

29 November 2021

National Stock Exchange of India Limited "Exchange Plaza", Bandra - Kurla Complex, Bandra (E),

Mumbai - 400 051

Dear Sirs,

Sub: Investor Presentation

Ref: "Vodafone Idea Limited" (IDEA / 532822)

Dalal Street, Mumbai – 400 001

BSE Limited

Phiroze Jeejeebhoy Towers,

Pursuant to Regulation 30 and 46 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the corporate presentation being uploaded on the Company's website.

The above is for your information and dissemination to the members.

Thanking you,

Yours truly,

For Vodafone Idea Limited

Pankaj Kapdeo **Company Secretary**

Encl: As above



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Vodafone Idea Limited



Company Overview



Vodafone Idea Limited: An Overview











~285,500Km



Spectrum holding

Unique Locations

Broadband sites

Fibre



253 million



Subscriber base



4G coverage



1.2 billion



2G coverage





65,000



India's largest massive MIMO radio deployment (~ 13.850)



India's largest edge





Ookla Speedtest award²



Best Voice quality for 10 out of 12 months

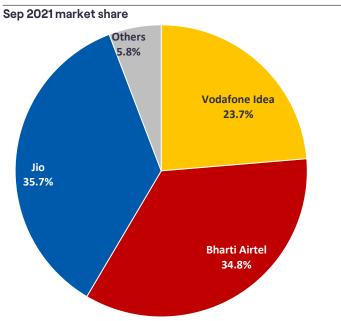
TRAI MyCall dashboard³



With our strong assets, digital focus and 5G ready architecture, we are well positioned to compete

Strong market position in consumer, business services & IoT

Total active wireless subscriber base¹

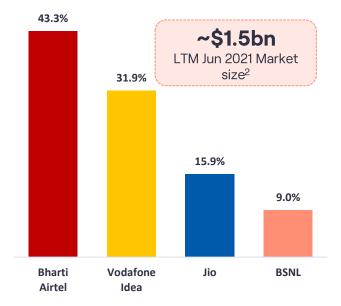


#1/2 in 8 circles (including 2 metros)⁴ which constitute 51% of VIL's base and 37% of industry customer base

Optimal "steady-state" structure of 3 private players + 1 government operator, offering healthy competition

Strong market position in growing business services market²

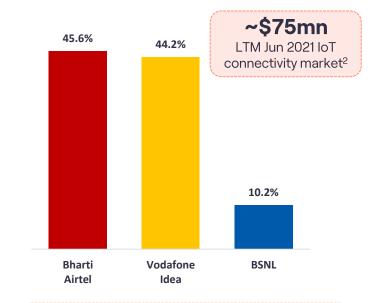
LTM Jun 2021 business services mobility RMS (%)



Strong market position servicing different customer segments including global, national and SME accounts

Differentiated Connectivity portfolio with Security, Business Plus Mobility bundles and SaaS applications

Strong market position in Internet of Things (connectivity)^{2,7} LTM Jun 2021 IoT connectivity RMS (%)



First and only telco to have end-to-end Integrated IoT service in India

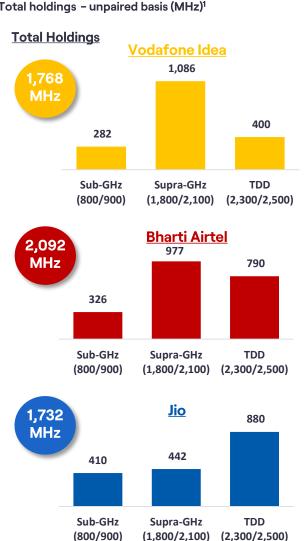
Leadership position in vehicle tracking systems, energy, utilities, among others



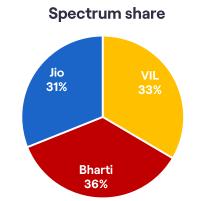
Competitive spectrum portfolio and superior customer experience

Solid spectrum portfolio

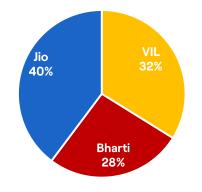
Total holdings - unpaired basis (MHz)1



Strong spectrum footprint in 17 priority circles



Spectrum share in Sub GHz



Strong spectrum share in 17 priority circles on overall basis as well in Sub GHz band

Focus on customer experience visible in rankings

- 4G coverage has more than doubled since merger
- Capacity has improved by 2.8x since merger aided by spectrum consolidation and incremental deployment
- ~15 GB average data usage by VIL 4G subscriber² (amongst the highest in the world); significant growth in data volumes (27% YoY2)
- Vi GIGAnet is India's fastest network, as per Ookla³
- As per TRAI "MyCall" dashboard, VIL has best voice quality in India for 10 out of last 12 months (as of Oct 2021)



