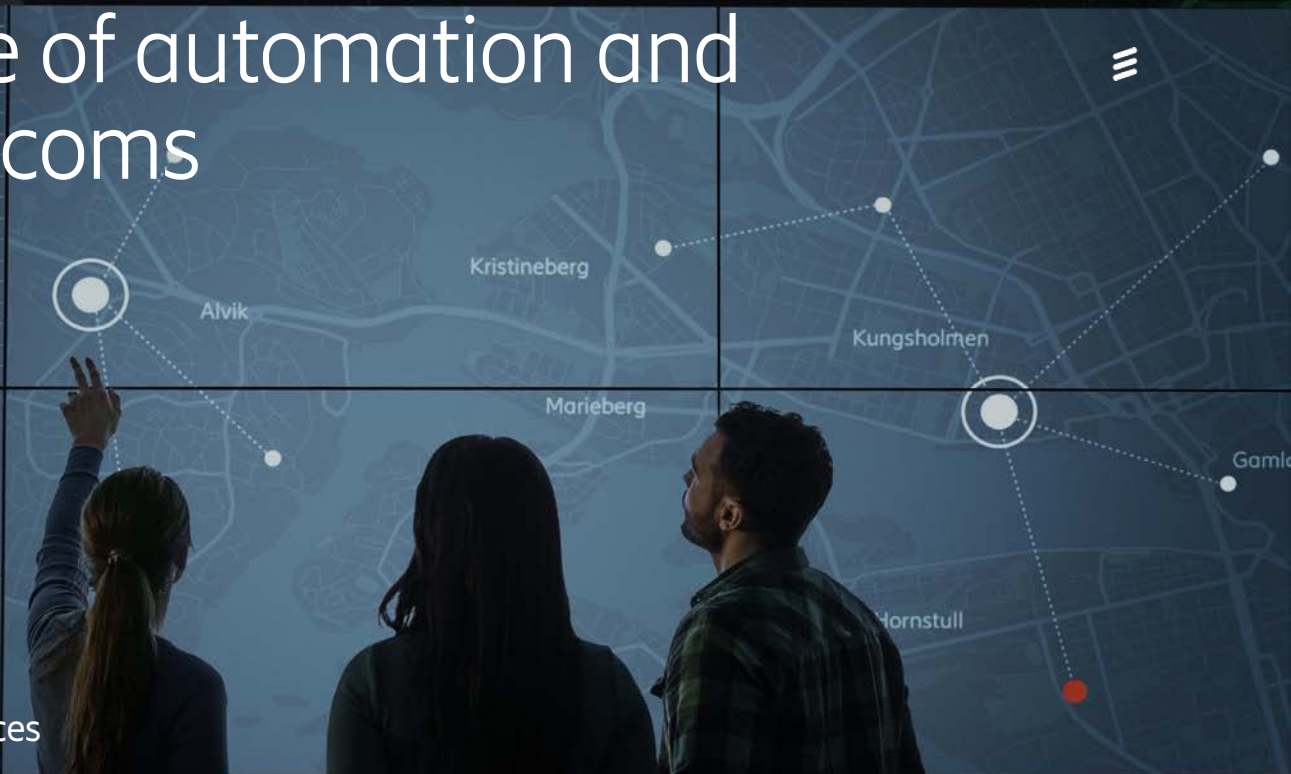


The state of automation and AI in telecoms

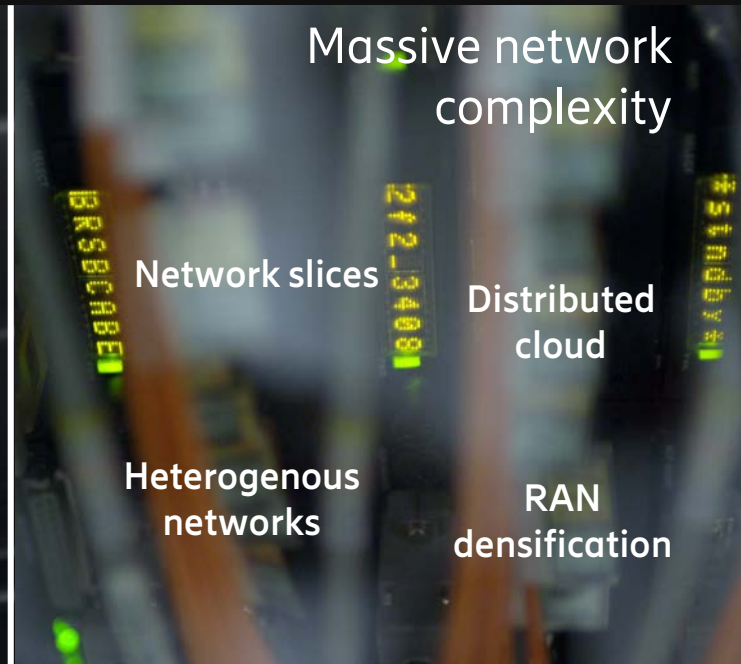
Number of users	Points turnover	Average points
23 781	81% →	365
913 214	79% →	499
1 031 990	74% →	281
16 282	63% →	310
785 541	58% →	289
2 384 112	42% →	374
1 984 781	37% →	375
1 744 882	24% →	305
26 931	23% →	462
47 569	15% →	476
