



CERTIFIED ELECTRONIC NOTIFICATION POLICY (EMAIL AND CERTIFIED SMS)

Andes SCD S.A.

	CERTIFIED ELECTRONIC NOTIFICATION POLICY (Certified Email and SMS)	OID:	1.3.6.1.4.1.31304.1.2.10.12
		Effective Date:	16/02/2026
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		Elaborated:	Chief Operating Officer
		Reviewed:	Policy and Safety Committee
		Approved:	General Manager

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Introduction

ANDES SCD is an Open certification entity authorized by the Superintendence of Industry and Commerce on March 23, 2011 according to resolution 14349 to provide its digital certification services in the Colombian territory and in accordance with current Colombian regulations. As established in Law 527 of 1999, Article 30, the Certification Entities are authorized to offer or facilitate the services of registration and chronological stamping in the generation, transmission and reception of data messages.

1. Presentation of the document

This document brings together the Certification Policy for the Certified Electronic Notification service that describes the operation of the service and in general the conditions of use, obligations and responsibilities of the parties involved, being a complementary document to the Statement of Certification Practices.

1.1. Document Name and Identification

Document	Certification Policies Certified Electronic Notification Service. (Email and Certified SMS)
Description	This document presents the policies of the ANDES SCD Certification Authority regarding the operations and procedures used to support the certified electronic notification service in compliance with current regulations.
OID Identifier	1.3.6.1.4.1.31304.1.2.10.12
Version	V 13
Date of issue	January 30, 2026
Location	https://www.andesscd.com.co/docs/Politica_Notificacion_Electronica_Certificada.pdf

1.2. Digital Certification Authority Identification

Name	Andes Servicio de Certificación Digital S.A.
Company Name	Andes Servicio de Certificación Digital S.A.
NIT	900.210.800 -1
Chamber of Commerce Registration Number	01774848 of 15 February 2008
Certificate of Existence and Legal Representation	https://www.andesscd.com.co/docs/Certificado_de_existencia_y_representacion_legal.pdf

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		Reviewed:	Policy and Safety Committee
		Approved:	General Manager
Registered Office and Correspondence	Calle 26 #69c-03 Torre B oficina 701, Bogotá D.C.		
Phone	(601) 2415539		
FAX	(601) 2415539		
Email address	info@andesscd.com.co		
Address of requests, inquiries and complaints	Calle 26 #69c-03 Torre B oficina 701. Bogota. A.D.		

2. Scope

This document establishes the standards and rules to be followed by the Certifying Authority ANDES SCD in the provision of the certified electronic notification service through email and Certified SMS, stipulating the procedures and the legal regime applied to the members of the trust model.

3. Policy Management

The content of this Certification Policy is managed by the Policy and Safety Committee in charge of its preparation, registration, maintenance and updating. Below are the details of the policy and safety committee and a contact person available to answer questions regarding this document.

3.1. Organization that administers this document

Name : Policy & Safety Committee
Address : Calle 26 #69c-03 Torre B oficina 701.
Email : comite.politicas.seguridad@andesscd.com.co
Phone : PBX (601)2415539

3.2. Contact Person

Company name : ANDES Servicio de Certificación Digital S.A. ACRONYM ANDES SCD SA.
Name : Sandra Cecilia Restrepo Martínez – General Manager
Address : Calle 26 #69c-03 Torre B oficina 701.
Email : info@andesscd.com.co
Phone : PBX (601)2415539

3.3. Policy Approval Procedures

The ANDES SCD Certification Policy is administered by the Policy and Safety Committee and is approved by the General Management of ANDES SCD, following

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the documented information procedure.

3.4. Publication of the document

ANDES SCD immediately discloses on the website any modification in the Certification Policy for the certified electronic notification service, maintaining a history of versions.