Strong Brand, Extensive Reach and Array of Digital Assets

One of the most trusted Indian brands

Together For Tomorrow

- Over 2 decades of operations backed by strong brand recall and management with global expertise
- Strong new unified brand brings together the power of two networks – Vodafone and Idea into one
- Trusted by 253 million Indians
- Large Enterprise customer base with long standing relationships

Extensive reach



- Ability to communicate effectively with ~253mn users
- +90% district coverage, serving customer across ~900k retailers and 3k branded urban stores
- Strong data and analytics enabling hyper personalization at large scale

Digital Assets



- 24x7 connectivity with Distributors and Retailors; real time market information
- Customer servicing and acquisition
- Competitive content offering through partnerships with several global & regional content providers
- Vi app in the process of creating a Digital Ecosystem through collaboration with several partners

Growth Opportunities

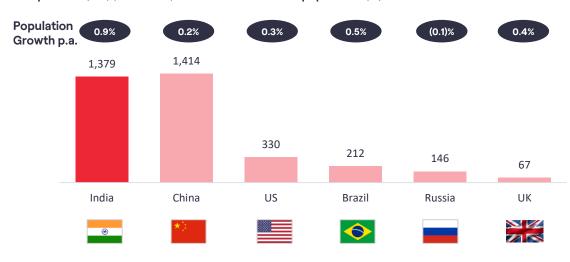


Compelling macroeconomic backdrop

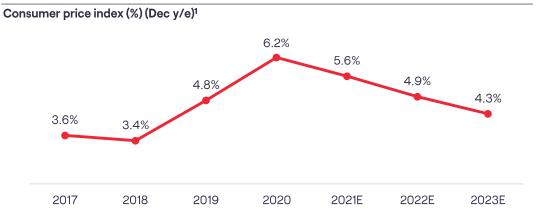
Growing and highly resilient Indian economy Real GDP growth (%) and GDP at current prices (\$tn) (Dec y/e)1 2020 **GDP** \$2.7 (current prices) 2016-20 CAGR 2020-23 CAGR 10.4% 9.7% 10.7% 7.3% 7.5% 5.9% 3.8% 2.8% 0.1% -5.3% China US UK Brazil India Russia

Huge market potential underpinned by a large and growing population

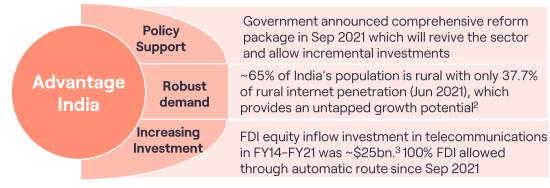
Population (mn) (Dec 2020) and 2020-2023 CAGR population¹(%)



Stable and easing inflationary environment



Untapped rural population and strong government support driving investments





Enormous growth potential in the Indian telecom sector

Mobile broadband is the primary medium to access the internet in India...

~ 32x

more wireless

broadband

subscribers

24

Wireline

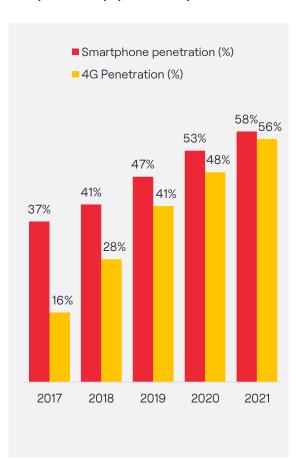
Broadband Subscribers¹ (mn) (Sep 2021)

770

Wireless

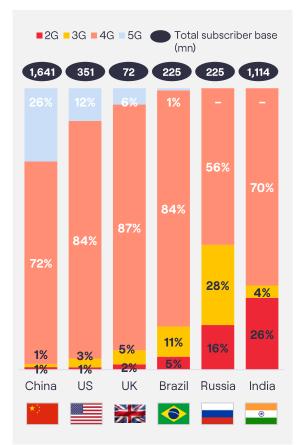
...and is well placed to continue its strong growth trajectory...

4G wireless penetration and smartphone adoption² (% of population) (Sep end)



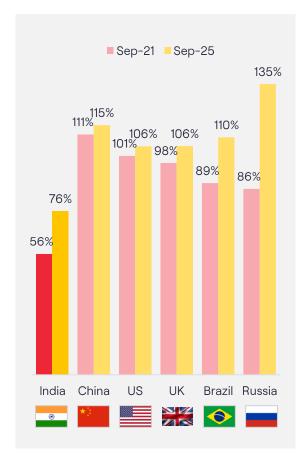
...given a large proportion of 2G/3G subscribers still to migrate to 4G...

