








# AWARDS AND CERTIFICATIONS



## AWARDS




Month	Date	Award Name	Achievements	Institution Provider
January	25	Millennials Top Brand Award 2019	IndiHome achieved 1 <sup>st</sup> Millennial's Choice in Provider & TV Cable Category	Warta Ekonomi
February	14	Top Brand Award	IndiHome received the Outstanding Achievement in Building Top Brand Category: Internet Service Provider Fixed	Marketing Magazine
	22	Indonesia Digital Innovation Award 2019	Telkom received recognition as the Innovative Company in Providing Technology Education Facilities	Warta Ekonomi
		 		
March	6	Women's Obsession Award	Siti Choiriana as Consumer Service Director of Telkom received award as Professional Women's Obsession	Obsession Media Group
	13	Apresiasi & Penghargaan Wajib Pajak	Telkom received an award in contributing to 2018's Tax Receipt (Large Tax Office)	Directorate General of Taxation
	26	CFO BUMN Award 2019	Harry M. Zen as Telkom Director of Finance received The Best CFO in Compliance & Governance	Bisnis Indonesia
		  		
April	8	Anugerah Indonesia Maju 2018-2019	Telkom received an award as the Movement of Indonesian Broadband Connectivity	Rakyat Merdeka & Warta Ekonomi
				

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May	27	Anugerah PKBL Indonesia 2019	Telkom achieved the best PKBL in Main Program of Telecommunication Industry "Go Digital"	Warta Ekonomi
		Indonesia Most Admired Companies Award 2019	Telkom received Top 5 Most Admired Company Category Business Group	
				
June	12	Top 100 Indonesia Most Valuable Brand 2019	Telkom reach 1 <sup>st</sup> position in Indonesia Most Valuable Brand 2019	SWA & Brand Finance
	14	Best Companies to Work for 2019	Telkom won the award for Best Companies to Work for 2019	HR Asia
	17	Indonesia Most Creative Companies 2019	Telkom achieved an award as the Most Creative Company 2019	SWA & PPM Manajemen
	28	9 <sup>th</sup> Asian Excellence Award 2019	Telkom received the Best CEO, Best CFO, Best Investor Relation Company and Best Investor Relation Professional	Corporate Governance Asia
				
July	16	Selular Award	IndiHome received the Best Home Internet and Telkom received an award as Best Digital Transformation Company	Selular.id
	19	Contact Center World (CCW) Award in APAC Region	Telkom received 1 Gold Medal in Best Customer Loyalty Program (Inhouse) category, 1 Silver Medal in Best Contact Centre-Large (Inhouse) category, and 3 Bronze Medals in Best Helpdesk (Inhouse), Best Contact Center Design Award (Inhouse), and Best Use of Self-service Technology category.	Contact Center World

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	31	Indonesia Original Brand Award	Telkom received an award in SLI 007 and Fixed Broadband category	SWA & Business Diggest
				
August	21	Top Brand Award	IndiHome achieved the Outstanding Achievement in Building the Top Brand	Frontier
	23	IAEI Awards 2019	Telkom received an award as the Best Partner	IAEI
				
September	25	Asia Money Award 2019	Telkom was awarded the Outstanding Company Award in the Telecommunication Sector for Indonesia	Asia Money
	26	Pro3 RRI BUMN Award 2019	Telkom achieved Gold award in Market Dominance, Brand Strength, and Social Economy Contribution category	RRI & Economics
	27	Internasional IPRA Golden World Award (GWA) 2019	Telkom received an award in Crisis Management in House and Sponsorship in House category	IPRA
				
October	14	The 11 <sup>th</sup> IICD CG Conference and Award	Telkom received the Best State-Owned Enterprise Big Cap	IICD
				

