



Zagreb, 29 April 2015

Hrvatski Telekom

Boris Batelić appointed Member of the Management Board for Customer Experience

Hrvatski Telekom (Reuters: HT.ZA; Bloomberg: HTRA CZ), Croatia's leading telecommunications provider, announces that, at today's meeting, the Supervisory Board appointed Mr. Boris Batelić as a Member of the Management Board and Chief Customer Experience Officer, for a term of three years, beginning on 1 May 2015.

Boris Batelić has served his entire professional career at HT, joining the Group in 1999. He has worked in service development and key account sales, was entrusted with the management of operations in the West Region, after which he took on responsibilities for the strategic PSTN Migration/all IP project.

He was Customer Technical Services Sector Director until his appointment to the Management Board.

Throughout the past year, he has also undertaken activities in the area of customer experience management. He graduated from the Faculty of Electrical Engineering and Computing in Zagreb and from the Cotrugli Business School, also in Zagreb.

Davor Tomašković, President of the Management Board and CEO, said: „It is with great pleasure that I welcome the appointment of Boris to the Management Board, especially because he is a Manager who has developed within the Company and who has gained experience in key projects and managerial positions related to technological development and customer experience.“

Within the scope of internal transformation of the Company, last year the position of Chief Customer Experience Officer (CCO) was formed within the Management Board, in order to raise customer focus to the highest level.

As already announced, on 1 May, Ms Irena Jolić Šimović will cease to perform the duty of Board Member; therefore the Supervisory Board has allocated performance of tasks related to Human Resources to the President of the Management Board, until appointment of a new Member of the Management Board.

The Management Board is comprised of Mr. Davor Tomašković, President, Dr. Kai-Ulrich Deissner, in charge of finance, Mr. Thorsten Albers, Member of the Management Board in charge of technical and information functions, Ms Nataša Rapaić, in charge of the residential customer segment, Mr. Jens Hartmann, in charge of business customers and Mr. Boris Batelić, in charge of customer experience.



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About Hrvatski Telekom

Hrvatski Telekom (HT) is the leading provider of telecommunication services in Croatia, serving 1.2 million fixed lines, 2.3 million mobile subscribers and nearly 690,000 broadband connections through its Residential and Business divisions.