

HQ/CS/CL.24B/16287 31 October 2017

Sir,

Sub: Intimation of Schedule of Analyst / Institutional Investor Meetings pursuant to Regulation 30(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Pursuant to Regulation 30(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please be informed that the following interactions have been scheduled to be held from 01<sup>st</sup> November 2017 to 09<sup>th</sup> November 2017 between the Company and its analysts / institutional investors:

Date	Name of funds / firm / event	Venue	Type of meeting
Nov 01 <sup>st</sup> to 09th 2017	Investor Road Show	Europe	In Person

Note: The above meeting schedules are subject to change. Changes may happen due to exigencies, logistical disorders and last minute schedule conflicts on the part of investors and / or the company.

The presentation in this regard is attached and is also available on the website of the Company.

Kindly take the same on your records.

Thanking you, Yours faithfully, For Tata Communications Limited

Manish Sansi Company Secretary & General Counsel (India)

To:

 Security Code 500483, BSE Ltd, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai- 400001.
 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** 

Address : G Block, C 21 & 36, Bandra Kurla Complex, Mumbai 400098 Regd. Office : VSB Mahatma Gandhi Road Fort Mumbai – 400 001 Tel 91 22 6659 1966 Fax 91 22 6725 1962 email : manish.sansi@tatacommunications.com CIN no. : L64200MH1986PLC039266 web site : www.tatacommunications.com



# INVESTOR PRESENTATION

2<sup>ND</sup> QUARTER - FY2018



### 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 OUTSIDE 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.



## AGENDA

- BUSINESS OVERVIEW
- FINANCIAL OVERVIEW



## **BUSINESS OVERVIEW**



## DELIVERING A NEW WORLD OF COMMUNICATIONS TM

POWERING THE PLATFORM ECONOMY, THE INTERNET AND GLOBALISATION

Over 25% of the world's internet traffic uses our network (Over **12,000** petabits)



We have the only wholly-owned subsea cable network that circles the globe



We handle **1 in 10** of all international voice calls

We're a leading player in managed hosting and cloud services globally

We connect businesses to providers who account for almost **50%** of cloud computing

