

Figure 96. Telkom Integrity Line Procedure



Table 51. Complaint Data Received by WBS

Description	TelkomGroup			Information
	2025 (Deloitte)	2024 (Deloitte)	2023 (Deloitte)	
Number of complaints:	53	56	59	Complaints received
Qualified:	52	46	28	Complaints that warrant action
Follow-up:				
Closed	18	33	19	
Additional data needed	10	12	9	
Further study according to the procedure	24	1	0	

During 2025, TelkomGroup resolved 52 complaints out of 53 complaints received and are qualified for further action (98% of complaints). Many complaints were submitted through internet website channels (34 reports), WhatsApp (9 reports), email (8 reports), Hot Line (1 report), and SMS (1 report). The majority of the submitted issues were related to violations of internal regulations (28 reports), fraud (14 reports), uncommendable behavior (7 reports), and others (4 reports).

Based on the preliminary investigation results and the investigation results, TelkomGroup seeks to follow up with corrective steps and system improvements to prevent similar violations in the future. Such a report related to whistleblowing is disclosed in the Annual Report and Sustainability Report to demonstrate Telkom's accountability and transparency to stakeholders.

Telkom Integrity Line Access

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