

## Tata Teleservices Limited

October 09, 2025

Facilities/Instruments	Amount (₹ crore)	Rating <sup>1</sup>	Rating Action
Long-term bank facilities	1,830.00 (Enhanced from 1,030.00)	CARE AA-; Stable	Reaffirmed
Long Term / Short-term bank facilities	2,064.50 (Reduced from 2,864.50)	CARE AA-; Stable / CARE A1+	Reaffirmed
Commercial paper	5,750.00	CARE A1+	Reaffirmed
Commercial paper	2,750.00	CARE A1+	Reaffirmed

Details of instruments/facilities in Annexure-1.

### Rationale and key rating drivers

Reaffirmation of ratings assigned to bank facilities and instruments of TATA Teleservices Limited (TTSL) primarily reflects the continued strong support expected from TATA Sons Private Limited (TATA Sons, the holding company). As on June 2019, TATA Sons infused ₹46,595 crore into TATA Tele Business Services (TTBS)<sup>2</sup> and continues to provide a support letter to the company, indicating its commitment to undertake necessary financial actions to address liquidity shortfall for 12 months from the balance sheet date. Ratings also factor in improvement in operating income by ~9% to ₹2,321 crore in FY25 (April 01 to March 31), while the profit before interest, lease rentals, depreciation, and taxes (PBILDT) margin improved to 31.12% (PY: 27.34%). Going forward, CARE Ratings Limited (CareEdge Ratings) expects growth in topline and expansion of PBILDT due to small and medium enterprises (SMEs) increasingly adopting cloud-based solutions, as businesses go digital.

However, rating strengths are tempered by a highly leveraged position with debt repayment falling due in FY26. Ratings further remain underpinned by regulatory changes, intense competition and technology risks associated with the industry and capital-intensive operations. Thus, continued support from TATA Sons and the company's ability to improve its financial risk profile, while rationalising its debt levels will remain a key rating monitorable.

CareEdge Ratings takes cognisance of end of the four-year moratorium on adjusted gross revenue (AGR) related liabilities. These AGR dues is to be paid in six annual instalments starting from March 31, 2026. On October 19, 2021, TTBS opted for moratorium of AGR dues under the telecom reform package provided by Department of Telecommunications (DoT) to telecom companies on October 14, 2021. TTBS provided for entire pending dues, including accrued interest, where the provision created were transferred to borrowings as deferred payment liability, totalling at ₹19,256 crore as on March 31, 2025 (₹3,636 crore in TATA Teleservices (Maharashtra) Limited [TTML] and ₹15,620 crore in TTSL).

TTBS and major telecommunication service providers (TSPs) filed a curative petition with the Hon'ble Supreme Court's (SC) order for rectifying computational errors and erroneous disallowances in liabilities claimed by the DoT. CareEdge Ratings notes that this petition was rejected by the SC in September 2024. The company and other TSPs filed a writ petition on May 17, 2025, seeking direction to DoT to consider and act on the company's pending representation seeking waiver of interest, penalty and interest on penalty forming major part of AGR dues. However, the SC dismissed the writ petition on May 19, 2025. TTBS pursuing other remedies for relief of AGR dues with other telcos will remain monitorable.

The SC held that license fee paid by telecom companies will be treated as capital expenditure and not revenue expenditure, implying that license fees paid will be a depreciable asset, compared to being treated as an operating expense. Adverse financial impact of the judgement will be a key rating monitorable.

### Rating sensitivities: Factors likely to lead to rating actions

#### Positive factors

- Significant turnaround in the operational and financial performance of TTSL, with improvement in profitability.
- Debt to earnings before interest, taxation, depreciation, and amortisation (EBIDTA) below 3.5x on a sustained basis.

#### Negative factors

- Change in the stance of TATA Sons, resulting in a lack of financial support to TTSL.
- Dilution in controlling stake by TATA Sons.
- Substantial deterioration in the credit profile of TATA Sons.

<sup>1</sup>Complete definition of ratings assigned are available at [www.careratings.com](http://www.careratings.com) and other CARE Ratings Limited's publications.

**Analytical approach:**

Standalone; factoring in operational and financial linkages with the holding company TATA Sons, which is integral to TTSL's operations.

Ratings centrally derive comfort from the holding company's support, which is clearly articulated and demonstrated by the support letter issued by TATA Sons, indicating that it will take all necessary financial actions for shortfall in liquidity that may arise to meet the company's financial obligations and the timely payment of debt for ensuing 12 months. CareEdge Ratings has applied parent notch up framework to arrive at the rating of TTSL.

**Outlook: Stable**

The Stable outlook factors in expected stability in the company's financial and operational performance, considering increasing data requirements by enterprises due to operations rapidly moving towards cloud-based solutions as businesses move away from on-premises solutions. The outlook factors in support letter issued by TATA Sons and past track record of support from TATA Sons, ensuring timely servicing of the company's debt obligations.

