
T-MOBILE SELECTS ERICSSON FOR BILLING SOLUTION AND NEW CUSTOMER EXPERIENCE

- Ericsson helps T-Mobile improve customer experience and operational efficiencies with quick implementation of new service offerings
- Ericsson delivers managed services solution for Service Agility, including unified charging, billing, order management, product catalog and CRM
- Significant milestone in Ericsson's mission to support operators to become agile and successfully differentiate in a very competitive market

Ericsson (NASDAQ: ERIC) has won a contract with T-Mobile to improve its business and IT billing processes to drive further growth and market differentiation. The update will include all branded T-Mobile and MetroPCS customers with a long-term managed services agreement for Service Agility based on Ericsson's pre-integrated OSS/BSS software suite.

With this breakthrough solution, T-Mobile will be able to quickly and flexibly introduce new services, accelerating the ability to advance customer satisfaction. In addition, T-Mobile customers will gain real-time billing visibility and full control over account service changes. This will result in a streamlined customer experience as well as reduced overall operational costs for T-Mobile.

"Ericsson and T-Mobile have a long-standing relationship and this expansion gives us the agility we need to continue growing our valued customer base," said Neville Ray, Chief Technology Officer for T-Mobile. "The work now underway with Ericsson will enhance our infrastructure and deliver an even better experience to our customers."

As part of this contract, Ericsson will leverage its Service Agility solution, which includes charging, billing, order management, product catalog and Customer Relationship Management (CRM). Ericsson will integrate and manage operations of the solution.

"Service Agility allows T-Mobile to create, launch, deliver and manage services efficiently to quickly introduce new offerings," said Per Borgklint, Senior Vice President and Head of Business Unit Support Solutions, Ericsson. "T-Mobile gets full advantage of the latest advancements in our OSS/BSS software suite to exceed subscriber expectations."

To meet consumer demand, operators need to keep improving the customer experience, capture new revenues and drive business efficiencies. Ericsson is enabling operators to become agile with a comprehensive, unified OSS/BSS software suite as well as world-class consulting, systems integration and managed services capabilities.

NOTES TO EDITORS

PRESS RELEASE

JUNE 2, 2014



Press release: ['Service Agility' speeds innovation, collaboration and OSS/BSS in real-time](#)

Ericsson OSS/BSS offering

<http://www.ericsson.com/oss-bss/>

Ericsson's participation at TM Forum Live! 2014:

<http://www.ericsson.com/thecompany/events/tmforumlive2014#>.

Download high-resolution photos and broadcast-quality video at www.ericsson.com/press

Ericsson is a world-leading provider of communications technology and services. We are enabling the Networked Society with efficient real-time solutions that allow us all to study, work and live our lives more freely, in sustainable societies around the world.

Our offering comprises services, software and infrastructure within Information and Communications Technology for telecom operators and other industries. Today 40 percent of the world's mobile traffic goes through Ericsson networks and we support customers' networks servicing more than 2.5 billion subscribers.

We are more than 110,000 people working with customers in more than 180 countries. Founded in 1876, Ericsson is headquartered in Stockholm, Sweden. In 2013 the company's net sales were SEK 227.4 billion (USD 34.9 billion). Ericsson is listed on NASDAQ OMX, Stockholm and NASDAQ, New York stock exchanges.

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