Penetration by access technology² (% of subscribers) (Sep 2021)



...and low 4G penetration relative to global peers

4G/5G wireless penetration² (% of population)





Digital Revolution in India offers unlimited growth opportunities

Key trends and enablers

Key Trends

- Digital India vision
- Digital infrastructure to every citizen
- Governance and services on demand
- Digital empowerment of every citizen
- Explosion of data usage led by one of the world's lowest data tariffs and tech enabled business models racing for customer acquisition
- Data usage per sub increased by 61x since Sep 2016 and now is at ~14GB per sub⁵
- COVID-19 has been a catalyst in rapidly accelerating India's digital economy

Key Enablers



1.2bnpeople in world's largest unique identity program¹



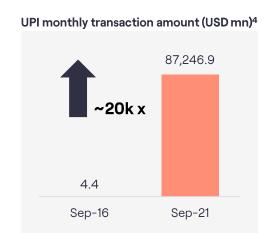
996mn active wireless phone subscribers (Sep 2021)²





37.7% rural internet penetration (Jun 2021)⁵

Rapid digitalization of Indian market on the back of increasing smartphone usage





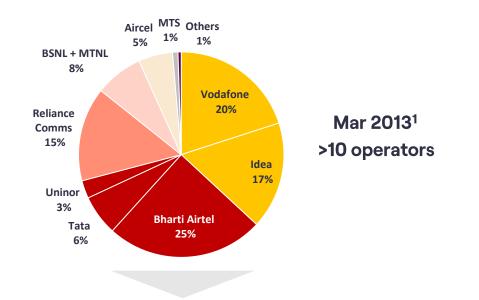
Total smartphone subscribers (mn)³

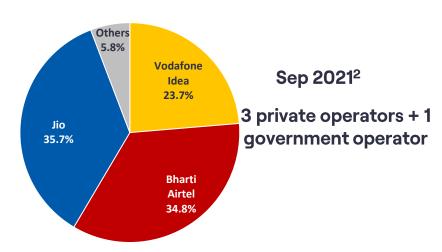




Optimal market structure providing clear runway for market repair

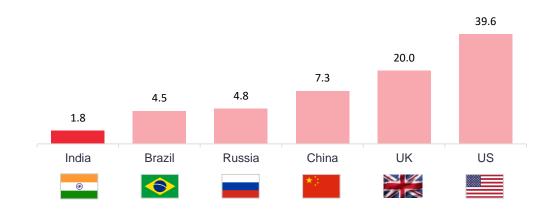
Optimal structure now that encourages healthy competition





Significant growth potential for Indian ARPU

Blended mobile ARPU (USD) (Sep 2021)3



Currently India offers one of the cheapest data in the world





Reform Package: A Boost for Telecom Industry

Reforms to address the Liquidity

- 4 years of Moratorium for AGR instalments and Spectrum Instalments due between Oct'21 and Sep'25
 - VIL opted for deferment of AGR and Spectrum instalments for 4 years
 - Deferral of spectrum dues will result in liquidity of ~Rs. 589 billion over a period of 4 years (~Rs.147 billion annually).In discussion with DoT to determine the final amount of AGR in line with the SC order.
- Operators have option to convert the interest on the deferred instalments, into equity upfront
 - VIL to decide on upfront conversion, time limit till January 12, 2022
- Post moratorium, Government has option to convert the due amount pertaining to such deferment into equity

Structural and Procedural reforms

- Reduction in Bank Guarantee requirements
- Rationalisation of AGR definition, interest rate on LF&SUC payment and removal of penalty
- Extension of spectrum tenure from 20 years to 30 years
- No SUC on new spectrum acquired through auctions and no SUC on spectrum sharing
- 100% FDI through Automatic Route
 - All reforms are beneficial to the industry
 - Reduction in Bank Guarantees will reduce the bank's exposure to VIL and help in various ongoing discussions with banks and other lenders

Reforms to enable industry to focus on returns and profitability



VIL Strategy



Vodafone Idea Strategy

1 Focused network investments for superior customer experience



- Investment focused in 17 circles to improve competitiveness in priority markets
- 4G coverage and capacity expansion to enhance customer experience and choice
- Deploying an array of 5G concepts and technologies (like Cloudification of Core, DSR, Massive MIMO, Open RAN etc)

Market initiatives to drive ARPU improvement



- Build consumer preference and Trust with the launch of new Brand & messaging architecture
- Drive extraction in new 4G geographies – increase rural thrust and presence
- Scale up share of primary SIM in covered geographies by delivering best in class experience & differentiated propositions
- Drive higher share of 4G devices on network through partnerships

