

General Terms and Conditions

In the following, 'Telenor' is used as a common designation for any company in the Telenor Danmark Holding A/S Group. The term 'Customer' refers to any customer who has signed a contract on the delivery of a business service from Telenor.

These General Terms and Conditions shall apply to all contracts on the use of Telenor's telecommunications and broadband network between the Customer and a company in the Telenor Danmark Holding A/S Group. Telenor may place the contract with a company in the Telenor Danmark Holding A/S Group as it wishes.

1 Contract – scope

Together with the Terms and Conditions for mobile telephony, Terms and Conditions for landline telephony and Terms and Conditions for broadband, these General Terms and Conditions shall form part of the general contractual basis for the Customer's contract with Telenor.

2 Contract on the delivery of services from Telenor

Contracts may be concluded directly with Telenor or via a dealership duly authorised by Telenor to conclude contracts on behalf of Telenor. These General Terms and Conditions concern Telenor's delivery of telecommunications and broadband services to the Customer. The purchase of telephones and other equipment shall be a matter between the Customer and the dealer and shall not concern Telenor.

The Customer's contract with Telenor for individual services shall be concluded at Telenor's choice by: - the Customer signing an agreement/application form by the time the service is made available at the latest, or by - Telenor sending or delivering the contract/application form to the Customer by the time the service is made available at the latest.

3 Customer data

Contracts with Telenor may be concluded by legally competent persons or companies (legal persons), unless otherwise stated in the terms and conditions for an individual service.

When concluding the contract, customers shall provide the company name, address and CVR (company registration) number. The person concluding the contract with Telenor on behalf of a company shall be able to provide proof of authority to do so. Telenor shall be entitled to request proof of the correctness of all information provided.

Telenor may choose to send out product information by SMS, MMS, email etc., and may also send out product marketing material in the same way. Customers not wishing to receive such information should contact Telenor Customer Service.

4 Credit rating and credit limit

Telenor checks the credit rating of customers based on credit information, for example from banks, credit rating agencies and other sources.

Telenor may decline to conclude individual contracts or may make a contract conditional upon the Customer paying any outstanding balances under other subscription contracts. Telenor may also make contracts subject to a credit limit.

The Customer shall be liable for any charges even though these may have exceeded the credit limit set. If the credit limit is exceeded, Telenor shall be entitled to immediately disconnect the Customer.

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In the event of one of the criteria below being met, Telenor may decline a contract or require payment on account and/or a credit limit to be set:

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- The Customer does not have a fixed address in Denmark, the Faroe Islands or Greenland but uses, for example, a poste restante address or address registered with the National Registration Office etc.
- The Customer has five or more subscriptions (for this purpose, a mobile number,
- a fixed-line number or a broadband connection is regarded as a subscription).
- The Customer has defaulted on payments to Telenor, and this has been the reason for Telenor barring the Customer's contract.
- The Customer owes money to Telenor.
- The Customer has a negative report/poor credit history listing with an independent credit rating agency.
- The Customer's call charges and other telephone charges are regarded as being considerably above similar customers' charges or show sudden, very significant increases compared to previous charges.
- Telenor has good grounds for believing that the Customer will not pay outstanding balances on time. Before signing the contract, the Customer may contact Telenor to enquire whether Telenor will require a credit limit to be set.
- The Customer has no CPR (civil registration number)/CVR (company registration) number.
- Telenor may choose to set a general credit limit for all its customers, who can then apply to Telenor for the limit to be raised or removed.

5 Telephone numbers and ex-directory numbers

The Customer shall be entitled to have brief details listed for free in Telenor's number directory database for each telephony service subscribed to. This typically includes a name or company name, if any, job title, address and telephone number (directory listing data). The Customer shall be responsible for ensuring that in doing so, no third-party rights are infringed. The Customer may, where possible, change a telephone number for which a fee shall be payable.

Telenor shall be obliged to pass on details of directory listings registered in the database to anyone requesting them, which may include, for example, providers of directory listing services and telephone directories. Customers may

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apply to Telenor to have their directory listing data changed, and Telenor will then immediately change their data. Telenor draws attention to the fact that such changes do not affect directory listing data contained in third-party databases etc. which Telenor might have previously supplied.