4. Definitions and abbreviations

4.1. Definitions

Term	Description
Certified Electronic Notification (NEC)	The name Certified Electronic Service makes up the Certified Email and SMS service
Traceability	Record of the different events associated with the sending of a certified e-mail, allowing the date, time, and historical record of the communication to be identified.
Certified Email	Service for sending electronic communications that allows generating proof, with legal validity, of sending and delivery. It is the counterpart of certified physical correspondence with the same probative value.
Chronological Print	It is a special type of digital signature issued by a digital certification service provider that guarantees the integrity of a document on a specific date and time linked to the certified email service.
HASH	It is the coded summary that is calculated on a digital object of any size, and that has the property of being uniquely associated with the digital object.
Coordinated Universal Time (UTC)	It is the time determined by the reference to a time zone.
Data Message	Information generated, sent, received, stored or communicated by electronic, optical or similar means.
SMS	The short message service or simple message service, better known as SMS (short message service), is a service available on mobile phones that allows the sending of short messages

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4.2. List of acronyms and abbreviations

Abbreviated	Description
CPD	Certification Practice Statement
PC	Certification Policy
TSA	Chronological Stamping Authority
DNS	Domain Name Systems
UETA	Uniform Electronic Transactions Act

5. Service Policies

5.1. Certified Electronic Notification Service

The certified electronic notification service allows communications to be managed in an agile, secure and verifiable way, keeping a record of sending and receiving the transmitted content with date and time, complying with Colombian regulations.

It gives its electronic notifications total credibility and permanence over time, since it makes available the record of the communication and all the events involved in it for any query, always preserving its authenticity and integrity. It allows you to have proof with legal validity of sending and delivery, as well as the date and time when they take place. It is the counterpart of certified physical correspondence with the same probative value by integrating the digital signature and the time stamp.

The following elements give full legal and evidentiary validity to certified electronic notifications:

- ✓ **Proof of Sending and Receiving:** The certified electronic service provides a record of sending and receiving in accordance with the Uniform Electronic Transactions Act (UETA) by recording the acknowledgment of receipt by the recipient's server. Similarly, the provisions of Articles 20 and 21 of Law 527 of 1999 shall be applicable in the Republic of Colombia.
- ✓ **Content testing:** The encryption and tampering capability of the certified electronic notification service makes it possible to preserve the contents of notifications and their attachments, in a way that satisfies the process requirements designed by UETA or ESIGN (Electronic Signatures in National and Global Commerce Act) guaranteeing legal evidence, as well as the evidence of the content. In the Colombian case, it will have full probative value, in

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accordance with the provisions of Article 10 of Law 527 of 1999.

- ✓ **Official time stamp:** To this end, the certified chronological stamping service of ANDES SCD S.A. is incorporated, which attests to the date and time of sending and receipt, which is synchronized with the Colombian legal time maintained, coordinated and disseminated by the National Institute of Metrology, according to its reference standards of the Time and Frequency Laboratory (Article 6, Decree 4175 of 2011).
- ✓ **Admissible evidence:** The acknowledgments of receipt generated by the certified electronic notification platform are admissible with respect to the fact of sending and receiving, as well as the legal date and time of the shipment, delivery and the authenticity of its content, thus complying with the legal provisions on the matter, in accordance with the provisions of Articles 12 and 20 of Law 527 of 1999.
- ✓ **Procedures for managing incidents:** ANDES SCD has the information security incident management procedure for the treatment of incidents stipulated in the Statement of Practices Chronological Stamped Service (DPC TSA).

5.2. Applicant

This is the person who has requested the certified electronic notification service from ANDES SCD.

5.3. Subscriber

The subscriber is the person or entity that has contracted the ANDES SCD certified electronic notification service and has a package available for use.

The subscriber contracts the service by packages or personalized and is assigned a user account with the number of emails or SMS available to use, authenticating with the account data can make requests for the service.

5.4. User or third party acceptor

It is any user who checks the certified electronic notification, based on trust in ANDES SCD.

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5.5. Request for Certified Electronic Notification Service

The procedure for the certified electronic notification service may vary according to the modality and conditions agreed for the provision of the service. ANDES SCD offers certified electronic notification service in the following modalities:

a) Package from self-managed portal.