**20** terabits of international bandwidth lit capacity



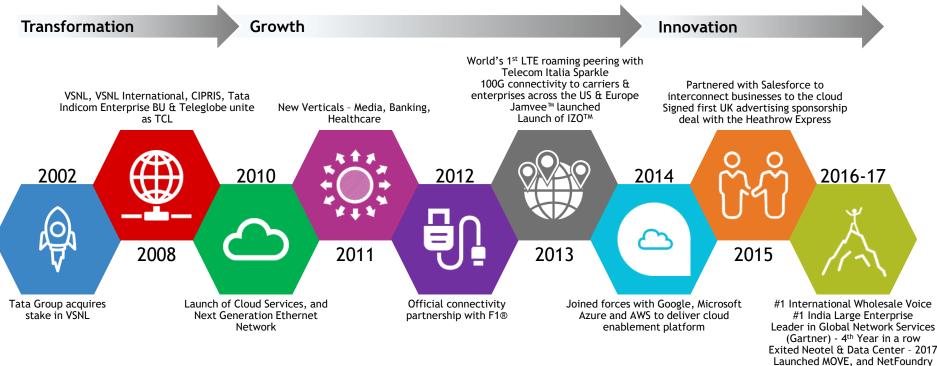


**85 million** voice transactions handled every day



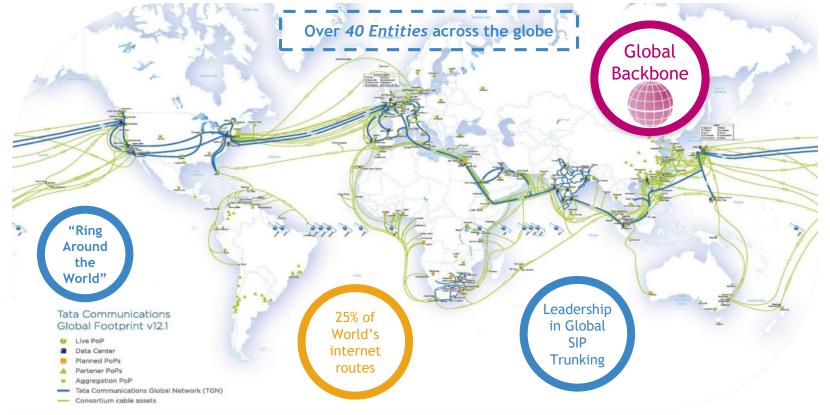
## **GROWTH STORY**

#### TRANSFORMING FROM AN INDIAN PSU TO A DIGITAL ENABLEMENT PLAYER





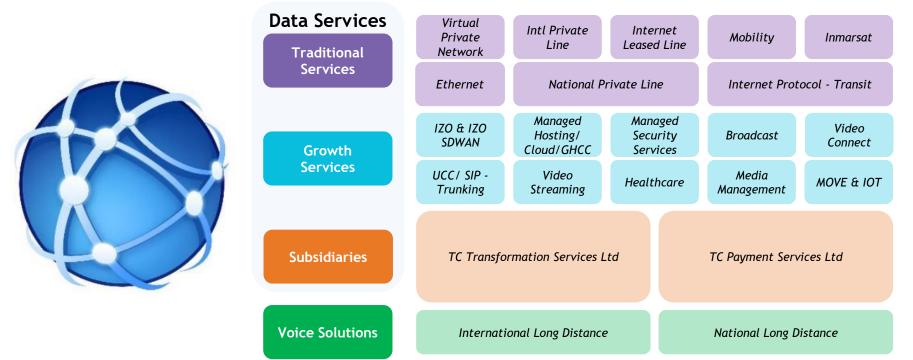
## **GLOBAL REACH - PROVIDING CONNECTIVITY ACROSS THE WORLD**





## **PRODUCTS AND SERVICES**

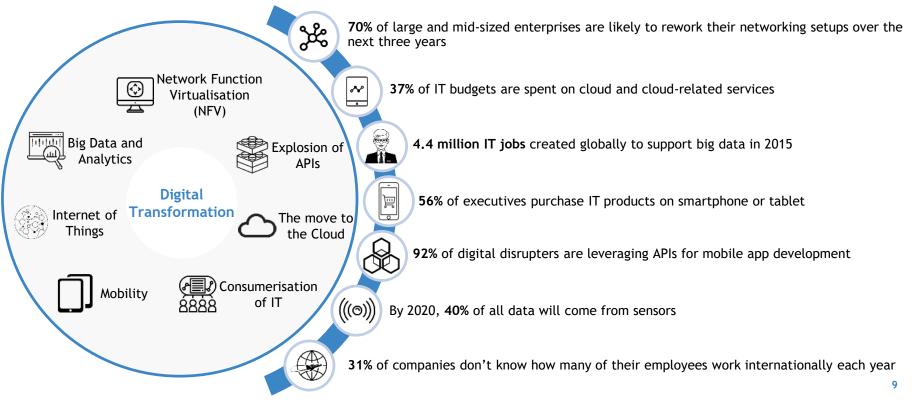
PROVIDER OF ENTERPRISE & WHOLESALE DATA SERVICES & WHOLESALE LONG DISTANCE VOICE SOLUTIONS





## MARKET OVERVIEW

### TECHNOLOGY IS A GAME CHANGER





## **BUSINESS THEMES SUPPORTING DIGITAL TRANSFORMATON**

DIGITAL TYPICALLY DELIVERS VALUE ACROSS 4 IMPACT AREAS FOR BUSINESSES

Borderless Growth	Driving their digital transformation on a global scale, organisations need best-in-class global infrastructure and tools. They will power organisations' expansion into new markets and geographies, and allow them to innovate through new products, services and business models to generate new revenue streams with agility.	
Productivity and Efficiency	Boosting productivity and drive efficiencies via digital, organisations need to pave the way for seamless multi-platform collaboration amongst their employees, partners and customers, and empower them with ubiquitous access to data and applications.	
Customer Experience and Engagement	Offering their digitally-savvy customers the seamless experiences they crave, organisations need to embrace an omni-channel approach, which enables them to enhance customer engagement, awareness and loyalty.	
Managing Business Risk	Managing business risk, organisations must secure their data and applications - which fuel their growth in today's digital economy - against external threats, and ensure reliability and near-zero business disruption.	



