

## **ANNEX 7**

### **Service Level Agreement**

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

- 1.1 Access Seekers Roaming Customers, during roaming, shall experience conditions of service that do not differ substantially from those provided to other Access Seekers' of Tele2 (no discrimination), taking into account the different technical solutions used in providing services to Access Seeker Roaming Customers with the exception of any priorities required by Legal Authorities.
- 1.2 Both Parties confirm their IR.21 documents are up-to-date, i.e. all technical and routing information and contact details for trouble shooting and escalation are correctly presented.
- 1.3 The Access Seeker agrees that some of the test SIM cards can be used for active QoS monitoring purposes.

#### **2. Liability**

- 2.1 Notwithstanding the liability provisions in Article 22 in the Agreement, neither party shall be liable to the other Party for failure to meet the Service Level Agreement as set out herein in Annex 7.