

WHISTLEBLOWING SYSTEM

Telkom already has and operates a Whistleblowing System (WBS) since 2006, following up on The Sarbanes-Oxley Act of 2002. The establishment of WBS mechanism is an effort to prevent fraud and is a medium for all individuals within Telkom and third parties to report violation, fraud, or other form of ethical violation related to Telkom.

One of the concerns of Audit Committee as WBS manager is to increase the credibility of WBS system so that it can become a trusted medium for the public to submit report of violation. Audit Committee has conducted a series of comparative studies and studies to formulate the necessary improvement so that Telkom's WBS can make an optimal contribution to improving the quality of internal control.

To increase the independence and effectiveness of the WBS, on January 31, 2022 the **Telkom Integrity Line** was launched which is a new phase of the WBS, the result of the development of the existing WBS system. The development of this WBS involved Deloitte as an independent consultant. Previously, this system was managed internally by the Audit Committee of PT Telkom, which submitted complaints via 4 (four) channels, namely email, telephone number, fax and website. With the existence of Deloitte, the complaint channels are divided into 7 (seven) channels, which are independent and confidential. Complaint handling policies and procedures within the TelkomGroup have been set forth in Kep. Dekom No. 01/KEP/DK/2022 dated January 25, 2022 and has been ratified by Directors Regulation number: PD.622/r.00/HK200/COP-C0000000/2022 dated February 22, 2022.

DELIVERING A VIOLATION REPORT

Reports or complaints of violations can be submitted via website, e-mail, fax, or letter with address:

Website	: https://id.deloitte-halo.com/telkomwbs/
Hotline	: (021) 5088 4601
Faksimile	: (021) 5088 4602
Email	: Telkomwbs@tipoffs.info
PO Box	: Telkom Integrity Line PO Box 2800 JKP 10028
SMS	: 0813 9000 3217
WhatsApp	: 0813 9000 3217

The complaint must meet the following requirements:

1. Issues in accounting and internal control over financial reporting that has the potential to result in material misstatements in the Company's financial statements;
2. Audit issues, especially those involving the independence of the Public Accounting Firm;
3. Violation of the laws and regulations of the capital market relating to the company's operations;
4. Violation of internal regulations that have the potential to cause harm to the company;
5. Fraud and/or Abuse of Position committed by officials and/or employees within the TelkomGroup Environment;
6. Disrespectful behaviour of the Board of Commissioners, Organs of the Board of Commissioners, Directors, Management, and employees of the company, including but not limited to dishonesty, conflict of interest and providing misleading information to the public which directly or indirectly has the potential to damage reputation or cause losses to the company.

PROTECTION TO THE COMPLAINANT

Telkom guarantees the protection of the identity of the reporter who utilizes the WBS mechanism. This is based on the following internal policies:

1. Resolution of the Board of Commissioners No. 08/KEP/DK/2016 dated June 8, 2016, regarding Policy Procedures for Complaints Handling (Whistleblower) of PT Telkom Indonesia (Persero) Tbk and Consolidated Subsidiaries.
2. Directors Regulation No. P.6.618.00/r.00/HK200/COP-C000000/2016 dated December 21, 2016.
3. Resolution of the Board of Commissioners No. 01/KEP/DK/2018 regarding Standard Operating Procedure of the Whistleblower System at Perusahaan Perseroan (Persero) PT Telekomunikasi Indonesia, Tbk and Consolidated Subsidiaries.

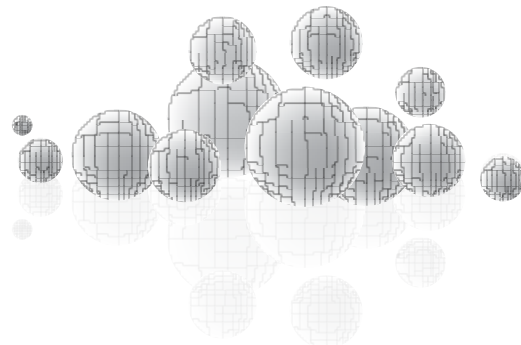
Telkom follows up on any complaints or reports through WBS by prioritizing confidentiality and the principle of presumption of innocence. The aim is to encourage parties to have courage and feel safe in submitting reports of violations without any fear or worry.