## **OUR CUSTOMERS**

~ 7,000 CUSTOMERS GLOBALLY: ~2,000 SERVICE PROVIDER CUSTOMERS & ~5,000 ENTERPRISE CUSTOMERS

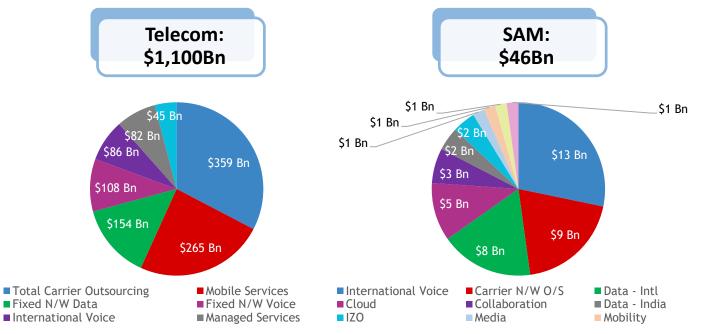


TATA TECHNOLOGIES



## WE ADDRESS ~\$46 BN OUT OF A \$1.1 TN TELECOM MARKET

SERVICEABLE ADDRESSABLE MARKET REPRESENTS PORTION OF THE TELECOM MARKET WHICH WE CAN CAPTURE

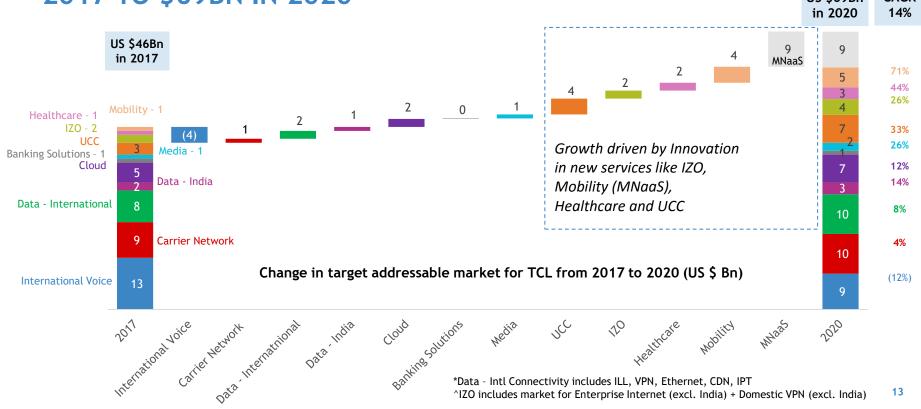


Source: Gartner, F&S, Telegeography, CISCO-VNI, Internal Estimates Notes: Managed Services includes Media Services; Data Intl Connectivity includes CDN and IP-T



## OUR TARGET ADDRESSABLE MARKET IS EXPANDING FROM \$46BN IN 2017 TO \$69BN IN 2020 US \$69BN CAGR

TATA COMMUNICATIONS







## HELPING CONSUMERS REMAIN AGILE, ADAPTABLE, AND RESPONSIVE

POWERING THE DIGITAL ECONOMY AND HELPING OUR CUSTOMERS AND PARTNERS ACCELERATE THEIR GROWTH BY DEVELOPING INNOVATIVE BUSINESS SOLUTIONS

**Innovating Together** 





## **INVESTING FOR THE FUTURE**

#### MOVE is 3 Products built on the Tata Global Network

#### SIM CONNECT

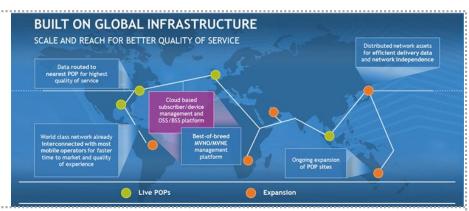
Global Mobile Connectivity for Humans - Providing Global Visibility, Security and Control to MNCs

#### IOT CONNECT

Global Connectivity for Machines and Things - Fully Programmable Global IoT connectivity and services

#### MOBILE NETWORK ENABLEMENT

MNOs can leverage our MVNE "platform as a Service" and launch sophisticated local or global MVNOs rapidly



#### Other Innovative Products in our Portfolio

#### MOBILE CUSTOMER ENGAGEMENT

Mobile Messaging Exchange SMS Firewall API Suite Mobile Local Number Services Sponsored Data Exchange



LoRa LP-WAN (Low Power, Long Range Network)

IOT infrastructure and developer ecosystem in India



#### **Digital Transformation**

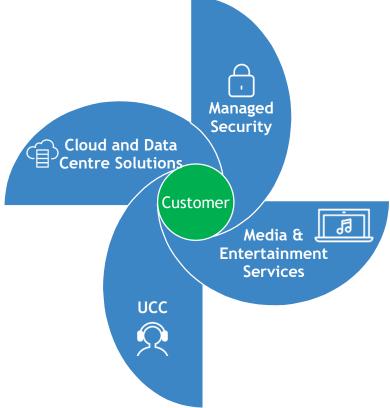
Revamping systems and processes to enhance long term productivity and enrich customer experience

#### ROAMING AND INTERCONNECT SERVICES

Business Intelligence WiFi+ Steering and Routing Clearing and Settlement VoLTE Interconnect, IPX+ SS7 & Diameter Signalling



## **LEVERAGING OUR POSITIONING**



#### Cloud and Data Centre Solutions

- Connecting businesses to 8 main cloud platforms in 20 locations across 3 continents
- Our data centres meet and exceed TIA 942 standards and offer 99.982% uptime
- 10,000+ installed racks, and more than 5,000 virtual instances

