

Brief Summary of Corporate Social Responsibility and Environment

Telkom Indonesia implements its Social and Environmental Responsibility (SER) or Corporate Social Responsibility (CSR) as an integral part of its good corporate governance practices, balancing business value creation with sustainable contributions to society and the environment. This commitment is realized through SER management that is oriented towards stakeholders, environmental protection, and sustainable social welfare improvement. The implementation and reporting of Telkom's CSR refer to internationally recognized standards and frameworks, including the Global Reporting Initiative (GRI), ISO 26000 Guidance on Social Responsibility, and the Sustainable Development Goals (SDGs). This approach ensures that every CSR initiative is carried out in a measurable, accountable manner and is in line with national and global development agendas.

Telkom discloses information on the implementation of CSR in a separate Sustainability Report, in accordance with SEOJK No. 16/POJK.04/2021 concerning the Form and Content of Annual Reports of Issuers or Public Companies, with the basis for preparation based on OJK Regulation No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies.

Access to the 2025 Sustainability Report:



As a SOE, Telkom also implements CSR based on the Regulation of the Minister of State-Owned Enterprises Number PER-1/MBU/03/2023 concerning Special Assignments and Social and Environmental Responsibility Programs of State-Owned Enterprises, which revokes and replaces the Regulation of the Minister of State-Owned Enterprises Number PER-05/MBU/04/ 2021 concerning Social and Environmental Responsibility Programs of State-Owned Enterprises as amended by Regulation of the Minister of State-Owned Enterprises Number PER-6/MBU/09/2022 concerning Amendments to Regulation of the Minister of State-Owned Enterprises Number PER-05/MBU/04/2021 concerning Social and Environmental Responsibility Programs of State-Owned Enterprises. Article 33 of PM BUMN PER-1/2023 stipulates that financial reports and the implementation of the CSR SOE Program must be reported in Periodic Reports and Annual Reports. Telkom presents the implementation report of the CSR Program in the Annual Report under the sub-chapter "Report on the Implementation of the Company's Social and Environmental Responsibility Program," while the CSR Financial Report is presented in the appendix to this Annual Report, namely the Financial Report on the MSME Funding Program.

Corporate Social Responsibility and Environment Program Implementation Report

Social and Environmental Responsibility Commitments and Policies

Telkom's Board of Directors ensures the implementation and supervision of sustainable practices in the CSR program with the aim of providing benefits for economic development, social development, environmental development, and legal and governance development for the Company; Contributing to the creation of added value for the Company with integrated, targeted, and measurable principles that are accountable; Fostering micro and small businesses to be more resilient and independent, as well as the communities surrounding the Company; and Aligning the TelkomGroup's ESG strategic directions with the integration of the CSR & SDG Program in order to increase value co-creation efforts.

The legal basis for the implementation of the CSR Program activities are:

1. Regulation of the Minister of State-Owned Enterprises Number: PER-1/MBU/03/2023 regarding Special Assignments and State-Owned Enterprises' Social and Environmental Responsibility Programs dated March 26, 2023;
2. Decision of the Board of Commissioners of PT Telekomunikasi Indonesia Tbk (Persero) Number: 17/KEP/DK/2024/RHS dated December 5, 2024 regarding Approval of the 2025 Work Plan and Budget (RKAP) of PT Telekomunikasi Indonesia Tbk (Persero);
3. Regulation of the Board of Directors of PT Telekomunikasi Indonesia Tbk Number: PD.703.00/r.01/HK200/CDC-A1000000/2023 dated November 24, 2023 regarding the Social and Environmental Responsibility Program;

4. Regulation of the Director of Human Capital Management of State-Owned Enterprise (Persero) PT Telekomunikasi Indonesia Tbk Number: PR.703.01/r.01/HK200/SRC-A1000000/2024 regarding Guidelines for the Operational Implementation of the Social and Environmental Responsibility Program;
5. Regulation of the Director of Human Capital Management of PT Telekomunikasi Indonesia Tbk (Persero) Number: PR.202.60/r.03/HK200/COP-A2000000/2021 dated February 29, 2024 regarding the Social Responsibility Center Organization;
6. Regulation of the Director of Human Capital Management of PT Telekomunikasi Indonesia Tbk Number: PR.301.01/r.00/HK200/CDC-A1000000/2022 dated March 30, 2022 regarding Social and Environmental Responsibility.

CSR Program Sustainability Strategy Framework

Telkom's Corporate Social and Environmental Responsibility (CSER) program sustainability strategy is designed through the **SUSTAIN** framework, which serves as the foundation for ensuring that every corporate social program not only provides short-term benefits but also creates a sustainable impact on society, the environment, and economic growth. This framework was developed by integrating **Environmental, Social, and Governance (ESG)** principles and contributions toward achieving the **Sustainable Development Goals (SDGs)**, while adhering to the principles of Good Corporate Governance (GCG) in accordance with ISO 26000 (on Social and Environmental Responsibility) as part of Telkom's commitment to supporting sustainable development.

