

Dear Customer,

We are pleased to announce the launch of the **Telkea Customer Portal**, a new platform developed internally to improve proximity and relationships with our customers.

Accessible at <https://portal.telkea.com>, this platform will be deployed gradually and will allow simplified access to several essential modules, including:

- **Ticket management:** Consultation, monitoring and creation of tickets related to our support, covering the four entities of the Telkea group (ICT, Security, Soft and Telecom).
- **List of contracts and subscriptions:** View information relating to contracts and subscriptions for all companies in the Telkea group (ICT, Security, Soft & Telecom).
- **Maintenance:** List of past or future notifications announcing maintenance or updates by Telkea technical teams.
- **KYC (Know Your Customer) management:** Updating important and confidential data for the commercial relationship with Telkea. This data can contain RCS, RBL, company statutes, copy of identity card of the Beneficial Owners, etc. This module is restricted to management or members of the Compliance department.
- Other modules will come later...

Customer Responsibilities

Access to Customer Portal is strictly personal and reserved for users authorized by your company. Each user will be assigned a named account with access rights defined according to the relevant modules.

We remind you that your company is fully responsible for managing these accesses. In this sense, we ask you to kindly:

- Ensure confidentiality and proper use of assigned access.
- Report without delay any change in personnel involving a modification of access (arrival, departure or change of role of a user).
- Inform us of any suspected fraudulent or unauthorized use of an account.

Any failure to comply with these obligations could compromise the security of your data and that of the Telkea group.

Commitment to safety

Telkea Customer Portal has been designed in compliance with the strictest security standards. Penetration tests have been carried out by a specialized company to guarantee the integrity and reliability of the platform. During the portal login process, a unique code will be sent to you by email to enhance security. You can change this option in the profile module to set an authentication app like *Microsoft Authenticator*, *Google Authenticator*, *OpenOTP Token* or other similar apps that you can find on your smartphone store.

Sincerely,

Telkea Group

Access request to the Telkea Customer Portal

I, the undersigned representing the company
..... request access to the Telkea Customer Portal for the following
person(s):

Person 1:

Type of request:	<input type="checkbox"/> New	<input type="checkbox"/> Modify (*)	<input type="checkbox"/> Remove		
Title:					
Last Name:		First Name:			
Phone:		Email:			
Function:					
Modules:	<input type="checkbox"/> Contracts	<input type="checkbox"/> Tickets	<input type="checkbox"/> Maintenance	<input type="checkbox"/> KYC (**)	<input type="checkbox"/> Reports

Person 2:

Type of request:	<input type="checkbox"/> New	<input type="checkbox"/> Modify(*)	<input type="checkbox"/> Remove		
Title:					
Last Name:		First Name:			
Phone:		Email:			
Function:					
Modules:	<input type="checkbox"/> Contracts	<input type="checkbox"/> Tickets	<input type="checkbox"/> Maintenance	<input type="checkbox"/> KYC (**)	<input type="checkbox"/> Reports

(*) The selected modules will replace the existing ones.

(**) The module KYC is restricted to management or members of the Compliance department.

Date of request:

Applicant Name:

Applicant's signature:

Please return this completed form by email to portal@telkea.com.

After validation by Telkea, each user will receive their personalized access.

Each person agrees not to disclose their access to other people.