The Customer may choose to keep a number ex-directory and then no customer data will be passed on in connection with the provision of directory listing services or similar (unlisted number).

When customers use WAP services, their telephone number will be passed on to the service provider.

6 Technical modifications, interference etc.

Telenor reserves the right to make such changes from time to time as may be required for the satisfactory operation of Telenor's network. In certain circumstances, unfavourable conditions can lead to calls or data transfers being blocked or disconnected.

Telenor shall be entitled to reject calls from telephones or SIM cards which cause interference in Telenor's network. Faults in connected equipment which cause interference or which disrupt network operations shall be repaired immediately without Telenor being liable for any associated expenses. Telenor may charge the Customer for its expenses for fault repair.

7 Directory enquiries

The Customer shall have access to directory listing services on other carriers' telecommunications networks provided that the provider of the directory service and Telenor have made an agreement on this.

8 Tariffs and charging

The Customer shall be subject to the charging rates listed in Telenor's current tariff from time to time.

9 Payment

The Customer shall be liable for all amounts registered under contracts, cf. item 1 of these Terms and Conditions. If the Customer's balance does not exceed a minimum amount set by Telenor, Telenor shall be entitled to carry the balance forward to the next invoice.

If an invoice is not paid by the due date at the latest, Telenor issues a reminder. If the due date is exceeded, default interest shall be charged at the rate laid down in the Danish Interest Rate

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Act (Renteloven) from time to time. The Customer will also be charged a reminder fee on the next invoice.

A new due date for payment is set in the reminder to the Customer, with a warning that the Customer will be disconnected for failure to observe the new deadline. In the event that the invoice is not paid by the due date, Telenor reserves the right to disconnect the Customer or terminate the contract without further notice. If Telenor has disconnected the Customer because of failure to pay, the Customer shall not be re-connected until the outstanding balance, including the reminder fee and default interest, is paid. Reconnection shall take place automatically once the outstanding balance is paid, unless, before paying the outstanding balance, the Customer makes a written request for reconnection not to be made in the period until the notice of termination takes effect.

A fee shall be payable for reconnection after disconnection. When a customer is reconnected, quarterly charges shall also be charged for the period during which the Customer has been disconnected. If a customer has been disconnected by Telenor for more than 20 days because of failure to pay, the matter shall then pass to Telenor's debt collection department, and Telenor shall be entitled to terminate the contract without further notice. If the outstanding balance is not paid immediately, Telenor shall be entitled to report this to credit rating agencies in accordance with the Danish Private Registers etc. Act (Lov om private registre m.m.).

The debt collection costs related to the further handling of the matter shall be charged to the Customer. If the outstanding balance is paid, Telenor will, following agreement with the Customer, re-establish the contract on payment of a reconnection fee.

Telenor reserves the right to set a credit limit as a precondition for reconnection, cf. item 4. If the Customer is in breach of its payment obligation by not settling outstanding balances, Telenor may make new contracts subject to payment of the entire outstanding balance.

Telenor shall be entitled to cancel the subscriptions of customers who repeatedly default on their payment obligation.

If the Customer wishes to make a payment arrangement, for example by deferring payment of an invoice or by paying an invoice off over

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several months, Telenor's Debtor Service may be contacted.

Such arrangements shall be subject to a fee.

10 Interruptions to service and fault repairs

Telenor repairs faults on its own systems and installations as quickly as possible, generally within normal office hours (Monday-Friday 08.00-15.30). The Customer shall ensure that Telenor, or a third party appointed by Telenor, has access to its systems and installations at the installation address in order to be able to locate and repair the fault. Insofar as necessary, the Customer shall assist in locating and repairing faults in the Customer's systems and installations at the installation address.

For service bulletins and faults in Telenor's network (base stations, switches, signalling etc.), Telenor subscribers may contact Telenor Customer Service. Telenor shall solely be liable for disconnection of its own telecommunications network and equipment.

Telenor shall not be liable for disconnections, interference or changes in other carriers' telecommunications network or services associated with measures deemed necessary for technical, maintenance or operational reasons.

