growth in Asia, and over 3500Gbps peering connectivity with all other global Tier-1 ISPs.
This rides on Tata Global Network (TGN), world's first wholly owned fibre optic subsea cable network ring round the globe that spans 210,000 kilometers of terrestrial and 500,000 kilometers of subsea network.
- 7. Content Delivery Network:** Tata Communications' content delivery network or content distribution network (CDNs) is a cloud based solution that caches/stores customers content at locations around the globe and serves it to end user with a lightning speed.
CDN deployed over Tier -1 IP Network leveraging reach on to 200 countries and peering with leading ISP's across the globe to provide highest quality of user experience.
CDN helps to deliver streaming, online video platform, Electronic software delivery & whole site acceleration using global platform.
- 8. Mobility**

Voice – international voice wholesale, including support for LTE based voice services (Mobile VoIP, VoLTE and HD Voice).

Signaling (SCCP & Diameter) – The signaling services help in international roaming, our signaling services can be delivered over a number of network options, including TDM, IP, Global VPN, and IPX Connect (SCCP over IPX). Also supported is signaling evolution from SCCP to Diameter, including Sigtran, ready for IMS based services and for LTE roaming capabilities.

Mobile Messaging - our messaging network ensures delivery of quality application-to-person (A2P) messaging across the mobile ecosystem, including mobile network operators, SMS aggregators, enterprises and next generation service providers (OTT providers). Mobile Network Operators get protection from fraud, spam and grey routing, through working with Tata Communications as a single trusted source to help securely monetize A2P

message traffic termination and also through use of our comprehensive SMS Firewall.

IPX+ - a framework that lets MNOs support mobile applications with greater efficiency through a consolidated network, with optimal network utilization, simplified interconnect and managed service options. Voice, Signaling and Roaming services are integrated within the IPX+ framework, which includes support for LTE Roaming, VoLTE, HD voice, video and enablement solutions for real-time rich media applications.

Roaming - Combining our Diameter Signaling Exchange (DSX) platform together with IPX Connect service for 3G/4G data roaming, Tata Communications provides a comprehensive LTE roaming solution. We support 2G, 3G and 4G roaming within a single solution framework, which addresses signaling, steering, routing, inter-working, transport, clearing & settlement, business intelligence (Roampulse), security and service assurance for a successful LTE roaming launch.

9. **Unified Communications:** Tata Communications' Unified communications involves services for enterprise Voice, Video & Collaboration. Through UC portfolio Tata Communication provides; On premises & cloud based managed UC services. Unified Communications includes Video Conferencing, Jamvee (On Demand Video), Telepresence, Audio Conference, IP Telephony, Global SIP services, VOIP services, Toll Free no, Skype for Business, Contact Centre, Click2 RTC as Major services.
10. **SIP Trunking:** Tata Communications' systems are integrated with over 1600 carriers, 785 mobile providers and over 700 VoIP operators. Expansive reach is the best in the industry – via ITFS in 110+ countries, UIFN in 45+ countries and LNS (Local Number Services) in 62+ countries and 300+ cities. Global SIP Connect is a multimodal functionality which connects an enterprise to the world; over our state-of-the-art global IP network — making global voice and video communications and collaboration simpler, easier to manage, and more economical than ever before. Our new multimodal functionality is an industry first, enabling Global SIP Connect to transport enterprise video collaboration traffic on SIP trunks. It unifies voice and video services traffic on a single network access link.
11. **Managed Hosting:** Tata Communications' Managed hosting service is a fully managed IT Infrastructure solution integrated across Tata Communications Data Centers located globally. It includes designing Data Center Hardware, provisioning & managing the infrastructure with defined SLA for the Infrastructure till operating system.

This is an end to end service for the outsourcing of the Data center infrastructure by providing stringent Service level. It helps reduce the capex investment, technical obsolescence of the hardware & provides business continuity for the enterprise. The service is offered from the data centers which are connected over the secure MPLS network of Tata Communications & infrastructure is managed by the state of art SOC globally.

Hosting service comes in a form of dedicated, Virtualized, & Hybrid model.

12. **Global Hosted Contact Centre:** InstaCC Global, is a reliable and efficient cloud-based contact center solution that delivers a consistently excellent customer experience. It all comes in one easy-to-manage, cost-efficient package with a state-of-the-art physical transport infrastructure, a global MPLS network, and leading-edge voice, data center, and contact center applications. As a global leader in communications, we have everything that an enterprise needs, in place and ready to go on demand. We also give something no other provider can offer—a single, unified Service Level Agreement (SLA) for all voice, network, infrastructure, and application services. It's a complete, end-to-end, fully managed solution.
13. **Managed Security Service:** Tata Communications is offering Managed Security Services (MSS) to meet the operational security needs of customers across the globe. The services are managed by a team at the state of art Security Services Operations Center (SSOC) in Chennai, India. Tata Communications offers complete portfolio of security services with premise based & cloud based solutions offering which includes Firewall/UTM, WAF, Data Leak Protection(DLP), Proxy, DDoS, Two Factor Authentication, IDS-IPS, Vulnerability-Penetration testing & professional services.
14. **IZO™ Platform**

IZO™ Platform is a flexible, one-stop cloud enablement platform designed to help you navigate complexity for more agile business performance and allows rapid expansion, flexibility and high security for the enterprises. The IZO™ network platform combines the public internet uniquely engineered for predictable routing, with enterprise private and public cloud connectivity and interconnected data centres to deliver a total cloud solution.