#### Managed Security

- One of the largest cloud-based DDoS mitigation and scrubbing services with 17 scrubbing farms across the globe
- Provide 24x7x365 proactive monitoring of security devices for over 700 customers
- Acknowledged as a 'notable vendor' in Gartner's Magic Quadrant for MSSPs

#### Media and Entertainment Services

- Global network that can transfer 1TB data/second for HD video without buffering
- Video network that reaches 300 media hotspots globally
- Offers OTT platform-as-a-service which enables delivery of live, linear, catch-up & VOD content

#### Unified Communication and Collaboration (UCC)

- End-to-end global managed services and support
- Named Microsoft High Potential Partner for Skype for Business
- Cisco powered Cloud Contact Centre Solution Provider



## THIRD PARTY ENDORSEMENTS, AWARDS AND RECOGNITION

#### CONTINUOUS IMPROVEMENT

## India's largest corporations: Tata Communications at #68

Transparency International, a global civil society organization, conducted research into the public reporting practices of 100 emerging market companies based in 16 countries in 2016



#### Tata Communications ranks #2 in the 'Transparency in Corporate Report'

8 page feature story on the Leadership Profile of Tata Communications in the December edition of Fortune India

http://fortuneindia.com/2016/december/the-importanceof-being-global-1.10468

#### Frost & Sullivan India ICT Awards:

- Enterprise Data Service Provider of the Year (9<sup>th</sup> Year in a row)
- Hosted Contact Center Service Provider of the Year (6<sup>th</sup> Year in a row)
- Enterprise Telecom Service Provider of the Year Large Enterprises (3<sup>rd</sup> Year in a row)
- Third Party Datacentre Service Provider of the Year (2<sup>nd</sup> Year in a row)
- IoT New Product/Service Innovation Award (First time winner New Award Category)

Recognised for building a high trust, high performance culture and a Great Place to Work-Certified  $^{\mathrm{M}}$ 



## AON®

**BESTEMPLOYERS** 

Named an Aon Best Employer India, 2<sup>nd</sup> year in row. Recognised for high employee engagement, compelling employer brand, effective leadership and a culture that enables high performance

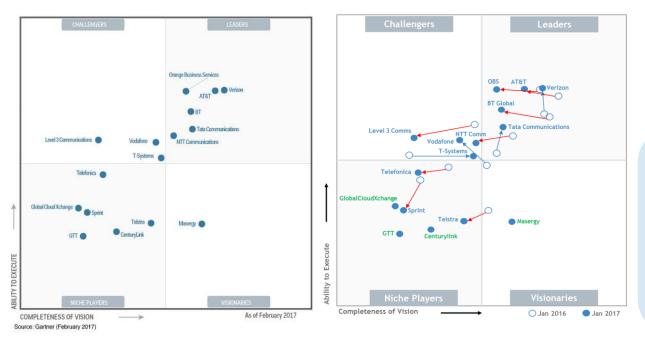
#19 best company in India at attracting and retaining top talent





## **POSITIONED IN THE LEADERS' QUADRANT**

"LEADER" IN GARTNER MAGIC QUADRANT FOR NETWORK SERVICES, GLOBAL FOR 4<sup>TH</sup> CONSECUTIVE YEAR





- TCL and Verizon are the only "Leaders" showing significant improvement
- TCL's global SIP trunk offering, IZO internet WAN across 82 countries and plans for SD-WAN have been identified as key strengths
- Most established players have lost ground
  - Telstra has dropped from "visionary" to "Niche Player"
  - Others like Level 3 Comms, BT Global, OBS, AT&T, NTT have lost ground in "completeness of vision"

Source: Gartner, Inc "Magic Quadrant for Network Services, Global" Neil Rickard, Bjarne Munch, 13 February 2017.

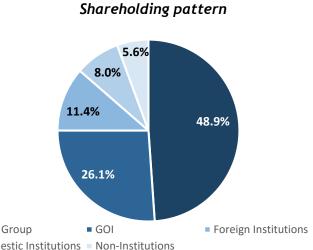
This Magic Quadrant graphic was published by Gartner, Inc. as part of a larger research note and should be evaluated in the context of the entire report. The Gartner report is available upon request from Tata Communications. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.



