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## MAKEDONSKI TELEKOM SIGNS MANAGED SERVICES AGREEMENT WITH ERICSSON

- Ericsson has been selected to manage the network infrastructure of Makedonski Telekom
- Relying on Ericsson's world leading capabilities in Managed Services, Makedonski Telekom will be able to increase its focus on innovation and impeccable customer experience

Ericsson (NASDAQ: ERIC) has been selected as a Managed Services partner by Makedonski Telekom in Macedonia, a subsidiary of Deutsche Telekom Group. Ericsson will assume responsibility for network operations, second-line operations, field operations and operation of passive networks, as well as infrastructure maintenance services for the fixed and mobile networks of Makedonski Telekom.

Under this agreement, the employees of Makedonski Telekom who work in these areas will continue to carry out their tasks in Ericsson as of July 2016

Andreas Maierhofer, Chief Executive Officer of Makedonski Telekom, says: "The partnership with Ericsson, a company that has a global experience and proven expertise for maintenance of complex telecommunications networks, will enable us to put even bigger focus on our customers. I'm sure that we will keep the epithet "best network" with a partner that is a world leader in this area and we will work more efficiently and more competitively in order to provide the best customer experience"

Antonio Passarella, Head of Sales Albania, Macedonia, Montenegro & Serbia, Ericsson, says: "Our global service delivery organization and long experience in managing operators' networks, enables us to achieve levels of performance and economies of scale that are truly unmatched. We warmly welcome the new employees to the global Ericsson family, where they will have the opportunity to further improve their skills and advance their careers. Makedonski Telekom employees' skills and experience will further enrich our capabilities and will eventually result in improved services for the end users."

Ericsson has been a partner and major supplier of telecommunications solutions to Makedonski Telekom for over 20 years.

Managed services agreements with Ericsson allow operators to not only achieve financial savings, but also create sustainable business differentiation. No two operators are the same, and Ericsson uses differentiated engagement models and local knowledge gained

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from more than 66,000 service professionals working in 180 countries around the world to adjust to the individual requirements of each of the customers.

### NOTES TO EDITORS

#### **About Makedonski Telekom**

Makedonski Telekom is a leading national telecommunications operator that offers voice and data services on fixed and mobile networks, with extensive experience and market leadership. The company offers a portfolio of services for private and business customers from a single point, as well as Cloud and ICT solutions, all for the purposes of providing best customer experience. According to the results of the operations in 2015, Makedonski Telekom is providing services to 225 thousand fixed line customers, 1,230 thousand mobile telephony customers, 190 thousand customers of broadband services and 103.4 thousand MaxTV customers. Makedonski Telekom is part of the Deutsche Telekom Group.

[www.telekom.mk](http://www.telekom.mk)

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*Ericsson is the driving force behind the Networked Society – a world leader in communications technology and services. Our long-term relationships with every major telecom operator in the world allow people, business and society to fulfill their potential and create a more sustainable future.*

*Our services, software and infrastructure – especially in mobility, broadband and the cloud – are enabling the telecom industry and other sectors to do better business, increase efficiency, improve the user experience and capture new opportunities.*

*With approximately 115,000 professionals and customers in 180 countries, we combine global scale with technology and services leadership. We support networks that connect more than 2.5 billion subscribers. Forty percent of the world's mobile traffic is carried over Ericsson networks. And our investments in research and development ensure that our solutions – and our customers – stay in front.*

*Founded in 1876, Ericsson has its headquarters in Stockholm, Sweden. Net sales in 2015 were SEK 246.9 billion (USD 29.4 billion). Ericsson is listed on NASDAQ OMX stock exchange in Stockholm and the NASDAQ in New York.*

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