The IZO™ platform offers an array of innovative service offerings for Cloud enablement, including IZO™ Private Connect, IZO™ Public Connect, IZO™ Internet WAN, IZO™ Hybrid WAN and IZO™ SDWAN.

IZO™ Private/Public Connect - IZO™ Private Connect links businesses to leading cloud service providers such as Alibaba Cloud, Amazon Web Services, Google Cloud Platform, Microsoft Azure, Office 365, Oracle Cloud, Salesforce.com and Tata Communications IZO™ Private Cloud. IZO™ Private Connect also provides access to over 110 Data Centres globally. Customers can connect using MPLS or Ethernet via one single provider globally, to ensure network performance.

IZO™ Internet WAN and Hybrid WAN - A global Internet-based WAN service that gives businesses the security, flexibility, end-to-end SLA and predictability just like a private network, but with the global reach of the Internet. The enterprises can also deploy IZO™ Hybrid WAN which integrates IZO™ Internet WAN with Tata Communications' Global VPN service to build a global hybrid network with guaranteed performance levels over 130 countries globally.

IZO™ SDWAN - brings you access to a cloud infrastructure spanning 130 countries. This means you can benefit from instant deployment and seamless management of your branches and cloud assets anywhere in the world. IZO™ SDWAN integrates seamlessly with IZO™ Hybrid WAN, IZO™ Private Connect and cloud solutions, to deliver a unique and scalable communication platform your user and application needs.

IZO Private Cloud: IPC is an enterprise private cloud platform which offers a flexible, scalable and reliable cloud environment. It provides a flexible platform that allows end-users to create the appropriate combination of compute, network, security, storage, and traffic management services that meet business needs, & have the flexibility to grow with business. The IPC service is delivered on a dedicated or a logically separated infrastructure within Tata Communications' data centers.

IZO Cloud Storage: It is an integrated solution for diverse data requirements, ranging from long term archival to high performance storage. Integrated with the global tier-1 network and security services, IZO™ Cloud Storage offers an always available, highly durable and fully secure environment, delivered from across multiple global locations.

15. **Video Connect:** Tata Communications' Video Connect service ensures premium quality video delivery. We leverage the constant bandwidth availability and the video transmission is done at reliable bit rates on protected fibre paths to optimize end users' viewing experience.
16. **Mobile Innovation:** Our new generation mobility services are designed to provide solutions to help enterprise customers and mobile communications

services providers succeed in this complex market environment:

MNOs and MVNOs - solutions to help increase revenue and secure customer loyalty, including MVNE services to help globalize an MVNO offering, together with sponsored data exchange, mobile messaging exchange, Wi-Fi connectivity and our API suite (Payments, Authentication, WebRTC).

Next generation service providers - we enable connectivity between the on-net OTT world and the off-net Telco world with Local Number Services and mobile messaging services to extend service reach. We support MVNE services, providing access to our Mobile Network as a Service (MNaaS) platform.

Enterprises - mobile customer engagement solutions, to improve customer experience, loyalty and adoption of mobile devices – Sponsored Data Exchange, Mobile Data Rewards, Mobile Messaging Exchange and MVNE services, providing access to our Mobile Network as a Service (MNaaS) platform as well as access for global IOT service connectivity.

WiFi+ - is a new WiFi Cloud Communication solution, which enables mobile network operators' customers to access the internet for browsing; messaging; calling and other data applications while roaming. The user gets seamless and unlimited access to more than 44 million hot-spots globally at a predictable price preventing roaming bill-shock. It helps the Operators to monetize their silent roamers and keep them on board.

MOVE (Mobile Virtual Enabler) – is a platform based service, that provides virtual global mobile connectivity for MVNOs (MNO extensions, enterprise MVNO etc.) and is also used to provide global connectivity for IOT services.

- MVNE – a complete MVNE stack incorporating signaling, SIM provisioning, BSS/OSS and customer support for MVNOs of any type (MNO brand extensions, Enterprise, M2M, Roaming etc.)
- IOT – Providing global connectivity for M2M / IOT services that need to take an international approach to service deployment (Automotive, Transportation, Logistics, Travel, Hospitality etc.).
- India IOT – IOT in India is offered on dedicated wireless network based on LORA technology. We provide end to end customer service and the major products are for the following categories: Asset tracking, Smart Street lights, Employee Health and safety, Smart Button / feedback solutions, Human safety solution and Automated metering solutions (GAS / WATER/ POWER).

