

Press Release

November 25, 2010

TeliaSonera International Carrier wins the World Communication Award for Best Customer Care

Last night TeliaSonera International Carrier won top honours and recognition as Best Customer Care, at the annual World Communication Awards in London. This achievement was made in stiff competition with telecom companies from all over the world.

Our attitude and commitment to delivering a world class customer experience has been put into action by our program "CareOne". This set the goal of reaching the top by delivering a first-level, customer care support service, with the objective of resolving the majority of customer issues and inquiries at first contact.

Because of the number of users involved, it is crucial for our customers to get quick responses from our technical experts, who are business-minded, obtain frequent updates on ongoing cases and ultimately receive a high resolution level.

Erik Hallberg, President of TeliaSonera International Carrier says "Following on from previous wins this proves we are a carrier that has successfully been able to place itself as a global leader and that we are continuing to perform at our best year after year. As we operate in one of the world's most rapidly changing, demanding and competitive industries, the Customer Care award is something which we are very proud of - the TeliaSonera group has consistently focused on its position as a world class service company".

TeliaSonera International Carrier is a global provider of cross-border communications services and a leading contributor and distributor of high quality video for TV, online and IPTV services. Having twice received the award for Best Wholesale Carrier in 2009 and 2007, TeliaSonera International Carrier has also been victorious in the category of Best New Service for last year's Child Safeguard initiative.

The aim of the World Communication Awards is to recognise the companies and individuals behind the innovations, achievements and new services that are helping to build the communications industry. Criteria for the 2010 WCA's Customer Care award included pro-active and pervasive customer care culture, application of technology and enhancing services.

TeliaSonera provides network access and telecommunication services in the Nordic and Baltic countries, the emerging markets of Eurasia, including Russia and Turkey, and in Spain. TeliaSonera is also the leading European wholesale provider of quality cross-border voice, IP and capacity services, with a wholly-owned international carrier network. TeliaSonera's services help people and companies communicate in an easy, efficient and environmentally friendly way. TeliaSonera creates value by focusing on providing world-class customer experience, securing quality in networks and achieving a best-in-class cost structure. In 2009, TeliaSonera's net sales amounted to SEK 109 billion, and at the end of December 2009 the total number of subscriptions was 148 million in 20 countries. The TeliaSonera share is listed on NASDAQ OMX Stockholm and NASDAQ OMX Helsinki. Read more at www.teliasonera.com

The jury's motivation:

"This entry came from a team which is clearly very passionate about delivering customer experiences. It offered simple yet clear metrics of performance and a barrage of testimonials leaving no doubt that targets are being achieved. The winning entry comes from TeliaSonera International Carrier."

Nominees in the category included BT, Orange, Global Crossing and Tata Communications.

TeliaSonera's press office for journalists can be reached at + 46-771 77 58 30

Forward-Looking Statements

Statements made in the press release relating to future status or circumstances, including future performance and other trend projections are forward-looking statements. By their nature, forward-looking statements involve risk and uncertainty because they relate to events and depend on circumstances that will occur in the future. There can be no assurance that actual results will not differ materially from those expressed or implied by these forward-looking statements due to many factors, many of which are outside the control of TeliaSonera.

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