

Press Release

March 14, 2000

This document is essentially a translation of the Swedish language version. In the event of any discrepancies between this translation and the original Swedish document, the latter shall be deemed correct.

Mandator Kazoo enhances efficiency and customer service with Web and IVR

Customers at NTE, one of Norway's largest energy companies, can now check their electricity bills whenever they choose. Opening hours and long telephone waits are a thing of the past thanks to the Web and IVR solutions that Mandator Kazoo have developed.

"Mandator has helped us become more efficient and at the same time offer our customers better service. We no longer need to process huge piles of forms since our customers can do things themselves over the Internet. I think that in the near future, this Web solution will take over most of the daily contact with our customers," says Andreas Mørkved, Marketing Manager at NTE.

Customers can now, around the clock, report their meter readings, check their bills, report any problems or change their rates. Via the Internet, they can also notify NTE of a change of address, preview their next bill, and look at their payment and consumption records, which are presented both graphically and in tables. Customers get a much clearer picture of their electricity consumption, and this makes it easier for them to plan their future consumption.

"Our customers' response to this is very positive. They feel that we have become much better at taking care of them. The time that customer support used to spend answering routine telephone enquiries can now be spent on giving expert advice," says Andreas Mørkved.

For further information, please contact:

Joakim Harging, Sales Manager, Mandator Telecom

Tel.: +46 470 93 00, mobile +46 708 47 09 64

Niklas Flyborg, President/CEO, Mandator AB

Tel.: +46 8 402 31 00, mobile +46 70 594 96 78

Andreas Mørkved, Marketing Manager, NTE

Tel.: +47 74 15 02 00, mobile +47 91 73 74 99



MANDATOR AB (PUBL)

KUNGSGATAN 60, 1 TR

BOX 305

101 26 STOCKHOLM

TEL 08-402 31 00

FAX 08-402 31 31

EMAIL mandator@mandator.se

ORG NR 556216-0357

SÄTE STOCKHOLM

With around 1,200 employees and 38 offices in Sweden, Norway, Denmark and Estonia, **Mandator** is one of Europe's largest IT and Internet companies. The range of expertise covers practical IT systems solutions to aid process control and provide business support. Through our subsidiary, Journalistgruppen, we also handle our customers' own information requirements. Our customers are major firms, government authorities and organizations. Mandator shares are listed on the O-list on the Stockholm Stock Exchange. In the spring of 2000, Mandator and Cell Network will merge to create one of the world's largest consultancies specializing in the Internet and other interactive media.