It is the one that is self-managed through the website:

- ✓ Go to the <https://andesscd.com.co/> page <https://andesscd.com.co/>
- ✓ Select the Services module (Certified Electronic Service) and choose Certified Mail
- ✓ Sign Up with Email
- ✓ Fill out the form and select the mail package
- ✓ Make the payment online
- ✓ Credentials will be sent to the registered email address

b) User creation.

It is the one that is managed with commercial and operational support for the delivery of personalized users:

- ✓ Go to the <https://andesscd.com.co/> page <https://andesscd.com.co/>
- ✓ Select the Services module (Certified Electronic Notification) and choose Certified SMS
- ✓ Click on "request Certified SMS" and fill out the form.
- ✓ The sales team will establish contact to see the viability of the service.
- ✓ Once the commercial offer has been accepted, the corresponding information will be collected for the activation of the service.
- ✓ Internally, the commercial area makes a request for the creation of users.
- ✓ User creation and quota assignment (SMS)
- ✓ Delivery of credentials to the email registered in the application.

c) Subdomain

Delivery of the certified electronic notification service with custom URL (White Label) for the customer:

- ✓ Commercial support and survey of technical requirements.

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- ✓ Trade agreement.
- ✓ Generation of the DEMO
- ✓ Request for user and subdomain creation.
- ✓ User creation and quota assignment (SMS/Mail)
- ✓ Configuring DNS records
- ✓ Sending credentials to the registered email.

5.6. Service delivery

5.6.1. Service activation notification

Once the activation of the service has been generated, the subscriber is notified of the credentials for access to the certified electronic notification service. The subscriber acknowledges that once the credentials have been delivered, the service will be understood to have been delivered.

5.6.2. Minutes and contracts

In the self-managed web portal modality, the document that compiles the terms and conditions of service provision are accepted at the time the request is registered and it constitutes the contract that binds the two parties for the provision of the service.

For special projects or agreements, a supply or service provision contract will be signed as appropriate to the scope and structuring of the specific project and the commercial proposal sent to the subscriber.

5.6.3. Rights and Duties

The TSA Certification Practices Statement lists the rights and duties of Andes SCD Certification Authority, applicants, subscribers and other parties who rely on the Certified Electronic Signature service.

5.7. Subscriber information and personal data

ANDES SCD considers confidential all information that is not expressly classified as public and that does not have the approval of disclosure by the owner of the information.

In accordance with the provisions of Law 1581 of 2012, on the protection of personal data and its regulatory Decree 1377 of 2013, the subscriber is informed that the data provided by him will be incorporated into a database, whose ownership falls on

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ANDES SCD. Who will be responsible for and in turn will be in charge of the processing of said data, which will be processed and used by the organization, for the following purposes:

Development of the contractual relationship: this purpose specifically includes the activities of creating the customer for billing purposes, handling of data for the customer's contact for service quality purposes, such as the provision of the services themselves, which involves the collection of data that is carried out at the time of the request for the service by the subscriber, as well as the subsequent study of the same by ANDES SCD.

Commercial management: this purpose specifically includes the delivery of information on news regarding the certification sector, legislative developments and any other kind, such as information on events, talks and awareness forums related to the commercial activities of ANDES SCD, as well as information on its products, services and activities.

Operation of the certified electronic notification platform: this purpose specifically includes the activities of registration and creation of users, sending of certified emails, SMS and attached documents, consultation and generation of traceability of the sending of the message, other management and administration activities of the platform, the processing mentioned in this purpose may be carried out by the Certification Body as the Responsible for the processing or through a third-party operator of the platform, which will act as the Data Processor under the terms of Law 1581 of 2012.

The subscriber authorizes in a prior express and informed manner the processing of his/her personal data, for the purposes expressed, likewise he/she is informed that in order to exercise any action derived from the right of Habeas Data, such as knowing, updating and rectifying his/her data, he/she can exercise it by sending the email pqr@andesscd.com, or by sending his/her written request to our facilities.

