

Our Ref: DBN/HR/OPS/50052

29 July 2022

TO WHOM IT MAY CONCERN

Service Certificate

This is to certify that **Mr. Haththalla Arachchilage Prasanna Lalith Kumara** joined Dialog Broadband Networks (Pvt) Ltd on 01 April 2002 and resigned from services on 31 October 2019 on his own accord. At the time of resignation, he served as **Co-ordinator - Network Operation Centre**, attached to the Network Operations and Service Assurance division of this Company.

His duties and responsibilities attached to the above position were as follows:

- Proactive monitoring of all island wide elements of transport network systems/components using the OSS & where necessary Network Management Consoles, Alternative (Monitoring) Tools and Other Available User Interfaces to provide smooth continuation of service(s) to customer
- Adopt proactive monitoring to successfully identify & process faults to eventually minimize downtime.
- Ensure performing of relevant daily Operation & Maintenance tasks/procedures efficiently & effectively by roster staff and maintain smooth workflow via shift handovers etc
- Providing 1st level technical support for transport network faults and liaise with divisional/on-call staff to get 2nd level technical support to minimize the down time.
- Liaise with cross functional divisions on events (e.g. other NOC domains, fiber optic node failure, DE issues) that need assistance or support using technical tools, knowledge & competencies where necessary
- Issuance of trouble tickets & work orders respectively for faults using accepted protocols and escalation matrices when required to solve issues efficiently
- Perform any Job-related assignments or other duties as and when required by supervisor(s) that are deemed to improve other NOC functions (eg - EMS Cleansing)
- Ensure to attend to/close TTs & WOs pending during time of shift and responsibly attend to identify root causes of network faults and resolution of the same

This letter is issued at the request of Mr. Haththalla Arachchilage Prasanna Lalith Kumara.

We wish him all the very best in his future endeavours.

Yours faithfully

Shayam Majeed

Shayam Majeed
Group Chief Corporate and People Officer
Dialog Axiata PLC

CC : Personal File
te/-