



Caracas, November 21st, 2001

### WORK CERTIFICATE

I hereby certify that **Mr. PABLO G. PAEZ M.**, has been employed to **DIGITEL C.A. TELECOM ITALIA MOBILE GROUP, Caracas - Venezuela** in the capacity of a **TELECOMMUNICATIONS ADVISOR**, during the period since February 2001 to November 2001.

Some of his responsibilities included:

- Knowledge about customers
- Key Performance Indicators
- Loyalty strategy
- World Class customer service
- Customer Relationship Management strategy

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

Sincerely,

**FERNANDO COLUNGA**  
**MARKETING AND SALES VICEPRESIDENT**  
**DIGITEL C.A.**  
**PHONE GSM: 58 12 808 1001**