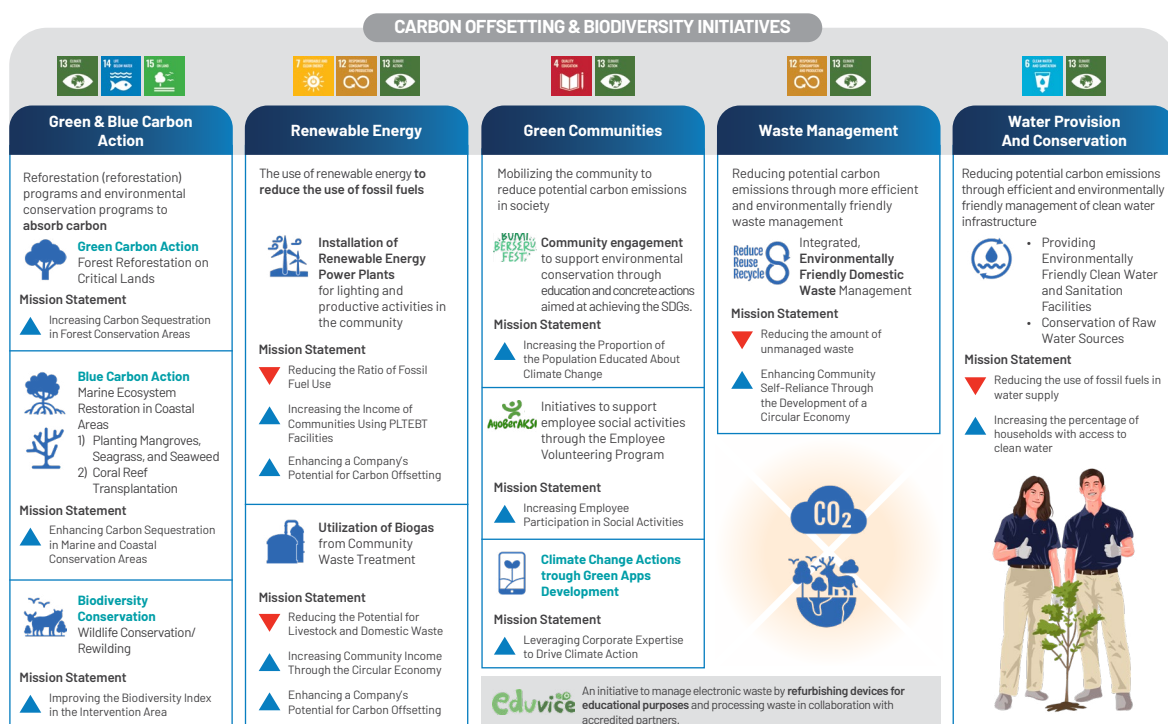
CSR Program Planning 2025



The details of the main program are as follows:

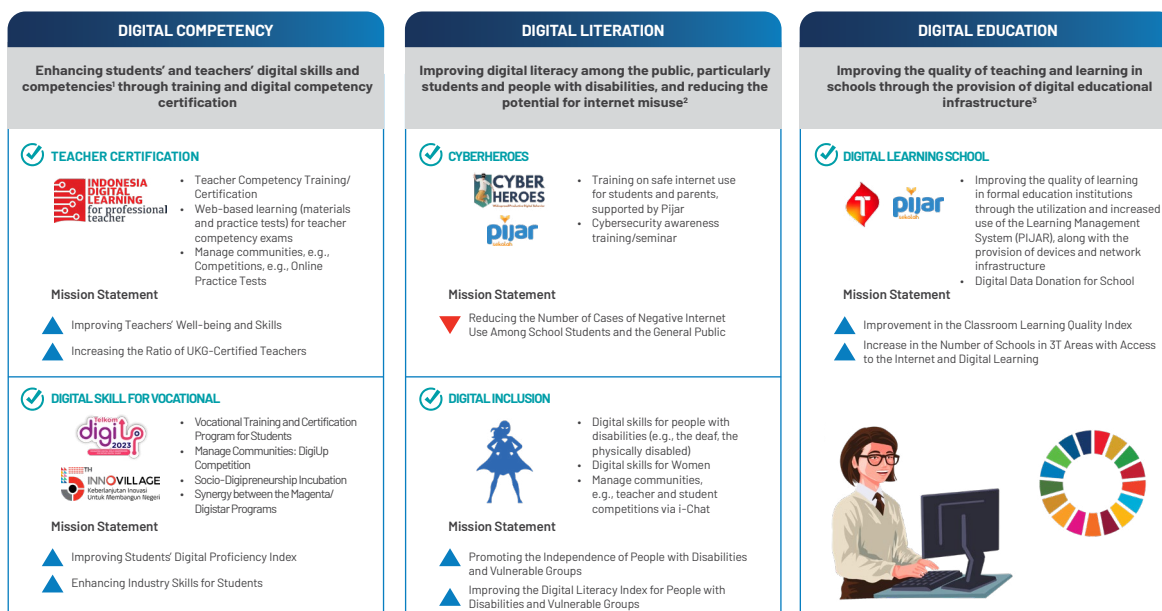
1. **Sustainable Net Zero Initiatives**, which are initiatives to implement climate action-based environmental programs through the creation of carbon sinks to encourage the reduction and compensation of carbon emissions resulting from company operations through carbon offset schemes.

The carbon stock enhancement initiative comprises five programs: green and blue carbon actions, renewable energy, green communities, waste management, and water provision and conservation, as illustrated in the following framework:



2. **Uplift Impactful Social Empowerment**, which encourages the realization of inclusive education and a good quality of healthy life to support a prosperous and competitive nation, through digital infrastructure support and inclusive digital talent education to support the improvement of national digital literacy.

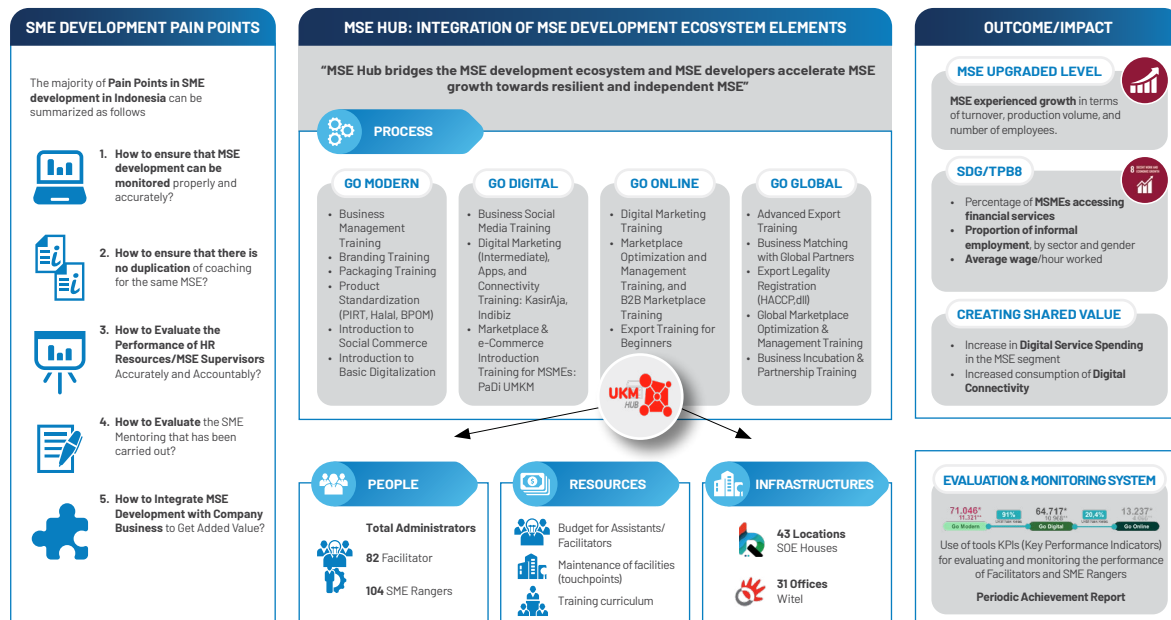
Education programs are a priority under social initiatives. The framework for education programs includes digital competency, digital literacy, and digital education, as shown in the figure below.



