

Gdynia 2020.06.29

## *Reference letter*

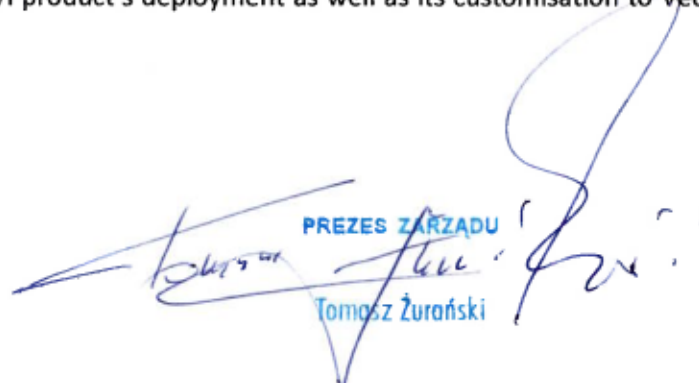
Vectra SA confirms the fact of long-term cooperation with the Softelnet company in the area of telecommunication operator's activities related to the Service Provisioning process.

Within the framework of cooperation Softelnet delivered, launched and maintains the integrated KSAVI Umbrella Service Provisioning system that supports provisioning of the telecommunication services offered to customers of the Vectra group.

As part of KSAVI system deployment processes provided services for DTV, Internet and VoIP technologies with additional e-mail and www services were put into operation.

Unquestionable success of the project is stable and efficient functioning of the delivered KSAVI system, which deals in a continuous manner (failure-free) and keeping high performance with the volume of orders comprising over 1 million of active subscribers. Most orders (98%) are handled in the Zero-Touch-Process mode, where times of completing of an individual order are below 2 seconds.

Vectra SA wishes to underline a high level of professionalism of solutions proposed by Softelnet connected with the KSAVI product's deployment as well as its customisation to Vectra SA's business needs.

  
PREZES ZARZĄDU  
Tomasz Żurański

**VECTRA** VECTRA S.A.  
Al. Zwycięstwa 253, 81-525 Gdynia  
tel.(58)624 83 52, fax(58) 624 88 53  
NIP 586-20-40-690, REGON 170801142