Focus on Business services through Telco-to-Techco transformation



- Protect & Grow connectivity business through superior customer experience & Vodafone Group Global expertise
- Strengthen SME/SOHO relationship through digital propositions
- Focus on fast growing integrated IoT segment by offering End2End services
- Multi-Cloud Services central to growth strategy

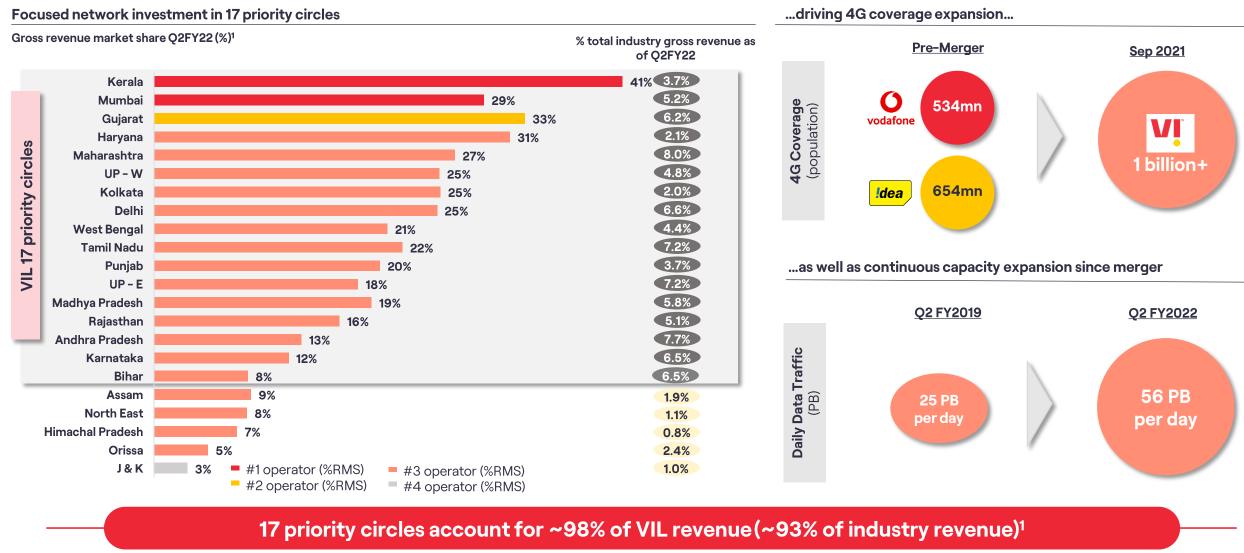
Driving partnerships and digital revenue streams



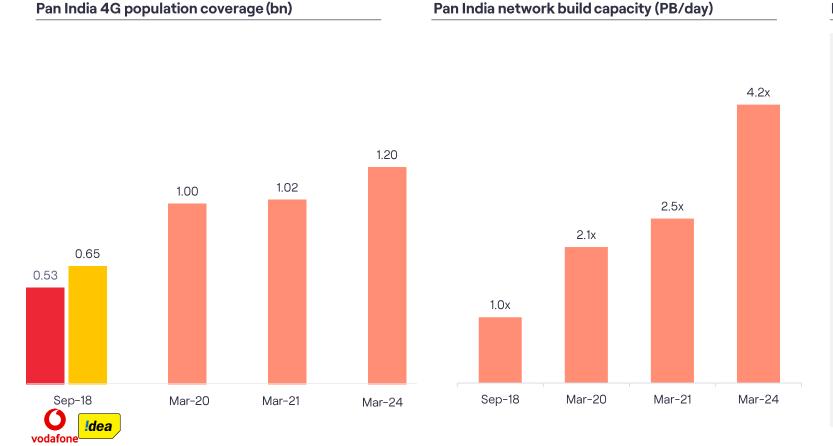
- Deep integration to deliver differentiated Telco + experience & value for partners and customers
- Create data monetization opportunities using platform capabilities
- Partner the Digital India agenda via Access, Data & Affordability

Digital Transformation, Enhanced Customer Experience and Partnerships to Drive Cash Generation

1 Focused investments to drive coverage & capacity expansion



In Focused investments in 17 priority circles



Key actions /targets by FY24

- 4G population coverage in priority circles expected to increase from ~83% in Mar 2020 to ~90%+ in Mar 2024
- Re-farming 900 MHz to 4G leading to better consumer experience
- Re-farm 2100 MHz band for 4G with phased 3G shutdown
- Significant Massive-MIMO roll-out to add large capacity
- Small cell deployment to de-congest metros / large cities
- 5G ready architecture