Section 3

MANAGEMENT DISCUSSION AND ANALYSIS

3.1 Results of Operations

Key Highlights - For the quarter and full year ended March 31, 2018

- **Consolidated –**

- Full year revenue declined by 5.5% YoY. The decline in revenue was primarily due to 1) de-growth in Voice minutes & price compression, 2) YoY decline in Payment Solutions business and 3) adverse impact of currency translation. *[On Fx normalized basis - revenue declined by 3.1% on YoY basis]*
- FY18 EBITDA lower by 2.9% YoY due to decline in Voice EBITDA, investment into Growth & Innovation services and de-growth in Payment Solution business. Full year margins expanded by 40 Bps; aided by higher margin in Transformation and Traditional Data services.
- Q4 revenues declined by 2.6% QoQ and 6.6% YoY because of decline in Voice business in-line with global trends.
- Q4 EBITDA declined by 9.4% QoQ due to upfront investment on new customer wins, EBITDA was higher by 12% YoY due to 1) growth in Transformation business, 2) Payment solution business breaking even and 3) Cost optimization initiative.
- Depreciation was up by Rs.41 Crores on full year basis due to one-time accelerated depreciation on assets on account of technical obsolescence.
- Other income was high this quarter due to interest on income tax refund of Rs.189 Crores
- In FY18, Tax was up because of change in US tax regulations and additional tax paid on the interest received on income tax refund.
- FY18 had a negative PAT of Rs.328.6 Crore, this is due to exceptional losses of Rs.375 Crore during the year on account of impairment of investments and other One-offs.
- Net debt at the end of quarter was at USD 1,151 Mn a decrease of USD 103 Mn over last quarter and constant on YoY basis.
- Cost of debt for Q4 was at 3.87% higher by 27 Bps QoQ attributable to one-time impact of arrangement fees in refinancing Long-Term loan and increase in LIBOR. Normalized for this impact the Cost of debt would have been 3.43%.

- **Data –**

- In FY18, Data business revenue increased by 4.4% on YoY basis on the back of improvement in Traditional and Growth Services.
 - Traditional services witnessed steady growth of 3.9% YoY despite industry headwinds; the growth was led ILL and Ethernet both of which grew by 14% YoY, VPN grew by 10% during the same period. This has been industry leading growth.
 - Growth services continued to witness strong momentum with a YoY growth of 35.6%. The growth rate has doubled from 18.4% in FY17. Within this portfolio IZO services grew by 304% and Security services grew by 64% YoY.
 - Transformation business revenues grew by 10% YoY due to new business wins.
- FY18 EBITDA was flat on YoY basis with decline in margins by 70 Bps due to investment in Growth and Innovation services and provision due to customer insolvency.
- Q4 FY18, Data business revenue grew by 4.0% YoY and 0.4% on QoQ basis. This growth was primarily led by strong revenue traction across the Growth services portfolio which grew by 8.3% QoQ and 37.3% YoY.
- Traditional Services Q4 revenue declined by 1.8% QoQ but increased 1.1% on a YoY basis. Within this portfolio ILL grew by 12.2% YoY and Ethernet grew by 9.4% YoY. The decline was due to impact of operator consolidation and churn.
- Q4 FY18, Data business EBITDA grew by 26.5% YoY due to 1) growth in Transformation business EBITDA on back of improved quality of revenue and Cost efficiencies, 2) Payment solution business breaking even and 3) Cost optimization initiative. EBITDA declined by 10.2% QoQ due to upfront investment in new wins for which the revenue is expected to come in FY19 onwards.
- The revamped GTM strategy has started to show positive results with an improvement both in funnel adds as well as in closed sales. We added 493 new customers during the year; product penetration ratio which is the number of products sold to each customer has improved from 1.75 in FY17 to 1.93 in FY18.

Section 4**FINANCIAL HIGHLIGHTS**

The financial results presented in this section are compiled based on the limited review consolidated financial statements prepared in accordance with Indian Accounting Standards (IND AS) and the underlying information. The consolidated financial results represent results of the Company and its subsidiaries.

4.1 Summary of Consolidated Financial Statements**4.1.1 Summarized Consolidated Statement of Operations**

Amount in ₹, Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	40,086	41,146	42,938	(2.6%)	(6.6%)	166,508	176,200	(5.5%)
Net Revenue	21,022	21,217	21,316	(0.9%)	(1.4%)	84,143	83,928	0.3%
EBITDA ¹	5,555	6,128	4,961	(9.4%)	12.0%	22,914	23,600	(2.9%)
EBITDA Margin	13.9%	14.9%	11.6%			13.8%	13.4%	
Depreciation & Amortisation	5,051	4,728	4,676	6.8%	8.0%	19,063	18,657	2.2%
EBIT	503	1,400	285	(64.0%)	76.8%	3,851	4,943	(22.1%)
Other Income	2429	808	770	200.7%	215.3%	4,378	3,226	35.7%
Finance Cost	910	896	782	1.6%	16.4%	3,444	3,686	(6.5%)
Profit Before Tax	301	1244	(10055)			456	(5301)	
Tax Expense	1451	1050	(192)	38.2%		3,549	2,364	50.2%
Profit After Tax	(1210)	101	(9833)			(3286)	(7640)	
Capex	3,327	3,703	4,241	(10.2%)	(21.6%)	15,147	15,879	(4.6%)
Free Cash Flow	2,228	2,425	720	(8.1%)	209.6%	7,766	7,721	0.6%

1. Revenue, EBITDA, EBIT are excluding other income.

4.1.2 Summarized Statement of Consolidated Financial Position

Amount in ₹, Cr

Particulars	As at March. 31, 2018	As at March 31, 2017
Shareholder's Fund		
Share Capital	285	285
Reserves and Surplus	214	1307
Minority Interest Liability	4	18
Non-Current Liabilities	9,862	11,099
Current Liabilities	9,237	8,393
Total Liabilities	19,103	19,510
Total Equity and Liabilities	19,603	21,102
Assets		
Non-Current Assets	14,611	15,916
Fixed Assets	11,317	11,679
Investments	1,064	1,635
Others	2,230	2,602
Current Assets	4,992	5,186
Total Assets	19,603	21,102

