

## **ANNEX 7**

### **Service Level Agreement**

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### **1. Level of Performance**

- 1.1 The quality of Tele2's Wholesale Roaming Access Services experienced by Access Seekers Roaming Customers shall not differ substantially from the quality of roaming services that Tele2 provides to its own subscribers, other Service Providers' or MVNOs' roaming customers (no discrimination), taking into account the different technical solutions used in providing services to Access Seeker Roaming Customers and Tele2 Roaming customers with the exception of any priorities required by Legal Authorities.
- 1.2 The level of performance for Wholesale Roaming Access Services is dependent, among other things, on the performance of other network operators.

### **2. Service Level Guarantees**

- 2.1 If Tele2 detects that the level of performance differs between Access Seekers Roaming Customers and Tele2's own retail services, or roaming services provider or MVNO's, and the fault lies within the control of Tele2, Tele2 shall without undue delay correct the failure.
- 2.2 If the Access Seeker can present evidence that the Access Seeker's Roaming Customers service experience is substantially lower than that of Tele2's own roaming customers, or other Service Provider or MVNO's roaming customers, the Access Seeker shall contact Tele2 to inform of the lack of equivalence.
- 2.3 Tele2 shall, after receiving information about experienced discrepancy in performance level as stated in Section 2.2 above, carry out an investigation in order to establish if there is a discrepancy and try to detect the reason for the fault.
- 2.4 If a fault is detected during the investigation, stated in section 2.3 above, and the fault is within the control of Tele2, Tele2 shall without undue delay ensure that the experience of Access Seekers Roaming Customers is once more equivalent to the level of Tele2s' own roaming customers, other Service Providers' and MVNOs' roaming customers.