

PRESS RELEASE

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NOS renews Zero Outage Supplier certification from the German operator

DEUTSCHE TELEKOM CERTIFIES THE QUALITY OF NOS' SERVICES

Deutsche Telekom has again certified NOS in its *Zero Outage Supplier* program, which recognizes its international technological partners that have best quality practices, in a group that comprises 63 technology companies across the world.

In July last year, NOS was distinguished as the operator with the best quality practices in telecommunication services in Southern Europe and was awarded the *Zero Outage Supplier Award 2019* for this region.

The certification is part of the German operator's worldwide program, which selects and certifies its strategic telecommunications partners in each country, in order that together they can offer the best service quality experience to the final telecommunications customer.

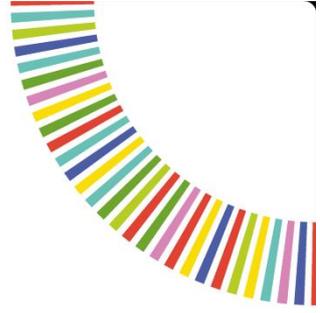
The *Zero Outage Supplier* program of T-Systems, a subsidiary of Deutsche Telekom, defines the benchmark standard for service quality, based on performance in a range of critical factors by its partners: operational excellence, security and network systems stability, monitoring of critical components and the reduction/resolution of incidents 24 hours of every day of the week.

Manuel Ramalho Eanes, Board Director of NOS, says: "this certification from our partner Deutsche Telekom demonstrates NOS' unshakeable commitment to deliver a reliable service of the highest quality. Implementation of our "zero fault" strategy enables us to be a benchmark worldwide in relation to telecommunications quality among hundreds of companies and millions of customers across the world".

Rainer Offermann, Head of SuperSquad Production Infrastructure & Service Enabling at Deutsche Telekom, adds: "NOS has met all the requirements of the *Zero Outage* program for approved partners. At T-Systems International and Deutsche Telekom Technik, Zero Outage certification is our indisputable focus towards delivering the highest quality to our customers".

"We are extremely satisfied and happy to work with NOS in our joint mission to offer our final customers the best quality for their data and voice communications", he also said.

The Zero Outage partners program was designed to create a culture focused on maintaining operational systems without any interruptions, using for this latest generation platforms, and consistent and clearly defined processes with rapid recovery times. T-Systems, a subsidiary of Deutsche Telekom, has more



than 600 quality management employees across the world and offers certified training in quality management to more than 21,000 IT professionals each year.

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. In the business market, it offers 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 the town of 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 the impact of global warming.

It is leader in cinema film distribution and exhibition with a market share of 61.5% of gross revenues, being the film exhibitor with the greatest number of cinema complexes (31) and cinema theatres (218) in Portugal. NOS is part of the main Portuguese stock exchange index (PSI-20), and has more than 4.9 million mobile phone, 1.6 million television, 1.8 million fixed telephone and 1.4 million fixed broad band Internet customers.

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