By accepting the terms and conditions of use, the applicant/subscriber authorizes ANDES SCD to store, compile and process and manage documents for the personal data entered in the electronic application form for the certified electronic notification service, as well as the information provided with the application, which includes data such as your name, address, telephone number, identity document, e-mail, which I deliver to this entity, in order to make the request and subsequent

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acquisition of the service, as well as the acceptance and provision of the same by ANDES SCD.

Likewise, the subscriber expressly declares that he/she has been informed about the personal data processing policies of ANDES SCD, which are published on its website, at https://andesscd.com.co/docs/SGI/Políticas_Tratamiento_Datos_Personales.pdf link and that he/she is aware of the channels provided by ANDES SCD to exercise the right of HABEAS DATA over his/her personal information.

He states that he has been previously informed about the effects of the authorization, what it means sensitive data and the other rights and guarantees enshrined in Law 1581 of 2012, such as its regulatory Decree 1377 of 2013 and that he is in full condition to express his will free of defects of consent.

6. Scope of Confidential Information

All information that is not considered public by ANDES SCD is considered confidential.

The following information is classified as confidential:

1. Personal information not contained in the issuance of the service
2. Data from third parties who rely on the service.
3. Content of messages in certified electronic notifications
4. Information on safety, control and audit procedure parameters
5. Technical Infrastructure Documentation
6. Security Policy Statement
7. Guiding document of the Key Generation Ceremony and Contingency Plan.

6.1. Responsibilities to Protect Confidential Information

ANDES SCD personnel who participate in any activity or operation of the Certified Electronic Notification Service are subject to the duty of secrecy within the framework of the contractual obligations contracted with ANDES SCD

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6.2. Privacy Plan

The privacy plan to protect information classified as confidential is defined in the Personal Data Protection Policy and the Information Security policies include controls to protect and assign each type of information a degree of criticality.

6.3. Information that is not considered confidential

The following information is classified as public:

- ✓ Certification policies and practices
- ✓ Any information whose publicity is required by law.

7. Limitations of Liability

7.1. Responsibility for the Accuracy of Subscriber Information

The Subscriber assumes all risks for damages that may arise from conduct such as providing false, incomplete, outdated information or impersonating third parties or information.

7.2 Responsibility for Service Availability

The Subscriber acknowledges and accepts that neither ANDES nor any representative, employee or partner of the same will be responsible for the unavailability that at any time the service may have in events of force majeure, fortuitous event or acts of a third party, however, it undertakes to act diligently to minimize the possibilities of failures or interruptions in the same

Failures caused by the inability or insufficiency of the Subscriber's equipment, or by its lack of knowledge regarding the use of the service, will not be attributable to ANDES in any case and it may not be required to repair any damage.

7.3 Responsibility for Service Functionality on Subscriber's Infrastructure

Subscriber shall be solely responsible for the provision and payment of costs necessary to ensure the compatibility of the Certified Electronic Notification Service, with respect to its equipment, including all hardware, software, electrical components, and other physical or logical components required to access and use the same, including but not limited to telecommunications services, access and connection to the Internet, links, browsers, or other programs, equipment, and services required to access and use the Service.

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7.4 Liability for computer crimes

In the event that the Subscriber is a victim of any of the behaviors classified as a crime, by Law 1273 of 2009 (Computer Crimes Law), in its information systems, in its applications and technological infrastructure, in the execution of electronic transactions, or in the access and use of the service, phishing attacks, identity theft, Due to negligence in the management and confidentiality of the Certified Electronic Notification service, it will be solely responsible and will remedy the damages that may arise, since it is its obligation to adopt security measures, policies, cultural campaigns, legal instruments and other mechanisms to safeguard the confidentiality and proper use of its certified electronic notification service

8. Use of certified electronic notification

Certified electronic notification can only be used to send communications for legitimate purposes and in accordance with the Constitution, the Law and good customs, not to send information or communications for illicit purposes or violations of human rights, freedoms and constitutional guarantees.

If the certified electronic notification service is used for a purpose other than that indicated in this document, this act will authorize the Certification Body to cancel it.