3. **Strengthen Excellent MSME Digital Capacity**, yaitu namely increasing the capacity of Micro and Small Enterprises (MSEs) through the provision of access to financial services, increasing capabilities and access to national and international markets to expand employment, increase labor productivity, and encourage economic growth.

The SME development framework is designed as an ecosystem-based approach focused on the sustainable transformation of SME capabilities. Through the stages of Go Modern, Go Digital, Go Online, and Go Global, SMEs are nurtured progressively according to their business maturity level, ranging from strengthening business foundations, adopting digital technology, expanding market access, to achieving export readiness. This approach ensures relevant, measurable, and impactful capacity-building interventions supported by competent mentors, a structured curriculum, and the network of Rumah BUMN and Telkom infrastructure across various regions. The UMK Hub platform strengthens implementation and data-driven monitoring and evaluation systems.

The implementation of this framework drives the advancement of SMEs, contributes to SDG 8, and represents a Creating Shared Value initiative through the strengthening of the local economy in alignment with the development of Telkom's digital business ecosystem.



4. **Transform Effective CSR Governance**, maintaining the accountability aspects of CSR Program management and the aspects of risk management implementation and compliance, by applying integrated, targeted, measurable impact, and accountable principles;
 5. **Amplify CSR Branding & Communication**, namely activating communication on the implementation of the CSR Program to stakeholders by prioritizing the impact aspects of Telkom's CSR Program through multi-party partnerships/ collaborations;
 6. **Intensify CSR Digitization & Data Analytics**, namely strengthens the management of CSR programs focused on impact, encompassing excellent people, excellent processes, and an excellent platform.
- **Excellent People**

Through continuous human resource capacity building and competency development, Telkom ensures that the implementation of its CSR strategy is supported not only by a robust policy framework but also by human resources capable of managing programs in a professional and adaptive manner, with a focus on creating shared value for both the community and the company. The following are the various competency development programs participated in by Telkom CSR employees in 2025:

No	Certifications	Total
Sustainability-related skills		
1	Certified Sustainability Reporting Specialist (CSRS)	3 Employees
2	Fundamental Sustainability Accounting (FSA) Level 1	1 Employee
3	Sustainability Excellence	2 Employees
4	Certified Sustainable Development Specialist (CSDS)	2 Employees

No	Certifications	Total
Skills related to sustainability enablers		
1	MSE Mentoring Certification	3 Employees
2	Certified Scrum Master	1 Employee
3	Certified Scrum Product	1 Employee
4	Certified KPI Professional	2 Employees
5	Certified Risk Professional	2 Employees
6	Sertifikasi Pengadaan BNSP	2 Employees
7	Certified Digital Marketing Specialist	1 Employee

- **Excellent Process**

As part of our continuous improvement efforts, we follow several steps toward achieving an excellent process, including:

- a. **Process mapping**

Process mapping is conducted based on the results of evaluations of process implementation effectiveness, follow-up on audit findings, and ensuring that processes are updated to remain relevant and compliant with applicable regulations or new policies.

- b. **Process redesign or improvement**

The need for process adjustments identified during the process mapping phase is addressed by redesigning the processes to make them more effective, supported by digitization and digital transformation within the integrated SIMTJSL platform.

- c. **Process implementation**

Outreach and training are conducted to ensure the effective implementation of the redesigned processes and continuous improvement initiatives.

- d. **Process Monitoring and Control**

Monitoring and control of process implementation are carried out through, among other things, the implementation of TJSL OKRs (Objectives and Key Results), the development of process and program performance dashboards within the SIMTJSL information system, and the conduct of periodic self-assessments.

• Excellent Platform

Telkom is also strengthening its governance by developing an integrated digital platform that supports the management, collaboration, monitoring, and reporting of Telkom's CSR programs in a more effective, transparent, and data-driven manner. This involves the digital transformation and digitization of CSR program management through the enhancement and maintenance of information systems, as well as the use of data analytics in strategic decision-making.



7. **Nurture Innovation Culture**, namely maintaining a culture of innovation in CSR Program management as an identity of sustainable value creation.

Program Implementation of Corporate Social and Responsibility (CSR) 2025

In 2025, the amount of funds realized for the CSR Program activities was Rp169.3 billion.

Realization of the CSR Program in 2025

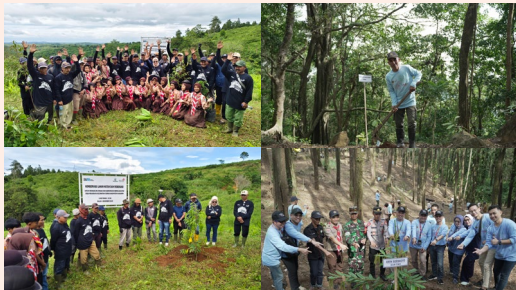
No.	CSR Pillars	Realizations (Rp)
1.	Social Pillar	43,876,496,715
2.	Economic Pillar	75,003,431,207
3.	Environmental Pillar	47,293,146,390
4.	Pillar of Law and Governance	3,139,258,468
Total		169,312,332,780

Implementation of CSR Based on per Priority Fields

A. Environmental Priorities

As part of the company's commitment to supporting sustainability and climate change mitigation efforts, Telkom has developed various environmental programs under the Carbon Offsetting & Biodiversity Initiative framework. This initiative is designed to strengthen the company's contributions to reducing carbon emissions, conserving biodiversity, and enhancing environmental resilience through an integrated and collaborative approach with various stakeholders.