4.2 Summarized Statement of Segments - Statement of Operations

4.2.1 Tata Communications - Data

Amount in ₹, Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	28,954	28,844	27,838	0.4%	4.0%	113,395	108,619	4.4%
Net Revenue	19,434	19,585	18,875	(0.8%)	3.0%	77,127	74,916	3.0%
EBITDA	4,841	5,389	3,827	(10.2%)	26.5%	19,558	19,459	0.5%
EBITDA Margin	16.7%	18.7%	13.7%			17.2%	17.9%	
EBIT	(78)	776	(649)	(110.0%)	(88.0%)	980	1,689	(41.9%)
Capex ¹	2,527	2,945	3,293	(14.2%)	(23.2%)	11,841	13,260	(10.7%)
Free Cash Flow	2,314	2,444	535	(5.3%)	332.9%	7,717	6,199	24.5%

4.2.2 Tata Communications – Data (Traditional Services)

Amount in \$ Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	296.6	302.0	293.4	(1.8%)	1.1%	1,200.8	1,156.3	3.9%
Net Revenue	242.4	246.0	233.0	(1.5%)	4.0%	977.0	935.2	4.5%
EBITDA	90.2	95.4	71.2	(5.4%)	26.7%	355.3	327.6	8.5%
EBITDA Margin	30.4%	31.6%	24.3%			29.6%	28.3%	

4.2.3 Tata Communications – Data (Growth Services)

Amount in \$ Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	97.0	89.6	70.7	8.3%	37.3%	345.9	255.1	35.6%
Net Revenue	41.9	41.3	34.7	1.3%	20.7%	161.8	133.8	21.0%
EBITDA	(13.7)	(9.6)	(11.7)			(42.8)	(40.7)	
EBITDA Margin	(14.1%)	(10.7%)	(16.6%)			(12.4%)	(16.0%)	

4.2.4 Tata Communications – Data (Innovation Services)

Amount in \$ Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	0.2	0.1	0.0	81.6%	666.2%	0.4	0.1	306.1%
Net Revenue	(0.2)	(0.3)	(0.3)		n/a	(0.9)	(1.1)	n/a
EBITDA	(10.6)	(9.1)	(7.4)		n/a	(34.4)	(14.0)	n/a
EBITDA Margin	n/a	n/a	n/a			n/a		

4.2.5 Tata Communications – Data (Transformation Services - Standalone)

Amount in ₹, Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	2,962	2,944	2,764	0.6%	7.2%	11,276	10,271	9.8%
Net Revenue	869	835	841	4.1%	3.3%	3,054	2,630	16.1%
EBITDA	486	404	437	20.4%	11.4%	1,601	1,274	25.6%
EBITDA Margin	16.4%	13.7%	15.8%			14.2%	12.4%	

4.2.6 Tata Communications – Data (Payment Solutions - Standalone)

Amount in ₹, Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	1,002	911	1,019	9.9%	(1.7%)	3,829	5,281	(27.5%)
Net Revenue	213	161	120	32.2%	78.2%	605	825	(26.7%)
EBITDA	3	(18)	(75)			(209)	53	
EBITDA Margin	0.3%	(2.0%)	(7.3%)			(5.5%)	1.0%	

4.2.7 Tata Communications – Voice

Amount in ₹, Mn; except ratios

Particulars	Quarter Ended					Full Year Ended		
	Mar 2018	Dec 2017	Mar 2017	QoQ Growth	YoY Growth	Mar 2018	Mar 2017	YoY Growth
Gross Revenue	11,132	12,302	15,100	(9.5%)	(26.3%)	53,113	67,580	(21.4%)
Net Revenue	1,587	1,632	2,441	(2.7%)	(35.0%)	7,016	9,013	(22.2%)
EBITDA	713	738	1,133	(3.4%)	(37.1%)	3,356	4,141	(19.0%)
EBITDA Margin	6.4%	6.0%	7.5%			6.3%	6.1%	
EBIT	581	624	934	(6.9%)	(37.8%)	2,870	3,254	(11.8%)
Capex	26	36	12	(28.7%)	107.9%	85	169	(49.7%)
Free Cash Flow	688	702	1,121	(2.1%)	(38.7%)	3,271	3,972	(17.6%)

4.2.8 Tata Communications – Average Exchange Rate

Particulars	Quarter Ended			Full Year Ended	
	Mar 2018	Dec 2017	Mar 2017	Mar 2018	Mar 2017
INR / USD	64.3	64.8	67.1	64.5	67.1

Section 5

OPERATING HIGHLIGHTS

5.1 Tata Communications - Consolidated

5.1.1 Gross Revenue by Segments

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Voice	%	35.2%	35.6%	34.0%	29.9%	27.8%
Data	%	64.8%	64.4%	66.0%	70.1%	72.2%
Traditional Services	%	70.7%	70.8%	68.6%	67.8%	65.9%
Growth & Innovation Services	%	17.0%	17.1%	19.8%	20.1%	21.6%
Subsidiaries	%	12.3%	12.1%	11.5%	12.1%	12.5%

5.1.2 Gross Revenue by Currency

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Indian Rupee (INR)	%	32.0%	32.0%	31.0%	31.0%	33.0%
Other International Currencies	%	68.0%	68.0%	69.0%	69.0%	67.0%

5.1.3 EBITDA by Segments

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Voice	%	22.8%	15.7%	18.2%	12.0%	12.8%
Data	%	77.2%	84.3%	81.8%	88.0%	87.2%
Traditional Services	%	124.9%	120.1%	114.0%	114.5%	120.1%
Growth & Innovation Services	%	(33.4%)	(25.1%)	(22.1%)	(22.4%)	(32.3%)
Subsidiaries	%	8.6%	5.1%	8.1%	7.9%	12.2%

