

Magyar Telekom Group's Quality Policy

The Magyar Telekom Group – as a market leader IT and telecommunications service provider and system integrator – contributes to the creation of the information society with innovative up-to-date technologies, services and solutions.

To maintain its leading role the company operates an integrated management system compliant with international standards. This ensures a system-based approach, consistent performance, measurement of operational processes and management activities and feedback of results so that our activities, products and services meet the demands and expectations of customers and other stakeholders, regulations and the requirements of the authorities.

Magyar Telekom Group's Management is committed to the delivery of excellent quality products and fast and flexible provision of services. For this purpose the company identifies forward-looking goals and regularly evaluates their attainment.

Our values and goals:

- To continuously improve and upgrade our products and technologies and improve the operation and efficiency of our processes in order to elaborate flexible solutions tailored to the demands and expectations of our customers, to maintain our market leader role, to improve our competitiveness – while considering also the requirements for environment and information protection.
- Our innovation activities focus on reaction to technological development, utilization of broadband technologies, content development, account management, new access and wireless technologies, security solutions and the appearance of new devices.
- We regularly measure and analyze the satisfaction of our customers and stakeholders, make efforts for their ongoing improvement. Additionally, our goal is to enhance the satisfaction of our staff too. We offer regular training sessions to develop their professional skills, enhance the level of their quality-consciousness through managerial examples.
- We create a stable reliable pool of vendors and sub-contractors. Through regular performance evaluation and appropriate information supply we help to ensure that our joint operations fulfill the quality requirements that we apply to ourselves.

Our policy applies fully and universally to all fields of operation and operational processes of the Group.

Budapest, July 7, 2009



Christopher Mattheisen
Chairman and Chief Executive Officer