122 582	12% →	478
9 781	9% →	497
1 463 751		
87 583		
680 253		
2 832 526		



Jan Karlsson, SVP
Head of Digital Services
Ericsson



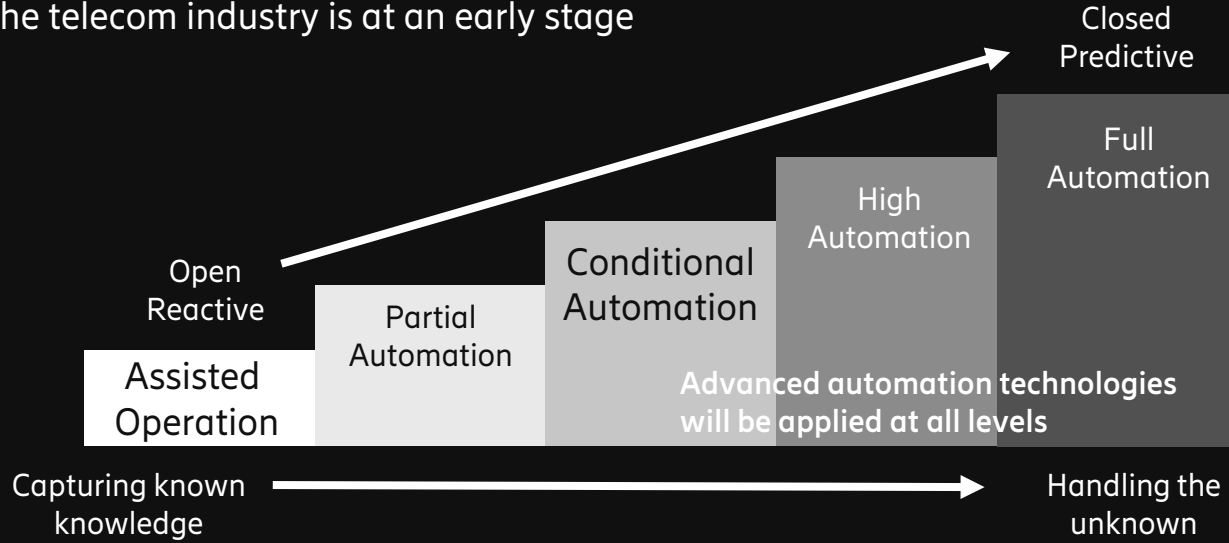
New market realities





Full automation – key to meet future market demands

The telecom industry is at an early stage





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