THE COMPLAINT HANDLING

Telkom operates Whistleblowing System mechanism under responsibility of Audit Committee. In practice, WBS mechanism refers to Financial Service Authority Regulation No. 55/POJK.04/2015 and Sarbanes-Oxley Act 2002 Section 301 regarding Public Company Audit Committee. All complaint reports handled by Audit Committee cover the following topics:

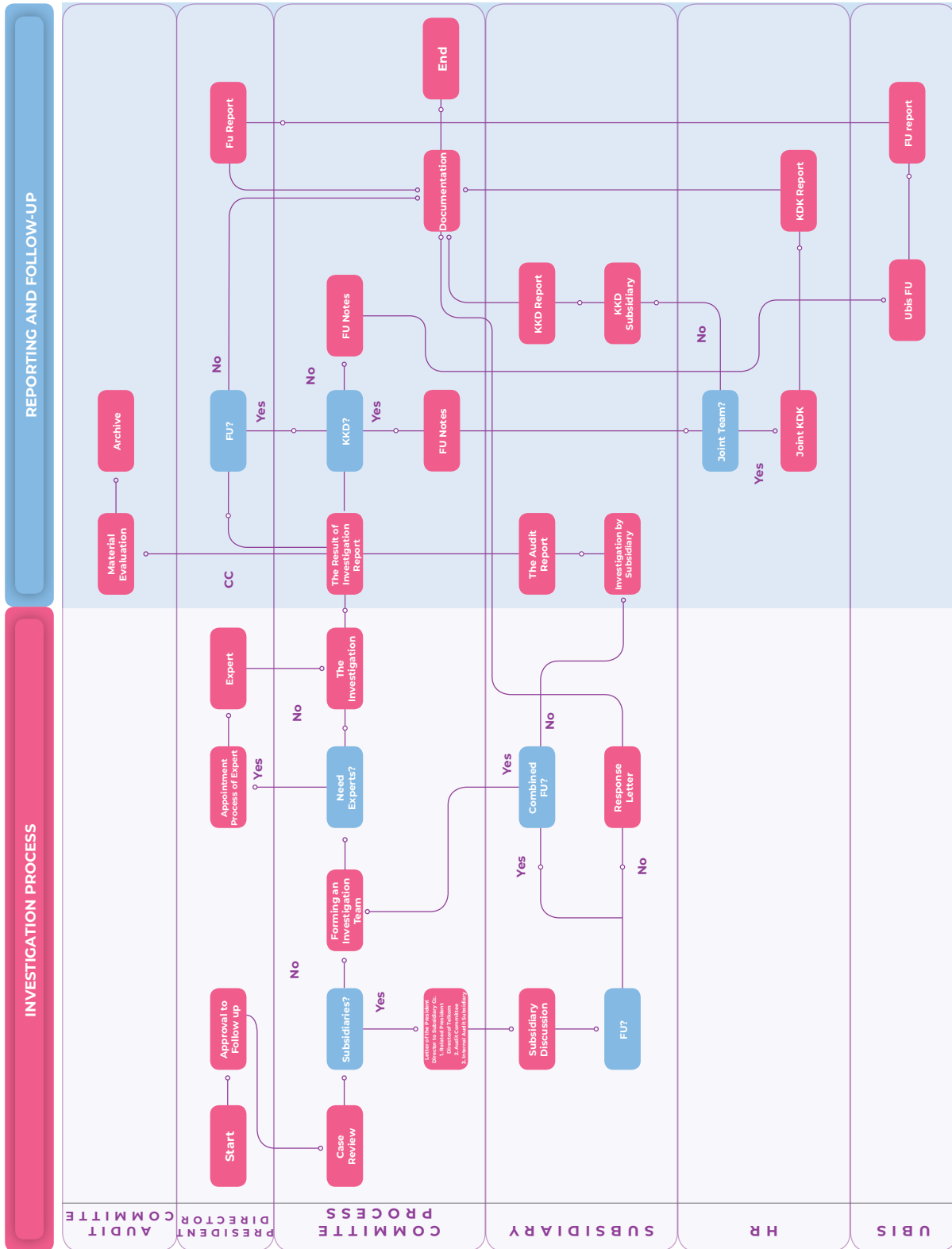
1. Accounting and auditing.
2. Violation of regulation.
3. Fraud and/or the allegation of corruption.
4. Code of conduct.

In order to fulfill a responsible and not defamatory complaint report against someone, Telkom determines certain complaint requirements. Report can be followed up immediately if the truth and accuracy of the complaint information has been supported by sufficient data. Some WBS complaints could not be followed up due to inaccurate and unreliable data and information.



COMPLAINT HANDLING MECHANISM

The following is a diagram of the mechanism for handling violations reported through Telkom WBS.



Remark: KKD: Komite Etika dan Kepatuhan & Disiplin or Ethics and Compliance & Discipline Committee