

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's Roaming Customers. Access Seeker will ensure that Access Seeker Roaming Customers contact Access Seeker for any such services.

3. NETWORK FAULTS

- 3.1 In the event of a perceived network fault Access Seeker will ensure that Access Seeker Roaming Customers contact Access Seeker for any related enquiries or services..
- 3.2 In the event that the Access Seeker has a query concerning potential faults, the Access Seeker shall proceed with a second level escalation 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 will ensure that Access Seeker Roaming Customers contact Access Seeker for any related enquiries or services.

5. LOST/STOLEN OR FAULTY MOBILE EQUIPMENT

- 5.1 In the event that mobile equipment is lost, stolen, or faulty, the Access Seeker will ensure that Access Seeker Roaming Customers contact Access Seeker for any related enquiries or services.