PRESS RELEASE

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NOS wins Zero Outage Supplier Award 2019 for Southern Europe

QUALITY OF NOS’ TELECOMMUNICATIONS AWARDED PRIZE BY DEUTSCHE TELEKOM

Deutsche Telekom has singled out its international technological partners for best practices in quality, with NOS being distinguished for the Southern Europe region.

NOS was awarded the Zero Outage Supplier Award 2019 for the Southern Europe region by Deutsche Telekom. The prize distinguishes partners of the multinational operator with the best practices in quality across the world in relation to the availability and delivery of services to the telecommunications end customer.

The Zero Outage (Zero Critical Faults) quality management program of T-Systems, a subsidiary of Deutsche Telekom, gives its name to the prize now won by NOS, and aims for 99.999 percent availability of systems and the least number of incidents possible, factors that are essential for a quality experience by the telecommunications end customer.

Manuel Ramalho Eanes, Board Member at NOS, said: “this prize awarded by a partner of such worldwide importance demonstrates NOS’ commitment to deliver a service of the very highest quality to its customers. The impact of the zero critical faults strategy implemented is well known on the customer service of the many partner companies of Deutsche Telekom across the world”.

“Mike Young, Head of Global Provider Management at T-Systems, and Rainer Offermann, Head of Production Infrastructure at Deutsche Telekom Technik”, stated that: “NOS has won the Southern Europe Region Zero Outage Supplier Award for outstanding performance in 2019, ensuring a notable end-to-end service quality for our common customers.”

“The Zero Outage strategy represents a commitment by our companies to deliver the very highest quality of service to the end customer and we would like to thank the NOS team for supporting our steadfast mission to maintain performance at the very highest levels,” they added.

The Zero Outage partners program was designed to create a culture focused on maintaining operational systems without any interruptions, using for this purpose latest generation platforms, and consistent and clearly defined processes that lead to rapid recovery times. T-Systems, a subsidiary of Deutsche Telekom, employs more than 600 people responsible for quality management around the world and offers certified training in quality management to more than 21,000 IT professionals each year.

Across the world, there are more than 90 partner companies committed to a strategy of zero critical faults, and which operate in accordance with the rigorous quality standards of T-Systems.
About NOS

NOS is the biggest communications and entertainment group in Portugal. It offers latest generation fixed and mobile phone, television, Internet, voice and data solutions for all market segments. It is leader in Pay TV, new generation broadband services and in cinema distribution. In the business segment, it has positioned itself as a sustainable alternative in the Corporate and Mass Business segments, offering a broad portfolio of products and services with tailor made solutions for each sector and for businesses of different sizes, complementing this with ICT, IoT and Cloud services.

With a network ready for 5G and by providing Matosinhos with a 5th generation mobile network, NOS has positioned itself at the forefront of the implementation of this new technology and has taken a leadership role in the innovation associated with intelligent cities and the development of 5.0 societies.

At the same time, the goal of reducing greenhouse gases and contributing towards the sustainability of the planet led NOS to sign up to the Letter of Commitment to the “Business Ambition for 1.5°C”, which confirms the company’s public commitment to align its carbon emissions with the decarbonisation trajectory required to limit global warming.

In 2019, NOS attracted more than 9 million people to the cinema and continues to be market leader with a market share of 61.2% of gross revenues, while it is the film exhibitor with the greatest number of cinema complexes (31) and cinema theatres (219).

NOS is part of the main Portuguese stock exchange index (PSI-20), and has more than 4.8 million mobile phone, 1.6 million television, 1.8 million fixed telephone and 1.4 million fixed broadband Internet customers.

For more information, go to: http://www.nos.pt/institucional