

## Quality Policy of Yettel Hungary

As the member of PPF Group, Yettel Magyarország Zrt. is one of Hungary's leading telecommunications groups, with a significant presence, that offers a vast array of services. Our goal is that our customers benefit from the highest standard of service in our field, in line with the vision of Yettel Magyarország Zrt. and that we form a long lasting, reliable relationship with our partners.

### **We believe:**

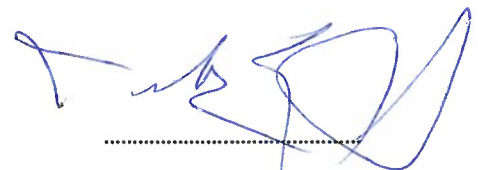
- That continuous improvement utilizing the most current technology is essential.
- It's important that our customers experience the utmost clarity in all our services and communications.
- It's key that our customers experience freedom while using our services.
- Providing an ongoing, open and genuine communication for our customers and partners.

### **We promise:**

- That we operating a lawful service which is always in accordance with our protocol and - where possible - it is even to a higher standard.
- Our primary consideration in our operations that we meet the quality expectations of our customers and partners.
- That we provide regular vocational training to all our employees.
- When choosing our partners we carefully consider their quality policy and reliability.
- Our subcontractors and suppliers fully understand and represent our values.
- That we provide all necessary resources to achieve all points above.

We operate under the guidance of ISO 9001 regulation since 2009.

Törökbálint, 2022.03.01.



Peter Gazik

CEO