

## Prices

		Blackberry Link
Subscription fee per month		99.00

BlackBerry Enterprise Server 5.0 incl. 1 user		20,000
BlackBerry Enterprise Server 5.0 incl. 20 users		28,000
BlackBerry user licence incl. 1 licence		600
BlackBerry user licence incl. 5 licences		2,800
BlackBerry user licence incl. 10 licences		4,700
BlackBerry user licence incl. 50 licences		22,500
BlackBerry user licence incl. 100 licences		41,500
BlackBerry user licence incl. 500 licences		195,000
BlackBerry user licence incl. 1,000 licences		299,000
Upgrade to BlackBerry Enterprise Server 5.0		6,000

All prices are stated in DKK ex. VAT.

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## 1 Introduction

The BlackBerry® Enterprise Solution ("BES") and The BlackBerry Internet Solution ("BIS") were developed by Research in Motion, Ltd. (RIM) in Canada.

Telenor Denmark facilitates the licence agreement between the customer and RIM on the delivery of the BlackBerry BES. The licence agreement shall be concluded directly between RIM and the customer and shall be of no concern to Telenor. The licence agreement shall give the customer access to the software required for the operation of the BlackBerry Enterprise Server.

The licence agreement may be accessed at RIM's website and in connection with the installation of the BES software.

In addition, Telenor is responsible for registration of complimentary solutions and access to blackberry.net APN, ordering of user licences, support, invoicing of supplementary solutions, collection of payments on behalf of RIM and sale of terminals.

## 2 Requirements for registration of the BlackBerry BES

In order for the customer to use the BlackBerry BES, a BlackBerry Enterprise Server must be installed in the customer's IT network. Telenor cooperates with several independent system integrators who may assist in the installation of the BlackBerry Enterprise Server. The customer shall pay all costs related to registration of the BlackBerry Enterprise Server. A Telenor call subscription is required for each end user, including the supplementary solution Blackberry Link. Furthermore, each end user must enter into a BlackBerry user licence.

The agreement shall cover only the use of BlackBerry smartphones, certified by Telenor from RIM. The types of terminals to be used by the customer under this agreement can be seen on Telenor's website. If the customer or the end user uses other terminals, Telenor shall not provide support or otherwise for such other terminals, and services or otherwise shall not necessarily be delivered to the same full extent as for certified terminals.

Telenor shall not be responsible for RIM cutting off, closing down or restricting individual user licences in full or in part in relation to the customer or the end user following the use of other terminals.

## 3 Requirements for registration of the BlackBerry BIS

A Telenor call subscription is required for each end user, including the supplementary solution Blackberry Link. The agreement shall cover only the use of BlackBerry smartphones, certified by Telenor from RIM. The types of terminals to be used by the customer under this agreement can be seen on Telenor's website. If the customer or the end user uses other terminals, Telenor shall not provide support or otherwise for such other terminals, and services or otherwise shall not necessarily be delivered to the same full extent as for certified terminals.

## 4 Supplementary solutions

The supplementary solution Blackberry Link does not include a data package, due to which data will be charged according to the Customer's mobile subscription. Consequently, Blackberry Link may often be combined with other data products like e.g. Mobil Data 3 GB or Mobil Data 10 GB.

Supplementary solutions cannot be transferred to third parties. A new registration is required.

## 5 Equipment and software

The customer is obliged to pay all costs (setup and operation costs) for any supplier of data equipment or other equipment.

RIM has the copyright to, ownership of and any other right to software delivered pursuant to the agreement. Software delivered together with a service may only be used together with this service from Telenor and cannot be copied or further distributed. The right to use such software shall expire at the same time as this agreement expires. The customer is obliged to comply with the licence terms for third-party developed software distributed by Telenor or referred to by Telenor via the name of the software, links or in any other way. Telenor assumes no liability for errors and/or defects related to this software. Consequently, claims concerning this software cannot be made towards Telenor. Support of third-party developed software shall not be handled by Telenor.

In order to register the customer, Telenor will have to submit information about the customer to RIM when entering into the agreement. Such information includes the name, company name, e-mail address, telephone number, terminal and BlackBerry Enterprise Server information, SIM card information and similar. In some situations, including in connection with support, Telenor may need to contact RIM. In these situations, it may furthermore be necessary to give such information about the customer and/or end users to RIM. By



signing of the agreement, the customer accepts and consents that Telenor may submit such information to RIM and that RIM may use the information to remedy the customer's problems etc.

## **6 Support and updates**

A person in the customer's IT department must be appointed to handle inquiries from the customer's end users. This person is to give advice, solve problems to the widest possible extent and make error recovery on the BlackBerry Enterprise Server. As the server is developed on RIM, Telenor cannot provide support for the BlackBerry Enterprise Server.

Telenor recommends that the customer makes use of a system integrator for installation and implementation of the BlackBerry Enterprise Server and also takes out a separate service subscription or purchases support on an hourly basis. In this connection, Telenor may refer to a number of independent system integrators. The customer shall pay all system integrator costs.

In case of problems with the server software provided by RIM, e.g. by way of programming errors, source code errors and similar, the customer will have to contact the system integrator who made the installation. The same shall apply for support concerning installation, operation and maintenance of a BlackBerry Enterprise Server in the customer's IT environment. Any updates, releases or similar by RIM to the BlackBerry Enterprise Server will be made available to the customer via the Internet. The customer is responsible for installing BlackBerry Enterprise Server updates, releases and similar. Telenor is responsible for invoicing on behalf of RIM and the system integrator. The customer is not obliged to download and install updates or new versions. After launch of a new software version, the customer must not expect to be able to register a BlackBerry Enterprise Server with older software versions.

In connection with conclusion of the agreement, a one-time payment of the licence fee to RIM is required for use of the BlackBerry Enterprise

Server software. The licence fee is invoiced by Telenor. Thus, the customer will not have to pay any additional licence fees for use of the BlackBerry Enterprise Server software.

As regards service notifications and errors that may be referred to Telenor's network you may contact Telenor Customer Service on +45 72 120 000.

Telenor begins error recovery – or requests RIM to begin error recovery – as soon as possible; however, at the latest 3 hours after the error has been reported and Telenor has been able to determine where the error is located.

## **7 Liability in damages**

Telenor is only responsible for data in its own telecommunication network and its own equipment. Telenor has no influence on or control over the Internet or the customer's own net (e.g. the customer's Intranet). Consequently, Telenor cannot be held liable for damages and loss suffered by the customer as a result of connecting to and using the Internet.

## **8 Use of BlackBerry abroad**

Not all of Telenor's collaborators abroad (roaming partners) offer the same data services as Telenor. On Telenor's website you can see what is available in each country and with each partner. Telenor currently updates its website in this regard. Telenor currently ensures that our services may be used with the partners with whom we collaborate. The price for data usage abroad follows Telenor's general prices for telephony abroad, which may be seen on Telenor's website.

## **9 Amendments**

Telenor may at any time amend these prices and terms. Amendments to the disadvantage of the customer shall be notified before such changes take effect. Amendments in favour of the customer may not necessarily be given notice of.

## **10 Termination**

The supplementary solution Blackberry Link may be terminated with a written notice of 30 days.