## SHAREHOLDER VALUE CREATION

#### FOCUS ON MAXIMIZING LONG TERM INTRINSIC VALUE FOR SHAREHOLDERS

Drive Capital Efficiency	<ul> <li>Recalibrate Investments</li> <li>Co-create with partners</li> <li>Strong discipline and governance around capital allocation and expenditure</li> </ul>	
Improve Margin Profile	<ul> <li>Improve operating efficiency and drive operating leverage</li> <li>Accelerate growth in high margin data segment and new services</li> </ul>	
Invest for Sustainable Long-Term Growth	<ul> <li>Reshape portfolio</li> <li>Invest in new services/ innovation to differentiate and accelerate growth</li> </ul>	<ul> <li>Tata Gro</li> <li>Domestic</li> </ul>
Create Financial & Strategic Flexibility	<ul> <li>Key priority is to generate free cash flow and deleverage balance sheet</li> <li>Pursuit of opportunities to unlock intrinsic value</li> <li>Rationalize businesses with sub-par return profiles</li> </ul>	Note: Tat Sons (14.0



#### As on March 31, 2017

*Note:* Tata group includes Panatone Finvest Ltd (30.10%), Tata Sons (14.07%), and Tata Power Ltd. (4.71%)



## **CORPORATE SOCIAL RESPONSIBILITY**

TECHNOLOGY DRIVING SOCIAL CHANGE

<sup>6</sup>By financially including women around the globe, we take an important step towards poverty alleviation, equality and economic prosperity. **99** 

Walt Macnee, Vice Chairman, Mastercard

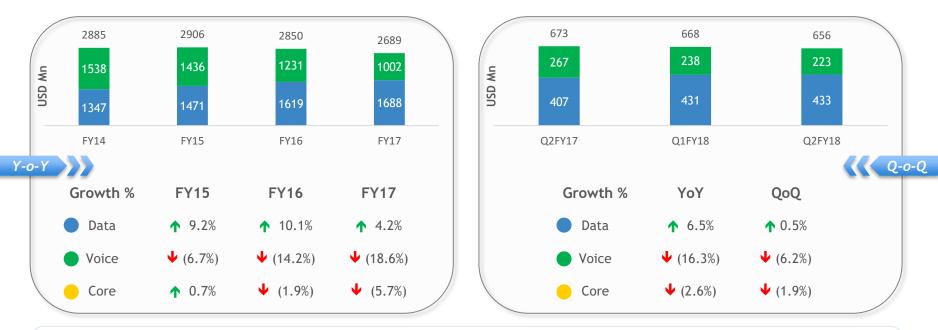
- Tata Communications and MasterCard joined forces to empower 100 million women in the developing world. Working with a unique network of partners, we aim to bring our shared vision to life through access to transformative mobile platforms across a range of financial, health and education applications and service
- We're committed to improving the quality of life of communities through programmes such as health, education and vocational training
- Sustainability is built into our business processes
- Our active volunteering programme has over 70,000 volunteers
- Active programmes around the world include computer-based adult literacy, and e-learning teaching application for special children
- In FY16, 96% of our employees have undergone 44,280 days of skill development training through 1,603 workshops
- Further, our employee engagement score remains very high at 84% in FY16. This helps us stay very high up in the top quartile of the Aon Hewitt global telecom database



## FINANCIAL PERFORMANCE



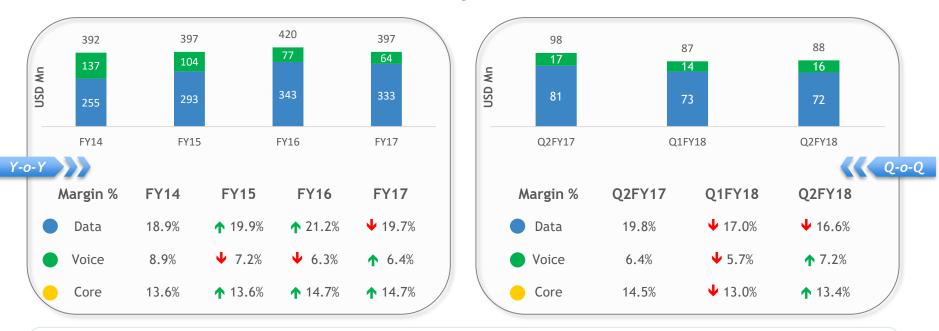
## PERFORMANCE HIGHLIGHTS | CORE - GROSS REVENUE



- Core Revenue was down both YoY and QoQ despite growth in the Data Business, mainly due to the decline in Voice Business, as expected, which is inline with industry trends
- Strong performance by Growth Services Portfolio, helped drive the Data Business
- Voice remained subdued, as we witnessed both volume decline and price erosion



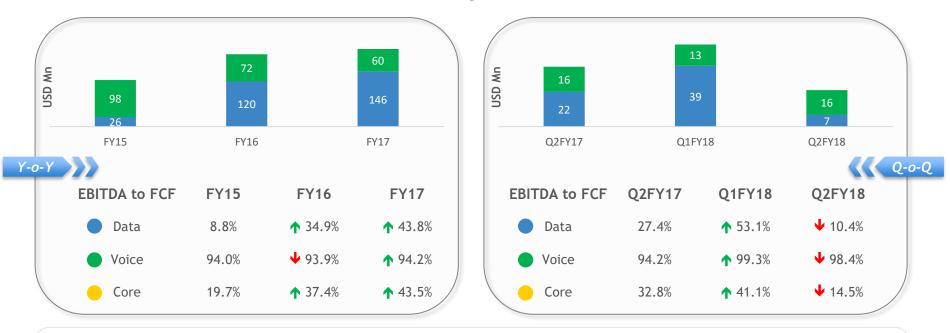
## PERFORMANCE HIGHLIGHTS | CORE - EBITDA



