

Customer Care Information SI-2006-001

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Datum	12.12.2006

Subject: New Unlock process for operators / dealers and LSP

Dear Partner!

We would like to inform you that within the Nordic countries, UK and Ireland we have developed a new process for unlock request. The new process is described below.

NEW Unlock Process:

1. The local operator, dealer or LSP must send by mail minimum the product type and IMEI number to the SBS Turkey specified mail address below who answer unlock request for Nordics, UK and Ireland. The unlock code will be returned to same mail address as who did the request.
benq-siemens.quality.team@icmcallcenter.com
2. Only mail addresses authorized by the regional headquarter will be approved to receive unlock codes to ensure not anyone can get unlock codes.
In case of Finland it means a retailer contact data or a retailer logo.
3. SBS will within 24 hours from receiving the unlock request answer back and provide the code for the unlock request. SBS opening hours is all week days from 07.30 – 18.30. Mails received after 18.30 on Fridays until Monday morning will be first answered Monday.

Activation date of the new process for unlock code requests is Tuesday 2nd January 2006.

sign. René Andersen
Customer Care Operations

sign. Martin Hofmeister
Regional Manager Nordics, UK and Ireland