Telenor shall not be responsible for disturbances, disconnections etc. if such disturbance, disconnection or fault can be attributed to circumstances at the Customer's premises.

11 The Customers connection of own equipment and networks

Customers shall be responsible for their own equipment, including PABX and internal networks.

The customer must ensure that the connection to Telenor's fixed networks (including access network and telecommunications network) is used in a way that does not cause disruptions, interruptions or similar traffic on these networks or on the Internet. If such is the case the customer is obliged immediately to take the necessary measurements to bring an end to such disruptions. This may include, but are not limited to regulating the incoming and outgoing traffic volumes or subscription to additional connections to Telenor's access network and/or telecommunications network.

Equipment connected to Telenor's fixed net-

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works must comply with the executive order on telecommunications terminal equipment applicable from time to time, currently Executive Order no. 823 of July 3rd 2007 on radio and telecommunications terminal equipment and electromagnetic matters, and any special directions from Telenor.

The customer must ensure that connected equipment is designed to be connected to the public telecommunications network and that the equipment is used for its intended purposes.

If equipment or internal networks connected to Telenor's fixed networks, gives rise to disruptions in the network because of fault or the like, the customer is obliged to immediately disconnect the connection.

Telenor reserves the right to disconnect the connection if connected equipment causes disturbances in Telenor's fixed networks. Furthermore to bill its regular fixed charge and to demand payment for troubleshooting and for the work done on re-establishing a flawless working connection.

12 Customer liability in the event of faults

The Customer shall not be liable for payment for services arising as a result of faults in or misuse of the carrier's network and installations (up to and including the network termination point), unless the Customer is liable in accordance with the general rules on compensation of Danish law.

The Customer shall be liable for payment for services arising as a result of faults in or misuse of the Customer's own network, equipment or accessories (after the network termination point). If it can be shown that the fault or misuse can be attributed to circumstances of which Telenor was aware or should have been aware and of which Telenor failed to inform the Customer and/or failed to take reasonable and feasible measures to prevent or limit said faults/misuse, and where an overall assessment would indicate that the carrier's claim is unreasonable, the Customer is not liable.

13 Liability for damages

Telenor shall be liable for damages in accordance with the general rules of Danish law. However, Telenor shall under no circumstances be liable for loss of profits, operating losses or

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other indirect losses, unless due to Telenor's wilful or gross negligence. The Customer shall be responsible for disconnecting properly after finishing a call. Telenor shall not be liable for losses resulting from disconnections, interference or changes to the telecommunications network or service associated with measures deemed necessary for technical, maintenance and operational reasons or which have been required by the regulatory authorities, unless Telenor has neglected to limit the resulting inconvenience.

13 Special matters

Telenor reserves the right to change numbers, installations and other matters when so required by traffic and operational factors on its network.

15 Change of address

Telenor shall be notified immediately of any changes in the information supplied by the Customer (for example change of address, payment details etc.).

16 Transfer

The Customer's contract shall only be transferred to a third party with Telenor's written consent and shall further be conditional upon acknowledgement of the transfer by the Customer and the person to whom the contract/subscription is transferred (third party).

Telenor may make the transfer conditional upon payment of all outstanding balances due under the contract and upon payment of charges not yet due under the contract as well as on the Customer being subject to a credit limit.

Special conditions shall apply to transfers in the event of bankruptcy, suspension of payments etc.

Special permission is required from Telenor to conclude contracts with a view to later transfer or rental, including reselling traffic. In the event of contravention, Telenor shall be entitled to terminate the contract without notice or to decline further contracts with the Customer.

17 Notice and termination of contracts

Unless otherwise agreed, notice shall be given in writing and may be done by letter, fax or email. When Telenor has received notice of termination, a written confirmation of receipt will be sent. Telenor will close the service upon expiry of the term of notice. Note that a period of interminability for the contract/subscription may have been agreed when the contract was concluded.

