



**MarkPlus  
Institute**

Corporate + Public Trainings

## **CERTIFICATE OF COMPLETION**

THIS IS TO CERTIFY THAT

**Setiyo Hayati**

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HAS SUCCESSFULLY COMPLETED

**IN COMPANY EDUCATION PROGRAM  
PT TELEKOMUNIKASI SELULAR**

**CONDUCTED ON SEPTEMBER 29, 2014**

WITH THE TOPIC OF

**WOW SERVICE FOR EXCELLENT FRONLINER**

IN WITNESS THEREOF THIS CERTIFICATE IS PRESENTED  
IN JAKARTA ON SEPTEMBER 29, 2014

**DR. JACKY MUSSRY**  
DEAN