8.1. Prohibitions on the use of the certified electronic notification service.

The performance of unauthorized operations in accordance with the terms and conditions of use as well as with the Certified Electronic Notification Certification Policies, by third parties or subscribers of the service will exempt the ANDES SCD Certification Authority from any liability for this prohibited use.

- ✓ The use of certified electronic notification for the sending of spam is not allowed
- ✓ The use of certified electronic notification for the distribution of malicious software or for the purpose of committing any type of computer crime is not allowed, in accordance with the provisions of Law 1273 of 2009.
- ✓ The use of certified electronic notification is not allowed to violate any normativity or regulation, as well as to transgress the procedures regulated by the Certification Entity that provides the service.
- ✓ The use of certified electronic notice for the purpose of infringing any

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intellectual or proprietary rights of ANDES SCD or third parties, including, but not limited to, software, code, copyrights, trademarks, service marks, and patents, is not permitted.

- ✓ The use of certified electronic notification is not allowed for the distribution of information that violates the rights and guarantees of minors, such as child pornography, private or semi-private personal data and/or sensitive data.
- ✓ The use of certified electronic notification in control systems or systems intolerant to faults that may cause personal or environmental damage is prohibited.
- ✓ Any action that violates the provisions, obligations and requirements stipulated in the Certified Electronic Notification Certification Policy is considered prohibited.
- ✓ It is not possible for ANDES SCD to issue any assessment on the content of the certified electronic notification sent by the subscriber, therefore, the responsibility for the content of the message is the sole responsibility of the sender of these.
- ✓ ANDES SCD will not be liable for the improper use of certified electronic notification, caused by the negligence of the subscriber in the management of its access credentials, such as allowing the handling of these by third parties, or failing to comply with the duty of confidentiality necessary to safeguard them from unauthorized or fraudulent access.

9. Commercial Terms of Service

9.1. Validity of the service

In the event that the certified electronic notification service is purchased under the form of email packages, each package will have the validity established at the time of purchase, counted from the date of activation. If this period has expired without full use of the package, unused messages will be understood to have expired, without refund, compensation or extension, except as provided for in the refund and money back policy of ANDES SCD.

For the SMS channel, the quotas are requested by the user and will be valid for twelve (12) calendar months from the date of activation. If this period has elapsed without all the quotas having been used, they will be considered expired, without the possibility of reimbursement, compensation or extension, except as provided for in the refund and money refund policy of ANDES SCD.

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For more detail, the complete conditions are set forth in the Terms and Conditions of the service.

9.2. Service renewal

Renewal of the service will be understood as the acquisition of a new certified electronic notification package once the initially purchased package has been consumed or the validity for consumption of these has been completed.

The renewal of the certified electronic notification service is a normal procedure within the operation of ANDES SCD, the service renewal application will be received and processed as a new service application.

9.3. Revocation of service

The revocation consists of the loss of reliability of the service and the permanent cessation of its operation, preventing its use by the subscriber. (for more details you can also consult this section in the Andes SCD Certification Practices Statement)

9.3.1. Grounds for revocation

- ✓ For compromise of safety in any reason, manner, situation or circumstance
- ✓ When the subscriber reports that the service has been compromised or has lost its Confidentiality.
- ✓ When the subscriber has died or the subscriber has become incapacitated.
- ✓ When the subscriber has been kidnapped.
- ✓ Loss of capacity or disablement of the subscriber
- ✓ For the termination of the subscription contract, in accordance with the grounds established in the contract.
- ✓ When authorized to revoke service by court or administrative order.
- ✓ Due to improper handling by the subscriber of the service
- ✓ When it is reported that the subscriber has committed fraud with your service
- ✓ By liquidation of the represented legal person that appears in the certified electronic notification service.
- ✓ Due to the occurrence of new facts that cause the original data not to correspond to reality.
- ✓ When the security of the CA private key has been compromised.
- ✓ When the security system of the certification body has been breached.
- ✓ When there are failures in the system of the certification entity that compromise the provision of the service.

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- ✓ When the encryption systems lose validity because they do not offer the level of security contracted by the subscriber.

