



PRESS RELEASE
JUNE 12, 2017

TIGO AND ERICSSON LAUNCH BUSINESS SUPPORT SYSTEM (BSS) 'AS A SERVICE' IN RWANDA

- Ericsson overhauls Tigo Rwanda's Business Support System (BSS) ecosystem with an innovative 'as a Service' model, leveraging the Ericsson BSS portfolio.
- Solution covers charging, billing, provisioning, mediation and roaming functionality combined with advanced customer care and self-care solutions.
- The model enables Tigo to better serve customers with new and innovative offerings, with shorter time to market, improved customer experience and increased operational efficiencies.

Tigo Rwanda has partnered with Ericsson (NASDAQ: ERIC) to completely overhaul its Business Support System (BSS) ecosystem.

Tigo Rwanda is the first operator across the Millicom group that has transformed its BSS operations and gone live with Ericsson's 'as a Service' model for its complete BSS needs. The solution covers the full spectrum of charging, billing, provisioning, mediation and roaming functionality combined with advanced customer care and self-care solutions for management and ordering of services.

The partnership enables Tigo to better serve its customers with new and innovative offerings combined with shorter time to market, improved customer experience and increased operational efficiency.

Xavier Rocoplan, Chief Technical and IT Officer at Millicom says, "This is another major step in our IT transformation and process improvement journey. The 'as a Service' operating model is a very important component of our long term strategy. This new way of looking at BSS activities is a cornerstone in Millicom's operational excellence program that strives at always delivering a better experience for our customers in a more efficient manner. The partnership with Ericsson has enabled us to quickly meet our strategic needs and provide a solid foundation for future development. We have already begun to see improvements in the experience for our consumers and employees in Rwanda."



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Rafiah Ibrahim, SVP and Head of Market Area Middle East & Africa, Ericsson, says: "Our partnership with Tigo Rwanda and the implementation of Ericsson's innovative BSS 'as a Service' model signifies an important first step towards future collaboration across the Millicom group. We are confident that the trust and cooperation embedded in this business model, which lies at the center of revenue generation for Tigo, will further strengthen the strategic relationship in BSS between Tigo Rwanda and Ericsson, as well as the entire Millicom group."

About Tigo Rwanda

Tigo Rwanda is owned by Millicom, a leading telecommunications and media company uniquely dedicated to emerging markets in Latin America and Africa. It provides mobile, mobile financial, cable and satellite services to more than 57 million customers primarily under the Tigo brand. Tigo has been operating in Africa since 1993, in Rwanda since 2009, and serves more than 25 million customers in Africa.

About Ericsson

Ericsson is a world leader in communications technology and services with headquarters in Stockholm, Sweden. Our organization consists of more than 111,000 experts who provide customers in 180 countries with innovative solutions and services. Together we are building a more connected future where anyone and any industry is empowered to reach their full potential. Net sales in 2016 were SEK 222.6 billion (USD 24.5 billion). The Ericsson stock is listed on Nasdaq Stockholm and on NASDAQ in New York. Read more on www.ericsson.com.

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