5.1.4 Capital Expenditure

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Voice	USD, Mn	0.2	0.1	0.3	0.6	0.4
Data						
Sustenance	USD, Mn	35.5	22.7	51.6	21.4	22.0
Growth	USD, Mn	13.5	11.7	12.9	24.1	17.3
Other ¹	USD, Mn	14.0	16.5	10.3	11.1	12.0
Total Core Capex	USD, Mn	63.2	51.0	75.0	57.2	51.7

1. Others include sustenance capex towards network engineering, IT, customer service operations etc.

5.1.5 Debt Profile

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Core Business						
Gross Debt						
Foreign Currency Loans	USD, Mn	1,360	1,383	1,301	1,307	1,284
INR Loans	USD, Mn	73	88	89	68	94
Weighted Average Cost of Debt	%	3.04%	3.24%	3.30%	3.60%	3.87%
Cash & Cash Equivalent	USD, Mn	283	267	181	121	227
Net Debt	USD, Mn	1,150	1,204	1,209	1,254	1,151

5.2 Tata Communications – Data Services

5.2.1 Data Traffic carried

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
95 th Percentile Bandwidth Usage	Tbps/month	8.33	8.14	8.64	9.1	9.73

5.2.2 Data Revenue by Geography

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
India	%	52.0%	51.1%	51.0%	51.0%	54.0%
Rest of World	%	48.0%	48.9%	49.0%	49.0%	46.0%

5.2.3 Data Revenue by Segment

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Service Provider / Carrier	%	44.0%	43.2%	43.0%	43.0%	42.0%
Enterprise	%	56.0%	56.8%	57.0%	57.0%	58.0%

5.2.4 Data Revenue by Product Segments

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Traditional Services ¹	%	70.7%	70.8%	68.6%	67.8%	65.9%
Growth Services ²	%	17.0%	17.1%	19.8%	20.1%	21.6%
Subsidiaries ³	%	12.3%	12.1%	11.5%	12.1%	12.5%

1. Traditional services include Virtual Private Network, International Private Line, Internet Leased Line, Ethernet, Internet Protocol – Transit, Inmarsat, Content Delivery Network, National Private Line, Mobility.

2. Growth services include IZO, Managed Hosting, Managed Security Services, Broadcast, Video Connect, UCC/SIP- Trunking, Global Hosted Contact Center, Video Streaming, Mobile New Services, Healthcare, Media Management.

3. Subsidiaries include Tata Communications Payment Solutions Ltd (TCPSTL) and Tata Communications Transformation Services Limited (TCTSL)

5.2.5 Data Revenue mix by Product (Traditional Services)

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
VPN	%	24.8%	25.6%	26.1%	26.1%	26.2%
IPL	%	21.6%	22.6%	21.0%	21.4%	20.3%
ILL	%	14.5%	14.7%	15.1%	15.4%	16.1%
Ethernet	%	13.8%	14.3%	14.6%	14.7%	15.0%
IP-T	%	11.6%	10.5%	10.7%	10.6%	10.7%
Others	%	13.6%	12.4%	12.5%	11.8%	11.6%

5.2.6 YoY Revenue growth by Product (Traditional Services)

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
VPN	%	8.6%	14.1%	8.0%	10.9%	6.9%
IPL	%	(2.0%)	7.6%	(5.7%)	12.0%	(4.8%)
ILL	%	14.7%	19.8%	14.0%	11.6%	12.2%
Ethernet	%	14.3%	19.0%	14.5%	13.2%	9.4%
IP-T	%	6.8%	1.1%	2.4%	(4.2%)	(6.6%)
Others	%	(48.6%)	(19.8%)	(18.6%)	(16.3%)	(13.7%)

5.2.7 Data Revenue mix by Product (Growth Services)

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
UCC / SIP-T	%	48.5%	44.9%	41.5%	37.7%	37.4%
Hosting	%	13.6%	10.9%	14.5%	12.0%	12.5%
GHCC	%	3.8%	3.8%	3.2%	4.4%	4.0%
V Connect	%	5.2%	8.3%	7.2%	8.9%	6.5%
VS & IPT	%	8.8%	11.8%	10.7%	10.9%	9.3%
Others	%	20.1%	20.4%	23.0%	26.1%	30.4%

5.2.8 YoY Revenue growth by Product (Growth Services)

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
UCC / SIP-T	%	26.9%	14.2%	20.4%	20.2%	5.9%
Hosting	%	26.2%	17.1%	77.4%	21.3%	25.5%
GHCC	%	(24.1%)	(31.1%)	(35.8%)	12.9%	46.9%
V Connect	%	(21.1%)	58.9%	78.9%	28.3%	70.6%
VS & IPT	%	91.3%	24.6%	29.4%	34.0%	44.4%
Others	%	88.1%	83.5%	104.7%	118.5%	107.4%

5.2.9 Operating Metrics

Particulars	UNITS	Quarter Ended			
		June 2017	Sep 2017	Dec 2017	Mar 2018
Consolidated					
Total Active Customers	No.	4,924	5,030	5,418	5,518
Innovation Services					
IoT India					
PoCs Completed	No.	8	15	26	37
Customers	No.	5	8	9	13
Devices Ordered (Cum.)	No.	905	3,918	9,588	16,623
Base Stations (Cum.)	No.	925	2,519	4,337	4,848
Cities Covered	No.	7	29	37	38
MOVE					
Customers	No.	1	12	26	64
SIMs Ordered (Cum.)	No.	198	3,418	38,112	51,127
Security & Hosting					
Instances Managed	No.	8,054	8,699	10,875	11,038
Devices Managed (Cum.)	No.	3,369	3,642	3,807	3,999
Block / Object Storage (Provisioned)	TB	15,074	19,509	19,572	20,811
NetFoundry					
PoCs Completed	No.	6	13	21	27
Customers	No.	-	-	7	12
Partners	No.	3	6	8	13

