

## AUDIT COMMISSION

### PROCEDURE FOR HANDLING COMPLAINTS

1. This procedure for handling complaints is designed to ensure the receipt, retention and treatment of complaints received by the Audit Commission of VimpelCom either with respect to VimpelCom or any of its direct or indirect subsidiaries (the “Company”) regarding accounting, internal accounting controls, or auditing matters and to provide for the confidential, anonymous submission by employees of the Company of concerns regarding questionable accounting or auditing matters.
2. For further clarification, questionable accounting, internal accounting controls, or auditing matters include, without limitation, the following:
  - a. fraud or deliberate error in the preparation, evaluation, review or audit of any financial statement of the Company;
  - b. fraud or deliberate error in the recording and maintaining of financial records of the Company;
  - c. deficiencies in or noncompliance with the Company's accounting policies and procedures or internal accounting controls;
  - d. misrepresentation or false statement to or by a senior officer or accountant regarding a matter contained in the financial records, financial reports or audit reports of the Company; or
  - e. deviation from full and fair reporting of the Company's results of operations or financial condition.
3. This procedure for handling complaints should serve to facilitate disclosures, encourage proper individual conduct and alert the Audit Commission and the Company to potential problems. We encourage the employees, officers and directors of the Company to submit any complaints regarding accounting, internal accounting controls and audit matters. It is our Company responsibility to seek out and correct any and all violations of laws and regulations.
4. Complaints should be submitted in writing to assure a clear understanding of the issue or concern raised and contain as much specific information as possible to allow for proper assessment of the nature, extent and urgency of the matter that is the subject of the complaint. Without limiting the foregoing, the complaint should, to the extent possible, contain the following information:
  - The alleged event(s), matter or issue that is the subject of the complaint; the approximate date and location of each event;
  - The names of persons involved; and
  - Any additional information, documentation or other evidence available to support the complaint.

Complaints that contain unspecified wrongdoing or broad allegations without verifiable evidentiary support would reduce the likelihood that an investigation based on such complaints will be initiated.

5. You may submit your written concerns or complaints regarding alleged accounting or auditing matters on an anonymous basis to the Chairman of the Audit Commission. Alternatively, if you are comfortable doing so, you can also contact your immediate supervisor, any manager in the Company, the General Director, Chief Financial Officer, Chief Compliance Officer, General Counsel or the Head of Internal Audit Department of the Company.
  6. Any and all complaints may be submitted anonymously and in a confidential manner in accordance with the procedure set forth below. To preserve confidentiality, the complaint may be placed in an envelope with the following wording "Confidential. Report to the Audit Commission." The complaint may be written either in Russian or in English and need not be signed. The envelope that contains the complaint on an anonymous basis shall not be opened by any officer or any employee to the Company. The Head of the Internal Audit Department shall promptly forward the complaint to the Chairman of the Audit Commission. Also the complaint (either in Russian or in English) may be submitted directly to Alex Gersh, the Chairman of the Audit Commission at [agersh@ndsuk.com](mailto:agersh@ndsuk.com).
  7. Upon receipt of the complaint, the Chairman of the Audit Commission shall determine which action should be taken in order to respond to the concerns outlined in the complaint. The Audit Commission (or its Designee) may carry out its own investigation, including, but not limited to, the review of any and all accounting and audit documents and interviews with employees, officers or directors of the Company or others. The Audit Commission may retain independent advisors to investigate any allegations.
  8. The Audit Commission shall keep records of all submitted complaints, actions taken and the results of all investigations. Such records shall be retained or discarded in accordance with our records retention policies and all applicable laws and regulations.
  9. The Audit Commission shall disclose the results of its investigation to the General Director, Chief Financial Officer, Chief Compliance Officer, General Counsel and the Head of Internal Audit Department, unless the investigation reveals any of them are culpable, in which case the results shall not be disclosed to the culpable individual(s).
- As soon as the investigation is completed the Audit Commission shall report the results to the Board of Directors of the Company and recommend corrective actions, if applicable.
10. The Company will not retaliate against anyone who, in good faith, notifies us of a possible violation of law or the Company's accounting policies and procedures, nor will we tolerate any harassment or intimidation of any employee who reports a suspected violation.
  11. The Audit Commission shall periodically, at least annually, review this procedure of handling complaints.

This procedure for handling complaints shall be posted on the Company's Website.

### List of Contact Persons

<i>Name</i>	<i>Position</i>	<i>Phone Number and e-mail address</i>
Alex Gersh	Chairman of the Audit Commission	+44 788 185 80 68 (cell) AGersh@ndsuk.com
Alexander Izosimov	General Director and Chief Executive Officer	+7 0957250755 AIZosimov@beeline.ru
Igor Orlov	Chief Compliance Officer	+7 903 767 29 62 IORlov@beeline.ru
Alexander Titkov	General Counsel	+7 095 985 95 25 ATitkov@beeline.ru
Elena Shmatova	Chief Financial Officer	+7 0952120512 EShmatova@beeline.ru
Marina Muravyova	Head of Internal Audit Department	+7 095 725 07 18 MMuravyova@beeline.ru