



Our Ref: DAP/HR/OPS/06741

03 February 2021

TO WHOM IT MAY CONCERN

Service Certificate

This is to certify that **Mr. Viputhanath Pirakasam** joined Dialog Axiata PLC on 05 June 2012 and resigned from services on 31 January 2020 on his own accord. At the time of resignation, he served as **Engineering Executive - Technical Support Centre** in the category of Executive, attached to the Technology Fulfillment and Assurance division of this Company.

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

- Attended to entire operation as a Branch OIC-Mega Center of Technical Support Centre including repairs, configurations, stock management and maintain workshop standards up to desired company level.
- Fault Diagnosis, Troubleshooting and configuring Customer's Laptops, Routers, Dongles, Smart Watches and other internet require devices.
- Blackberry issues rectify, diagnosis and troubleshoot under issues of software, Hardware, service correlated IT policy and module level hardware repairs.
- Fault Diagnosis, Troubleshooting and configuring Customer's iPhones with apple certified tools by using apple GSX system and AST2 test protocols under iOS certified Technician certification.
- Fault diagnosis, repairing and servicing of Satellite TV decoders, related audio video issues, electronic Switch Mode Power Supplies and related electronic circuit boards up to component levels.
- Handle technical assessment, repairs and unit fault diagnosis of GSM/CDMA/Direct to home (DTV) equipment's and other related electronic circuits and accessories.
- Repair estimate preparation for customer's equipment and Technical report preparation related to quality assurance on all GSM/CDMA/LTE/Dialog TV related product range equipment.
- Maintain ISO and 5S standards (Fully comply on ISO 9001-2015 standards and maintain 5S standards in branch level.)
- Providing technical support to customers and assistance for issues related to value added services, Mobile Internet, Intranet and Mail services with outside hosts.
- Maintain the workshop standards. (ESD & hazard safe work environment). Guidance for new employee based on the division's rules and regulations.
- Usual electronic tools handle with ease, including De-soldering stations, Soldering stations. Preheaters, Multimeters, Screwdrivers, OEM apple tools, GSM Mobile Phone Testers, oscilloscopes, Wireless Communications Test Set.
- Handling customers on technical issue rectification - all Dialog products, services and devices

This letter is being issued at the request of Mr. Viputhanath Pirakasam.

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

Yours faithfully

Ashanthi Fernando

Ashanthi Fernando
Head of Group Human Resources

CC: Personal File
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