

Verification Certificate

This is to certify that:

Extel Contact Center, S.A.U.
Vía de los Poblados, 3
Edificio Cristalia Play, 4b, 5.^a
Madrid
28033
Spain

Holds Certificate Number:

CCC 737869

In respect of:

According to ISO 18295-1: 2017 (Part I) Customer Contact Centers through the following activities: Telephone Attention services, CAT (calls for attention, sales and other related services, such as project support, test laboratory, issuance) and services of Digital Channels, CCDD (all those interactions related to commercial attention, Back office tasks, sales and other services such as support, test laboratory, broadcast), provided by Abai Group for the Endesa client on the León platforms (Spain) and Manizales (Colombia).

For and on behalf of BSI:

Frank Lee, Product Certification Technical and Compliance Director

First Issued: 2021-01-19

Effective Date: 2021-01-19

Latest Issue: 2021-01-19

Expiry Date: 2024-01-18

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Verification Certificate

No. CCC 737869

Location

Extel Contact Center, S.A.U.
P.I. Onzonilla, Fase 2, Parcela M54
León
Spain

Certified Activities

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Extel Contact Center
Carretera 20-21-35
Antigua Sede La Patria
Manizales
Colombia

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