Focused investments to improve competitiveness in priority circles

Source: Company estimates

Existing award winning network built on 5G-ready architecture



RADIO

5G ready radio deployments

- 90% of TDD radios are 5G ready
- All new basebands are 5G capable
- Open RAN deployments
- 5G trials in Pune & Gandhinagar – achieved 4.2 Gbps speeds on mmwave

- India's largest deployment of Massive MIMO
- Dynamic spectrum refarming to 4G/5G
- 900 and 2100 MHz spectrum refarm to 4G



CORE

India's largest edge cloud deployment

- Multi-tenant shared cloud: Voice, Data, Business Services, IT applications in one common shared cloud
- Cloud native deployments

- Platform to Edge (Video analytics at Edge, Al based analytics, Industrial IOT & slices)
- Lean Operating model (Lean CS Core, 50G lean edge core, Orchestration & Automation)

80+ distributed cloud locations with potential to scale up to ~200

Architecture to optimise latency and better customer experience



TRANSMISSION Hyper Scale

- Hyperscale architecture in transport
- Transmission embedded with advanced intelligence
- White Box Routers –
 Disaggregation of H/W
 & S/W driving cost
 efficiencies
- IP intensification in major cities (advanced software deployment)
- Robust system with flexibly memory, networking and storage capabilities
- Unified network transportation

Increased ability to carry data traffic, reduced latency and on demand bandwidth expansion

Cost efficient and agile model enabling scalability from data centre networks to enterprise networks

Scalable & agile business model enabling network automation

Disaggregated RAN bringing cost efficiency & new

capabilities



Ecosystem partnerships



Amdocs Innovation at the core Award 2020

For World's biggest postpaid billing migration



Benefiting from technology advancement as relatively recent 4G rollout leading to cost efficiencies and 5G readiness

2 Initiatives to drive ARPU improvement & customer acquisition

Build Consumer Preference & Trust

- Build consumer confidence around the new integrated network that delivers a superior experience backed by strong claims India's Fastest 4G network
- Drive aggressive Communication to dial up a suite of propositions to help drive differentiation and consideration for Vi
- Create a strong position for the brand in the minds of the consumer - Vi helps me thrive

Drive a Strong ARPU Agenda

- Strong focus on expanding 4G footprint in rural and semi urban growth markets.
- Enhance proportion of high ARPU subs through superior network experience in existing markets
- Strong segment focus on building propositions in conjunction with partners to target share growth
- Focus on driving higher share of 4G devices through focused programs in conjunction with OEMs and NBFC
- 2G subs presents a strong opportunity to upgrade

Market Wide Tariff Hikes

- Despite tariff hikes announced in Nov 2021, Indian ARPU will remain amongst the lowest in the world while having amongst the highest data usage per sub
- Significant headroom relative to historic ARPU as customer ability to pay higher is already established
- Prices still need further uptick to generate reasonable returns and support future investments

Brand initiatives - Active communication to improve customer perception

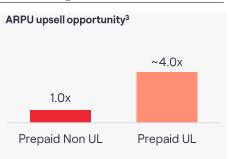




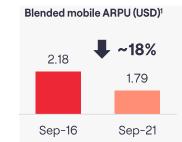


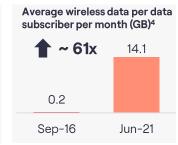
Upsell initiatives supported by structural growth in digitalization and data

~55%of subscribers can potentially upgrade to 4G network²



Significant runway for ARPU growth







2 Supported by digitalisation of customer servicing & distribution

Digital
Initiatives
for
Customer
Retention
and Upsell

Digitally enabled customer service

- Dynamic IVR resulting in industry best closure of customer queries
- Transition to digital enabled platforms, providing multiple options for customers to engage with VIL and resolving queries more efficiently
- Enabling customer retention with instant connect at the time of potential disengagement
- Transition include usage of latest technologies like Robotic Process Automation, Email BOT and others to improve customer experience

Select Tools	Use Case		
Whatsapp Bot	 Automated customer service Automated retention offers at the time of potential disengagement 		
Mobile App	Lightest Mobile App in the Industry for consumers Effortless account management on-the-go		

Digital tools for sales and distribution

- Digital connect with retailers, promotors and distributors through apps like m-Power and Smart-Connect which sport some Industry 1st features
- These apps provide **real time information on various KPI's** which help the team be on top of the business and drive efficiency at outlet level
- Built in attendance and market working tracking mechanism helps in monitoring performance

Select Tools	Use Case	
m-Power app	 Learning tools and virtual classroom for field team Call to action based on Real time information to aid the selling process 	
Smart Connect app	 Best in class features for trade partners Industry Be Features include contactless recharge and UPI autopay 	