5.3 Tata Communications – Payment Solutions

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Third Party / Managed ATMs	No.	10780	9444	8682	8023	7732
White Label ATMs	No.	8107	8395	8116	8317	8435
Total ATMs Managed	No.	18887	17839	16798	16340	16167
Total POS Managed	No.	10844	15088	15788	15737	14950

5.4 Tata Communications – Voice

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
International Long Distance	Bn, Minutes	9.0	9.9	9.7	8.2	7.7
National Long Distance	Bn, Minutes	1.0	0.9	0.8	1.0	1.2
Total Volume	Bn, Minutes	10.0	10.8	10.5	9.2	8.9

5.5 Human Resource Analysis

5.5.1 Tata Communications – Consolidated¹

Particulars	UNITS	Quarter Ended				
		Mar 2017	June 2017	Sep 2017	Dec 2017	Mar 2018
Tata Communications	No.	5596	5797	5978	6051	6022
TCTSL	No.	4608	4555	4531	4363	4323
Total Employees	No.	10204	10352	10509	10414	10345

1. Exit Headcount as on date

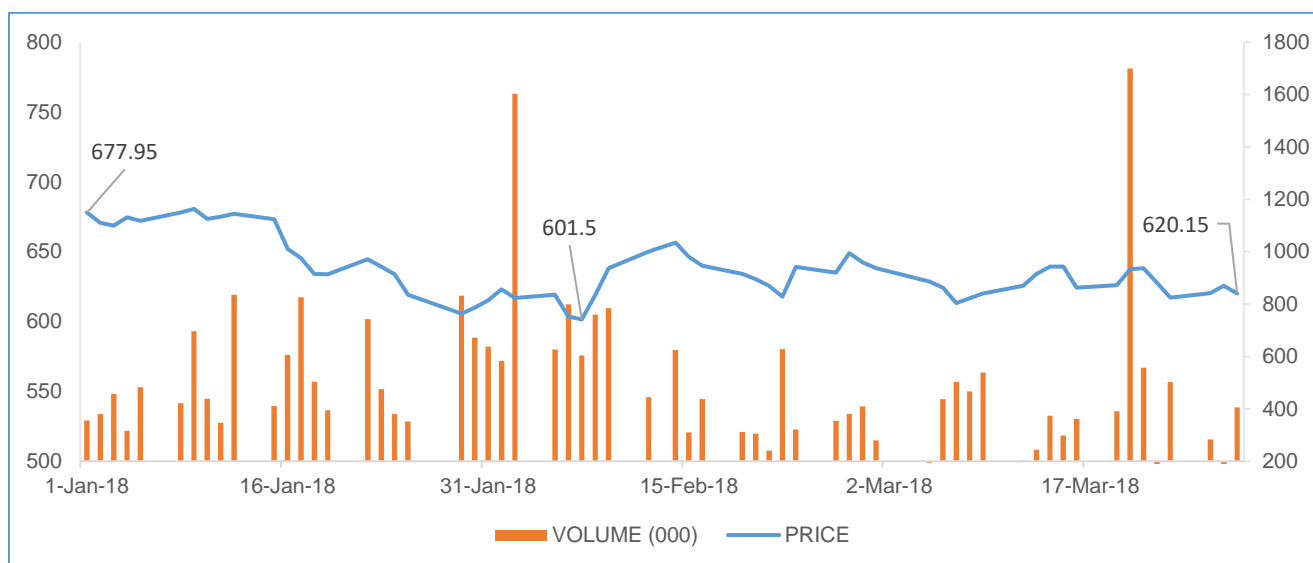
Section 6**STOCK MARKET HIGHLIGHTS****6.1 General Information**

Shareholding and Financial Data	UNITS	Quarter Ended Mar 31, 2018
Code / Exchange		TATA COMM / NSE
Bloomberg		TCOM IN
No. of Shares Outstanding (31/03/2018)	Mn, No	285
Closing Market Price - NSE (31/03/2018)	₹ / Share	620.15
Combined Average Daily Volume (NSE and BSE)	Nos in 000/day	503
Combined Average Daily Value (NSE and BSE)	₹ Mn/day	320.7
Market Capitalisation (31/03/2018)	₹, Bn	176.74
Enterprise Value	₹, Bn	251.76
Enterprise Value / EBITDA (LTM)	Times	10.99

