

ANNEX 5

CUSTOMER CARE PRINCIPLES

Customer Care Principles

1. GENERAL

- 1.1 Access seeker will provide customer care services to Access Seeker Roaming Customers. Access Seeker will ensure that Access Seeker Roaming Customers contact Access Seeker for any customer care services. For avoidance of doubt, Tele2 will not provide any customer care services to Access Seeker Roaming Customers.

2. BILLING ENQUIRIES

- 2.1 Access Seeker customer care shall handle all billing enquiries from Access Seeker Roaming Customers.

3. NETWORK FAULTS

- 3.1 In the event of a perceived network fault while using the Coverage Area, Access Seeker Roaming Customers shall contact Access Seeker's customer care services.
- 3.2 In the event that the customer care service of one Party has a query concerning potential faults, this Party should proceed as defined in Annex 9.

4. LOST/STOLEN SIM CARDS

- 4.1 In the event that a SIM card from a dedicated IMSI series from Tele2 is lost or stolen, Access Seeker Roaming Customers shall contact Access Seeker's customer care.

5. LOST/STOLEN OR FAULTY MOBILE EQUIPMENT

- 5.1 In the event that mobile equipment is lost, stolen, or faulty, the Access Seeker Roaming Customer shall be asked to contact Access Seeker's customer care.

6. SECOND LEVEL ESCALATION POINT

- 6.1 Tele2 shall provide a second level escalation point for technical enquiries of the Access Seeker second line support as defined in Annex 9.