

Certificate of Registration

IT SERVICE MANAGEMENT SYSTEM - ISO/IEC 20000-1:2018

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 No:

ITMS 732236

and operates an IT Service Management System which complies with the requirements of ISO/IEC 20000-1:2018 for the following scope:

The Service Management System that supports Customer Service, Sales, Back-Office, Technical Support, Process Reengineering, Market Research, Media Strategy, Smart Data, Smart Working, Conversational Intelligence, Automation, Customer Experience, omnichannel and Voice Analytics provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2020-09-30

Effective Date: 2020-09-30

Latest Revision Date: 2021-08-26

Expiry Date: 2022-03-20

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Certificate No: **ITMS 732236**

Location	Registered Activities
Extel Contact Center, S.A.U. pl. Europa, 17-19, 3.ª pl. Hospitalet de Llobregat Barcelona 08908 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.
Extel Contact Center, S.A.U. c/ Enrique Mariñas, s/n Edif. Proa, planta baja La Coruña 15009 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.
Extel Contact Center, S.A.U. P.I. Onzonilla, Fase 2, Parcela M54 León Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.
Extel Contact Center, S.A.U. av. Córdoba, 21, 3.ª pl., puerta 5 Madrid 28026 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.
Extel Contact Center, S.A.U. Vía de los Poblados, 3 Edificio Cristalia Play, 4b, 5.ª Madrid 28033 Spain	Certificate scope applies.
Extel Contact Center, S.A.U. avda. Severo Ochoa, 16-20 bajo Parque Tecnológico Edif. Frigiliana Campanillas Malaga 29590 Spain	The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.

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Printed copies can be validated at www.bsigroup.com/ClientDirectory

Certificate No: **ITMS 732236**

Location

Extel Contact Center, S.A.U.
c/ María Zambrano, 31, 5.ª pl.
Torre Oeste, Edif. World Trade Center
Zaragoza
50018
Spain

Extel Contact Center
Av. Bernardo Arango #16-73 a 16-1
Manizales
Caldas CP
170001
Colombia

Registered Activities

The Service Management System that supports Customer Service, Sales, Back-Office and Technical Support provided by all areas by Abai Group to its customers, in accordance with the 'Catálogo Servicios Abai Group Rev. 02', dated April 30, 2021.

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
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