

# QUALITY POLICY

TATA Communications Transformation Services Limited is a 100% subsidiary of Tata Communications, provides leading business transformation, managed network operations, network outsourcing, and consultancy services to telecom companies around the world.

TCTS delivers operational efficiency, cost transformation, and revenue acceleration solutions for all the stages of carrier process lifecycle including but not limited to network engineering and design implementation and operations functions.

TCTS's enduring business ideal is to ensure commitment and realization of:

- Quality of service deliverables to its customers, meeting our internal and external customer's requirements on quality
- Customer delight through constant endeavors of strengthening the effectiveness of delivery processes and quality methods
- Addressing both risk & opportunities to achieve improved results and prevent negative effects
- Conduct periodic internal and external audits to ensure "Quality" is constantly monitored and reported
- Continual improvement throughout the customer life cycle, delivery of services, and effectiveness of Quality Management System (QMS)
- Enhance the expertise of our human capital through training and certifications.

*Agnel Navin*

Agnel Navin  
CEO  
1st April 2024

Version	Description	Date of Issue
1	Initial policy	10th Feb 2009
2	Updated as per ISO 9001:2015	14th Nov 2016