

SERVICE POLICY



ARMTEL develops, manufactures and supplies innovative industrial communication equipment and systems for customers worldwide.

With respect to the features of our customers' operational processes, we accept that they place high demands for industrial communication systems provided. Therefore, our customers appreciate efficiency, convenience and guaranteed availability of all services that are the integral part of Armtel product.

We recognize our customers' values and commit ourselves to provide continuity of service for the installed equipment throughout its complete lifecycle. We offer a full range of services to meet or exceed our customers' high expectations.

The present Policy is considered as the fundamental principle for Armtel service strategy and respective programs to achieve the objectives we have aimed at. The Policy focuses on the following key tasks:

Customer Support

- Provide technical support at all cooperation stages between customer and the company sufficiently to satisfy the customers' needs
- Implement interaction technologies and service standards with regard to market tendencies aimed at maximum transparency and immediate solution of customers' enquiries
- Offer customized training programs and related resources and authority for the personnel of Armtel service partners as well as enterprises operating our communication equipment and systems

Restoration of Equipment

- Deliver excellent service using the company's or authorized service partners' resources with respect to the selected geographical markets and customers' preferences, paying attention to the requisite service quality
- Develop partner network to ensure the maximum services availability to our customers including necessary arrangements for their further application
- Recognize restoration of equipment related actions as top priorities in our business processes

Service flexibility

- Comply service portfolio and techniques provided with market requirements and strategic challenges of the company.
- Customize services provided in accordance with our customers' requirements

Management and personnel responsibility

- The company management commits itself to the approved service strategy and allocates resources to implement the tasks of this Policy
- At high management level, the company constantly performs the service quality analysis to determine competitiveness at the selected markets
- The company develops competencies, skills and knowledge, promotes customer-focused approach among its employees, also delegates authority required for immediate solution of problems

Continuous improvement

- We constantly enhance the quality of our products to avoid situations related to product discrepancy in operation. We keep interaction with our customers with regard to updating and modification of the manufactured equipment upon initiative of the company and customers
- We maintain and enhance the knowledge base both for in-house and external use
- We are looking forward to our customers' feedback on provided service to improve customers' satisfaction.

Managing director

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A handwritten signature in blue ink, appearing to read "Igor Goldobin", written over a horizontal line.

Igor Goldobin