

## EMPLOYMENT CERTIFICATE

On request, I certify that Robert Cole Basford (born on 06.08.1959) has been employed by Nokia Oyj 03.04.2000-31.03.2007 and Nokia Siemens Networks Oy 01.04.2007-07.08.2007. Robert Basford has transferred to Nokia Siemens Networks Oy from Nokia Oyj due to transfer of business.

Robert Basford has worked at Nokia in the following positions:

- 03.04.2000–31.01.2002 Solution Development Manager
- 01.02.2002–31.10.2002 System Security Manager
- 01.11.2002–30.09.2003 Support Manager
- 01.10.2003–31.08.2005 Senior Support Manager
- 01.09.2005–31.03.2006 Head of e-Care Management
- 01.04.2006–31.03.2007 Head of E-Channel Service Delivery

Robert Basford has worked at Nokia Siemens Networks Oy in the following position:

- 01.04.2007–07.08.2007 Head of E-Channel Service Delivery

While working as Head of E-Channel Service Delivery, his duties have included to manage and develop E-care services in Customer Support Service / Service Operations; monitor E-care service related service quality and customer satisfaction; ensure state of the art e-business solutions supporting Care services offering & related processes; manage the E-care business case, product descriptions, marketing materials, and sales argumentation; define the E-care service roadmap based on market requirements and Care services strategy, customer feedback and technology development; and collect and analyze competition offering for similar services.

His responsibilities were:

- Overall responsibility of e-business activities within the Care service line.
- Define the Care e-business strategy and roadmap together with Care stakeholders, Business Areas, Software Delivery Center and NOLS Channel Management.
- Manage plan, create, deploy and maintenance phase activities for E-care related services (Electra e-channel, Software Delivery, Knowledge Reuse front end).
- Ensure the E-care Service offering for different Customer segments i.e. operators, VAR's, partners, managed services customers etc.
- Ensure support capability for License Keys in Areas.
- Line management of the E-care Concept Management team. Dotted line management of Area E-care managers.

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- Interface with other Business Units related to new concepts (e.g. Knowledge Management).
- On a regular basis, collect service quality feedback from E-care Area Managers, Key Users & other NOLS stakeholders and identify potential gaps against set targets, contractual commitments or agreed working practices as well as Customer's process requirements.
- Work together with other stakeholders (Business Areas, Business Infrastructure, NOLS Channel Management, and Software Delivery Center) in order to address service quality related issues.
- Ensure that Area E-care Managers have knowledge/capability to deploy and promote E-care services to all relevant Customer segments.
- Ensure that E-care related contractual terms are up to date and supports an aligned Care service offering.
- Set challenging Global targets for service utilization and deployment based on analysis of the general (e-business) market situation, Care service offering, competitor status and the service usage potential.
- On monthly basis, review deployment and utilization targets with Area E-care Managers & NOLS Channel Management. Take necessary actions, through Area E-care Managers and Concept Managers in case of utilization deviations and/or deployment anomalies.
- Proactively push development & deployment of the services on the strategy, road map and business plan.
- Promote services for all relevant stakeholders (incl. Care Management, Business Areas, Product Management) and ensure that good promotion material and global support is available.
- Build value argumentation and continuously demonstrate E-care services value-add.

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Robert Basford has performed his duties with adequate working skills and company focused right behavior.

The reason for the termination of the employment relationship is employee's resignation.

Nokia Siemens Networks Oy  
Human Resources

Tiina Viisteensaari  
Human Resources Specialist