Digital Customer Acquisition

- Free of cost door step delivery and digital KYC currently available in 100+ cities for both prepaid and postpaid customers
- Customers can choose number of their choice, track orders, reschedule their appointment or modify their orders providing a true ecommerce type experience

DNA Paris Award 2021

Vi app won for UI/UX among 1000 brands

Google Accolades

Global accolade from Google on Vi's VIC Chatbot

Initiatives driving new customer acquisitions, supporting upsell and improving retention

Focus on business services through Telco to Techco Transformation

Telco

Enhanced connectivity

Managed Services

Digital Products

End to End Solutions Partnership Led approach

Techco

Integrated & end to end solutions

Led by Connectivity

Protect and grow connectivity

- Vi Business Plus Mobility with advanced solutions like Google Workspace, location tracking, mobile security
- End to end managed Mobility services
- **Digital experiences viz.,**Vi Business Mobility, Vi Business Wireline & Vi app
- Secure Connectivity with Cloud Firewall
 & industry first Managed SIP offering
- SD-WAN & Private LTE services for future ready networks

ENABLING OUR KEY GROWTH PILLARS

2

Grow SoHo / SME

- Driving/ enabling digital adoption in SMEs & SoHos
- Digital offerings such as Cloud
 Telephony solution, Vi Website Builder
 & other SaaS solutions
- Enabling Channel Partners with Digital skilling & hyper-local marketing
- Collaborating with CII & Ministry of MSMEs TechSaksham project to increase tech adoption

3

Accelerate IoT

- Strengthen market leadership in IoT Connectivity across vehicle tracking, utilities, and automotive
- Industry first Integrated IoT solutions with end to end solutions to customers
- Smart Mobility, Smart Utility
 & Smart Infrastructure
- Enable ecosystem & customers with expertise IoT Labs & IoT Consultation

4

Cloud Central to the theme

- Create a multi-cloud Marketplace, through own assets & strategic partnerships
- Colocation & laaS proposition to help customers accelerate digital transformation
- Deliver CX excellence through managed services

Industry Recognitions CIO Choice Awards 2021

- Telecom Carrier (Mobile Access)
- Managed MobilitySIP Trunk
- Internet of Things

ICMG Awards 2021
Enterprise Digital Platform (Vi Business Mobility)

Strategic focus of being the trusted and valued partner powering businesses in a digital economy



Accelerating IoT with end-to-end solutions

Opportunity to expand VIL's presence in enterprise IoT

IoT Constituents¹

Applications, Data **Analytics & Consulting Platforms** Network & Managed Communication Hardware ((1))

VIL's estimated IoT position²

Connectivity Market (Telco)

Connectivity market expected to expand by ~4x2

VIL expects to maintain its market share of ~45%2

Incremental **Opportunity** (Telco, IT & others)

New addressable market (non-connectivity) of ~USD3.5bn²

VIL expects to garner ~10-12% market share²

- 1. First and only telco to have end-to-end Integrated IoT offering, comprising of connectivity, hardware, network, application, analytics, security and support
- 2. Early mover in IoT automotive opportunity, leveraging Vodafone Group IoT expertise
- 3. Leadership position in Vehicle tracking systems, Energy, Utilities, among others
- 4. India's first eSIM which is GSMA SAS-SM, DOT, ARAI, AIS140 compliant; widest IoT connectivity portfolio with GSMA certified e-UICC SIM

Global Practices

Connectivity

from Vodafone Group

Deep Experience

Technology delivery professionals

Diverse Learning due to maximum deployed IoT use cases

Millions of diverse IoT end-points VIL's Integrated IoT solutions – end to end solutions to capture future growth

End-to-end IoT Solution



IoT Gateway & Devices



IoT Managed Connectivity



IoT Platform



IoT Application



IoT Analytics



Best practices

IoT Consultation, Diverse use cases, Partner place, Connectivity management platform, e-SIM

Launchpad for Innovations & **Startups**

- IoT Lab
- Help Scale nationwide
- Lend product & positioning expertise

Well recognized among industry analysts

FROST & SULLIVAN The Growth Pipeline™ Company









IoT market to expand exponentially, VIL well positioned to gain competitive share



2 Partner of choice in provision of end to end cloud services

Integrated multi cloud platform enabling public, private and edge cloud services

Cloud provider ecosystem Ecosystem of hyperscalers & Edge Managed Customer Services Vi Multi Cloud Platform ecosystem Ownership of end to & Marketplace Created across end customer large enterprises, SME, One stop shop for end experience startup ecosystem customers Expertise across SaaS, laaS, PaaS Colocation Universal/Edge Cloud Private Cloud **Public Cloud**

Key Strategic Focus Areas in Cloud services



Scale through **Partnerships**

- Partnerships with hyperscalers/ Colocation providers
- Deeper alliance & engagement to Cocreate differentiated offerings



