



HQ/CS/CL.24B/17310

May 18, 2022

National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Mumbai – 400 051
SYMBOL: TATACOMM

BSE Limited
P.J. Towers, Dalal Street,
Mumbai – 400 001
Scrip Code: 500483

Dear Sir / Madam,

**Sub: Press Release - Tata Communications launches DIGO - integrated platform
for converged and contextual conversations**

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

Kindly take the same on your records.

Thanking you,
Yours faithfully,
For Tata Communications Limited

Zubin Adil Patel
Company Secretary and Compliance Officer

TATA COMMUNICATIONS

Tata Communications Limited

Regd. Office: VSB Mahatma Gandhi Road Fort Mumbai – 400 001
Tel: 91 22 6659 1988 email: zubin.patel@tatacommunications.com
CIN: L64200MH1986PLC039266 website: www.tatacommunications.com

PRESS RELEASE

Tata Communications launches DIGO - integrated platform for converged and contextual conversations

To transform customer engagement with intelligent Human to Everything (H2X) interactions
across all customer experience (CX) platforms of digital-first businesses

Mumbai, INDIA, 18th May 2022 – Tata Communications, a global digital ecosystem enabler, today launches DIGO, an in-network, cloud communications platform to power up customer engagement for digital-first businesses. The platform offers a full suite of device-agnostic communications tools to seamlessly integrate into an enterprise's current applications, enabling it to bring intelligent, 360-degree human-to-everything (H2X) interactions for its users.

DIGO powered by Tata Communications seamlessly enables customised workflows by integrating and connecting fragmented communications channels, Artificial Intelligence (AI) platforms, and connectors (SaaS and IoT) in a platform that is designed to be infinitely scalable. This dramatically reduces the complexity of bringing solutions to the market, while focusing on providing the ultimate end user experiences.

This newly launched DIGO powered by Tata Communications offers businesses an extensive range of cutting-edge customer engagement tools delivered on the most connected network coverage. These include a customer engagement platform integrated with programmable building blocks including voice, SMS, email, social messaging, video, text to speech, IVR, chatbot and analytics tools amongst others. The platform will also augment existing applications of enterprises with an extensive connectors' library. This complete solution is wrapped with enterprise-grade personalised services, ensuring businesses get scalable, interoperable, secure and regulatory compliant customer engagement outcomes.

"DIGO will open a New World of Communications™ for businesses. It is designed to offer omni-channel, fast and intuitive user-experiences in a rapidly evolving digital-first world which demands agility, acceleration and hyperconnectivity," said **Mysore Madhusudhan, Executive Vice President, Collaboration and Connected Solutions, Tata Communications**. "We have already received a tremendous response from enterprises across on-demand platforms, automotive, BFSI, healthcare sectors to name a few. We are excited to empower CX journeys of businesses with intelligent and enhanced user interactions."



TATA COMMUNICATIONS

Digital Ecosystem Enabler



Media contact:

Arati Mukerji

Tata Communications

+91 9958895759

arati.mukerji@tatacommunications.com

Viswakumar Menon

Tata Communications

+91 9820069928

viswa.menon@tatacommunications.com

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a global digital ecosystem enabler powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit www.tatacommunications.com



Forward-looking and cautionary statements

Certain words and statements in this release concerning Tata Communications and its prospects, and other statements, including those relating to Tata Communications' expected financial position, business strategy, the future development of Tata Communications' operations, and the general economy in India, are forward-looking statements. Such statements involve known and unknown risks, uncertainties and other factors, including financial, regulatory and environmental, as well as those relating to industry growth and trend projections, which may cause actual results, performance or achievements of Tata Communications, or industry results, to differ materially from those expressed or implied by such forward-looking statements. The important factors that could cause actual results, performance or achievements to differ materially from such forward-looking statements include, among others, failure to increase the volume of traffic on Tata Communications' network; failure to develop new products and services that meet customer demands and generate acceptable margins; failure to successfully complete commercial testing of new technology and information systems to support new products and services, including voice transmission services; failure to stabilize or reduce the rate of price compression on certain of the company's communications services; failure to integrate strategic acquisitions and changes in government policies or regulations of India and, in particular, changes relating to the administration of Tata Communications' industry; and, in general, the economic, business and credit conditions in India. Additional factors that could cause actual results, performance or achievements to differ materially from such forward-looking statements, many of which are not in Tata Communications' control, include, but are not limited to, those risk factors discussed in Tata Communications Limited's Annual Reports.

The Annual Reports of Tata Communications Limited are available at www.tatacommunications.com. Tata Communications is under no obligation to, and expressly disclaims any obligation to, update or alter its forward-looking statements.

© 2022 Tata Communications Ltd. All rights reserved.

TATA COMMUNICATIONS and TATA are trademarks or registered trademarks of Tata Sons Private Limited in India and certain countries.