



29.01.2026.

To Whom It May Concern,

REF: LETTER OF RECOMMENDATION

Smart Applications International Zambia Limited is pleased to issue this letter of recommendation for **Prime Information Systems Limited** for the successful supply of **USSD Short Code Services and Messaging Services** over a period of **one (1) year and one (1) month**, from **15th April 2023 to 14th May 2024**.

During the contract period, Prime Information Systems Limited consistently demonstrated a high level of professionalism, technical competence, and reliability in the delivery and support of USSD short code and messaging solutions. Their services met our operational requirements and were delivered in accordance with agreed service standards.

Prime Information Systems Limited showed strong responsiveness to service requests and provided effective technical support, contributing positively to the continuity and efficiency of our systems throughout the engagement. Their ability to deliver dependable solutions within the agreed timelines was particularly commendable.

Based on our satisfactory experience, we confidently recommend **Prime Information Systems Limited** for the provision of USSD Short Code Services and Messaging Services to other Companies and organizations requiring similar solutions.

This recommendation Letter is issued for whatever purpose it may serve.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'J. Wahome', is visible on a light blue background.

**For and on behalf of
Smart Applications International Zambia Limited**

Authorized Signatory
Name: Joseph Wahome
Title: Country Manager
Date: 29th January 2026