

Press Release

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TeliaSonera awarded first pan-Nordic service contract

TeliaSonera has sold its Nordic PBX solution, comprising hardware, software and service, to the chemical company BASF. With this contract, TeliaSonera has won its first total service commitment for enterprise PBX systems outside Sweden.

TeliaSonera's commitment to BASF includes, for the first time, a service concept covering the entire Nordic region. BASF will have a service and support gateway for all its PBXs and a single phone number for reporting faults to the Telia Support Center in Sweden.

"We are very pleased to present our first pan-Nordic service agreement. Being able to meet our customers' needs for a seamless service solution across all Nordic countries is top priority to us," says Terje Christoffersen, head of Corporate Marketing, Products and Services at TeliaSonera.

BASF has previously had a PBX and service agreement with a supplier in each country – Telia in Sweden, Tele Danmark in Denmark and Sonera in Finland.

In TeliaSonera's solution for BASF, all Meridian PBXs will be upgraded. The PBXs will be connected in a virtual network group, in which switchboard operators in each country can route calls to each other's PBX system.

Operators can also connect their entire telephony function within the Nordic network group, allowing them to provide backup to each other. The main server for call referral computers is located in Gothenburg, Sweden.

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<p>TeliaSonera is the leading telecommunications company in the Nordic and Baltic regions. At the end of September 2003 TeliaSonera had 11,558,000 mobile customers and 8,025,000 fixed customers and 1,555,000 internet customers in its home markets. Outside the home markets TeliaSonera has extensive interests in the growth markets in Russia, Turkey and Eurasia. TeliaSonera is listed on the Stockholm Exchange, the Helsinki Exchanges and the Nasdaq Stock Market in the USA. Pro forma net sales January-September 2003 amounted to SEK 60,7 billion (EUR 6.8 billion). The number of employees was 26,216</p>
