

Certificate TW24/00000147

The management system of

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd.

No. 21-3, Sec. 1, Xinyi Rd., Zhongzheng Dist., Taipei City 100, Taiwan (R.O.C.)

has been assessed and certified as meeting the requirements of

ISO 10002:2018

For the following activities

Complain system for telecommunication.

This certificate is valid from 17 February 2024 until 17 February 2027 and remains valid subject to satisfactory surveillance audits.

Issue 1. Certified since 17 February 2024

Certified activities performed by additional sites are listed on subsequent pages.



Authorised by

Stephen Pao

Deputy Director

SGS Taiwan Ltd.

No. 136-1, Wu Kung Road, New Taipei Industrial Park, Wu Ku District, New Taipei City 24803, Taiwan

t +886 (0)2 2299 3939 - www.sgs.com.tw



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Certificate TW24/00000147, continued

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**Department of Customer Service, Consumer
Business Group, Chunghwa Telecom Co., Ltd.**

ISO 10002:2018

Issue 1
Sites
Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. No. 21-3, Sec. 1, Xinyi Rd., Zhongzheng Dist., Taipei City 100, Taiwan (R.O.C.) Complain system for telecommunication.
Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 1 Call Center 7F., No. 35, Aiguo E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan (R.O.C.) Complain system for telecommunication.
Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 1-1 Call Center 6F., No. 35, Aiguo E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan (R.O.C.) Complain system for telecommunication.
Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 1-2 Call Center 6F., No. 52, Sec. 2, Jinshan S. Rd., Da'an Dist., Taipei City 106, Taiwan (R.O.C.) Complain system for telecommunication.
Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 1-3 Call Center 4F., No. 2, Aly. 491, Sec. 2, Nuzhong Rd., Yilan City, Yilan County 260, Taiwan (R.O.C.) Complain system for telecommunication.



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Certificate TW24/00000147, continued

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**Department of Customer Service, Consumer
Business Group, Chunghwa Telecom Co., Ltd.**

ISO 10002:2018

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 1-5 Call Center
4F., No. 27, Sec. 3, Chongxin Rd., Sanchong Dist., New Taipei City 241, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 1-6 Call Center
6F., No. 220, Fuguo Rd., Taoyuan Dist., Taoyuan City 330, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2 Call Center
3F., No. 18, Qixian 1st Rd., Xinxing Dist., Kaohsiung City 800, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-1 Call Center
2F., No. 10, Huaxin St., North Dist., Taichung City 404, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-2 Call Center
1F., No. 10, Huaxin St., North Dist., Taichung City 404, Taiwan (R.O.C.)

Complain system for telecommunication.



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Certificate TW24/00000147, continued

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**Department of Customer Service, Consumer
Business Group, Chunghwa Telecom Co., Ltd.**

ISO 10002:2018

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-3 Call Center
4F., No. 536, Meiting St., North Dist., Taichung City 404, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-4 Call Center
3F., No. 10, Huaxin St., North Dist., Taichung City 404, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-5 Call Center
5F., No. 45, Shijian Rd., Zuoying Dist., Kaohsiung City 813, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-5 Call Center
5F., No. 3, Chenggong Rd., West Central Dist., Tainan City 700, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-6 Call Center
4F., No. 18, Qixian 1st Rd., Xinxing Dist., Kaohsiung City 800, Taiwan (R.O.C.)

Complain system for telecommunication.



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Certificate TW24/00000147, continued

**Department of Customer Service, Consumer
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ISO 10002:2018

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-7 Call Center
5F., No. 18, Qixian 1st Rd., Xinxing Dist., Kaohsiung City 800, Taiwan (R.O.C.)

Complain system for telecommunication.

Department of Customer Service, Consumer Business Group, Chunghwa Telecom Co., Ltd. 2-8 Call Center
12F., No. 20, Qixian 1st Rd., Xinxing Dist., Kaohsiung City 800, Taiwan (R.O.C.)

Complain system for telecommunication.



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