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Technical Support

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1. Tele2 incident management

- 1.1 Tele2 has an incident management function that handles incident requests from Access Seeker. Both normal TT (Trouble Ticket) handling and priority 1 and 2 incidents are handled by TCS (Technical Customer Service) workdays between 08:00 and 18:00.
- 1.2 After normal working hours the phone number to TCS is diverted to Tele2 TCS Info who receives the call and escalates priority incidents to Tele2 Network Operation Center (NOC). NOC supervises the work and escalates the issue to 3:rd line support groups and/or field technicians.

Tele2 unit	Monday-Friday	Saturday-Sunday
Mobile Technical Customer Support (2:nd Line support)	08.00-18.00	N/A
TCS Info	18.00-08.00	24 h
Mobile NOC For priority 1 and 2 incidents during non office hours.	18.00-08.00	24 h

2. Tele2 Customer Care Service hours

- 2.1 In the ordinary service hours Monday-Friday from 08:00 – 18:00 all fault reporting shall be communicated to Tele2 via ARS trouble ticketing system, as stated in Section 6.2 below. Faults reported in any other way will be responded to in best effort. Priority 1 and 2 incidents shall additionally be reported by telephone to Tele2 TCS to ensure immediate attention.
- 2.2 Outside ordinary opening hours of Technical Support, incl. [Swedish] public holidays], priority 1 incidents shall additionally be reported by telephone to ensure immediate attention.
- 2.3 The Service Desk of Tele2 is open for incident reporting 24 hours a day, 7 days a week all year round. The procedures for incident handling is followed as indicated below:

Severity category	Incident management service
Priority 1	24 hours a day, 7 days a week, all year around.
Priority 2	Working hours on normal working days, excluding weekends and Swedish national holidays

3. Second line support for system and related incidents

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3.1 System related incidents (billing, provisioning, secure access, OTA etc) are to be reported to the responsible support group within Tele2.

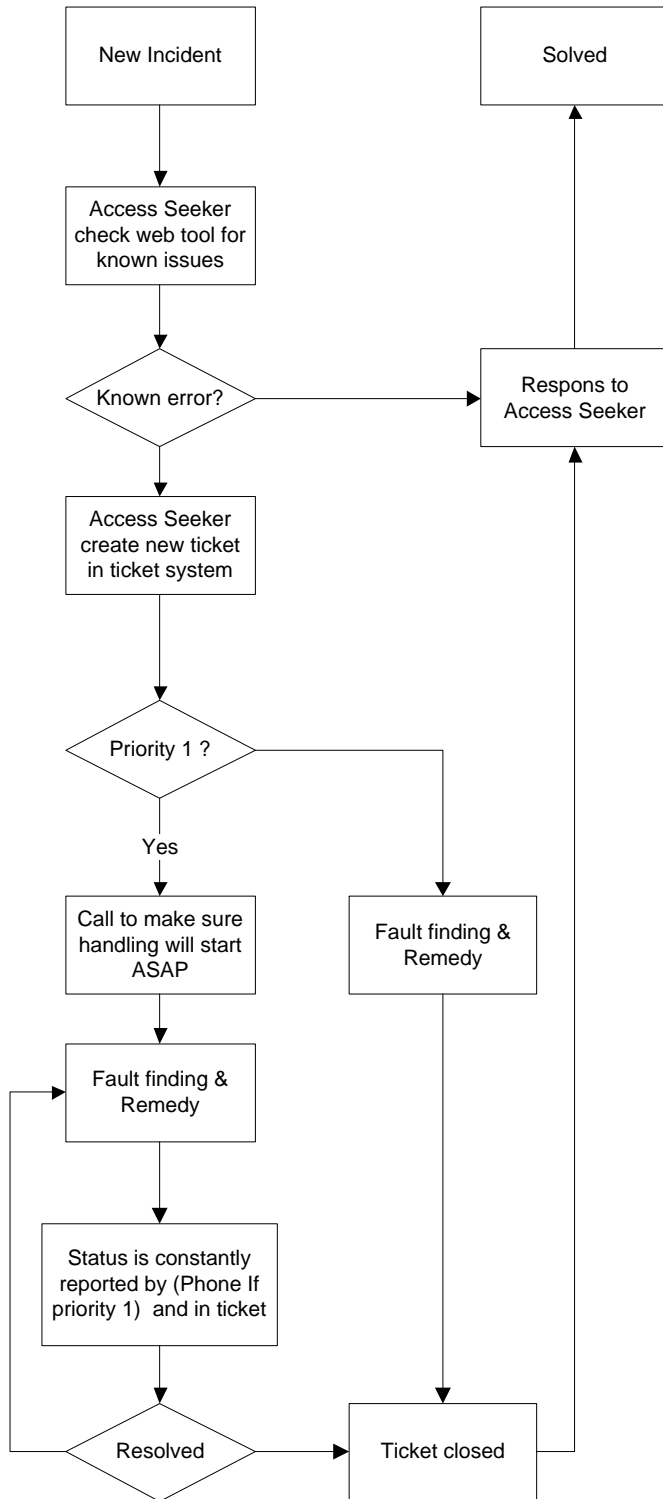
4. Incident management service goals

4.1 Incidents reported to Tele2 shall be prioritized in accordance with the severity level classifications in the schedule below. At the time an incident is reported, Access Seeker and Tele2 shall mutually agree on the appropriate severity classification of the incident. Response time is calculated from registration time of TT in ITSM. Below response time and time of repair can only be upheld by Tele2 if the problem is caused by equipment under Tele2s control. Should the fault be caused by a fault in the roaming agreement partner network where the Roaming Customer is located any such time frames are decided by the roaming partner of Tele2 and cannot be guaranteed by Tele2.

Priority class	Example	Response time	Time of repair	Status update
Priority 1	Critical service interruption Service is totally prevented	Immediately (20 minutes)	If the fault is discovered at 08.00 – 16.00, the objective time to eliminate the fault is 2 hours. Otherwise the fault is fixed with best effort and the target is to eliminate the fault during 6 hours. If fault elimination requires equipment manufacturers Emergency Help Service, the elimination time is according to such Service agreement.	Hourly via telephone
Priority 2	Other incident without major impact on service	16 working hours from notification	50% of the Priority 2 incidents shall shall be resolved within 2 working days.	When solved (via update of TT)

Tele2 is not liable for any damages connected to any service interruptions, other faults or difficulties.

5. Process flow for Access Seeker Incident handling



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6. Tools available for Access Seeker

- 6.1 Tele2 will provide Access Seeker with access to a WEB based support tool in which Access Seekers customer service and technical staff will be able to receive information concerning:
 - 6.1.1 Present known incidents
 - 6.1.2 Historic incident
- 6.2 Tele2 provide Access Seeker access to a Trouble Ticket system to be used for incident reporting in the Tele2 network. For access a VPN tunnel will have to be setup to Access Seeker.