Develop **Infrastructure**

- Develop platform for seamless cloud delivery & experience.
- Build Edge locations & partner ecosystem to build industry specific use cases



Invest in **Skills** and **Knowledge**

- Invest to build robust Managed services capability & framework
- An efficient "born in cloud" sales/presales
- A strong operations support structure

VIL's position as a top partner of choice creates significant opportunities for new revenue streams

Vodafone Idea's digital propositions & integrated platform

Consumer Business

Business Services, SME, SoHo

VIL **CUSTOMER OFFERINGS**



Service App

mevies & tv

Content and OTT app



REDX Experience



Smart Utility Smart Mobility Smart Infrastructure



SMB Digitalisation

Vi Website Builder Workforce Essentials Cloud Telephony



Broadband



Vi business - Mobility

DYNAMIC PLATFORM

WITH DEEP INTEGRATION **CAPABILITY**



Cinema / TV Shows Live TV



Big Data Machine Learning Telco Credit



Edge Cloud

80 Cloud.

200 Core Locations

30.6K Fiber POPs for Deep Edge Customer Targeting 180K Site Locations for IoT reach



B2B Services

Solutions

Credit Score **Location Tracking Solutions**



IoT Connectivity & **Security Platforms**









Largest fixed and mobility coverage

PSTN & SIP Trunks Network security (DDOS) 80+ subsea cable systems

VIL PARTNERS Global and regional Content **Providers**

Handset Manufacturers

Financial institutions and **NBFCs**

Major Network & IT Vendors

Leading Ecommerce players

Social Media Platforms

Cloud & IoT Platforms

4Vi is creating a Digital ecosystem

Several collaboration projects to expand digital footprint – Vi app to be the go-to destination for movies, music, games, deals & rewards, news, jobs, learnings & more



Music Service

Drive affinity amongst youth & win share

- Music streaming is a high growth market in India with current OTT music user base of 200mn¹
- VIL to launch a music streaming proposition in partnership with a leading media company in FY22



Gaming & eSports

Drive deeper digital engagement

- Gaming is a high potential market with 300mn¹ online mobile gamers, which is expected to grow exponentially
- Vi will launch a gaming proposition for its consumers in partnership with a leading global gaming company in FY22



Curated Experience

Customised proposition for target group

- Differentiated & custom offerings for focus on key consumer segments like urban youth, urban blue-collared, home-makers & farmers to build consideration and drive market share
- Expected to go live in Q4FY22



Digital Marketplace

Monetize Digital traffic

- Leveraging telco data and access capabilities to create a Digital marketplace as a core monetization agenda
- Partnerships with leading players across categories like OTTs, financial services, lifestyle, device protection, ed-tech, Health, etc.



Digital Advertising

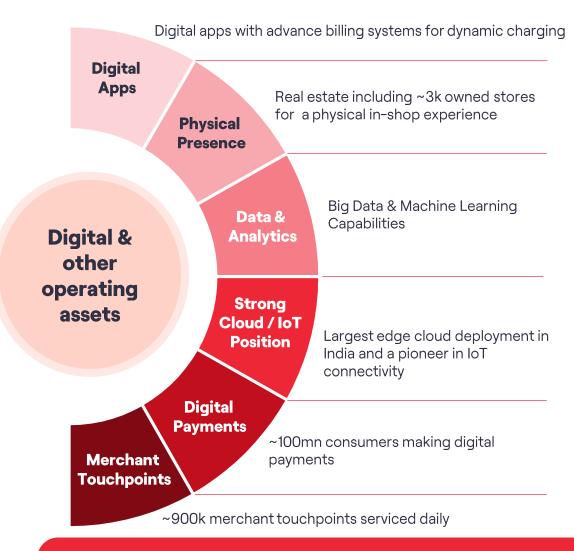
Ad-tech platform to monetize telco assets

- Leveraging telco data and digital assets to create an integrated ad tech platform
- End to end ad-tech platform with self-serve capabilities

Digital partnerships to drive brand differentiation, engagement & monetization

1. Source: EY Media & Entertainment sector report Mar'21

Monetization through Digital initiatives & partnership opportunities



OFFERINGS

OPPORTUNITY



INTEGRATED IOT SOLUTIONS

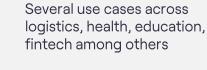


PARTNERSHIPS IN CONTENT, GAMES, etc.

