
TELENOR SERBIA TRANSFORMS CUSTOMER CHARGING AND BILLING EXPERIENCE

- Ericsson deploys Charging and Billing in One (CBiO) solution in Telenor Serbia's network
- Implementation showcases Ericsson's leadership in business support systems (BSS) and systems integration
- Deployment represents Ericsson's first CBiO live reference in Europe

Ericsson (NASDAQ: ERIC) has been selected by Telenor Serbia to deploy the Ericsson Charging and Billing in One (CBiO) solution as the operator's new real-time convergent charging and billing platform.

As a result of the deployment, Telenor Serbia can support a full range of charging and billing needs for residential, corporate, mobile and fixed subscribers.

Ingeborg Øfsthus, Telenor Serbia CEO says: "In cooperation with Ericsson, Telenor Serbia has implemented a convergent billing system which enables us both to meet our customers' expectations and introduce new trends on the market. This system enables flexibility of the offer, broader spectrum of promotions, discounts, incentive programs, targeted campaigns, packages combining different services, as well as offer of different tariffs to customers. And all of that is enabled in real time, in line with customers' needs, providing them with full cost control.

"I am proud to say that we are the first mobile operator in Serbia to fully shift to convergent system of charging and billing and we manage to do it only in one year thanks to extraordinary common team effort with company Ericsson. With CBiO system, we are giving our customers more reasons to love us. For Telenor, this is a significant step towards becoming the favorite partner in their digital life."

Ericsson has already successfully finalized the migration of Telenor Serbia's complete subscriber base to CBiO, which represents Ericsson's first CBiO live reference in Europe.

Antonio Passarella, Head of Ericsson Serbia says: "Convergent, real-time charging solutions are essential for operators to meet the growing demands of today's always connected consumers. This deployment showcases Ericsson's unique capability to drive complex transformation projects within short timeframes, and clearly demonstrates our leadership in both business support systems (BSS) and systems integration."

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In addition to the migration to CBiO, the project includes the implementation of over 100 business requirements as part of Telenor Serbia's ongoing digital business transformation project.

NOTES TO EDITORS

For media kits, backgrounders and high-resolution photos, please visit www.ericsson.com/press

About Telenor Serbia

Telenor Serbia (www.telenor.rs) is part of Telenor Group, one of the largest world mobile operators with 208 million subscribers on 13 markets. Telenor is the largest single investor in Serbia with an initial investment of EUR two billion during ten years of operation. With over three million customers, Telenor Serbia helps people use all the benefits of modern communications. This company has 120 shops in 84 cities and employs around 1,000 people, covering the entire population of Serbia with fast mobile Internet.

Ericsson is the driving force behind the Networked Society – a world leader in communications technology and services. Our long-term relationships with every major telecom operator in the world allow people, business and society to fulfill their potential and create a more sustainable future.

Our services, software and infrastructure – especially in mobility, broadband and the cloud – are enabling the telecom industry and other sectors to do better business, increase efficiency, improve the user experience and capture new opportunities.

With approximately 115,000 professionals and customers in 180 countries, we combine global scale with technology and services leadership. We support networks that connect more than 2.5 billion subscribers. Forty percent of the world's mobile traffic is carried over Ericsson networks. And our investments in research and development ensure that our solutions – and our customers – stay in front.

Founded in 1876, Ericsson has its headquarters in Stockholm, Sweden. Net sales in 2015 were SEK 246.9 billion (USD 29.4 billion). Ericsson is listed on NASDAQ OMX stock exchange in Stockholm and the NASDAQ in New York.

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