

Magyar Telekom Internal Audit is strongly committed to quality. This commitment is demonstrated by the following facts:

- The work processes of Magyar Telekom Internal Audit are operated according to the MATMF-03 (Internal Audit) procedure. This procedure is a part of a quality assurance Frame System certified by ISO 9001:2000.
- The detailed descriptions of our processes are included in our Internal Audit Manual. This handbook is regularly revised and updated to comply with the latest standards of IIA (Institute of Internal Auditors).
- We want our audits to fulfill the corporate expectations and beyond that we also want to meet the highest international quality standards. For this purpose we operate a quality assurance system in compliance with the IIA standards. Under the framework of this system we regularly revise our processes and we have our performance evaluated by an independent external expert in every 5 years. As a result of this assessment a "Certification of Quality" has been awarded to Matáv Internal Audit. Our organization was the first one in Central Europe to get this award on the 30th of May 2003.
- Internal Audit operates a customer satisfaction based measuring and evaluating system.