



THE QUALITY ASSURANCE POLICY OF MAGYAR TELEKOM

The Magyar Telekom Group – as a market leader in information technology, telecommunication service provision and system integration – contributes to establishing the information society through innovative technologies, services and solutions.

The management of the Magyar Telekom Group is committed to the fast and flexible provision of high quality products and services. To this end, they identify progressive goals and regularly evaluate their implementation.

Fundamental objectives

The overall strategic objective of Magyar Telekom is to constantly improve the customer experience by using digital opportunities to provide services at an outstanding standard of quality. For this purpose, the company operates a corporate governance system – in line with several international management standards - which ensures a system level approach to and consistent implementation of operational procedures and management activities with feedback on results, to guarantee that their activities, products and services meet the needs and expectations of clients and other parties, furthermore satisfy regulatory and legal requirements.

As part of this:

- We continuously maintain and develop our corporate governance system and processes, process related roles, responsibilities, tasks, activities and relevant regulations.
- In order to safeguard our ability to provide flexible solutions, tailored to the needs of our customers, to keep our market leader position and to improve our competitiveness – taking environmental and information protection guidelines into consideration as well – we are constantly developing and modernizing our products and technology, improving the operation and efficiency of our processes.
- Reacting to technological development, the utilization of broadband technologies, content development, customer management, new access and wireless technologies, security solutions and the appearance of new devices are the main focus of our innovation activities.
- We regularly measure and analyze the satisfaction of our customers and interested stakeholders, and seek to constantly improve it. Furthermore, it is also our goal to improve employee satisfaction. Through regular trainings, we develop their knowledge base, and through the example of our managers, we increase their level of quality awareness.
- We establish a stable, reliable circle of subcontractors. Through regular evaluation of their performance and providing relevant information, we make sure that our joint efforts live up to the quality expectations we set for ourselves.

The present policy uniformly and comprehensively applies to all Group areas of activity and operational procedures.

Budapest, 21.03.2024.

Tibor Rékasi
Chief Executive Officer

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