No	Featured Program	Descriptions	'25 Realizations	Impact
1.	Integrated waste management solutions and circular economy development 	Pollution is one of the leading environmental problems in Indonesia and the world today. Proper waste management can reduce pollution. Telkom developed an integrated waste management development initiative with a recycling and circular economy approach, strengthened by the integration of digital platforms to facilitate access to TPS service information. The expected positive impacts include social, environmental, and economic benefits for the community. 	• 9 location points • 25,871 kg of waste managed • 6,849 beneficiary households	SROI 1.81
2.	E-waste reduction through digital device recycling (EDUVICE) 	As a digital and telecommunications service provider, Telkom seeks to manage electronic waste that potentially contains hazardous waste. This effort involves company employees and uses the 3R approach (Reduce, Reuse, Recycle). Some results of electronic waste collection and management (recycling) are distributed to beneficiaries, especially in the education community. 	• 187 electronic devices managed • 90 electronic devices were distributed	SROI 1.81

No	Featured Program	Descriptions	'25 Realizations	Impact
3.	Greenhouse Gas reduction through mangrove planting and coral reef rehabilitation 	In addition to restoring and conserving terrestrial ecosystems, Telkom also runs ecosystem restoration and conservation programs in coastal and marine areas through mangrove planting and coral reef rehabilitation. This program supports the realization of the Net Zero 2060 commitment by contributing to the increase in blue carbon (carbon absorbed and stored by coastal and marine ecosystems). 	• 95,911 mangrove trees and seagrass • 760 coral reefs	SROI 6.29
4.	Addressing climate change through restoration and conservation of assisted forests 	Telkom's initiatives to improve environmental ecosystems are to restore and protect forests damaged or lost in synergy with institutions/communities that care and have an ecological culture. This program supports realizing the Net Zero 2060 commitment by increasing green carbon (carbon stored in the land ecosystem). 	• 80,800 tree seedlings • 8 location points	SROI 6.29

B. Education Priorities

Telkom's education priority program is designed using an integrated approach that encompasses the enhancement of digital competencies, digital literacy, and the digital education ecosystem—all of which complement one another to strengthen the digital learning ecosystem in Indonesia.

No	Featured Program	Descriptions	'25 Realizations	Impact
1.	Digital Learning School & Cybersecurity Awareness 	First, the CSR education program is aimed at schools because they are essential in improving digital literacy in Indonesia. Telkom helps schools provide students access to learning applications, internet connections, and computer devices. As a digital and telecommunications service provider, Telkom strengthens its role in improving ICT (Information and Communication Technology) skills and cybersecurity awareness to support the learning process, healthy internet usage, and continuous improvement of digital literacy in Indonesia. 	• 495 location points • 35,380 benefit recipients	SROI 1.57
2.	Digital certification program for vocational (DIGI-UP) 	Second, the CSR program in education is aimed at students to develop digital talent in Indonesia. Telkom collaborates with the National Education Office at the district/city, province, universities, and certification institutions to provide guidance and training in digital skills targeting high school students and the equivalent. This program consists of training programs, case-based experience, and certification, which are expected to encourage digital talents in Indonesia who are ready to work. 	• 5,123 applicants • 1,598 training participants • 1,471 participants passed certification	SROI 1.2

No	Featured Program	Descriptions	'25 Realizations	Impact
3.	Indonesia Digital Learning Program 	Third, the CSR program in the education sector is aimed at teachers. Teacher competence is essential in improving the quality of education in Indonesia. Telkom collaborates with the Ministry of National Education at the district/ city, province, PGRI, and universities to provide training assistance to improve teacher competence. This program includes digitization-based training and certification to enhance competence and prepare teachers for the Teacher Competency Test (UKG).  	1,371 teachers passed digital certification	SROI 2.96
4.	Empowerment of disabled groups to increase the independence of vulnerable communities 	Telkom's commitment to inclusive education is realized through infrastructure assistance and improving digital literacy for people with disabilities to access education, training, and digital certification. The initiative's purpose is to increase the capabilities and competencies of people with disabilities to open opportunities for decent work. The program is realized through collaboration with Yayasan Pendidikan Telkom (YPT).  	• 778 applicants • 703 participants passed	SROI 4.24

C. Priorities for MSE Development				
No	Featured Program	Descriptions	'25 Realizations	Impact
1.	Increasing MSEs' access to Financial Services (Access to Capital) 	In 2025, Telkom implemented the MSE Funding program through a cooperation mechanism with BRI, as recommended in letter S-721/MBU/11/2022. The business sectors covered by the MSE Mentoring Program include various sectors such as trade, livestock, plantations, fisheries, agriculture, services, and others.	Rp50 billion distribution of PUMK funds through BRI collaboration	12.6% MSE Upgraded Level
2.	Strengthening the Business Capacity of MSEs through Go Modern and Go Digital Coaching (Access to Competence) 	Strengthening the capacity of MSEs is very important so that MSEs can continue to grow sustainably. The program scope at this stage is: - Through the Go Modern approach, Telkom assists MSEs in product standardization, business licensing and legal compliance, enhancing entrepreneurial capacity, and strengthening business identity through improved branding and product packaging design. These efforts aim to improve the quality and competitiveness of MSE products so they can meet broader market standards. - Through the Go Digital program, Telkom encourages the use of digital technology in MSE business management. This support includes improving digital literacy, utilizing digital platforms for business operations and marketing, and using various digital solutions that support efficiency and expanded market access. 	• GM 24,646 MSEs • Halal 2,512 MSEs • NIB 10,257 MSEs • PIRT 2,032 MSEs • NF 1,773 MSEs • 451,000 PackFest Packaging Grants • GD 24,263 MSEs • Registered POS 5,596 • HSI 1,895 SSL • Antares 732 • 9,822 MSEs participated in training	12.6% MSE Upgraded Level
3.	Penetration of digital and global market access: online marketplace and virtual expo (Access to Commerce) 	The next critical stage in the development of MSEs is to increase access to markets at the national and international scope, including: - Through the Go Online initiative, Telkom helps MSEs optimize their use of digital platforms for marketing and sales activities. The support provided includes digital marketing training, management of online marketplace stores, and assistance with participation in trade shows and promotional events at both the local and national levels. These efforts are expected to increase the visibility of MSE products while expanding access to a broader consumer base through digital channels. - Through the Go Global program, Telkom encourages MSEs to introduce their products to international markets. Support provided includes facilitating product promotions, participation in international and virtual expos, and strengthening MSEs' readiness to meet global market standards. 	• Go Online 14,488 • PaDi Registration 4,752 • PaDi Onboarding 1,416 • Exhibition 2,220 • Go Global 146 • Go Global Sales 380	12.6% MSE Upgraded Level

