

**ANDRÉS PEREZ ESPINOSA**

Amazonas 657 y Ramírez Dávalos

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Quito – Ecuador

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Quito, November 11, 2004


**WORK CERTIFICATE**

I hereby certify that PABLO PAEZ MONROY, worked at ANDINATEL S.A. in the capacity of an IT VICEPRESIDENT and also in ANDINANET, in the capacity of an CHIEF OPERATING OFFICER, during the period November 2002 to February 2003, in Quito - Ecuador.

Some of his responsibilities at ANDINATEL (national phone company), were to manage all the activities of IT organization, including:

- US 250 millions annual billing
- US 40 millions in technological structure
- US 24 millions budget per year


As the COO of ANDINANET (internet service provider), Mr. Páez got significant achievements, including:

- US 7 millions Sales per year
  - National coverage access plan with local phone calls
  - Development of 8 new markets
  - Increased market share from 15% to 23% in one year
  - Ecuadorian market share leader in two years service (23% market share)
  - ISO Certificate leader, acquired in April 2002
  - Reached an average revenue per subscriber (ARPU) of more than USD 25
  - Obtained a 95% recovery rate on accounts receivable.
  - Design and implementation of a new organization culture for the Client Service area.
  - Decreased in churn from 4.5% to 1.6%.
  - Positioning of the brand and increase brand loyalty 5% to 49%.
  - Launched and positioning of the Prepaid service.
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- Program Designer for Corporate Strategy, Marketing & Sales, IT, Operations, Customer Care and Contact Center activities
- Increased the value of the company from US \$ 2.5 million up to 4.9 million in a year

PABLO PAEZ, conducts his job in a professional manner and was focused on achieving the company's goals. In light of this, I recommend him for any other position that he aspires in the future.

Sincerely,



ANDRES PEREZ  
FORMER EXECUTIVE PRESIDENT OF ANDINATEL S.A.