

Network Shutdown Policy

Tata Communications Limited and its direct and indirect wholly-owned subsidiaries (“Tata Communications”), a digital ecosystem enabler, is firmly committed to respecting and protecting human rights in every aspect of our business. We recognize that access to communications provides freedom for our customers and their end users to express their opinions and access desired information thereby helping them to manage every aspect of their businesses. We ensure that our customers are able to use our networks and services seamlessly without any restrictions. We meet our strong commitment by promoting responsiveness, accountability, and transparency in the way we offer our products and services and engage with our customers, suppliers and employees. We promote and adhere to these principles of internationally recognized human rights, while complying with local business-related laws and regulations.

Tata Communications’ Network Shutdown Policy is aligned with the principles contained in the Universal Declaration of Human Rights⁽¹⁾, International Labour Organisation Declaration on Fundamental Principles and Rights at Work⁽²⁾ and the United Nations Guiding Principles on Business and Human Rights⁽³⁾ and is consistent with the [Tata Code of Conduct](#).

Network Management and Human Rights Commitments

- **[Respect Privacy and Freedom of Expression](#)** We protect users’ privacy and freedom of expression and commit to stringently implementing and monitoring our network shutdown policy. While we acknowledge that sometimes the laws may limit certain of these rights for public policy reasons, such as safety, national security, law & order etc., we work to balance any potential legal limitations for legitimate use of our products and services against appropriate policies to protect human rights.
- **[Protect Customer Data](#)** We must maintain certain data to ensure that business is conducted accurately. For example, we use appropriate data for ensuring accurate billing to our customers. We understand our need to closely protect such information in compliance with data protections laws and regulations as prevailing in respective territorial jurisdiction and have created policies to maintain such protection.
- **[Permit Access to Customer Data Where Legally Permissible](#)** We support customers’ access to applicable online data, content, and related services where legally permissible. We take blocking requests very seriously and will block customers from accessing their data only under very limited circumstances, such as where ordered by a court or regulatory agency to do so, to the extent permitted by the relevant laws and regulations, We maintain and periodically update our [Acceptable Use Policy \(AUP\)](#), which describes how customers and other users of the Tata Communications’ product and services (collectively “Users”) may use our services responsibly. The AUP also enables Tata Communications to provide Users with secure, reliable, and productive services.
- **[Prohibit Network Access and Call Blocking Unless Mandated by Law](#)** We strive to ensure that access to our network and related services are available at all times and all calls are completed, and prohibit network access, including calls, from being blocked. We consider seriously blocking any customer from access to their data, calls, blocking of website requests, and network shutdown. We make due diligence part of our business process and thoroughly analyse legal mandates and requests prior to blocking. As required by law, we comply with Government orders, Court orders, and law enforcement requests in a way that imposes least restrictions on customers’ use of our services. We identify potential human rights risks and consider what reasonable steps we can take to mitigate them, even within the context of a legal or regulatory mandate. In sum, Tata Communications endeavours to ensure that our products and services are not used by others in a way that is inconsistent with our commitment to international human rights standards.

(1) [Universal Declaration of Human Rights- https://www.un.org/en/about-us/universal-declaration-of-human-rights](https://www.un.org/en/about-us/universal-declaration-of-human-rights)

(2) [International Labour Organization Declaration on Fundamental Principles and Rights at Work - https://www.ilo.org/declaration/lang-en/index.htm](https://www.ilo.org/declaration/lang-en/index.htm)

(3) [United Nations Guiding Principles on Business and Human Rights - https://www.ohchr.org/documents/publications/guidingprinciplesbusinesshr_en.pdf](https://www.ohchr.org/documents/publications/guidingprinciplesbusinesshr_en.pdf)

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