9.4. Service fees

The rates indicated herein are reference values and may vary according to special commercial agreements signed with clients, entities or applicants, or in the development of promotional campaigns carried out by ANDES SCD.

Unit Mail or SMS Value by Rank		
Units/Month		Customer rates
Lower Rank	Top Rank	
1	500	According to package values on website
501	1.000	
1.001	5.000	\$1069
5.001	10.000	\$ 960
10.001	25.000	MX\$871
25.001	50.000	\$ 792
50.001	100.000	\$ 713
100.001	250.000	MX\$633
250.001	500.000	\$ 544
For rates over 500,000 units per month, please contact ventas@andesscd.com.co		

Note: All the rates presented above are values before VAT

The above rates may be increased at any time by ANDES SCD, based on the CPI and market conditions, in any case the rates in force at the time of contracting the service will be previously informed to the subscriber through the web portal or the commercial proposal as appropriate.

9.5. Refund Policy

As stipulated in the Andes SCD Statement of Certification Practices

9.5.1. Inadmissibility of the request for reimbursement

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		Elaborated:	Chief Operating Officer
		Reviewed:	Policy and Safety Committee
		Approved:	General Manager

As stipulated in the Andes SCD Statement of Certification Practices

10. Computer security controls.

The controls stipulated in the Statement of Practice Chronological Stamped Service (DPC TSA)

11. Corrupted computer resources, software, and data

If any of the computer resources, software or information critical for the provision of the certification service fails or is altered, the recovery procedure established in the Business Continuity Plan or incident management procedure will be followed, as the case may be.

At the same time, an audit is carried out to determine the origin of the problem and the relevant measures are taken to prevent it from happening again.

12. Procedures for managing incidents

The procedure for managing incidents is set forth in the Statement of Practice Chronological Stamping Service (DPC TSA)

13. Dispute Prevention and Resolution

ANDES SCD has a procedure for the treatment of any request, complaint, claim, and suggestion in relation to the provision of the digital certification service or in matters of personal data protection and impartiality. This procedure applies to all processes responsible for the provision of services of Andes SCD S.A., learn about our PQRS procedure at the following link <https://andesscd.com.co/pqrsf/>

14. Principle of Impartiality and Non-Discrimination

In relations with clients, whatever their nature, size, quality, as well as in the provision of ANDES SCD's services, we will act in accordance with the principles defined in the Policy of Impartiality, Integrity and Independence https://andesscd.com.co/docs/SGI/politicas_de_imparcialidad_integridad_e_independencia.pdf. and what is defined in the Andes SCD certification practices statement.

15. Termination or Cancellation of Service

The following will be grounds for termination of the provision of digital certification services:

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- ✓ When there is no extension or contracting of new certified electronic notification services.
- ✓ The unilateral declaration of any of the parties with the time of notice stipulated contractually, which must be communicated in writing sent to the address informed by each of the parties at the time of signing the terms and conditions.
- ✓ Failure to comply with the obligations contained herein, the TSA Certification Practice Statement, and the terms and conditions.
- ✓ The occurrence of any of the causes for cancellation of the certified electronic notification service due to the fault or due to the conduct of the SUBSCRIBER.
- ✓ If ANDES SCD reasonably establishes that the SUBSCRIBER has violated the rights of third parties with the use of certified electronic notice.

16. References

The provision of the certified electronic notification service is provided based on the chronological stamping service and is carried out in accordance with the provisions established in Law 527 of 1999, Decree Law 0019 of 2012, Decree 333 of 2014, Decree 1471 of 2014 and other regulations that modify or complement them.

The content of this Statement of Certification Practices was prepared taking into account the recommendations of the following standards: RFC 3647, ETSI standard EN 319 411-1, RFC 6960 June 2013, FIPS 140-2 Level 3 May 2001, RFC 3161 August 2001, RFC 3628 November 2003, RFC 5905 June 2010.

