

Press Release

September 28, 2005

Customers highly satisfied with TeliaSonera International Carrier's customer service

As many as 70 % of the customers are highly satisfied with the customer service they get from TeliaSonera International Carrier. The quality of the customer support, the high quality network and products together with a good knowledge of the local market are the main reasons behind their satisfaction, according to a customer satisfaction monitor recently performed.

On a scale between 1-10, 70 % of the asked customers rate their satisfaction with TeliaSonera International Carrier between 8-10. The findings of the survey shows that they rate the customer service they get from TeliaSonera International Carrier ahead of the competition. They point out three key strengths. They find the customer service accessible and responsive, the support is customer and solution focused that makes the customer feel valued, and finally, the customer service is reliable.

The last couple of years the development of a high quality customer service 24/7, 365 days a year has been a top priority for TeliaSonera International Carrier. Competence, language skills, availability and service spirit has been the key aspects in this work. The results from the customer satisfaction monitor shows that TeliaSonera International Carrier is heading in the right direction.

"The customer service centre is an important interface for us", says Ingrid Sjöberg, Director of Customer Service Centre at TeliaSonera International Carrier. "In today's telecom market where the products and services are commodities, it is the people behind the products and services that really make the difference. Quality and knowledge are the guiding-stars for our work. I am very pleased to see that we have matched or even exceeded the customers' expectations, so far. Now we will continue to further improve our service to the customers."

About the Customer Satisfaction Monitor

The Customer Satisfaction Monitor was performed by the BPRI Group by order of TeliaSonera International Carrier in July 2005. A number of randomly selected customers representing voice, IP and capacity areas in different countries were interviewed.

About TeliaSonera International Carrier

TeliaSonera International Carrier is a global provider of cross-border communications services that provides 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. For more information visit our web site www.teliasoneraic.com

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<p>TeliaSonera is the leading telecommunications company in the Nordic and Baltic regions. At the end of December 2004 TeliaSonera had 15,411,000 mobile customers (51,359,000 incl associated companies) and 8,312,000 fixed telephony customers (8,943,000 incl associated companies) and 2,017,000 internet customers (2,056,000 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 Stock Exchange and the Helsinki Stock Exchange. Net sales January-December 2004 amounted to SEK 81.9 billion (EUR 9.08 billion). The number of employees was 29,082.</p>

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.