



**REPORT ON MANAGEMENT'S DESCRIPTION OF ACCELYA WORLD S.L.U'S AND ON THE
SUITABILITY OF THE DESIGN AND OPERATING EFFECTIVENESS OF CONTROLS**

Pursuant To International Standard on Assurance Engagements ISAE 3402 Type II

October 01, 2023 to September 30, 2024

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SECTION 1 INDEPENDENT SERVICE AUDITOR'S ASSURANCE REPORT

INDEPENDENT SERVICE AUDITOR'S REPORT

To:

Accelya World S.L.U

Scope

We have examined Accelya World S.L.U.'s (hereinafter referred to as "Accelya" or "service organization") description in section 3 of its system for providing Revenue Assurance and Payment solution services and supporting General Operating Environment for processing user entities' transactions from its delivery centers located at Accelya World S.L.U - Madrid, Spain; Accelya Solutions India Limited, Accelya Services India Private Limited - Mumbai, Pune and Goa India; Accelya Tunisie SARL - Tunis, Tunisia; and Accelya UK Limited, Camberley - United Kingdom throughout the period October 01, 2023 to September 30, 2024, the suitability of the design and operating effectiveness of Accelya's controls included in the description to achieve the related control objectives stated in the description, based on the criteria identified in "Assertion of Accelya's Management" (assertion).

Accelya uses subservice organizations Uniway Technologies S.L., Global Switch Property Madrid S.L., and Evolutio cloud Enabler S.A. for providing Datacenter hosting services. The description includes only the control objectives and related controls of Accelya and excludes the control objectives and related controls of the subservice organizations. The description also indicates that certain control objectives specified by Accelya can be achieved only if complementary subservice organization controls contemplated in the design of Accelya's controls are suitably designed and operating effectively, along with the related controls at Accelya. Our examination did not extend to controls of the subservice organizations and we have not evaluated the suitability of the design or operating effectiveness of such complementary subservice organization controls.

The description indicates that certain control objectives specified in the description can be achieved only if complementary user entity controls ('CUECs') contemplated in the design of Accelya's controls are suitably designed and operating effectively, along with related controls at the service organization. Our examination did not extend to such complementary user entity controls, and we have not evaluated the suitability of the design and operating effectiveness of such complementary user entity controls.

Service Organization's Responsibilities

In Section 2 of this report, Accelya has provided their assertion about the fairness of the presentation of the description and suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description. The service organization is responsible for preparing the description and their assertion, including the completeness, accuracy, and method of presentation of the description and the assertions, providing the services covered by the description, specifying the control objectives and stating them in the description, identifying the risks that threaten the achievement of the control objectives, selecting the criteria, and designing, implementing, and documenting controls to achieve the related control objectives stated in the description.

Independence and Quality Control

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the examination engagement.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standard Board for Accountants (IESBA Code),

which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

BDO applies International Standard on Quality Management 1, and accordingly maintains a comprehensive system of quality control including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Service Auditor's Responsibilities

Our responsibility is to express an opinion on Accelya's description and on the design and operation of controls related to the control objectives stated in that description, based on our procedures. We conducted our engagement in accordance with International Standard on Assurance Engagements 3402, "Assurance Reports on Controls at a Service Organization," issued by the International Auditing and Assurance Standards Board. That standard requires that we plan and perform our procedures to obtain reasonable assurance about whether, in all material respects, the description is fairly presented, and the controls are suitably designed and operating effectively throughout the period October 01, 2023 to September 30, 2024. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

An examination of a description of a service organization's system and the suitability of the design and operating effectiveness of controls involves:

- Performing procedures to obtain evidence about the fairness of the presentation of the description and the suitability of the design and operating effectiveness of those controls to achieve the related control objectives stated in the description, based on the criteria in management's assertions.
- Assessing the risks that the description is not fairly presented and that the controls were not suitably designed or operating effectively to achieve the related control objectives stated in the description.
- Testing the operating effectiveness of those controls that management considers necessary to provide reasonable assurance that the related control objectives stated in the description were achieved.
- Evaluating the overall presentation of the description and the suitability of the control objectives stated therein, and the suitability of the criteria specified by the service organization in their assertion.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Inherent Limitations

Accelya's description is prepared to meet the common needs of a broad range of user entities and their auditors and may not, therefore, include every aspect of the system that each individual user entity may consider important in its own particular environment. Also, because of their nature, controls at a service organization may not prevent or detect all errors or omissions in processing or reporting transactions. Also, the projection of any evaluation of effectiveness to future periods is subject to the risk that controls at a service organization may become inadequate or fail.

Opinion

Our opinion has been formed on the basis of the matters outlined in this report. The criteria we used in forming our opinion are those described in section 2. In our opinion, in all material respects:

- a) the description fairly presents the Accelya's system for providing Revenue Assurance and Payment Solutions services and supporting General Operating Environment as designed and implemented

throughout the period from October 01, 2023 to September 30, 2024;

- b) the controls related to the control objectives stated in the description were suitably designed throughout the period from October 01, 2023 to September 30, 2024, if the user entities and subservice organizations applied the complementary controls contemplated in the design of Accelya's controls throughout the period October 01 2023 to September 30, 2024; and
- c) the controls tested, which were those necessary to provide reasonable assurance that the control objectives stated in the description were achieved, operated effectively throughout the period from October 01, 2023 to September 30, 2024 if complementary user entity controls and complementary subservice organization controls contemplated in the design of Accelya's controls operated effectively throughout the period from October 01, 2023 to September 30, 2024.

