

WHISTLEBLOWING SYSTEM

Following up on the Sarbanes-Oxley Act of 2002, Telkom established a violation reporting system or Whistleblowing System (WBS), which has been running since 2006. This WBS mechanism is an effort to prevent fraud. It is a medium for all individuals within Telkom and third parties to report violations, fraud, or other forms of ethical violations related to TelkomGroup.

The WBS is managed by the Audit Committee and is designed to receive, review, and follow up on complaints received while maintaining the confidentiality of the reporter's identity. The Audit Committee continues to strive to increase the credibility of the WBS system so that it can

become a media that the public trusts to report violations. For this reason, the Audit Committee conducted various studies and comparative studies to improve Telkom's WBS while improving the quality of internal control.

As a result, on January 31, 2022, the Telkom Integrity Line was launched, resulting from WBS development involving Deloitte as an independent consultant, with 7 (seven) complaint channels. The policies and provisions of this system are regulated in Kep. Dekom No. 01/KEP/DK/2022 dated January 25, 2022, and has been ratified through Directors' Regulation No. PD.622/r.00/HK200/COP-C0000000/2022 dated February 22, 2022.

DELIVERING A VIOLATION REPORT

Channels for the Telkom Integrity Line reporting system include:

Website	: https://id.deloitte-halo.com/Telkomwbs/
Hotline	: (021) 5088 4601
Faksimili	: (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 behavior of the Board of Commissioners, Organs of the Board of Commissioners, Directors, Management, and employees of the Telkom, 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 and ensures the protection of whistleblower confidentiality based on the following internal policies:

1. Resolution of the Board of Commissioners No. 01/KEP/DK/2022 dated January 25, 2022, regarding Policies and Procedures for Handling Complaints (Whistleblowing System) within the Telkom Group;
2. Board of Directors Regulation No. PD. 622/r.00/HK200/COP-C0000000/2022 dated February 22, 2022, regarding Ratification of the Resolution of Board of Commissioners No.01/KEP/DK/2022 regarding Complaint Handling Policies and Procedures (Whistleblowing System) within the Telkom Group.

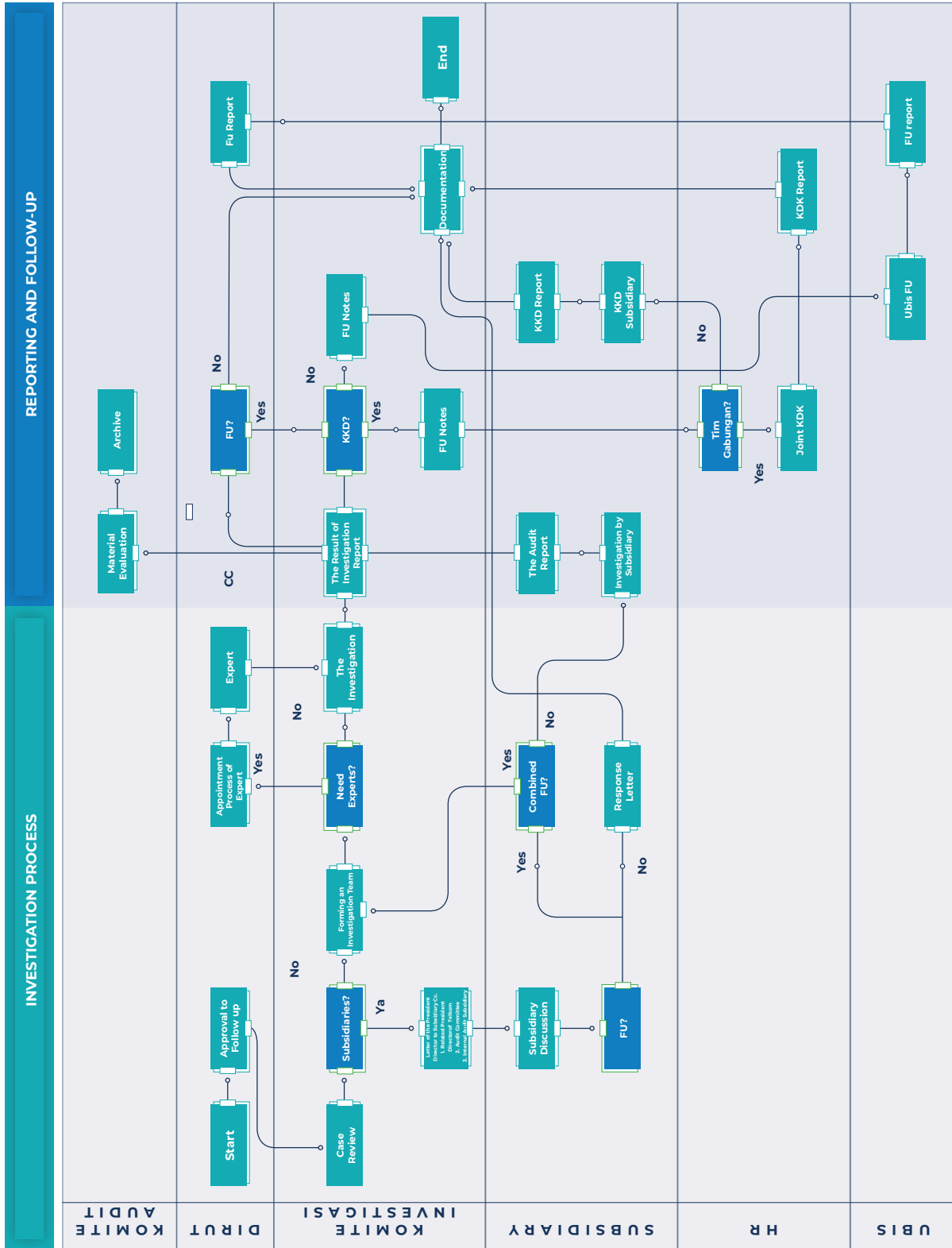
Telkom always prioritizes confidentiality and the principle of presumption of innocence when following up on every report submitted via WBS. This encourages all parties to have courage and feel safe without fear or worry when submitting violation reports.

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 Telkom Audit Committee.

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 type of complaint is in accordance with the scope of the Whistleblowing System mechanism, the truth and the accuracy of the complaint information has been supported by sufficient data. Some WBS complaints could not be followed up due to incomplete, inaccurate and unreliable data and information.

COMPLAINT HANDLING MECHANISM



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