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October 6, 2025

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 Voice AI Platform to Transform BFSI Customer Journeys with Speed, Scale and Integrated Intelligence**

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

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PRESS RELEASE

# Tata Communications Launches Voice AI Platform to Transform BFSI Customer Journeys with Speed, Scale and Integrated Intelligence

- *Industry first comprehensive speech-to-speech Voice AI platform, engineered to transform the BFSI customer journeys*
- *Fully scalable solution supporting 40+ Indian and global languages, ready to power customer engagement across sectors worldwide*

Mumbai, INDIA, 6<sup>th</sup> October 2025 – [Tata Communications](#), a leading global communications technology player, today announced the launch of its Voice AI platform powered by Agentic AI – an industry first speech-to-speech customer engagement solution offering instant decision making, multilingual fluency, and sub 500 milliseconds latency performance. This sets a new benchmark for customer engagement technology by enabling interactions that are personalised, context-aware, and seamlessly integrated across channels –redefining how financial institutions connect with their customers.

Empowering enterprise-grade fintech adoption, Tata Communications Voice AI is underpinned by its extensive global voice network and agentic AI platform and powered by Tata Communications AI Cloud for security and scale. Aligned with the enterprise’s strategy, the intelligent platform directly connects to customer’s APIs and fintech platforms, streamlining the complete customer journey – from initiation to resolution.

The platform supports interactions in 40+ Indian and global languages, including Hindi, Tamil, Spanish, Mandarin and more. It delivers real-time transcription, call summaries and sentiment analytics. Key capabilities include context retention across sessions, adaptive dialogue flows, real-time language translation, multi-agent orchestration, real-time call analysis and integration with systems for human handoffs.

**A.S. Lakshminarayanan, MD and CEO, Tata**

**Communications, said:** “What differentiates Tata Communications Voice AI platform is that it’s not just a tool. It is a scalable, enterprise-ready platform designed to deliver real outcomes. Driven by Agentic AI, it brings integrated intelligence where Voice AI is embedded into customer journeys to address a wide range of use cases that we are already co-discovering with our customers. Built for speed, scale and reliability, it goes beyond pilots and proofs of concept to

## KEY FEATURES

- ☑ **Unified Speech-to-Speech Platform:** Integrated architecture with <500ms latency for instant interactions
- ☑ **Agentic AI Journeys:** Outcome-driven intelligence that connects directly to enterprise APIs and fintech platforms, executing tasks from initiation to resolution
- ☑ **Omnichannel Interactions** powering context aware, seamless customer journeys across voice, chat, and apps
- ☑ **Multilingual & Accent Adaptive:** Supports 40+ global and Indian languages, dynamic language switching and authentic brand voices
- ☑ **Powered by Tata Communications AI Cloud** for security and scale

provide enterprises with a proven way to deliver more empathetic interactions at every touchpoint.”

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**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](http://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](http://www.tatacommunications.com). Tata Communications is under no obligation to, and expressly disclaims any obligation to, update or alter its forward-looking statements.

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Tata Communications Voice AI capability is part of the Tata Communications Customer Experience Platform.