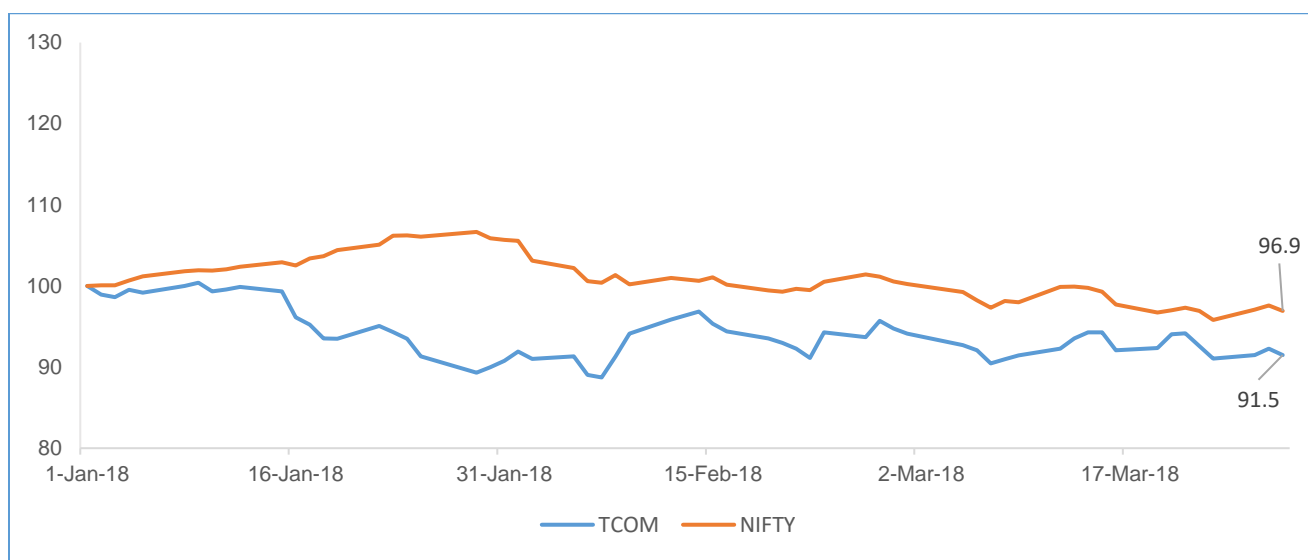
6.2 Summarized Shareholding pattern as of March 31, 2018

Category	% Holding
Promoter & Promoter Group	
Tata Group	48.9%
Government of India	26.1%
Sub-Total	75.0%
Public Shareholding	
Domestic Institutions	5.7%
Foreign Institutions	14.5%
Non-Institutions (Retail)	4.8%
Sub-Total	25.0%
Total	100%

6.3 Tata Communications daily stock price (NSE) and volume (BSE & NSE Combined) movement



6.4 Comparison of Tata Communications with Nifty



Nifty and Tata Communications Stock price rebased to 100.

Section 7**DETAILED FINANCIAL AND RELATED INFORMATION**

The financial results presented in this section are compiled based on the limited review consolidated financial statements prepared in accordance with Indian Accounting Standards (IND AS) and the underlying information. The consolidated financial results represent results of the Company and its subsidiaries.

7.1 Extracts from Audited Consolidated Financial Statements prepared in accordance with Indian Accounting Standards (IND AS)
7.1.1 Consolidated Statement of Income

(' in Lakhs)

STATEMENT OF AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE YEAR ENDED MARCH 31, 2018						
Particulars	For the quarter ended			For the year ended		
	March 31 2018	December 31 2017	March 31 2017	March 31 2018	March 31 2017	
		(Unaudited)		(Audited)	(Audited)	
CONTINUING OPERATION						
1 Income from operations	400858	411463	429373	1665084	1761973	
2 Other income, net	23296	7402	10115	38051	36029	
3 Total income from operations (1 + 2)	424154	418865	439488	1703135	1798002	
4 Expenses						
a. Network and transmission expense	182492	190679	210003	790324	881189	
b. Employee benefits expense	75470	75729	74625	297752	283941	
c. Finance costs	9104	8963	7802	34445	36719	
d. Depreciation and amortisation expense	50515	47281	46769	190630	186577	
e. Other expenses	87350	83778	94508	347871	356253	
Total expenses (4a to 4e)	404931	406430	433707	1661022	1744679	
5 Profit before exceptional items, tax & share of profit/(loss) of associate (3 -4)	19223	12435	5781	42113	53323	
6 Exceptional items	(16211)	-	(106333)	(37552)	(106333)	
7 Profit/(Loss) from operations before tax and share of profit/(loss) of associate (5 + 6)	3012	12435	(100552)	4561	(53010)	
8 Tax (benefit)/ expense:						
a. Current tax	15237	9606	1088	40916	27030	
b. Deferred tax	(731)	893	(3004)	(5424)	(3392)	
9 Profit/(Loss) before share of profit/(loss) of associate (7 - 8)	(11494)	1936	(98636)	(30931)	(76648)	
10 Share in Profit/(Loss) of Associates	(553)	(902)	395	(1630)	508	
11 Profit/ (Loss) for the period from continuing operations (9+10)	(12047)	1034	(98241)	(32561)	(76140)	

