

**Service Provider Pre-Paid****Technical Support****1. Tele2 Customer Care Service hours**

- 1.1 The service hours offered to Access Seeker's Roaming Customers will be the same as for any Tele2 prepaid user. The service hours may be amended from time to time and are published on [www.comviq.se](http://www.comviq.se)

**2. Billing related inquiries**

- 2.1 Inquiries related to the billing basis delivered by Tele2 shall be directed to the responsible persons as per the contact list in Annex 11.

**3. Tools available for Access Seeker**

- 3.1 Tele2 may provide access to a WEB based support tool in which Access Seeker's customer service and technical staff will be able to receive information concerning:
- Present known incidents
  - Historic incident
- 3.2 For access a VPN tunnel will have to be setup to Access Seeker.

**4. Change Management**

- 4.1 The Parties agree to exchange information about all major software versions or changes thereto in their network which are relevant to this Agreement in reasonable time in advance in order to enable the other Party to implement the necessary measures for its unrestricted business operations.