

[Table of Contents](#)

conduct the relevant businesses in compliance with applicable regulations, and (ii) the Government does not amend or revoke such permits. In addition, BI regulations governing E-Money companies in Indonesia have multiple requirements for BI license holders such as Telkomsel, including certain restrictions on shareholding and corporate governance as well as risk management and information system capability requirements.

In the midst of digital wallet business competition, LinkAja has a business strategy to not only serve consumers under the B2C business model, but also provide business solution services under the B2B business model. LinkAja's business solution service provides various features such as fund disbursement, cash collection, digital payments through QRIS, merchant applications and others, digital ecosystems, and advertising services. LinkAja targets MSMEs and corporations in various industries. LinkAja also collaborates with Bank Syariah Indonesia to provide sharia-compliant digital transaction services. It also works with Islamic organizations, communities, and MSMEs to expand sharia-compliant digital partnerships. In addition, LinkAja partners with philanthropic institutions and develops digital features, including recurring payments and auto-debit solutions, to promote financial inclusion in Indonesia.

Administration of Source of Fund and Remittance Services

We and Telkomsel have licenses to operate as money transfer service providers pursuant to BI License No. 23/587/DKSP/Srt/B. These permits do not have set expiry dates so long as: (i) we and Telkomsel continue to conduct the relevant businesses in compliance with applicable regulations, and (ii) the Government does not amend or revoke such permits. BI re-evaluates the license every three years from the date the license is issued, and BI also retains the authority to initiate an additional evaluation at any time if necessary, allowing for more frequent oversight to designed to establish our compliance with regulatory requirements.

IPTV

Since March 5, 2024, after effecting the transfer of the IndiHome business segment into Telkomsel, Telkom no longer holds an IPTV telecommunications service operation license as it is no longer listed in Telkom's NIB.

However, we are able to continue to provide IPTV services by reselling Telkomsel's IPTV products, which Telkomsel offers through its IPTV telecommunications service operation license, obtained on May 27, 2023.

Construction Services Business

Certain of our subsidiaries possess SBUJKs, thereby permitting us to provide national telecommunications-related construction services, which primarily consist of installing telecommunications equipment and wiring buildings.

On February 15, 2023, we obtained an SBUJK for the construction of central telecommunications infrastructure, such as stations for voice connection. While this license has no expiry date, Construction Services Development Institute (*Lembaga Pengembangan Jasa Konstruksi*) re-evaluates all such licenses every three years.

Content Service Provider

We obtained a content service provider license in 2017 pursuant to MoCD Decree No. 1040 of 2017 on Content Service Providers dated May 16, 2017. While such license has no set expiry date, MoCD re-evaluates all content service provider licenses every five years.

Trademarks, Copyrights and Patents

We seek to develop product and service innovations in line with a dynamic business portfolio. To provide both protection for and recognition of creativity and innovation, we have registered several intellectual property rights, including trademarks, copyrights, and patents with the Directorate General of Intellectual Property Rights at the MoL.

The intellectual property rights we have registered include: (i) trademarks for our products and services, corporate logo and name, (ii) copyrights for our corporate name and logo, product and service logos, computer programs, research,

[Table of Contents](#)

books and songs, and (iii) single patents (generally valid for 10 years from the date of receipt of the single patent submission) and patents (generally valid for 20 years from the date of receipt of the patent submission) on technological inventions in the form of telecommunications products, systems and methods.

Corporate Social Responsibility and Human Capital Management

We are dedicated to fostering a sustainable business and society. Our efforts encompass enabling connections, generating employment, and driving digital innovation. Our sustainability strategy, grounded in our five pillars of ethics, growth, human capital, societal contribution, and environmental stewardship, is regularly refined to mitigate risks and grasp new opportunities.

Our governance framework demonstrates our ambition to become a partner of choice for customers, suppliers, and communities, backed by a firm dedication to ethical practices. All our employees are required to uphold our ethical standards in their daily work, and we provide by regular training and information to foster a culture of integrity. We are also committed to upholding fair competition, data privacy, and transparent, inclusive procurement practices. We believe that our accolades for excellence in corporate governance and security underscore our achievements in these areas.

In 2024, we achieved numerous awards and recognitions for our human capital management initiatives, which included leadership in employment branding, CSR, women empowerment, and diversity, equity and inclusion. Below is a summary of the awards received:

- Recognized as World's Best Employers by Forbes and Statista for four consecutive years;
- Named as a LinkedIn Top Companies Indonesia for three consecutive years;
- Awarded the Gold Winner for CSR Excellence in the Environmental Initiatives category by the UK International CSR Excellence Awards;
- Recognized in the HR Excellence Awards Indonesia for the CSR Strategy category by HR Excellence Singapore;
- Received International Certification as a Great Place to Work for three consecutive years by GPTW Global;
- Named The Best SOE Employing Workers with Disabilities at the MENAKER Award 2024 by the Indonesian Ministry of Manpower;
- Achieved 2nd place in the Gender Inclusive Workplace category at the Women's Empowerment Principles (WEPs) Award by UN Women;
- Recognized as The Best SME Development for three consecutive years at the BUMN Corporate Communication and Sustainability Summit (BCOMSS) 2024 by MSOE;
- Dana Pensiun Telkom received Best Pension Fund Investor in the Capital Market Sector at the ESG Award 2024 KEHATI by KEHATI;
- Ranked as 1st Winner of Top 100 Companies for Fresh Graduates in Indonesia by Prosple;
- Honored for Best Employer Branding in the LinkedIn Talent Awards 2024;
- Recognized at the Apresiasi Mitra Kemahasiswaan ITB 2024 for contributions in developing student competencies through programs such as Digistar and Innovillage Talent Scouting; and
- Ranked in the Top 5 Graduate Employer category at the Best Employer Awards 2024 by Telkom University.