STATEMENT OF AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE YEAR ENDED MARCH 31, 2018					
Particulars	For the quarter ended			For the year ended	
	March 31 2018	December 31 2017	March 31 2017	March 31 2018	March 31 2017
		(Unaudited)		(Audited)	(Audited)
DISCONTINUED OPERATION					
12 Profit/(Loss) before tax from discontinued operations	-	-	(3907)	-	12331
13 Gain on sale of business and subsidiaries ((including mpairment of goodwill)	-	-	74974	-	242051
14 Profit /(Loss) from Discontinued operations (before tax) (12+13)	-	-	71067	-	254382
15 Tax (benefit) /expense on Discontinued operations	-	-	(1093)	-	54696
16 Profit /(Loss) from discontinued operations after tax (14- 15)	-	-	72160	-	199686
17 Net Profit/(Loss) from total operations (11+16)	(12047)	1034	(26081)	(32561)	123546
Attributable to:					
Shareholder of the Company	(12097)	1012	(26175)	(32860)	123287
Non controlling interest	50	22	94	299	259
18 Other Comprehensive Income/(Loss) (net of tax)	(13887)	13163	127733	(56286)	86475
19 Total Comprehensive Income/(Loss) (17+18)	(25934)	14197	101652	(88847)	210021
Attributable to:					
Shareholder of the Company	(25984)	14175	101558	(89146)	209762
Non controlling interest	50	22	94	299	259
20 Paid up Equity Share Capital (Face value of ` 10 per share)	28500	28500	28500	28500	28500
21 Reserve excluding Revaluation Reserve	-	-	-	826	110084
22 Earnings Per Share (of ` 10/- each) (not annualised) Basic and diluted earnings per share `					
(i) Continuing Operations	(4.24)	0.36	(34.50)	(11.53)	(26.81)
(ii) Total Operations	(4.24)	0.36	(9.18)	(11.53)	43.26

7.2 Use of Non-GAAP Financial Information

In presenting and discussing the Company's reported financial position, operating results and cash flows, certain information is derived from amounts calculated in accordance with IND AS, but this information is not in itself an expressly permitted GAAP measure. Such non - GAAP measures should not be viewed in isolation as alternatives to the equivalent GAAP measures.

A summary of non - GAAP measures included in this report are shown below.

7.2.1 Reconciliation of Non- GAAP financial information based on IND AS

a) Derivation of Operating Free Cash Flow from EBITDA (Core)

Amount in ₹, Mn

Particulars	Full Year Ended	Full Year Ended
	Mar 2018	Mar 2017
EBITDA	22,914	23,600
Less: Capex	15,147	15,879
Free Cash Flow	7,767	7,721

b) Derivation of Cash Profit from Operations from Profit before tax (Core)

Amount in ₹, Mn

Particulars	Full Year Ended	Full Year Ended
	Mar 2018	Mar 2017
Profit Before Tax	456	(5301)
Add: Depreciation and Amortisation	19,063	18,657
Add: Exceptional Loss	3755	10,633
Less: Other Income	4,378	3,226
Cash Profit from Operations	18896	20764

c) Calculation of Capital Employed (Core)

Amount in ₹, Mn

Particulars	Full Year Ended
	Mar 2018
Shareholders' Fund	4,993
Add: Net Debt / (Net Cash)	75,016
Capital Employed	80,010

Section 8

GLOSSARY

8.1 Company Related Terms

Capex	It includes investment in Gross Fixed Assets capitalized during the quarter and capital work in progress during the relevant period.
Capital Employed	Capital Employed is defined as sum of equity attributable to equity shareholders and net debt / (net cash).
Earnings Per Share (EPS)-Basic	It is computed by dividing net profit or loss attributable for the period to equity shareholders by the weighted average number of equity shares outstanding during the period.
Earnings Per Share (EPS)- Diluted	Diluted earnings per share is calculated by adjusting net profit or loss for the period attributable to equity shareholders and the weighted average number of shares outstanding during the period for the effects of all dilutive potential equity shares.
EBIT	Earnings before interest, taxation excluding other income for the relevant period.
EBIT (Including Other Income)	Earnings before interest, taxation including other income for the relevant period.
EBITDA	Earnings before interest, taxation, depreciation and amortization and charity and donation excluding other income for the relevant period. It is defined as operating income and does not include depreciation and amortization expense, finance cost and tax expense.
EBITDA (Including Other Income)	Earnings before interest, taxation, depreciation and amortization and charity and donation including other income for the relevant period.
Enterprise Value (EV)	Calculated as sum of Market Capitalization plus Net Debt / (Net Cash) as at the end of the relevant period.
EV / EBITDA (times)(LTM)	Computed by dividing Enterprise Value as at the end of the relevant period (EV) by EBITDA for the preceding (last) 12 months from the end of the relevant period.
Free Cash Flow	It is defined as EBITDA adjusted for Capex.
GAAP	Generally Accepted Accounting Principle
INDAS	Indian Accounting Standard
Intangibles	Comprises of acquisition cost of software.
NA/∞	Not ascertainable (infinite)
Interest Coverage Ratio(LTM)	It is computed by dividing EBIT for the preceding (last) 12 months from the end of relevant period by interest on borrowing for the preceding (last) 12 months.
LTM	Last Twelve months
Market Capitalization	Number of issued and outstanding shares as at end of the period multiplied by closing market price (NSE) as at end of the period.
Mn	Million
Net Debt / (Net Cash)	Total Borrowings Less Cash and Cash Equivalents on the last day of the quarter.
Net Debt / (Net Cash) to EBITDA (LTM)	It is computed by dividing net debt / (net cash) as at the end of the relevant period by EBITDA for preceding (last) 12 months from the end of the relevant period.
PE Ratio	Price to Earnings ratio is calculated as closing market price (NSE) as at the end of relevant period, divided by diluted annual earnings per share. Annual Diluted Earnings per share is calculated by adding the preceding last four quarters diluted Earnings per share

ROC	Registrar of Companies
Return On Capital Employed (ROCE) Pre Tax - (LTM)	For the full year computations, ROCE is computed by dividing the sum of EBIT for the period by average (of opening and closing) capital employed. For the quarterly computations, it is computed by dividing sum of EBIT for the preceding (last) 12 months from the end of the relevant period by average (of opening and closing) capital employed during the relevant periods.
CSR	Corporate social responsibility

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