SANDRA CECILIA RESTREPO MARTINEZ
General Manager

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17. Change Control

Version	Date	Detail	Responsible
1.0	26/08/2020	- Initial version of the document	Policy and Security Committee
1.1	01/02/2021	- Updating of the ETSI TS 102 04 standard by ETSI EN 319 411-1. - Adding Rates: Corporate Plans. - The PC's OID is updated.	Policy and Safety Committee
2.0	15/06/2022	- The PC OID is updated. - The position of "Product Director" is updated to "Operations Manager" responsible for preparing the document - The information in paragraph 2.1 is updated in accordance with the new version of the document.	Policy and Safety Committee
3.0	23/09/2022	- The PC OID is updated. - The information in paragraph 2.1 is updated in accordance with the new version of the document - Policy scope updated - the information of the legal representative is updated - SMS definition is included - A note is included in section 6.1	Policy and Safety Committee
4.0	12/10/2022	- OID, Version and Date of the Policy is modified	Policy and Safety Committee

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		<ul style="list-style-type: none"> - Numeral 6.5 Request for certified electronic notification service includes the procedure for requesting the service. - The name of the subdomain itself is modified to "subdomain". - The name of the Obligations and Responsibilities section for rights and duties is updated and content is updated. - It includes rights and duties of the applicant and the subscriber. - Included is the section Scope of Confidential Information, Responsibilities for Protecting Confidential Information, Privacy Plan, Information Not Considered Confidential, and Limits of Liability. - It includes revocation of the service and grounds for revocation. - Computer security controls are included. - Compute resources included - Procedure for managing incidents is included. - Dispute prevention and resolution are included. 	Operations Specialist SGI Senior Analyst
5.0	05/12/2022	- OID and document version are updated	Policy and Safety Committee Operations Specialist

 <p>andes Servicio de Certificación Digital</p>	<p align="center">CERTIFIED ELECTRONIC NOTIFICATION POLICY (Certified Email and SMS)</p>	OID:	1.3.6.1.4.1.31304.1.2.10.12
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		- An update is made in the Custom Package Purchase section in the User creation activity.	SGI Senior Analyst
6.0	14/04/2023	<ul style="list-style-type: none"> - OID and document version are updated -The position of Operations Manager is updated by Operations Director. -Package purchase activities are updated from self-managed portal and Service instance with subdomain -Andes logo and font of the letter are updated. -Format colors are updated according to the 2023 brand manual. 	<p align="center">Policy and Safety Committee SGI Senior Analyst</p>
7.0	16/11/2023	<ul style="list-style-type: none"> - OID, Version and Date of Issue is updated - ANDES SCD's phone number is updated. - The definition of certified electronic notification is included in definitions. 	<p align="center">Policy and Security Committee Chief Operating Officer SGI Senior Analyst</p>
8.0	19/02/2024	<ul style="list-style-type: none"> - OID and Version Updated - Rates are updated - The email for the item Inadmissibility of the refund request is updated. 	<p align="center">Policy and Security Committee Chief Operating Officer Profesional SGI</p>



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9.0	07/05/2024	<ul style="list-style-type: none"> - OID and Version Updated - The procedure for requesting and delivering the service is unified according to the modality - The description of the items rights and duties, refund policy and inadmissibility of the refund request is modified 	<p>Policy and Security Committee Chief Operating Officer Profesional SGI</p>
10	06/06/2024	<ul style="list-style-type: none"> - OID and Version Updated - The Document Name and ID item is updated. - The item principle of impartiality is updated to include the term Non-Discrimination. - Service Fees are updated. - Electronic Notification service request updated 	<p>Policy and Security Committee Chief Operating Officer Profesional SGI</p>
11	24/01/2025	<ul style="list-style-type: none"> - The OID, Version, and Date of the document are updated. - The Document Name and ID item is updated. - Service rates are updated. 	<p>Policy and Security Committee/ Director of Operations/Operations Coordinator</p>
12	30/01/2026	<ul style="list-style-type: none"> - Updating the OID, version, and date of the document. - Updating of service rates. 	<p>Policy & Safety Committee / Chief Technology Officer / Chief Operating Officer / SGI Coordinator</p>



**CERTIFIED ELECTRONIC
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