

DECLARATION

Quality of Service Management policy provided by Gold Telecom Bulgaria JSCo.

Gold Telecom Bulgaria JSCo applies methodically a set of principles for quality management in the provisioning and supply of: Fixed telephony & Internet services; Installation and Technical Support of Telecommunications Equipment & Systems; Consultancy on Integrated Telecommunication Solutions - in accordance with the international standard EN ISO 9001:2008. The company follows clearly defined and strictly controlled processes associated with the final product (service), which has the purpose of delivering maintained level of quality – as required and expected by all clients.

Our strategic goal is sustained increase of Gold Telecom's market presence in the Bulgarian telecommunications arena. In that respect, the Company's Management have defined and specified (documented) the relevant policies on quality, which forms the framework for our aims and commitments, reviewed on an on-going basis.

The quality of our services & work, as well as the customers' satisfaction is our primary objective, which is of highest priority of all our employees.

In our activities, we strive to improve the quality of our services by taking the most appropriate measures to avoid any deviations from customers' expectations, requirements and also abide the legislative and regulatory framework.

We are proactively engaged to continuously improve and perfect the efficiency of our Quality System Management.

The policy is embraced and diligently followed by all staff at Gold Telecom Bulgaria and it is strictly mandatory.

We do review at regular intervals the adopted quality policy and are proactively seeking further enhancements - as a way of our unconditional commitment for excellence in serving our customers and a token of our appreciation for their custom and loyalty.

Ivan Andreev
CEO, Gold Telecom Bulgaria JSCo.

1 Dec 2010
Sofia (BULGARIA)