Financial Statements of the MSME Funding Program

Audited Figures (In Millions Rupiah)

Statement of Financial Position (Rp)	
Assets	
Cash in Banks	241,180
Loan to Foster Partners after deducting allowance for impairment losses of Rp36,437	6,317
PUMK cooperation receivables from Foster Partners after deducting impairment losses of Rp176	22,171
PUMK Cooperation Receivables to PT Bank Rakyat Indonesia Tbk. ("BRI")	58,561
Non-performing loans after deducting impairment allowances of Rp334,548	-
Total Assets	328,229
Liabilities and Net Assets	
Liabilities	
Payables and other current liabilities	417
Overpayment of Installments	259
Total Liabilities	676
Net Assets	
Without restrictions from resource provider	327,553
Total Net Assets	327,553
Total Liabilities Dan Net Assets	328,229

Audited Figures (In Millions Rupiah)

Statement of Profit or Loss and Net Assets (Rp)	
Without Restrictions from Resource Provider	
Revenues	
Loan Administration Service Income	500
BRI Cooperation Loan Administration Service Income	789
Interest Income from Current Accounts	3,722
Other Income	2
Total Revenues	5,013

Audited Figures (In Millions Rupiah)

Statement of Profit or Loss and Net Assets (Rp)**Income (Expenses)**

Provision for Impairment Losses on Loans to PUMK Partners – net	(3,091)
Recovery of Allowance for Impairment Losses on Non-performing Loans	5,671
Provision for Impairment Losses on PUMK Cooperation Receivables to BRI	(176)
Other Expenses	(245)
Total Income/(Expenses)	2,159
Increase in Net Assets Without Donor Restrictions	7,172
Total Comprehensive Income	7,172
Net Assets Without Donor Restrictions at the Beginning of the Year	320,381
Net Assets Without Donor Restrictions at the End of the Year	327,553

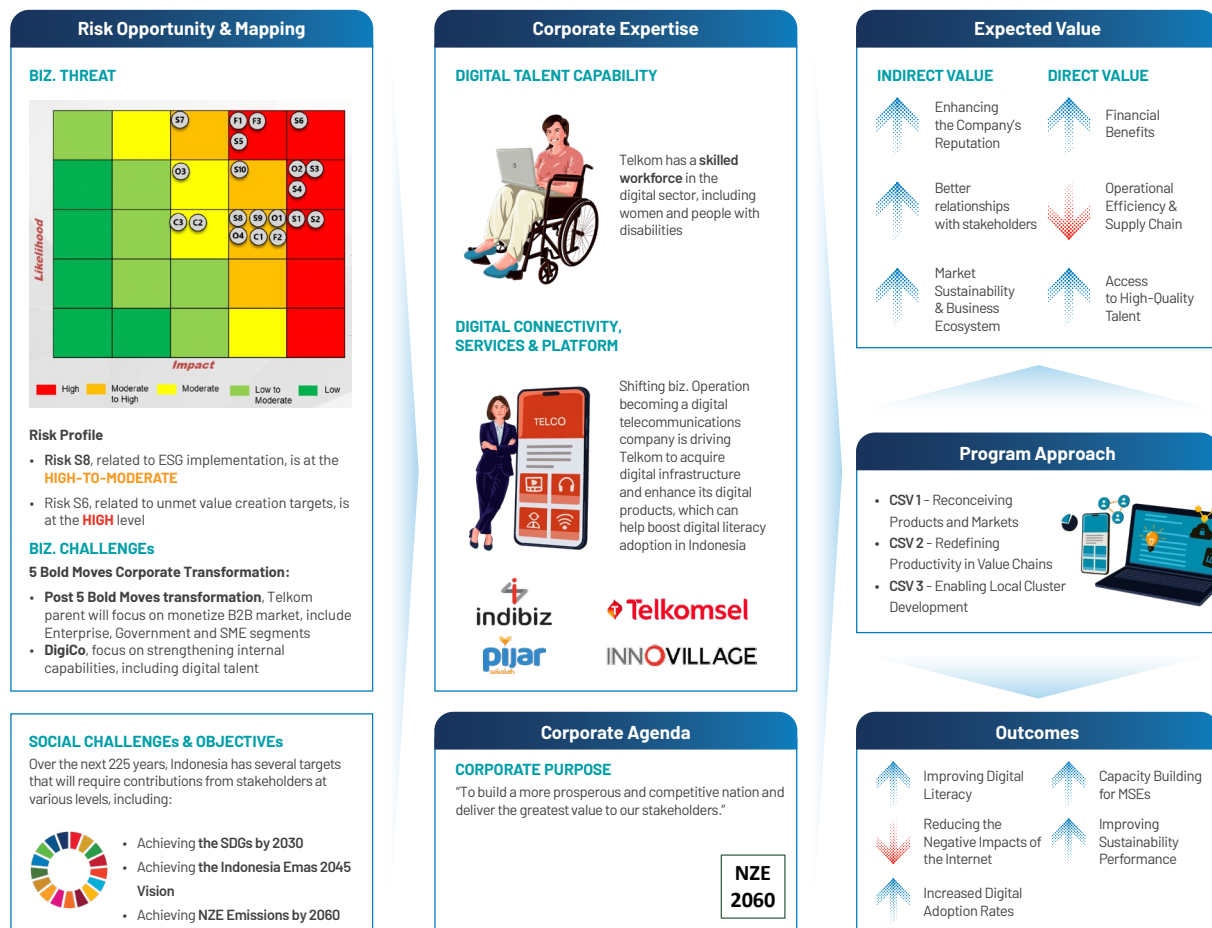
Audited Figures (In Millions Rupiah)

