

GOODS AND SERVICES RESPONSIBILITY

Regarding business ethics with customers, we are obliged to:

1. Provide clear and easy to understand information about the rights and obligations of the customer before the contract/subscription contract is signed by both parties.
2. Fulfill the rights of customers in providing services by what was promised in the Service Level Guarantee (SLG).
3. Providing and managing customer contact media (complaint counters, complaint phones, emails, and other media) making it easier for customers to submit complaints, feedback and find information about products/ services.

This obligation has been stated in Resolution of Board of Directors Number PD.201.01/r.00/PS150/COP-B0400000/2014 dated May 6, 2014, regarding Business Ethics in the TelkomGroup Environment

PRODUCT INFORMATION

Telkom and its subsidiaries understand the importance of fulfilling the rights of consumers to obtain accurate and recent information regarding various products and services. Thus, consumers can make the right decision when buying TelkomGroup products and services according to their needs and wants. In this regard, the provision of product information is carried out in various ways such as through product information on mobile starter pack packaging, websites, promotional activities, and intensive marketing communication.

CONSUMER HEALTH AND SAFETY

The Telkom Integrated Quality Assurance (TIQA) program aims to guarantee the products and services offered do not harm consumers, as well as do not pose a risk to health and safety. TIQA provides after-sales warranty and implements a customer service policy that emphasizes service delivery, service assurance, and measuring service quality.

CUSTOMER EXPERIENCE

We strive to understand and anticipate customers needs to provide the best customer experience and exceed expectations by facilitating customer interaction with us, including through a digital interface for purchasing products and services, making payments, making requests for service improvements or making complaints. These interactions are supported by digital processes. We also maximize our involvement with customers through customer relationship management known as Customer Facing Units (CFU).

We always strive to improve the customer experience, by actively seeking feedback and input from customers. Our improvement is done in two ways, firstly by quickly fixing simple things, such as process improvement and training. The second way is a radical and comprehensive improvement, which includes aspects of people, processes, systems, and tools. To ensure that our improvements have been received satisfactorily by customers, we measure progress through the close the loop using measurement metrics Net Promote System (NPS) program that has been running since 2018. Through the NPS, we also want to know the latest voice of customers, as input for improvements in customer experience. We also track and monitor NPS, through two levels of measurement, including Top-down NPS (strategic NPS), namely overall customer perceptions about Telkom as measured by external parties and NPS bottom-up (NPS episodes), namely customer experience during interaction directly with Telkom as measured through internal surveys. Our overall NPS score of TelkomGroup has increased 4 points year on year (H2-2018 to H2-2019). Year on year NPS (H2-2018 to H2-2019) in all CFUs varies between 2 to 13 points. We see a consistent improvement in the customer experience that keeps us committed to focusing on improving the customer experience in the years to come.

TelkomGroup NPS scores for 2018-2019, as shown in the following table (units: NPS points).

| NPS Score | 2019 | | 2018 | |
|----------------|---------|---------|---------|---------|
| | 2H 2019 | 1H 2019 | 2H 2018 | 1H 2018 |
| Telkom | 43 | 41 | 39 | 39 |
| Point Increase | 2 | 2 | 0 | - |

The measurement of customer satisfaction is carried out annually through the Customer Satisfaction Index survey. The following table shows the results of the last three years survey:

| CSLS Survey | 2019 | 2018 | 2017 |
|--------------------------------------|-------|-------|-------|
| | % | | |
| Consumer | | | |
| Customer Satisfaction Index (CSI) | 88.56 | 87.71 | 86.56 |
| Customer Loyalty Index (CLI) | 83.44 | 82.84 | 82.01 |
| Customer Dissatisfaction Index (CDI) | 1.04 | 2.17 | 2.78 |
| Enterprise | | | |
| Customer Satisfaction Index (CSI) | 97.70 | 98.00 | 97.20 |
| Customer Loyalty Index (CLI) | 95.20 | 96.10 | 97.40 |
| Customer Dissatisfaction Index (CDI) | 0.62 | 0.58 | 0.95 |

The Customer Satisfaction and Loyalty Survey (CSLS) survey is still conducted to find out detailed information that is not accommodated in the Top Down NPS survey. CSLS answers the satisfaction, dissatisfaction, and customer loyalty index through the Structured Equation Method (SEM) approach with the dimensions of Product, Price, Delivery System, Service Mindset and Relationship which are then deepened into the pillars in more detail from each dimension. With this SEM approach, it is easy for Telkom to explore technical and non-technical factors which then become the material of improvement or Opportunity for Improvement (OFI).

CUSTOMER HANDLING SERVICES

In response to customer complaints, Telkom provides different approaches for individual and corporate customers. For individual customers, the complaints may be submitted through complaint channel, such as:

- Apps: myIndiHome.
- Social Media : @IndiHome (Twitter), @IndiHome (Instagram), IndiHome (Facebook).
- Complaint via web chat at www.indihome.co.id.
- E-mail : customercare@telkom.co.id.
- Call Center : 147.
- Plasa Telkom.

Specifically for the celular's customers, Telkom provides "Caroline" call center, which is an abbreviation for customer care online. The contact numbers of Caroline are as follows:

- 188 (24 hours, paid) for postpaid and prepaid subscriber.
- 0807-1811811 (PSTN local rate tariff) for national scale.

Moreover, the corporate customer complaints may be submitted through:

- 1500250 and e-mail tele-am@telkom.co.id and social media @Smart_Bisnis (Twitter) and Smartbisnis (Facebook) for SMB customers.
- 08001 Telkom or 08001035566 and e-mail: c4@telkom.co.id, and social media @TelkomSolution (Twitter) and TelkomSolutionID (Facebook) for corporate customers and Government Institutions.

In 2019, the speed of handling disturbances has increased compared to the previous year. Strengthening technician skills has increased the percentage of problem-solving. The following data shows the average time of repair interruption (Mean Time To Repair or MTTR) in the last three years.

Mean Time To Repair (MTTR) 2017-2019

| Description | 2019 | 2018 | 2017 |
|----------------------------|------|------|-------|
| | Hour | | |
| Mean Time To Repair (MTTR) | 7.10 | 9.80 | 23.40 |

