Infosys AI Day

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Unlocking AI Value - Communication, Media and Technology

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Safe harbor

Certain statements mentioned in this presentation concerning our future growth prospects, our future financial or operating performance, our use of AI and its effects on our Business, and the United States H-1B visa program are forward looking statements intended to qualify for the 'safe harbor' under the Private Securities Litigation Reform Act of 1995, which involve a number of risks and uncertainties that could cause actual results or outcomes to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding the execution of our business strategy, increased competition for talent, our ability to attract and retain personnel, increase in wages, investments to reskill our employees, our ability to effectively implement a hybrid working model, economic uncertainties and geo-political situations, technological disruptions and innovations such as Generative AI, the complex and evolving regulatory landscape including, our ESG vision, our capital allocation policy and expectations concerning our market position, future operations, margins, profitability, liquidity, capital resources, our corporate actions including acquisitions, the outcome of pending litigation, the outcome of the US government investigation, the timing, implementation, duration and effect of the September 19, 2025 proclamation signed by the president of the United States related to the H-1B visa program, and the effect of current and any future tariffs. Important factors that may cause actual results or outcomes to differ from those implied by the forward-looking statements are discussed in more detail in our US Securities and Exchange Commission filings including our Annual Report on Form 20-F for the fiscal year ended March 31, 2025. These filings are available at https://www.sec.gov/. Infosys may, from time to time, make additional written and oral forward-looking statements, including statements contained in the Company's filings with the Securities and Exchange Commission and our reports to shareholders. The Company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company unless it is required by law.

State of AI in CMT - Opportunities & Challenges

Semiconductor	OEMs	CSPs	Cloud & Software	Media & Ent.
Memory & Non-Memory	*Telcom, Storage & Compute*	*Wireless, Wireline, Satellite*	*Enterprise + Consumer*	*Studios, OTT, Broadcasters*

COMMUNICATIONS

1. **Growth Void:**
Stagnation across B2C, B2B, Edge

2. **Sovereignty:**
Managing "Data Debt" and national resilience

3. **Productivity Expectations:**
High expectations for AI to drive massive efficiency

MEDIA & TECHNOLOGY

4. **Spending Surge:**
Massive spend in a fierce AI infrastructure race

5. **Diffusion and ROI:**
Limited gains net of reciprocity

6. **Innovation:**
Aggressive need for reinvention to drive up user , partner adoption

Top 15 clients account for 60%+ of CMT segment revenues and we are integral to their AI Journey

Operations

	Improved Customer Exp.	Better Reliability	Faster Resolution	Lower Cost-to-Serve	Higher Productivity Gains
Use Cases	Customer & Partner Self - Serve & Discovery	Predictive Network Ops & AI Network Triage	AI-Driven Case Diagnosis, Routing & RCA	AI-Automated Service Workflows in Operations	AI-Accelerated Engineering
Outcomes	**30%** NPS improvement	**50%+** reduction in outages	**~25%** support-cost reduction	**30%** faster ticket resolution	**20–30%** productivity gains
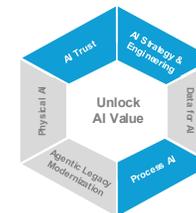
AI Journey with Liberty Global

Business Context

- *10 million + subscribers*

- *AI is moving from Experiment to Foundation*

AI First Solutions

1 **Customer/Agent Assist**: Open AI Based Personalized FAQ/chat for self-serve and customer care

2 **Super Search**: Uses Gemini to make content discovery conversational and intuitive

3 **Network Reliability**: Enabling faster fault isolation, automated RCA, across heterogenous networks

4 **Employee Assist**: Co-Pilot based HR & Employee Chat

Impact *

60% *Fewer Customers Impacted*

50%+ *Reduction in Outages*

1000+ *Annual Platform Deliveries*

100M+ EUR *Run Rate Savings*

Tangible *Improvements in Customer Satisfaction*

* Calendar Year 2025

Thank You