Statement of Cash Flows (Rp)**Operating Activities**

Loan Repayments from Fostered Partners	26,356
Recovery of Non-performing Loans	5,671
Payment of Payables	(5)
Receipt of Loan Administration Service Fees	569
Interest Income from Current Accounts	3,722
Disbursement of PUMK Funds to BRI	(50,000)
Refunds of Excess Installments to Fostered Partners	(48)
Net Cash Received from/(Used in) Operating Activities	(13,735)
Increase/(Decrease) in Cash in Banks	(13,735)
Cash in Banks at the Beginning of the Period	254,915
Cash in Banks at the End of the Period	241,180

Implementation of the Company's Creating Shared Value Program

CSV Program Framework



Telkom's Creating Shared Value (CSV) Program is a strategic approach to CSR management designed to simultaneously create business and social value by leveraging Telkom's core capabilities in connectivity, digital services, platforms, and digital talent to address national development challenges. Conceptually, Telkom's CSV Program:

- Bringing together business opportunities and social pain points, particularly in Indonesia's digital transformation (digital literacy, MSMEs, education, inclusion, and the digital ecosystem).
- Leveraging Telkom's core competencies, namely connectivity infrastructure, digital products and platforms, and digital talent development.

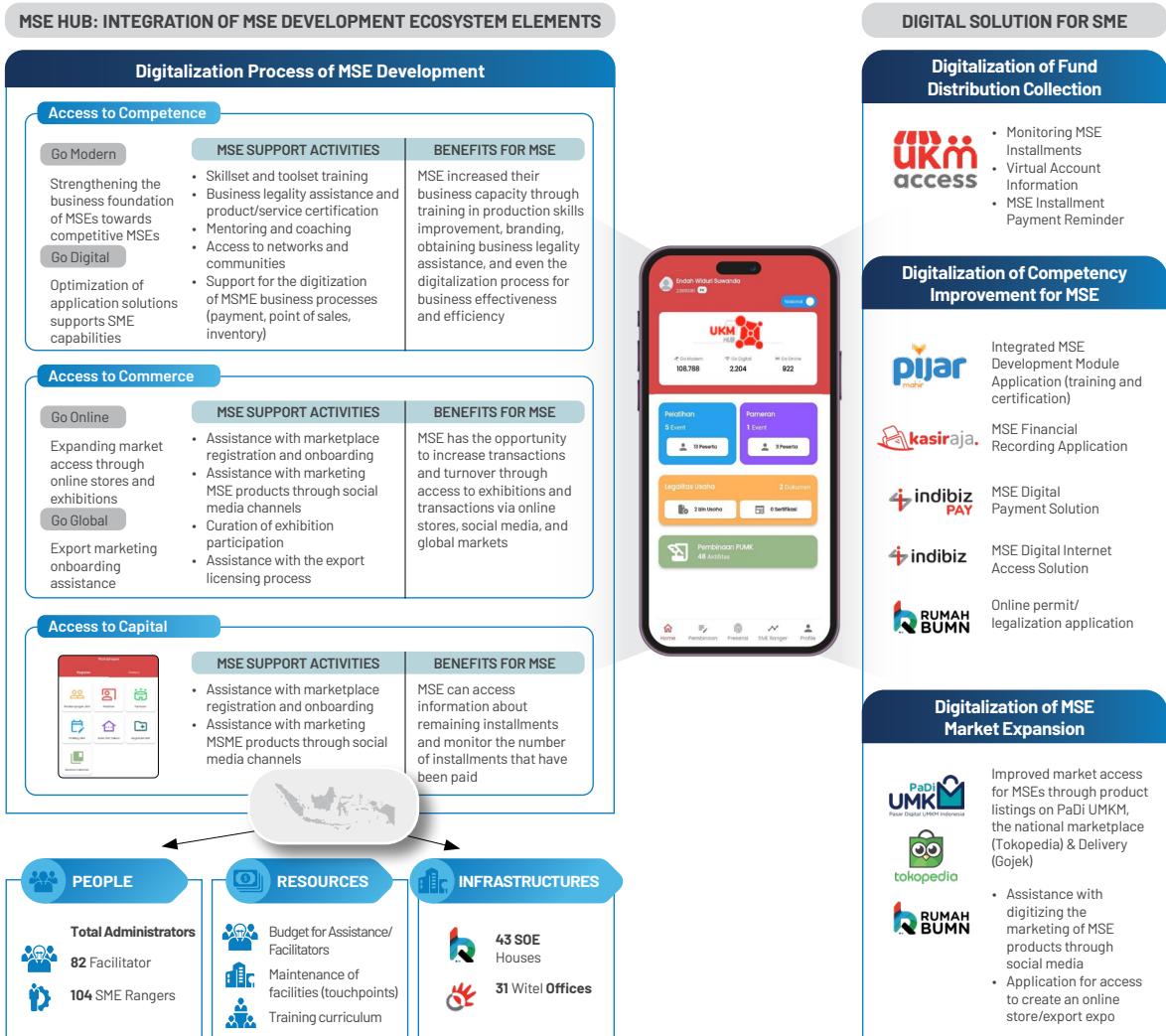
Implementation of Telkom's CSV program in 2025:

a. CSV Type 1

Reconceiving Products and Markets: developing digital products/services that address social needs.

Digitalization of MSE Development

Framework for the Digitalization of MSE Development Programs



As part of the company's commitment to supporting community economic empowerment through the development of Micro and Small Enterprises (MSEs), Telkom has developed a digital-based coaching approach through the **UKM Hub** platform, which integrates various elements of the MSE development ecosystem. This approach is designed to address several key challenges in MSE development in Indonesia, including limited accuracy of business data, potential duplication of development programs, difficulties in monitoring facilitator performance, and the need for more measurable and accountable program evaluation. Through the digitization of the coaching process, Telkom has introduced a system capable of managing MSE profiles in an integrated manner through the Satu Data UKM platform, enabling a more targeted coaching process. This platform allows for the comprehensive collection and management of business data, which is then used as a basis for designing sustainable MSE capacity building programs. In addition, the digitization of MSE development is also strengthened through the integration of **various digital solutions from TelkomGroup, such as online learning platforms, digital financial recording applications, electronic payment services, and internet connectivity access to support business operations.** This integration forms a comprehensive digital ecosystem to accelerate the transformation of MSEs into more modern, adaptive, and competitive businesses.