**Detailed description of key rating drivers:****Key strengths****Entity integral to the TATA group**

TTBS marked the foray of the TATA Group into the telecom sector. Both companies have been continuously receiving financial and managerial support from TATA Sons, which has infused ₹46,595 crore into TTBS to fund losses, debt repayments, and for capital expenditure (capex) and has provided for DoT obligations in its annual accounts. TTSL's board comprises senior members from the TATA group, lending management strength and business-specific expertise to the company. TTSL's ratings centrally derive comfort from the support of TATA Sons to arrange for meeting shortfalls in liquidity. Despite the available support, the entity has been meeting its liquidity on its own, without further fresh infusion of funds from promoters since June 2019, by mobilising resources at competitive interest rates.

**Key weaknesses****Moderate Financial risk profile**

Total operating income (TOI) increased by 9% to ₹2,321 crore in FY25 from ₹2,128 crore in FY24. PBILDT margin further improved to 31.12% in FY25 (PY: 27.34%) due to reduced operating expenses and the expansion into SMEs increasingly adopting cloud-based solutions as businesses transition to digital operations. Considering TTBS' wide optical fibre network of 132,000 km, and a strong brand presence, its enterprise business is expected to grow. However, TTSL continues to report losses at the profit after tax (PAT) level due to high finance costs of ₹1,752 crore in FY25 (PY: ₹1,633 crore). Majority finance costs are notional, including interest on deferred payment liabilities. Hence, the company's ability to improve its profitability while scaling up operations remain a key monitorable.

**Highly leveraged capital structure**

TTSL's capital structure continues to remain highly leveraged, with a total debt of ₹22,386 crore (including rupee term loans, commercial paper, financial lease obligations, deferred payment liabilities and the accrued interest on debt instruments as on March 31, 2025). The company's long-term debt majorly increased due to accrual of interest on liability of compound financial instruments and deferred payment liabilities. TTSL has significant repayments falling due in FY26.

The highly leveraged position, and high losses incurred, continues to adversely impact the company's net worth, leading to weak debt coverage indicators and capital structure. Thus, support from the parent TATA Sons will remain crucial to meet timely debt servicing, regulatory payouts, and operational deficiencies.

**Industry characterised by high competition, significant technology risks, and capital-intensive operations**

Apart from existing broadband internet and wireless internet service providers, TTSL continues to face competition from existing telecom companies providing similar services at competitive rates. Predatory pricing by new entrants in the broadband segment may adversely impact the company's market share. As the company is engaged in managed network services as well, it faces intense competition from established large-scale and small-scale tech companies entering the space. Fixed broadband providers are investing in technologies that offer faster broadband services. Changes in technology may impact broadband industry operations, as witnessed in the telecom industry. Rolling out a fixed broadband network requires significant capital investments over time. This involves designing a network, where last-mile connectivity is to be established. As a result, the service provider must incur ongoing operational expenditure (opex) or capex.

### Liquidity: Adequate

TTSL had cash and liquid investments of ₹214 crore as of March 31, 2025. TTSL also had unissued commercial papers (CPs) of ₹7,715 crore as of September 2025, which provides adequate liquidity to refinance existing debt and meet shortfalls in liquidity. Being part of the TATA Group, TTSL enjoys substantial financial flexibility, characterised by demonstrated continued support from TATA Sons. The company obtained a support letter from TATA Sons, indicating that it will take necessary financial actions to organise for shortfall in liquidity for 12 months from the balance sheet date.

### Assumptions/Covenants

Name of Instrument – Term Loans	Detailed Explanation
A. Financial covenants	Not applicable
B. Non-financial covenants	1) TATA Sons and its affiliates will hold a minimum of 51% unencumbered voting equity stake in the company throughout the tenor of the facility. 2) TATA Sons and its affiliates will retain management control of the company throughout the tenor of the facility.

**Environment, social, and governance (ESG) risks:** TTSL remains committed to a holistic and integrated approach towards adopting ESG principles in its businesses and has members in the Board of Directors (BoD) with expertise in ESG. The company provides its employees and associates with safe, healthy, and fair working conditions. The company continually works with its vendors and suppliers to reduce environmental impacts of sourcing and has clauses on sustainable sourcing and green initiatives in its procurement policy.

### Applicable criteria

[Definition of Default](#)

[Factoring Linkages Parent Sub JV Group](#)

[Liquidity Analysis of Non-financial sector entities](#)

[Rating Outlook and Rating Watch](#)

[Financial Ratios – Non financial Sector](#)

[Service Sector Companies](#)

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### About the company and industry

#### Industry classification

Macroeconomic indicator	Sector	Industry	Basic industry
Telecommunication	Telecommunication	Telecom - services	Telecom - cellular & fixed line services

Incorporated on March 13, 1995, as Hughes Ispat Limited, TTML was acquired by the TATA group in December 2002. In 2016, TTML issued non-cumulative redeemable preference shares to TTSL, which entitled TTSL to additional voting rights of 26.26%, due to which, TTML became a subsidiary of TTSL. As on March 31, 2025, TTSL (the holding company) owns a 48.30% (74.36% voting rights) of the company's paid-up equity share capital and TATA Sons (the ultimate holding company) owns 19.58%. TTML is engaged in providing wireline voice and data services and managed network services to its customers under the common brand 'TATA Tele Business Services', with TTSL. The company holds a unified license in Maharashtra and Goa, and an Internet Service Provider (ISP) Category-A license and provides telecommunication and network services to its customers in Maharashtra and Goa.