- Core EBITDA margin saw an improvement QoQ due to Voice business and one-off benefit in Payment Solutions business
- Data EBITDA margin this quarter was affected by higher investment in innovation; subdued performance of TCPSL due to demonetisation; higher manpower and backbone costs; and access impact and transformation cost
- Improvement in Voice EBITDA margins by 150bps QoQ on account of recovery of outstanding from customers



## PERFORMANCE HIGHLIGHTS | CORE - OPERATING FCF

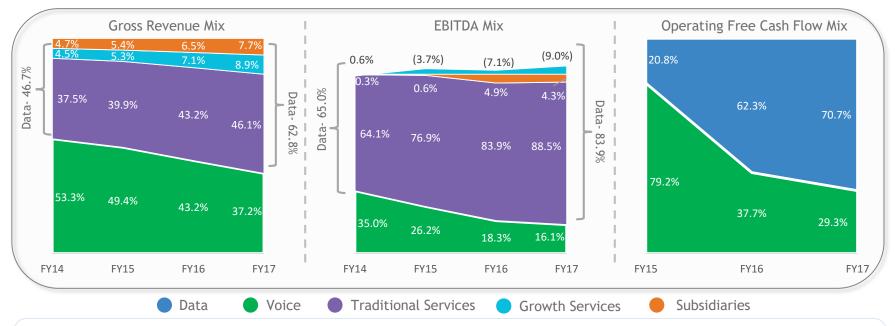


- The business is generating healthy free cash flows We generated USD 13Mn (INR 82 Crores) in Free Cash Flow after accounting for capex
- The underlying business levers are in place and the free cash flow growth momentum will continue as we grow scale

Note: USD-INR: FY14 - 60.48; FY15 - 61.13; FY16 - 65.44; FY17 - 67.07; Q2FY17 - 66.98; Q1FY18 - 64.48; Q2FY18 - 64.30; FCF = EBITDA less Capital Expenditure; Core FCF has been arrived at after subtracting total Capex; FY14-FY17 does 24 not exclude Data Centre



## PERFORMANCE HIGHLIGHTS | PORTFOLIO MIX

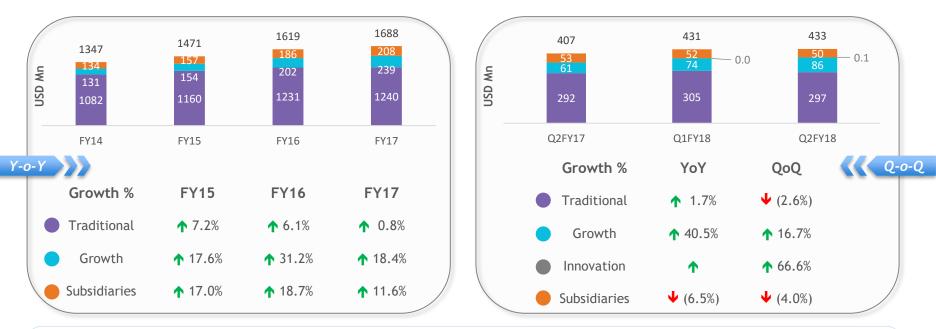


- There has been a significant shift in the mix of our business, with Data dominating both in terms of Revenue, EBITDA and Free Cash Flow, and the declining importance/ dependence on Voice can be clearly seen above
- Traditional Connectivity services is our mainstay as of now, and represents a majority portion of both our Revenue and EBITDA
- However, our investment in Growth Services will drive the business in the future

## TATA

#### TATA COMMUNICATIONS

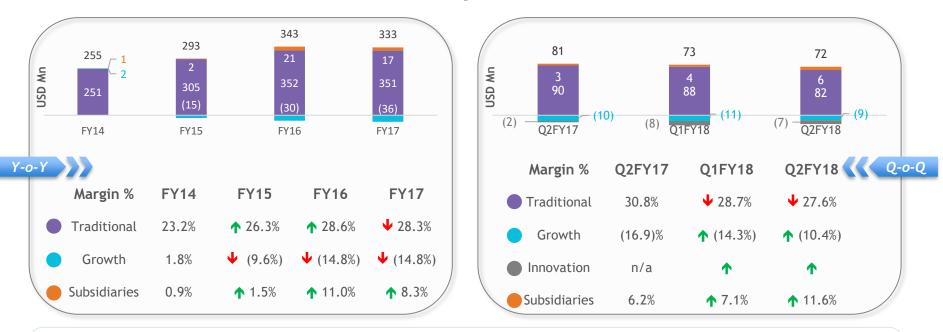
## PERFORMANCE HIGHLIGHTS | DATA - GROSS REVENUE



