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Instagram Post — emtelcooficial, CX Interaction Awards 2026

Complete English translation of the document reproduced on the first 2 pages of this file; the original is in Spanish.

Square brackets contain descriptions of images, emoji, stickers and icons, and labels that identify screen elements such as the sender's side, replies and reactions. A middle dot (·) separates items that stand on one line on the screen.

[Image 1 of 2]

[Image of the post:] Our experience was recognized at the CX Interaction Awards 2026
[Photograph: nine award statuettes on a table in front of a screen] [Text on the screen:] [Logo:] BPro Colombian BPO Association · 25 years · Transforming the BPO sector [Text on the statuettes:] X Interaction Awards 2026 · [Logo:] BPro
An achievement built together with our teams and clients, with recognition in 9 of the 11 categories in which we took part.
[Arrow] · [Next arrow]
[Logo:] 25 YEARS CUSTOMER EXPERIENCE SUMMIT · [Logo:] BPro Colombian BPO Association · 25 YEARS · TRANSFORMING THE BPO SECTOR · [Logo:] emtelco

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Medellín

[Logo] emtelcooficial 24w
[Trophy emoji] Today we received 9 awards at the CX Interaction Awards 2026 of @bpro_col, which reflect the joint work of our teams and clients to transform the experience in organizations.

These initiatives integrate technology, analytics and talent to generate measurable and sustainable results. [Rocket emoji]

We all have technology; experience is what sets us apart. [Sparkles emoji]

#CXInteractionAwards #CustomerExperience #Innovation #DigitalTransformation #CustomerExperience

[Heart icon] 153 · [Comment icon] 9
7 May

Log in to like or comment.

[Image 2 of 2]

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Medellín

felopezpi 23w
Congratulations @emtelcooficial [clapping hands emoji] [clapping hands emoji]
Like · Reply

manuel.e.osuna 23w
Congratulations to everyone! Excellent Teams and Leadership! Proud of emtelco! [clapping hands emoji] [hundred points emoji] [blue heart emoji]
Like · Reply

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Instagram Post — emtelcooficial, CX Interaction Awards 2026

silvana_y_ortega_a 23w
For the Glory of God and the good of emtelco, our clients and users. [clapping hands emoji]
Like · Reply

sandrapmonsa 24w
[clapping hands emoji]
Like · Reply

[Heart icon] 153 · [Comment icon] 9
7 May

Log in to like or comment.

CERTIFICATE OF TRANSLATION

I, Translator's name, certify that I am competent to translate from Spanish into English, and that the English translation in this file is a true, accurate and complete translation, to the best of my abilities, of the document entitled “Instagram Post — emtelcooficial, CX Interaction Awards 2026”, reproduced on the first 2 pages of this file.

Signature: _____

Date: Translation date

Printed name: Translator's name

Address: Translator's address

Phone number: Translator's phone

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