

Certificate



The certification body of TÜV NORD CERT GmbH
hereby awards this certificate to the company

COSMOTE S.A.
99 Kifissias Avenue
15124 Maroussi Athens, Greece

to confirm that its Software

Customer Payments Management
version 2.0

fulfils all requirements of the SIG/TÜV NORD CERT Evaluation Criteria

Trusted Product Maintainability v16.0
Level: ★★★★★ (4 stars)

of Software Improvement Group and TÜV NORD CERT GmbH. The requirements are
summarized in the appendix to this certificate.

The appendix is part of the and consists of 3 pages.



Certificate-ID: 6484.25

Valid from 2025-03-13 until 2027-03-13

To Certificate



Essen, 2025-03-13

Certification body of TÜV NORD CERT GmbH

TÜV NORD CERT GmbH
Am TÜV 1, 45307 Essen
tuev-nord-cert.de

TÜV®

Certification scheme

The certification body of TÜV NORD CERT GmbH performs its certification based on the following certification scheme:

- German document: “Zertifizierungssystem für IT-Zertifikate (nicht akkreditierter Bereich) der Zertifizierungsstelle der TÜV NORD CERT GmbH“, D503-CP-001, Rev. 00/09.24, TÜV NORD CERT GmbH

Evaluation report

- “SIG Evaluation Report, Customer Payments Management, Trusted Product Maintainability 16.0”, version 2.4 as of 2025-02-21, Software Improvement Group

Evaluation requirements

- “SIG/TÜV NORD CERT Evaluation Criteria – Trusted Product Maintainability”, version 16.0 as of 2024-09-01, Software Improvement Group and TÜV NORD CERT GmbH

Evaluation target

- Software “Customer Payments Management”, version 2.0 as of 2024-11-09, COSMOTE S.A.
- Product description of the Software “Customer Payments Management”, Version 2.0”, (“High-Level Description Form“, Version 1.6 as of 2024-12-13, Styliani Kafetzoglou)

Evaluation result

The overall quality level of characteristic maintainability for the evaluated product is 4 out of 5 possible stars (★★★★★) according to the evaluation criteria.

This rating was derived from the ratings of the quality sub-characteristics of maintainability that are determined by product properties.

Results and interdependencies between sub-characteristics of maintainability and product properties are summarised in the following table. Details can be found in the evaluation report.

| Sub-characteristics of maintainability \ Product property | volume | duplication | unit size | unit complexity | unit interfacing | module coupling | component independence | component entanglement | result |
|---|--------|-------------|-----------|-----------------|------------------|-----------------|------------------------|------------------------|--------|
| analysability | X | X | X | | | | | | ★★★★★ |
| modifiability | | X | | X | | X | | | ★★★★★ |
| testability | X | | | X | | | X | | ★★★★★ |
| modularity | | | | | | X | X | X | ★★★★★ |
| reusability | | | X | | X | | | | ★★★★★ |

Table: Mapping of product properties to sub-characteristics of maintainability

Summary of the evaluation requirements

The SIG/TÜV NORD CERT Evaluation Criteria Trusted Product Maintainability specify five increasing quality levels of software quality characteristic maintainability and its sub-characteristics analysability, modifiability, testability, modularity, and reusability. The different levels are represented by one (★) to five (★★★★★) stars.

The determination of the quality levels is based on the measurement of software product properties by source code analysis. These product properties are volume, duplication, unit size, unit complexity, unit interfacing, module coupling, component independence and component entanglement. (see table above)

To obtain the rating, the measurements of the product properties are calibrated against a benchmark repository containing a large number of comparable software products. The relative number of products in the repository to which a given number of stars is assigned for a specific property shall follow the distribution:

★★★★★: 5 % of the products

★★★★★: 30 % of the products

★★★★★: 30 % of the products

★★★★★: 30 % of the products

★★★★★: 5 % of the products

The best 5 % of the products of the repository in terms of a given property receive five stars; the next 30 % of the products four stars and so on. The last 5 % of the products finally receive one single star.

A certificate can be issued for software products having successfully passed the evaluation and reaching an overall level of at least three stars for the characteristic maintainability and a minimum of two stars for each sub-characteristic.

The product description must also meet the following requirements:

- The product description describes the limits of the product and its function.
- The product description describes all the main components of the software product.
- The product description is designed so that each part of the software product belongs to exactly one main component.
- The product description describes the function of each main component.
- The product description contains an appropriate number and size of main components to facilitate the maintainability of the product.

The product description shall give a global overview of the software product architecture.