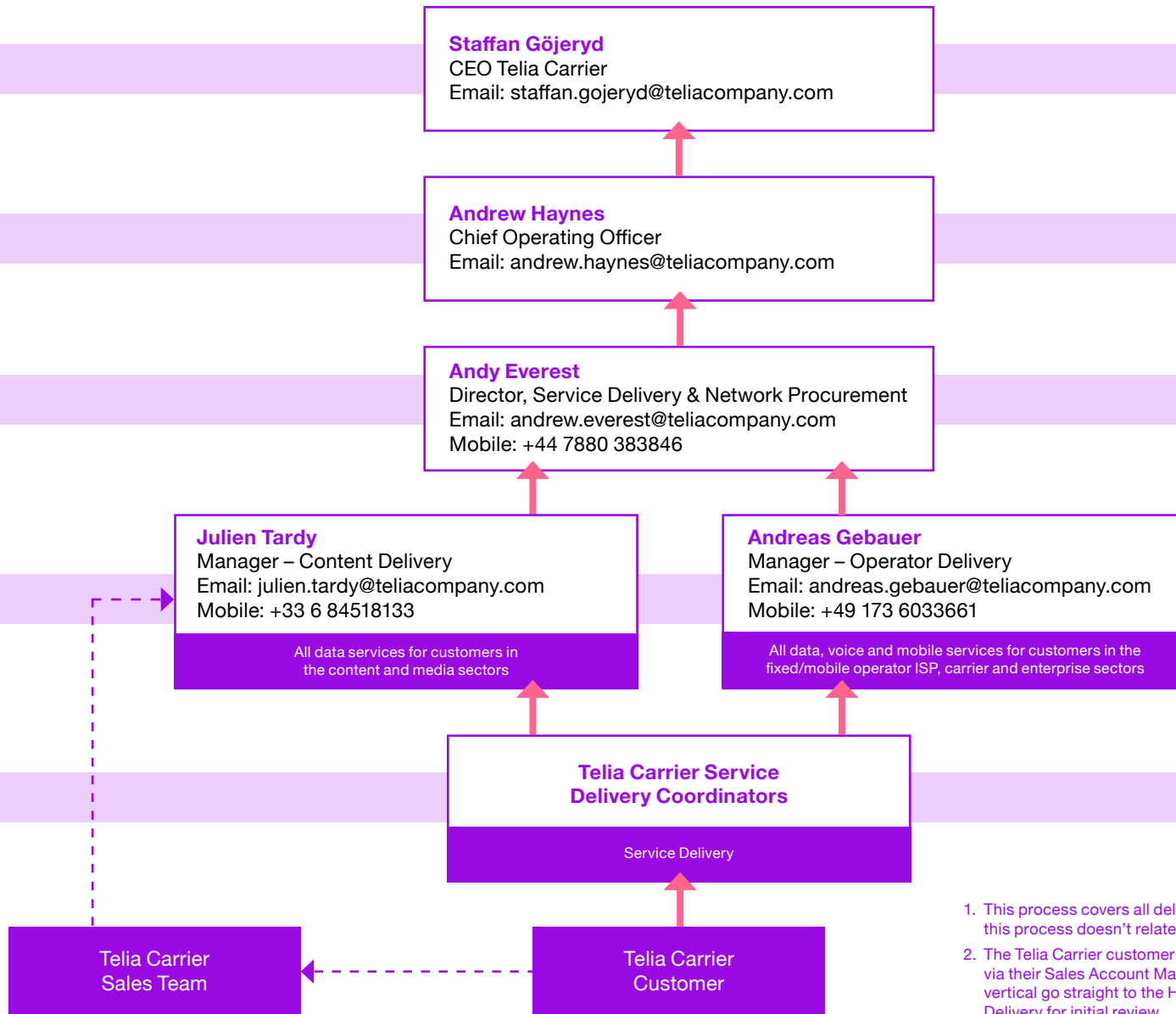


SERVICE DELIVERY TELIA CARRIER CUSTOMER ESCALATION PROCESS



1. This process covers all deliveries/projects within the Service Delivery remit – this process doesn't relate to outages or fault tickets within Customer Care
2. The Telia Carrier customer may escalate via Service Delivery directly and/or via their Sales Account Manager in the Sales vertical. Escalations via the Sales vertical go straight to the Head of Content Delivery or Head of Operator Delivery for initial review