Implementation of Type 1 CSV Program

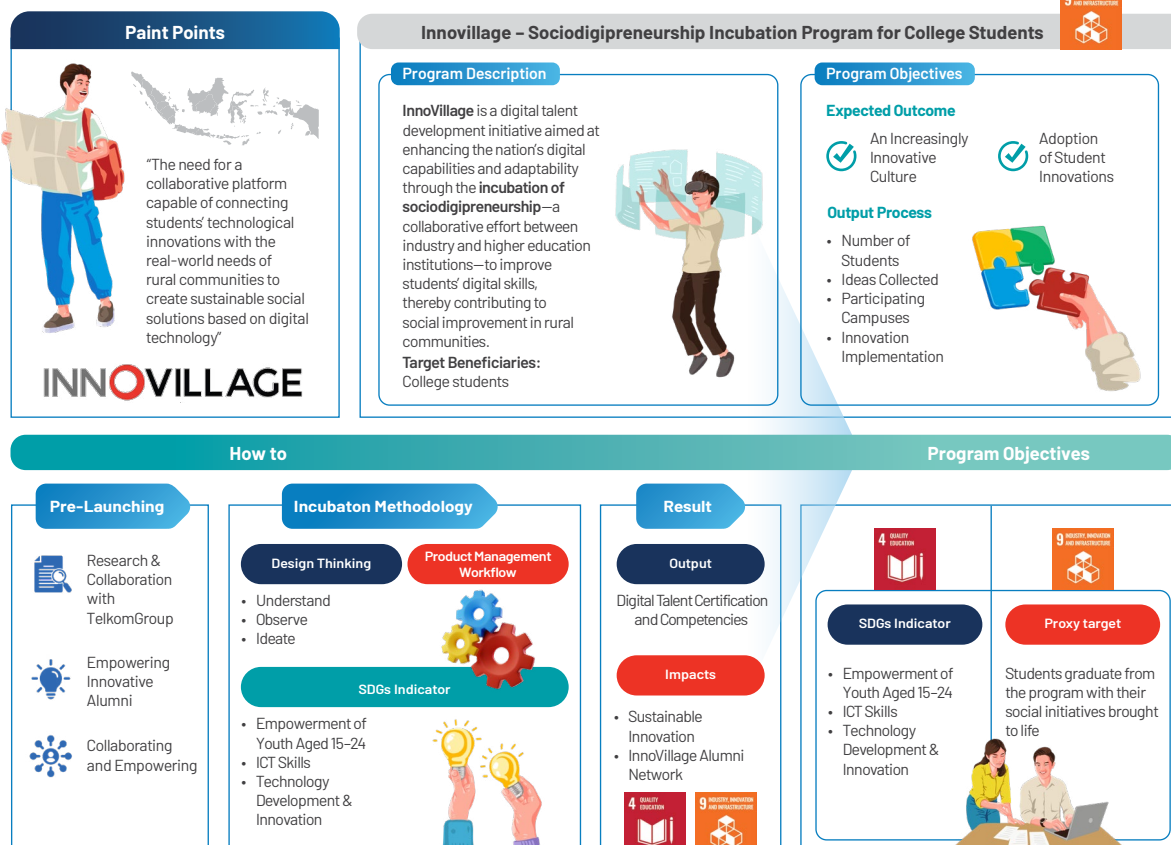


b. CSV Type 3

Enabling Local Cluster Development: strengthening the local ecosystem (education, MSMEs, communities) based on digital technology.

Innovillage Program: A social project competition for students.

Innovillage Program Framework



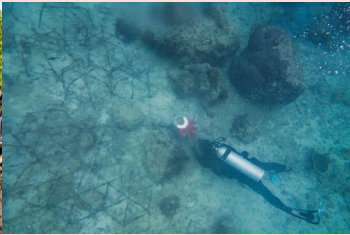
This initiative is a platform for developing digital talent aimed at enhancing the nation's digital capabilities and adoption rates through the incubation of sociodigipreneurship—a collaborative effort between industry and higher education institutions to improve students' digital skills. This initiative drives social improvement for the community by engaging students and universities while cultivating digital talent to meet the needs of the digital industry.

Implementation of Type 3 CSV Program



Collaboration CSR Program Implementation

The implementation of the CSR program is carried out effectively through collaboration with various parties (pentahelix), including increasing the internal synergy of TelkomGroup, external cooperation with the government, SOEs, academics, communities, media, and institutions/agencies related to the field of CSR. Collaboration programs with SOEs and other parties implemented in 2025 include:

No.	Programs	Program Realization	Participants
1.	Environmental Collaboration Program - Blue Carbon Initiative through Mangrove and Coral Reef Planting	An initiative aimed at increasing blue carbon absorption and storage capacity while restoring coastal and marine ecosystems through the rehabilitation of 10,000 mangroves in Rangko Hamlet, Tanjung Boleng Village, Boleng Subdistrict, West Manggarai Regency, East Nusa Tenggara, and the restoration of 200 coral reef substrates on Bone Tambu Island, Makassar.  	Telkom collaborates with the West Manggarai Regency Government of NTT & BMM, Universitas Hasanuddin