- Large market with significant potential to grow
- VIL has taken some initiatives and few are in pipeline, primarily through partnerships, to participate in these growth opportunities



END TO END CLOUD SOLUTIONS





POTENTIAL
OPPORTUNITIES
VIA DEEP
INTEGRATION

Possibility of exponential growth

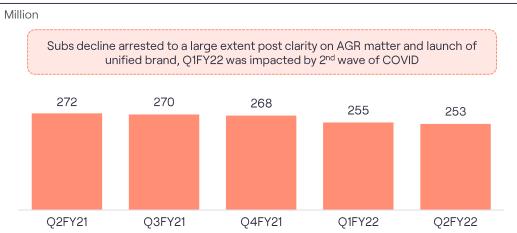
Significant monetization opportunity on the back of digital offerings

Q2FY22 Update

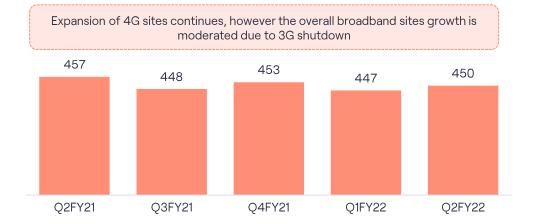


Key Operating Trends

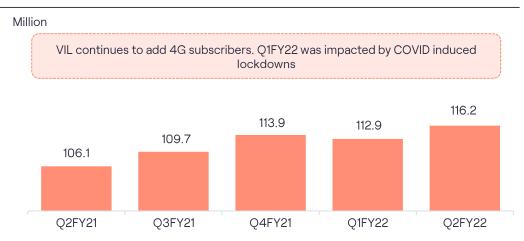
Subscriber Base



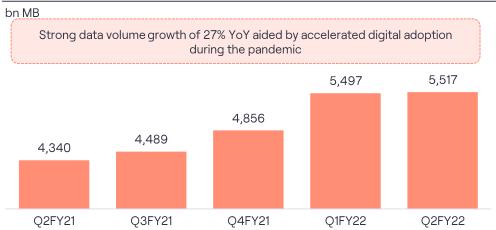
Broadband Sites ('000)



Consistent Growth in 4G Subscribers



Growing Data Volume





Source: Company Disclosures as of Sep-2021

Quarterly Results

Rs. bn	Q1FY22	Q2FY22
Revenue	91.5	94.1
EBITDA (pre-Ind AS 116	13.8	15.6
Capex	9.4	13.0
Net debt	1,906.7	1,945.3

- Q2FY22 revenue grew by 2.8% QoQ supported by the gradual resumption of economic activity post severe second wave of COVID, which had negatively impacted Q1
- EBITDA for the quarter improved QoQ aided by increase in revenue which was partially offset by increase in customer acquisition costs due to higher gross additions during the quarter and other inflationary cost increases
- Q1FY22 EBITDA had one-off of Rs. 1 billion in network & IT costs and employee expenses. Q2FY22 EBITDA had one-off of Rs. 1.5 billion in other expenses.
- Gross debt (excluding lease liabilities, but including interest accrued but not due on borrowings) as of Sep 30, 2021 was Rs. 1,947.8 bn, comprising of deferred spectrum payment obligations of Rs. 1,086.1 bn and AGR liability of Rs. 634.0 bn that are due to the Government and debt from banks and financial institutions of Rs. 227.7 bn.

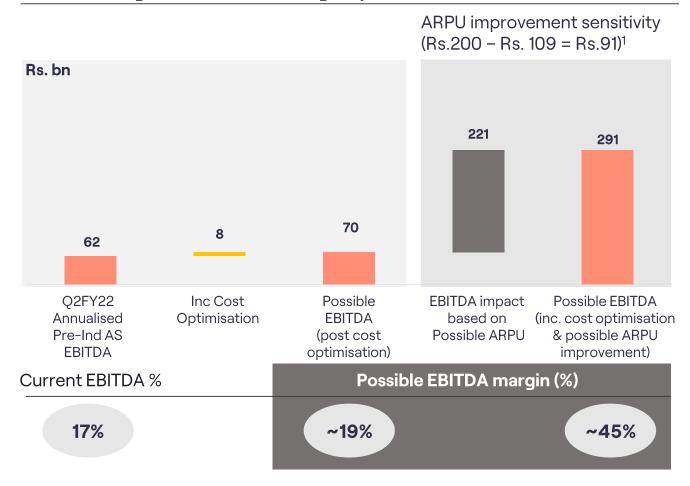
Source: Company Disclosures as of Sep-2021

Operating Leverage

Opportunity for ARPU recovery towards historical levels with much higher offerings...

Period	ARPU (Rs)	Voice per sub (min)	Data per sub (GB)
Q2FY17 (pre-Jio entry)	~170	~375	~0.6 GB
Q2FY22 (Current)	109	~630	~15 GB
Possible	200	~630	~15 GB

... along with cost optimization could drive significant EBITDA margin upside



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