NETERRA telecommunications

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IT SERVICE MANAGEMENT POLICY OF NETERRA EOOD

The IT Service Management Policy is aimed **at supporting, improving, consulting, designing, engineering, implementing, provisioning, and maintaining systems and solutions in the fields of telecommunications, radio and satellite connectivity, audio and video services, colocation, IT services, cloud services, network infrastructure, managed services, and network security.** These services are delivered in a manner that meets the requirements of our customers and partners under optimal mutually beneficial conditions, while safeguarding information security for customers, partners, and the Company alike, in compliance with Bulgarian legislation, and satisfying service requirements to deliver value to both customers and the company. The management of NETERRA EOOD is dedicated to demonstrating its capability to develop, deliver, and improve the services provided by the Company.

The management of NETERRA EOOD is committed to pursuing an IT service management policy based on the following core principles:

- Continuous pursuit of increasingly efficient and effective execution, meeting established requirements, and service delivery.
- Enhancing the quality of offered IT services by identifying risks and constantly exploring opportunities to improve implemented processes.
- Following the latest and best practices in IT service management during service delivery.
- Ensuring transparency of IT services toward customers.
- Offering and delivering services at the agreed Service Level Agreement (SLA), while striving for optimal financial and economic results and complying with the provisions of laws, regulations, and standards.
- Increasing customer satisfaction with the utilized services.
- Researching user feedback and demand to improve processes and enhance end services.
- Providing services that set the Company apart from its competitors.
- Working with subcontractors who possess a proven track record in the field.
- Delivering compliant services within a competitive environment, ensuring that services and the IT Service Management System are continually improved.
- Increasing sales opportunities by achieving compliance with ISO/IEC 20000-1:2018 as a business requirement.
- Effectively managing, measuring, and improving service management processes.

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• Ensuring that all personnel involved in service management are thoroughly familiar with and aware of their participation in service management processes.

The management of NETERRA EOOD bears the primary responsibility for IT service management. It defines the service management objectives and provides the necessary resources to achieve them.

The management representative and department heads are responsible for implementing and maintaining the IT Service Management Policy. They guarantee its execution by all employees and commit to continuously improving the effectiveness of the IT service management system and the services themselves through a policy of continuous improvement.

Where necessary, this policy shall be made available to external stakeholders.

The IT Service Management Policy is reviewed at least once a year, typically during the management review meeting.

In my capacity as CEO of NETERRA EOOD,

I HEREBY DECLARE

My personal involvement and commitment to maintaining and continuously improving the effectiveness of the Management System and to implementing this IT Service Management Policy.

Signed by Neven Petkov Dilkov (No:110337)
Date: 29.10.2026 . 17:07:39 +02:00

Sofia

CEO.....

/N.Dilkov/