



July 19, 2024

IGAL/SECT/7-24/08

To  
National Stock Exchange of India Limited  
Exchange Plaza, C - 1, Block G  
Bandra Kurla Complex  
Bandra - (E)  
Mumbai - 400 051

To  
Compliance Department  
BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai - 400 001

Symbol: INDIGO

Scrip Code: 539448

**Subject: Disclosure under Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Dear Sir/ Madam,

Please find attached Press Release issued by the Company with regard to “Impact of global cloud software outage on flight operations”.

This is for your information and record.

Thanking you,  
For **InterGlobe Aviation Limited**

**Neerja Sharma**  
**Company Secretary and Chief Compliance Officer**

InterGlobe Aviation Limited

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CIN no.: L62100DL2004PLC129768

goindigo.in



## IndiGo working to minimize impact of global cloud software outage on flight operations

**National, July 19, 2024:** IndiGo, India's leading airline, is currently experiencing delays and cancellations due to global outages faced by its cloud server software and software provider. This outage, which began on July 19, 2024, has severely disrupted airline operations by impacting critical systems used for flight operations, passenger check-in, and baggage handling. Airlines, airports and other transport systems across the world are facing similar issues.

Following rapid steps taken by IndiGo teams, to switch to manual / backup systems, operations at major Indian airports including Delhi, Mumbai, and Bangalore are now under control amidst the widespread disruptions caused by the software outage. IndiGo has activated 'war rooms' at 4 metro airports to manage operations. The airline's staff are prioritizing passengers who have departures in the next 120 minutes, ensuring that flights can continue with minimal delays.

Additional measures have been put in place to manage the situation effectively. Customers on cancelled flights are being advised to not reach the airports, and being offered alternate means where possible.

The airline is closely monitoring the situation and any further decisions regarding flight operations will be made based on updates from its cloud service provider. A dedicated team has been deployed to address these technical challenges and minimize disruptions. IndiGo is committed to ensuring the safety and comfort of its customers and is making every effort to resolve the issue with utmost priority and urgency.

For further queries or assistance, please contact our customer care team at 0124 6173838 or 0124 4973838.

### About IndiGo

IndiGo is amongst the fastest-growing low-cost carriers in the world. IndiGo has a simple philosophy: offer fares that are affordable, flights that are on time, and provide a courteous and hassle-free travel experience across its unparalleled network. With its fleet of 350+ aircraft, the airline is operating around 2000 daily flights and connecting 85+ domestic destinations and 30+ international destinations. India by IndiGo! For more information, please visit <http://www.goindigo.in/> or download our mobile app. You can also connect with us on Facebook, Twitter, and Instagram.