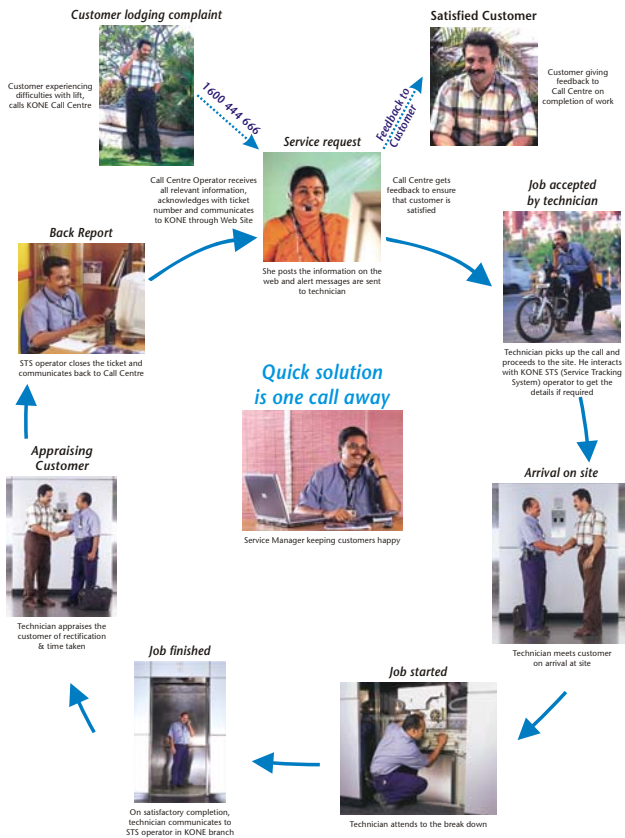


KONE CALL CENTRE - Service Process

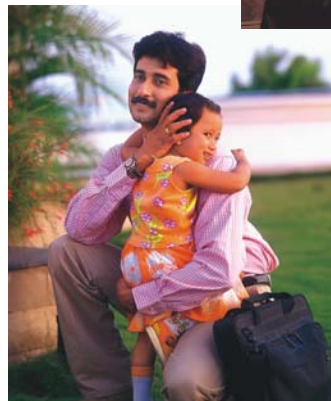
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If due to any unforeseen circumstances the above process is not completed within a short time, the issue is escalated to the Branch Service Manager and subsequently to the Branch Manager / Regional Manager, and further upto the General Manager in order to ensure problems are addressed effectively.

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