- Traditional business saw higher one-off customer churn this quarter and higher costs due to our business transformation, impacting revenue & EBITDA
- Growth business saw good traction this quarter due to IZO, Mobile New Services, and Video Connect
- Innovation services have been separated out from the Growth business, and represent services that are still in the POC stage As these start turning into revenue contracts and gain scale, they will be moved to the Growth business



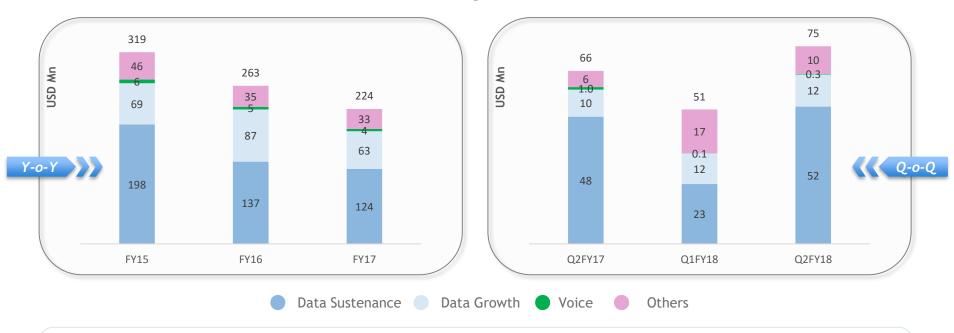
## PERFORMANCE HIGHLIGHTS | DATA - EBITDA



- Traditional business EBITDA margin decline is temporary in nature and as benefits of cost productivity on account of business transformation starts to flow through the EBITDA margins should be back in the 28-30% range
- Growth business is starting to see a reduction in EBITDA losses, and we should see a few products turning EBITDA positive over this year
- The Transformation business was impacted by closure of Tata Teleservices, while the Payments business is taking longer to normalize than expected



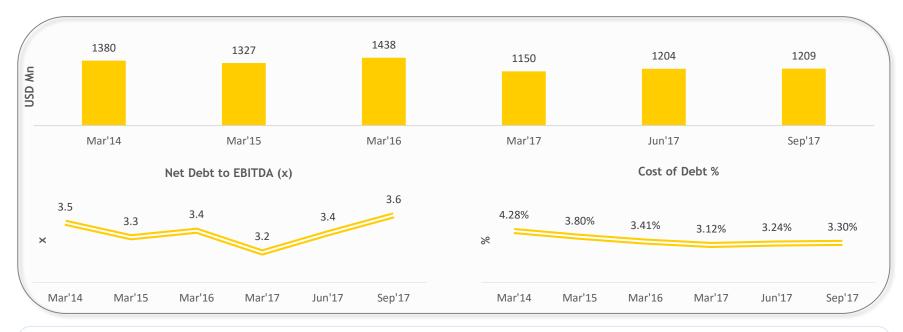
## **PERFORMANCE HIGHLIGHTS | CAPITAL EXPENDITURE**



- More than 80% of the Capex is spent on Data Business
- 50% of overall Capex is spent on sustenance
- Capex spent on Others include IT, CSO, and Corporate Capex



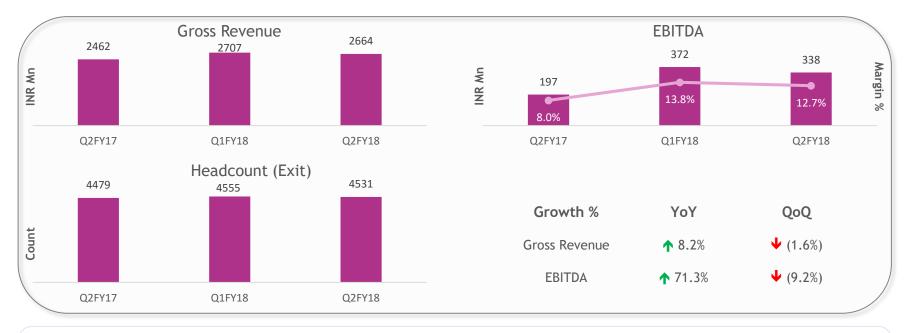
## **PERFORMANCE HIGHLIGHTS | NET DEBT**