Brief Financials (₹ crore)	March 31, 2024 (A)	March 31, 2025 (A)
Total operating income	1,191.18	1,308.04
PBILDT	529.23	573.36
PAT	(1,228.44)	(1,275.32)
Overall gearing (times)	NM	NM
Interest coverage (times)	0.33	0.34

A: Audited NM: Not meaningful; Note: these are latest available financial results

**Status of non-cooperation with previous CRA:** Not applicable

**Any other information:** Not applicable

**Rating history for last three years:** Annexure-2

**Detailed explanation of covenants of rated instrument / facility:** Annexure-3

**Complexity level of instruments rated:** Annexure-4

**Lender details:** Annexure-5

#### Annexure-1: Details of instruments/facilities

Name of the Instrument	ISIN	Date of Issuance (DD-MM-YYYY)	Coupon Rate (%)	Maturity Date (DD-MM-YYYY)	Size of the Issue (₹ crore)	Rating Assigned and Rating Outlook
Commercial Paper- Commercial Paper (Standalone)	INE037E14AQ5	19-Nov-24	7.90	18-Nov-25	420.00	CARE A1+
	INE037E14AQ5	19-Nov-24	7.90	18-Nov-25	150.00	CARE A1+
	INE037E14AQ5	28-Nov-24	7.90	18-Nov-25	115.00	CARE A1+
	INE037E14AQ5	28-Nov-24	7.90	18-Nov-25	100.00	CARE A1+
	Proposed				7715.00	CARE A1+
Fund-based - LT-Bank Overdraft		-	-	-	30.00	CARE AA-; Stable
LT/ST Fund-based/ Non-fund-based- EPC / PCFC / FBP / FBD / WCDL / OD / BG / SBLC		-	-	-	2064.50	CARE AA-; Stable / CARE A1+
Term Loan- Long Term		-	-	17-02-2024	1800.00	CARE AA-; Stable

*Commercial Paper outstanding as on September 30, 2025*

**Annexure-2: Rating history for last three years**

Sr. No.	Name of the Instrument/Bank Facilities	Current Ratings			Rating History			
		Type	Amount Outstanding (₹ crore)	Rating	Date(s) and Rating(s) assigned in 2025-2026	Date(s) and Rating(s) assigned in 2024-2025	Date(s) and Rating(s) assigned in 2023-2024	Date(s) and Rating(s) assigned in 2022-2023
1	Commercial Paper-Commercial Paper (Standalone)	ST	5750.00	CARE A1+	1)CARE A1+ (27-Jun-25)	1)CARE A1+ (28-Jun-24)	1)CARE A1+ (29-Jun-23)	1)CARE A1+ (30-Jun-22)
2	Commercial Paper-Commercial Paper (Standalone)	ST	2750.00	CARE A1+	1)CARE A1+ (27-Jun-25)	1)CARE A1+ (28-Jun-24)	1)CARE A1+ (29-Jun-23)	1)CARE A1+ (30-Jun-22)
3	Term Loan-Long Term	LT	1800.00	CARE AA-; Stable	1)CARE AA-; Stable (27-Jun-25)	1)CARE AA-; Stable (28-Jun-24)	1)CARE AA-; Stable (29-Jun-23)	1)CARE AA-; Stable (30-Jun-22)
4	LT/ST Fund-based/Non-fund-based-EPC / PCFC / FBP / FBD / WCDL / OD / BG / SBLC	LT/ST	2064.50	CARE AA-; Stable / CARE A1+	1)CARE AA-; Stable / CARE A1+ (27-Jun-25)	1)CARE AA-; Stable / CARE A1+ (28-Jun-24)	1)CARE AA-; Stable / CARE A1+ (29-Jun-23)	1)CARE AA-; Stable / CARE A1+ (30-Jun-22)
5	Fund-based - LT-Bank Overdraft	LT	30.00	CARE AA-; Stable	1)CARE AA-; Stable (27-Jun-25)	1)CARE AA-; Stable (28-Jun-24)	1)CARE AA-; Stable (29-Jun-23)	1)CARE AA-; Stable (30-Jun-22)

LT: Long term; ST: Short term; LT/ST: Long term/Short term

**Annexure-3: Detailed explanation of covenants of rated instruments/facilities:** Not applicable

**Annexure-4: Complexity level of instruments rated**

Sr. No.	Name of the Instrument	Complexity Level
1	Commercial Paper-Commercial Paper (Standalone)	Simple
2	Fund-based - LT-Bank Overdraft	Simple
3	LT/ST Fund-based/Non-fund-based-EPC / PCFC / FBP / FBD / WCDL / OD / BG / SBLC	Simple
4	Term Loan-Long Term	Simple

**Annexure-5: Lender details**

To view lender-wise details of bank facilities please [click here](#)

**Note on complexity levels of rated instruments:** CareEdge Ratings has classified instruments rated by it based on complexity. Investors/market intermediaries/regulators or others are welcome to write to care@careedge.in for clarifications.

## Contact us

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