Description of Tests of Controls

The specific controls tested, and the nature, timing, and results of those tests are listed in section 4 of this report.

Intended Users and Purpose

This report and the description of tests of controls in section 4 are intended only for Accelya, user entities who have used Accelya's system for providing Revenue Assurance and Payment Solutions services and supporting General Operating Environment and their auditors, who have sufficient understanding to consider it, along with other information including information about controls operated by user entities themselves, when assessing the risks of material misstatements of customers' financial statements.

This report is not intended to be, and should not be, used by anyone other than these specified parties.

November 26, 2024

BDO India LLP
Gurugram, Haryana

SECTION 2 ASSERTION OF ACCELYA WORLD S.L.U



Accelya World SLU
Avda. Diagonal 613, 9th Floor
Offices A & B
08028 Barcelona
Spain

Date: November 26, 2024

ASSERTION OF ACCELYA WORLD S.L.U

The accompanying description in section 3 has been prepared for user entities, who have used Accelya World S.L.U's (hereinafter referred to as "Accelya or Service Organization") system for providing Revenue Assurance and Payment solution services and supporting General Operating Environment for processing user entities' transactions from its delivery centers located at Accelya World S.L.U - Madrid, Spain; Accelya Solutions India Limited, Accelya Services India Private Limited - Mumbai, Pune and Goa India; Accelya Tunisie SARL - Tunis, Tunisia; and Accelya UK Limited, Camberley - United Kingdom and their auditors who have a sufficient understanding to consider the description, along with other information including information about controls operated by user entities themselves, when assessing the risks of material misstatements of user entities' financial statements

Accelya uses subservice organizations Uniway Technologies S.L., Global Switch Property Madrid S.L., and Evolution cloud Enabler S.A. for providing Datacenter hosting services. The description in section 3 includes only the controls and related control objectives of Accelya and excludes the control objectives and related controls of the subservice organizations. The description also indicates that certain control objectives specified in the description can be achieved only if complementary subservice organization controls contemplated in the design of our controls are suitably designed and operating effectively along with the related controls at Accelya. The description does not extend to controls of the subservice organizations.

The description indicates that certain control objectives specified in the description can be achieved only if complementary user entity controls contemplated in the design of Accelya's controls are suitably designed and operating effectively, along with related controls at Accelya. The description does not extend to controls of the user entities.


Accelya confirms that:

- (a) The accompanying description in section 3, fairly presents Accelya's system for providing Revenue Assurance and Payment Solution services and supporting General Operating Environment made available to user entities of the system throughout the period October 01, 2023 to September 30, 2024 for processing their transactions.




The criteria we used in making this statement were that the accompanying description:

- i. Presents how the system was designed and implemented, including:
 - The types of services provided including, as appropriate, the classes of transactions processed;
 - The procedures, within both information technology and manual systems, by which those transactions were initiated, recorded, processed, corrected as necessary, and transferred to the reports prepared for the user entity;
 - The related accounting records, supporting information and specific accounts that were used to initiate, record, process and report transactions; this includes the correction of incorrect information and how information was transferred to the reports prepared for user entity;
 - How the system dealt with significant events and conditions, other than transactions;
 - The process used to prepare reports for user entity;
 - Relevant control objectives and controls designed to achieve those objectives;
 - Controls that we assumed, in the design of the system, would be implemented by user entity and subservice organizations, and which, if necessary, to achieve control objectives stated in the accompanying description, are identified in the description along with the specific control objectives that cannot be achieved by us alone; and
 - Other aspects of our control environment, risk assessment process, information system (including the related business processes) and communication, control activities and monitoring controls that were relevant to processing and reporting user entity's transactions.
 - ii. Includes relevant details of changes to Accelya's system during the period covered October 01, 2023 to September 30, 2024.
 - iii. Does not omit or distort information relevant to the scope of Accelya's system being described, while acknowledging that the description is prepared to meet the common needs of a broad range of user entities and their auditors and may not, therefore, include every aspect of Accelya's system that each individual user entity may consider important in its own particular environment.
- (b) The controls related to the control objectives stated in the accompanying description were suitably designed and operated effectively throughout the period October 01, 2023 to September 30, 2024 to achieve those control objectives if user entity and subservice organizations applied the complementary controls contemplated in the design of Accelya's controls throughout the period October 01, 2023 to September 30, 2024. The criteria used in making this statement were that:
- i. The risks that threatened achievement of the control objectives stated in the description were identified;
 - ii. The identified controls would, if operated as described, provide reasonable



assurance that those risks did not prevent the stated control objectives from being achieved; and

- iii. The controls were consistently applied as designed, including manual controls that were applied by individuals who have the appropriate competence and authority, throughout the period October 01, 2023 to September 30, 2024.



Sam Butler
Chief Information Security Officer

S U M M A R Y