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November	10	Anugerah Wira Adhibrata	Telkom received an award as The Company in Major Contribution in ITS Development	Institut Teknologi Sepuluh Nopember
	14	Asia-Pacific Best Practices Awards 2019	Telkom received the 2019 Indonesia IoT Services Provider of the Year	Frost & Sullivan
	15	The Stevie Awards	Siti Choiriana as Director of Consumer Service won Gold Stevie Winner in Female Executive of the Year-Consumer Services-More Than 2,500 Employees	Stevie International
	18	Wi-Fi NOW Awards 2019	Telkom has been awarded the Best Wi-Fi Service Provider	Wi-Fi NOW
	21	International Customer Experience Award (ICXA) 2019	Telkom won the Gold Medal award for the Best CX Strategy and Best CX Team Categories and the Bronze Medal for the Best CX Transformation Category	ICXA
December	4	CNBC Indonesia Award 2019	Telkom achieved The Best Digital Human Capital Development and The Best Corporate Strategy	CNBC Indonesia
		Indonesia Marketing Association Award 2019	Siti Choiriana as Director of Consumer Service achieved The Best Industry Marketing Champion	Indonesia Marketing Association
	6	Contact Center World (CCW) Award	Telkom achieved 2 Gold Medal in Best Contact Center-Large (Inhouse) and Best Customer Loyalty Program (Inhouse) category.	Contact Center World
	12	Tokoh Finansial Indonesia & BUMN Terbaik 2019	Telkom received an award as 2019 Best State Owned Enterprise in the Non-Financial Category in the Telecommunications & Broadcasting Sector, and 2019 Best Bond Issuer in the Non Financial Sector Bond category	Majalah Investor

## CERTIFICATIONS

Telkom has various certifications as a form of commitment to provide the best services for customers and implement international standards.

Following is the list of Telkom's certifications and ISO:

No	Recipient	Year	Certificate	Institution Provider	Validity Period
1.	Telkom	2018	SNI ISO/IEC 27001:2013	TUV Rheinland	2021
		2018	ISO 9001:2015 QMS	TUV Rheinland	2021
		2018	ISO 27001:2013 ISMS	TUV Rheinland	2021
		2018	ISO 22301:2012 BCMS	TUV Rheinland	2021
		2018	ISO 20000-1:2011 ITSMS	TUV Rheinland	2021
2.	Testing Laboratory (Digital Service Division)	2016	ISO 17025:2008	Komite Akreditasi Nasional	2019
3.	Calibration Laboratory (Digital Service Division)	2016	ISO 17025:2008	Komite Akreditasi Nasional	2019
4.	Telkomsel	2013	ISO/IEC 27001:2013	BSI	2022
		2014	ISO 9001:2015	TUV-NORD	*)
5.	AdMedika	2016	ISO/IEC 27001:2013	British Standards Institution (BSI)	2019
6.	MD Media	2018	IT IL Foundation Certificate in IT Service Management	IT IL Foundation	NA
7.	Infomedia	2016	ISO 27001:2013	TUV NORD Indonesia	2019
8.	Finnet	2017	ISO/IEC 27001:2005	TUV Rheinland	2020
9.	Telkomsigma	2014	EMS ISO 14001:2015	British Standard Institution (BSI)	2019
		2014	ISO 20000-1	British Standard Institution (BSI)	2019
		2014	ITMS 621081	British Standards Institution (BSI)	2019
		2016	BS OHSAS 18001:2007	British Standards Institution (BSI)	2019
		2016	PAS 99:2012	British Standards Institution (BSI)	2019
		2016	ISO 27001	British Standards Institution (BSI)	2019
		2016	ISO 9001:2015	United Registration of System (URS)	2019
		2017	Payment Card Industry Data Security	TUV Rheinland	2019
		2017	Data Center Tier III	Uptime Institute	-
2018	Data Center Tier IV	Uptime Institute	-		

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10.	Telin	2016	ISO 20000 - 1:2011	SGS	2019
		2018	ISO 27000-1:2013	Intertek	2019
		2018	ISO 20000-1:2011	Intertek	2021
11.	Telin Singapore	2016	Tier IV Data Center Certification	Uptime Institute	2019
12.	Graha Sarana Duta	2019	ISO 9001: 2015	LLOYD Register	2022
		2019	OHSAS 18001:2007	SUCOFINDO	2022
		2019	SMK3	SUCOFINDO	2022
13.	Telkomsat	2017	BS OHSAS 18001:2007	TUV Rheinland	2020
		2019	ISO 9001:2015	TUV Rheinland	2022
14.	Telkom Akses	2017	ISO 9001:2015	British Standards Institution (BSI)	2019
		2017	OHSAS 18001:2007	British Standards Institution (BSI)	2019
		2019	CISQ 2000:2008	TPCC	2022
15.	PINS	2018	ISO 9001:2015	URS Services Indonesia	2019
16.	SSI	2017	ISO 9001:2015	Lloyd's Register LRQA	2020
17.	Dayamitra Telekomunikasi	2019	ISO 9001:2015	SGS	2022
18.	Telkomtelstra	2019	ISO/IEC 20000 Service Management System	Intertek	*)
19.	ILCS	2019	ISO 27001:2013	Bureau Veritas Indonesia	-

Note:

\*) Update process every year.