

# T-Systems

## ZERO OUTAGE APPROVED

At T-Systems, we place highest priority to the quality of services rendered to our customers. Through a Zero Outage culture, T-Systems systematically analyzes and addresses any possible source of problems, thereby significantly enhances quality and customer satisfaction.

We confirm that

**Swisscom**

has successfully participated in and passed  
the T-Systems Zero Outage Approval Program.

By passing this certification program you have committed to the T-Systems Zero Outage Program, successfully participated in Zero Outage “fire-drills” and signed a Working Level Agreement (WLA).

This certificate is valid for Calendar Year:

01-Jan-2019

31-Dec-2019

Continuous success with regard to Zero Outage relies on working together to ensure that any critical and major incidents are handled in the same professional way that was demonstrated in the program to-date. Critical incidents must be handled by the incident management process agreed in the WLA combined with appropriate problem management follow-up.

We look forward to your support in making this joint Zero Outage Program a success.

Sincerely,

Rainer Offermann  
VP International Network Functions

