

## Press Release

June 28, 2004

### TeliaSonera International Carrier launches new Customer Service Centre

**Today TeliaSonera International Carrier launches a new enhanced Customer Service Centre. It will be open 24 hours, 7 days a week, catering for all post-sales matters.**

The new Customer Service Centre will be the single point of contact for customers who require support with service faults, billing information, remote hands and site access. Additionally, customers can contact the Customer Service Centre for information on post-sales orders and delivery status.

New state-of-the-art tools, systems and processes will significantly enhance routines for customer handling. By locating the Customer Service Centre at the head office in Stockholm, Sweden, TeliaSonera International Carrier is able to leverage on the core competence of the company to quickly identify and resolve customer issues.

“Increasing the service to the customers is a main focus area within our company”, says Magnus Sjölund, new Vice President and Head of Sales at TeliaSonera International Carrier. Our multi lingual team at the Customer Service Centre will offer added value and simplicity to our customers.”

#### **Facts about TeliaSonera International Carrier**

TeliaSonera International Carrier provides wholesale international IP, Capacity and Voice services to selected high volume destinations in Europe and across the Atlantic. Services are based on TeliaSonera International Carrier's wholly owned European and trans-Atlantic networks. As well as owning one of the largest network footprints in Europe, TeliaSonera International Carrier also has peering points in the US. TeliaSonera International Carrier is the leading carrier of IP and Voice traffic in the Nordic and Baltic Sea regions, and has extensive reach into Eastern Europe. TeliaSonera International Carrier is a company fully owned by the TeliaSonera Group.

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#### **For further information journalists can contact:**

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<p>TeliaSonera is the leading telecommunications company in the Nordic and Baltic regions. At the end of December 2003 TeliaSonera had 11,957,000 mobile customers (37,610,000 incl associated companies) and 8,061,000 fixed customers (9,160,000 incl associated companies) and 1,631,000 internet customers (1,691,000 incl associated companies). 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-December 2003 amounted to SEK 81.7 billion (EUR 9.01 billion). The number of employees was 26,694.</p>
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