- Net debt at the end of quarter was at USD 1,209Mn, an increase of USD 5 Mn over last quarter on account of Sebras cable payment
- Finance cost was little high this quarter due to reversal of capitalised interest, as funding of projects happened through internal accruals. The cost of debt was marginally up due to 3.3% LIBOR moving up on USD borrowings



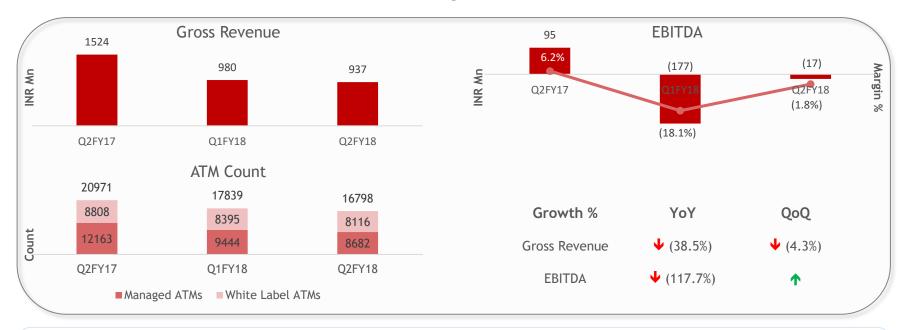
## PERFORMANCE HIGHLIGHTS | TCTSL - STANDALONE



- Transformation services was affected by closure of Tata Teleservices business
- The lost revenues shall be offset through new client wins, while optimising the costs in coming quarters to enhance profitability

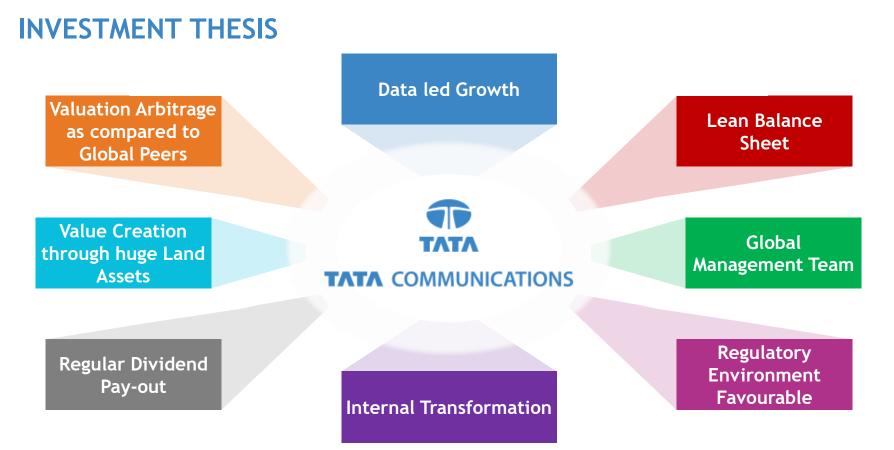


## **PERFORMANCE HIGHLIGHTS | TCPSL - STANDALONE**



- The Payment solutions business is taking longer to normalise than expected though we are witnessing some signs of recovery with transactions at almost 90% and cash handling at 45% of pre-demonetisation levels
- The payment solutions EBITDA gap narrowed this quarter on account of one-offs
- The focus remains to enhance the profitability through efficient portfolio allocation and cost controls







### **KEY TAKE AWAY**

- □ Favourable sectoral trends riding on global data growth
- Connected the recently-launched Seabras-1 cable system to its Wall, NJ cable landing station and its global network, offering the most direct link between the financial centres of New York City and São Paulo
  - Additionally, the company has built three new points of presence (PoP) in Jacksonville, FL, Minneapolis, MN, and St. Louis, MO, growing the footprint to 48 PoPs across both major cities and emerging business hubs of the U.S.
- At the TechXLR8 Asia, Tata Communications won the award for the Best IoT Connectivity Solution, being voted the best and most innovative solution provider for the MOVE proposition
- At the Ovum Industry Congress Tata Communications' IoT solutions emerged as the winner of the Internet of Things award
- □ Increased sales push through internal reorganisation and partnerships
  - Dertnership with Skylab, HP Enterprise, Hitachi Sunway, Emirates Data Clearing
- □ Growth Services continue to scale up well, and delivered an impressive 40.5% growth YoY
- The business is generating healthy free cash flows We generated USD 13Mn (INR 82 Crores) in Free Cash Flow after accounting for capex, interest and tax expense
- Core Net Debt at USD 1.21Bn, an increase of USD 5Mn over last quarter due to Sebras Cable payment- Net Debt to EBITDA at 3.6x
- □ FY17 Dividend of INR 6/share which is 60% of face value of each share





## THANK YOU

### tatacommunications.com

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