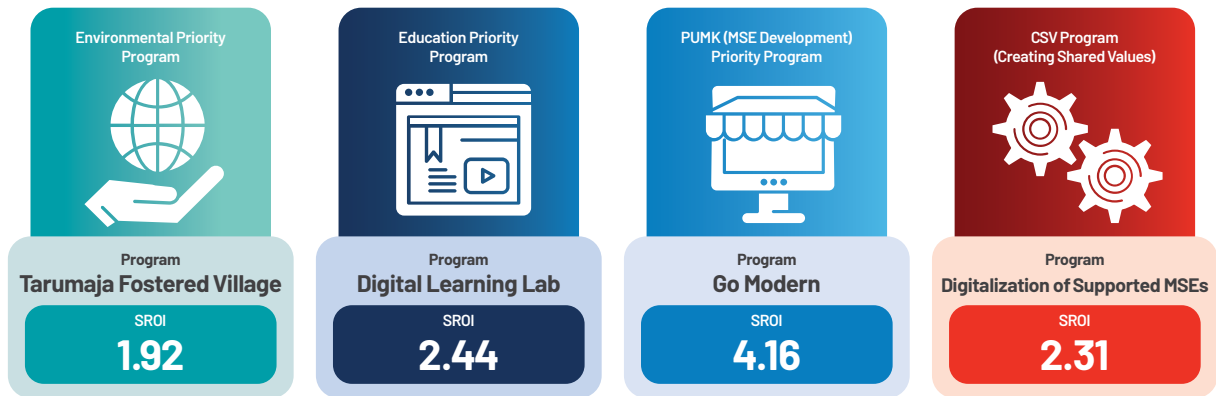
No.	Programs	Program Realization	Participants
2.	Education Collaboration Program – Indonesia Digital Learning Program	An initiative aimed at improving the digital capacity and competence of 81 special needs school (SLB) educators from Sleman, Bantul, Gunungkidul, Kulon Progo, and Yogyakarta City through strengthening digital literacy, utilizing learning technology, and developing inclusive and sustainable digital-based educational practices, with the hope of improving the overall quality of education in Indonesia. 	Telkom collaborates with the Univeritas Negeri Yogyakarta
3.	MSE Development Collaboration Program – Halal Certification Assistance	An initiative aimed at improving compliance, competitiveness, and market access for MSEs through halal certification assistance for 1,512 MSEs. 	Telkom and Surveyor Indonesia

Achievement of Impact-Based CSR Program Success

To ensure the successful implementation of impact-based CSR programs, Telkom Indonesia consistently measures the impact and success of its Social and Environmental Responsibility (CSR) programs. Impact measurement is carried out through an integrated approach, namely the Social Return on Investment (SROI) method, CSR (TJSL) Index, Net Promoter Score (NPS), and Community Satisfaction Index (IKM). These methods are used to ensure that the CSR programs implemented provide real added value to the community, while also supporting the company's reputation.

Social Return on Investment (SROI) measurements were conducted on four priority programs covering the areas of environment, education, MSME development, and creating shared values. The measurement results showed an average SROI value of 2.71, exceeding the target of 1.5. This achievement reflects the success of the program in creating social, environmental, and economic benefits for stakeholders. The details of the SROI value per area are as follows:

- Environmental Priority Program through the Tarumaja Mentored Village program with a score of 1.92.
- Education Priority Program through the Digital Learning Lab program with a score of 2.44.
- PUMK Program through the Go Modern program with a score of 4.16.
- CSV Program through the Mentored MSE Digitalization program with a score of 2.31.



In addition, Telkom successfully recorded a CSR (TJSL) Index score of 87.87% in 2025. This achievement places Telkom's CSR activities in the good or strong category, which shows a positive impact on the company's image. This improvement was driven by positive perceptions from beneficiaries, assisted MSMEs, and the surrounding community towards Telkom's CSR program, especially in the aspects of Corporate Governance and Economic Responsibility.

On the other hand, to measure the success of the CSR program in increasing community involvement, Telkom uses the Net Promoter Score (NPS). The NPS measurement results in 2025 reached 74.36, which reflects the high level of trust and satisfaction of the community in recommending Telkom products

and services. Thus, Telkom's CSR program provides social benefits and supports strengthening customer loyalty to the company's products and services.

The company also recorded a Community Satisfaction Index (CSI) score of 90.17, which reflects a high level of satisfaction from respondents or beneficiaries with the CSR programs that have been implemented. This result shows that most beneficiaries are satisfied with the various initiatives designed to have a positive impact.

Telkom Indonesia continues to be committed to running relevant CSR programs that provide measurable positive impacts in line with sustainable development goals and support the sustainability of the company's business.

1 Social Return On Investment (SROI)



2.71

(Company Target 1.5)

This achievement demonstrates that every **Rp1 invested** in the CSR program **generates Rp2.71 in social, economic, and environmental benefits** for stakeholders. The measurement results show an average SROI of **2.71, exceeding the target of 1.5**.

This achievement reflects the program's success in generating **social, environmental, and economic benefits** for stakeholders.

Breakdown of SROI Values by Priority Program Area

Program Area	Program	SROI Value
 Environment	Tarumaja Fostered Village	1.92
 Education	Digital Learning Lab	2.44
 PUMK	Go Modern	4.16
 Creating Shared Value	Digitization of Supported MSEs	2.31

2 CSR Index



87.87%

Category: **Strong/Good**

- ✓ Corporate Governance
- ✓ Economic Responsibility
- ✓ Positive perceptions from the community and the MSMEs under our guidance

3 Net Promoter Score (NPS)



74.36

This score reflects the **high level of trust and loyalty** the public has in Telkom's CSR program.

This improvement is driven by the **positive perceptions** of beneficiaries, supported MSMEs, and the surrounding community regarding Telkom's CSR program, particularly in the area of **Corporate Governance**.

4 Public Satisfaction Index



90.17

Category: **Very Satisfied**

The majority of recipients have seen **tangible benefits** for the community:

- ✓ Improving the quality of social and economic life
- ✓ Relevant to the community's needs



Awards of CSR Program 2025

No.	Events	Awards	Providing Agencies/Intitutions
A. International Award/Recognition			
1.	United Nations High Level Political Forum	Best Practices in National Voluntary Review, for SDGs #14 – Telkom Sustainable Undersea Cable Operation	- United Nations - Indonesia SDGs National Secretary, Ministry of Bappenas
2.	ESG Asia Positive Impact Awards	Silver in Community Involvement in Development Category	Asia Positive Impact
B. National Award			
1.	Indonesia's SDGs Action Awards 2025	Bronze – Large Company	Ministry of Bappenas
2.	Indonesia Corporate Communication & Sustainability Awards (ICCS)	- Gold – Education Pillar - Best CSR Agent of the Year	BP BUMN
3.	IDX Channel Awards	Gold – Health Empowerment	IDX (Pasar Modal Indonesia)
4.	Indonesia Corporate Sustainability Awards	Gold – CSR Strategy	Olahkarsa & IBCSD
5.	Lestari Awards	#Gold in Community Involvement & Development	EY & KG Media
6.	Republika Awards	Gold in Health Empowerment	Republika Media