

Billing issues escalation process –

Nokia is dedicated to accurate flow of business financials as evident by our industry leading financial processes that are TL9000 Certified and Sarbanes Oxley compliant. The Nokia Booking and Billing processes ensure a match from the Quote the customer receives to create the Purchase Order, Purchase Order that is booked in Nokia systems and the Invoice that is sent back to the customer upon deliverable completion (3 way match between the documents ensuring booking and billing accuracy). In the rare event there is an issue with an invoice a customer receives, billing issues and escalations go to Accounts

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Once a customer emails the Nokia Billing / Accounts Receivable team, an Accounts Receivable expert will engage and involve all parties needed be it Sales, PM, Contracts, Billing, Tax etc. to ensure the customers concern is address as quickly as possible.

Upon receipt Accounts Receivable does acknowledge the Customers email and advise they are reviewing the concern and addressing with the required teams. Acknowledgement is within 24 hours. Response on resolution depends on the dispute but Accounts Receivable keeps in touch/communication with the Customer.

Nokia has a Technical Management Escalation process to manage exceptional situations when care or services related resolution is not progressing according to Service Level Agreement KPI's. Additional escalations may be triggered for an identified systemic quality issue or for management escalation if there is a negative Customer impact or Nokia may encounter business impact requiring immediate action. This process is triggered according to Escalation Entry criteria with defined Escalation levels and dedicated individuals who will engaged to manage this escalation to completion.

All Escalation process activities are detailed in sub-processes and a summary is provided below which comprise the Technical Management Escalation process.

- Initiation of the Management Escalation: The Escalation Requester triggers the management escalation who gathers the details of the issue. Key information collected includes the customer complaint and quality issue seen. According to the level of escalation and the process assignment matrix the correct Escalation Manager is identified and notified.
- Activation of the Management Escalation: The Escalation Manager officially initiates the Management Escalation process. The Escalation Manager assesses the escalation level and defines the list of the Escalation Partners and formally communicates to all members of the call to action. An action plan is formulated and responsibilities assigned. This is the commencement of formal actions. In parallel during the entire escalation cycle is the Standard Case Handling or Emergency Case Handling processes. This dual process ensures that previous customer case history and resolution actions are shared.

- Follow up the Management Escalation: The Escalation Manager tracks the actions implemented by the escalation partners. The Escalation Manager provides the Escalation Requester with frequent progress communication as well as Senior Management communications about the operational execution plan if appropriate.
- Close of the Management Escalation: With the issue addressed and concurrence with the Escalation Requestor, the escalation is closed. The Escalation Manager launches the post-analysis process to capture the lesson learned and verify adherence to Nokia processes.