



HQ/CS/CL.24B/16970
June 22, 2020

Dear Sir / Madam,

Sub: Press Release - Tata Communications and TeleWare collaborate on mobile voice recording to help businesses meet their financial regulatory requirements.

Please find attached herewith the press release on the captioned subject being issued today.

Thanking you,

Yours faithfully,
For Tata Communications Limited

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KS

PP Manish Sansi
Company Secretary &
General Counsel (India)

To:

- 1) Security Code 500483, BSE Ltd, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai- 400001.
- 2) Security Code TATACOMM, National Stock Exchange of India Limited. Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai, Maharashtra 400051

TATA COMMUNICATIONS

Tata Communications Limited

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22 June 2020

Tata Communications and TeleWare collaborate on mobile voice recording to help businesses meet their financial regulatory requirements

[Tata Communications](#), a digital ecosystem enabler, is working with [TeleWare](#), a communications technology business, to offer TeleWare's mobile voice and SMS recording as part of the Tata Communications MOVE™ mobility platform. The combination of the companies' capabilities will help allow global businesses to give their employees the flexibility to do their work anywhere and anytime, while helping them ensure regulatory compliance with financial transaction reporting.

Employees expect to be able to use their mobile device to collaborate and communicate effectively regardless of time or location. For many sectors - such as financial services - there is often a need or even a legal requirement to keep a record of all communications. In the US, for example, financial institutions are required to record mobile communications to comply with regulations in the Dodd-Frank Act. And, the EU's Markets in Financial Instruments Directive II (MiFID II) affects any investment firm dealing with businesses in the EU - so its reach is far and wide.

To address these demands, Tata Communications will equip its global Tata Communications MOVE™ mobility platform with TeleWare's SIM-based mobile voice and SMS recording functionality. This platform is part of Tata Communications' mission to create seamless mobile experiences through services and applications that are secure, reliable, and cost-effective for people and businesses to use anywhere in the world. Furthermore, TeleWare will use the Tata Communications MOVE™ platform for the mobile communications services it provides in Europe.

Steve Haworth, CEO at TeleWare, comments: "International organisations are under increasing compliance and regulatory pressure to capture mobile communications. Through our collaboration with Tata Communications, we will bring our call-recording capabilities to organisations worldwide to help them meet their evolving business demands. In addition, Tata Communications MOVE™ platform will serve as a reliable, scalable, and cost-effective foundation for the provision of our mobile communications services across Europe."

Damien Stephens, Associate Vice President of Mobility and IoT, Tata Communications, adds: "Our Tata Communications MOVE™ platform is all about harnessing the power of truly borderless and secure connectivity to enable businesses to transform how they operate. The addition of TeleWare's call-recording to this platform will help our customers in some of the most stringently regulated industries to empower their employees to use their mobile devices to communicate and collaborate seamlessly - without having to worry about keeping a record of such communications."

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Media contacts

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About TeleWare

[TeleWare](#), a Microsoft Gold Partner in multiple disciplines, has been a leading communications technology business for over 25 years. Its customers include some of the world's leading multinational and local financial and professional services, IT, manufacturing, retail, health and public sector organisations. Today, TeleWare technology is used by one in every three FTSE 100 financial services companies.

TeleWare has created single numbering solutions, pioneered cloud-based recording solutions, is the world's leading provider of SIM based compliant recording and the only organisation to offer both SIM and app-based compliant recording. This helps businesses meet regulatory and governance requirements. TeleWare's ability to help businesses route their communications more effectively addresses fundamental customer experience and business productivity challenges.

With innovation at its core, TeleWare designs and builds its own software products in-house. TeleWare's innovation resulted in 2 recent Microsoft world firsts. By routing, recording and analysing a call through the Azure platform in real time and in a fully compliant environment, it created a paradigm shift in cloud platform capabilities. A month later TeleWare did this again, being the first to migrate all fixed line operations to Azure.

About Tata Communications

Tata Communications is a digital ecosystem enabler that powers today's fast-growing digital economy.

The company enables the digital transformation of enterprises globally, including 300 of the Fortune 500 – unlocking opportunities for businesses by enabling borderless growth, boosting product innovation and customer experience, improving productivity and efficiency, building agility and managing risk.

With its solutions orientated approach and proven managed service capabilities and cutting-edge infrastructure, Tata Communications drives the next level of intelligence powered by cloud, mobility, Internet of Things (IoT), collaboration, security, and network services.

Tata Communications carries around 30% of the world's internet routes and connects businesses to 60% of the world's cloud giants and 4 out of 5 mobile subscribers.

The company's capabilities are underpinned by its global network, the world's largest wholly owned subsea fibre backbone and a Tier-1 IP network with connectivity to more than 200 countries and territories.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

www.tatacommunications.com

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