

**Service Provider Pre-Paid****Customer Care Principles****1. GENERAL**

- 1.1 Tele2 will provide customer care services to Access Seeker Roaming Customers; both for Access Seeker Retail Services and for other services that are available for Access Seeker Roaming Customers, if any.
- 1.2 Access Seeker is responsible for that all initial and amended information regarding Access Seekers offers, terms and conditions, prices etc. to Access Seeker's Roaming Customers is updated and understood by Tele2's customer care.
- 1.3 Detailed routines and processes for information flow will be set up in the implementation project.

**2. BILLING ENQUIRIES**

- 2.1 Tele2's customer care shall handle all billing enquiries from Access Seeker Roaming Customers both for Access Seeker Retail Services and for other services that are available for Access Seeker Roaming Customers, if any.
- 2.2 Access Seeker shall provide Tele2 with a clear, complete and detailed explanation of all business rules in regard to the pricing Access Seeker determines for Access Seeker Retail Services.

**3. NETWORK FAULTS**

- 3.1 In the event of a perceived network fault while using the Coverage Area, Access Seeker Roaming Customers shall contact Tele2's customer care services.
- 3.2 Access Seeker has access to information about incidents and other technical status information through the technical support interface as further described 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 Tele2's mobile customers care.

**5. LOST/STOLEN OR FAULTY MOBILE EQUIPMENT**

In the event that a mobile equipment is lost, stolen, or faulty, the Access Seeker Roaming Customer shall be asked to contact Tele2's customer care.