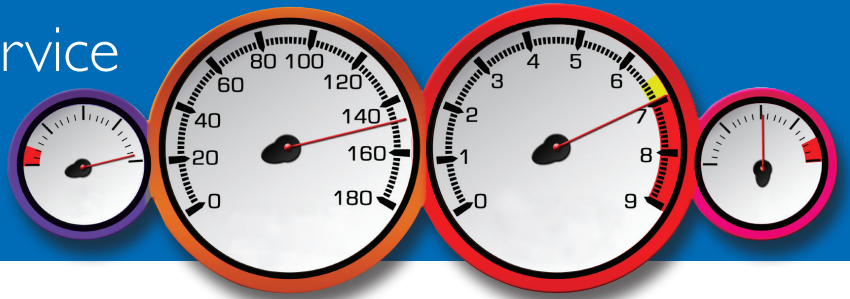


FreeMove Harmonised Service Performance Indicators

Superior and reliable service wherever you are



For day-to-day business to run smoothly, you need to ensure top quality mobile coverage and services where your people live and work. Any questions or issues must be dealt with efficiently. If you operate on an international level, you also need to ensure service levels are standardised and aligned, and that the performance of your local operators remains consistently good.

Not only are the founding members of the FreeMove alliance all leading operators in their own business markets, together we share best practice to maintain a common and transparent set of performance standards across our member countries.

FreeMove Harmonised Service Performance Indicators demonstrate our collective commitment to providing superior service wherever you are.

A common approach with a focus on reliability, quality and transparency.

What are Harmonised Service Performance Indicators?

Harmonised Service Performance Indicators cover the most crucial services and represent a tangible assurance of the service commitment you can expect from FreeMove. They give you easy reference to the critical service performance you can expect to receive in each country.

Network and service quality	
Network coverage (population)	>99%
Network availability	>98%
Voice service availability	>98%
SMS service availability	>97%
Call quality (set-up and termination)	>97%

Customer service	
Fleet manager / admin support	85% of calls answered in 20 secs
End user helpdesk support	85% of calls answered in 20 secs Available 24/7/365



Device care and management	
Equipment delivery standard orders, replacement if lost / stolen / faulty	Within 2 working days
Replacement of faulty SIM	Within 1 – 2 working days
Barring of lost / stolen SIM	Within 2 working hours Available 24/7/365

In addition to our Harmonised Service Performance Indicators, each member of the FreeMove alliance also offers tailored local solutions to reflect local market requirements or specific needs.

What does this mean for you?

With Harmonised Service Performance Indicators we'll make it easier for you to use and manage our services.

Reliability: make decisions based on reliable metrics, and feel confident about the services you are recommending to your organisation

Transparency: clear standards that apply across the international footprint, helping you to know that we're meeting our targets ahead of our competitors

Consistency: streamlined approach that leverages best practice.

The FreeMove alliance

Harmonised Service Performance Indicators are just one area where FreeMove can help you streamline the management of mobile services, with world class service delivered personally from the moment you join, across your organisation. We've built our portfolio based on years of experience and are working with some of the largest companies in the world.

In short, we aim to deliver simplicity, greater value and increased control.

- Global Account Management
- Streamlined Procurement
- Implementation Management
- International Roaming Offers
- Data and Email Solutions
- Central Reporting
- Service Excellence

Together with four leading members Orange, Telecom Italia, Deutsche Telekom and TeliaSonera, the FreeMove alliance operates in almost every country across Europe as well as across the USA, Asia and Latin America.

For more information about the FreeMove alliance, please speak to your account manager or visit us at

www.freemovealliance.com