In the event of the Customer's breach of contract, Telenor shall be entitled to terminate the contract with immediate effect. Such material breach of contract by the Customer shall include the following:

- The Customer fails to pay outstanding balances to Telenor within the deadline specified in the reminder letter mentioned in item 10.
- The Customer fails to immediately disconnect equipment, internal networks or similar which are causing interference in Telenor's network after having been directed to do so by Telenor.
- The Customer fails to notify Telenor and the National Registration Office of a change of address.
- The Customer fails to take the measures to rectify interference etc. in traffic on Telenor's network after having been directed to do so by Telenor.
- The Customer connects equipment which does not conform to current public standards and any additional requirements made by Telenor.
- Telenor is prevented from accessing its own equipment and installations in order to locate faults.
- The Customer sends or distributes spam. This includes all types of spam
- The Customer spreads viruses. This includes all types of viruses

Telenor shall be entitled to disconnect the Customer or to terminate the contract without notice in the event of the Customer's gross breach of its obligations under these General Terms and Conditions, including incorrect information being given to Telenor or the spreading of spam or viruses.

Telenor shall be entitled to terminate the Customer's contract in full or in part by giving 14 days' written notice if there are serious reasons for doing so. Telenor shall further be entitled to terminate all or parts of the Customer's contract by giving three months' written notice if Telenor decides not to continue offering the type of subscription or service in question.

Because of the way the final invoice is calculated, an amount may be charged for a period exceeding the contract term, in which case the overcharged amount is repaid to the Customer. Telenor shall calculate the outstanding balance at the date of expiry of the contract and shall repay or invoice any outstanding amounts in excess of DKK 50.

18 Changes

Telenor shall be entitled to amend these General Terms and Conditions and any supplementary terms and conditions at any time. Notice will be given of any significant changes. Telenor may choose to notify the Customer of changes directly (for example via a message on the Customer's invoice/PBS statement or accompanying insert, SMS, MMS or email) or by insertion of adverts in the newspapers and on Telenor's website at www.Telenor.dk.

19 Disputes

Initially, the Customer and Telenor Customer Service should try to settle disputes about registered call charges and the like. In the event of disagreement between the Customer and Telenor Customer Service, disputes may be brought before Telenor's Invoicing Complaints Board set up for this purpose in accordance with the Danish Executive Order on the provision of electronic communications networks and services applicable from time to time.

While Telenor's Invoicing Complaints Board is dealing with the complaint, Telenor will take no action on the amount in dispute, although default interest will continue to accrue. Basically, Telenor's Invoicing Complaints Board shall make a decision in the matter within three months of the complaint having been filed. Decisions by the Invoicing Complaints Board in respect of disagreement between Telenor and the Customer on registered call charges may be brought before the Telecommunications Appeals Board (Teleankenævnet), Nørre Voldgade 48 st., 1359 Copenhagen K, Denmark.

The Telecommunications Appeals Board may further decide to hear appeals from business end-user customers on other matters than registered call charges if the appeal is similar to one relating to a private telecommunications service contract.

Terms and Conditions for mobile subscriptions

1 Subscription contract - scope

Telenor mobile subscriptions shall cover connection to Telenor's public mobile network and access to services and associated services in the area of coverage in Denmark. Services associated with a single SIM card shall be regarded as covered by a single subscription contract.

2 SIM-card

When taking out a subscription, the Customer shall be provided with a personal Subscriber Identity Module Card (SIM card) as soon as possible after taking out the subscription. With the SIM card, the Customer shall receive an eight-digit 'PUK' security code. After activating the SIM card using the PUK code, the Customer may enter a personal four-digit security code (PIN code) for use every time the telephone is switched on. Telenor recommends that customers always use PIN codes.

The SIM card and the PUK and PIN codes shall always be kept separately and securely. Tampering with the SIM card or attempting to do so, is not permitted. If the SIM card is damaged or lost, Telenor Customer Service shall be notified immediately. This cannot be done at a Telenor appointed dealer. At Telenor's request, the damaged SIM card shall be returned to Telenor which then issues a new SIM card for which a fee will be charged. The Customer shall be liable for losses caused by unauthorised use of the SIM card by other parties in accordance with the provisions of Sections 11-12 of the Danish Miscellaneous Payments Act (Lov om visse betalingsmidler) (Consolidated Act no. 259 of 28 March 2008), given below at the end of these General Terms and Conditions. The SIM card is the property of Telenor and shall be destroyed immediately when so requested by Telenor and at the expiry of a subscription.

3 Transferring mobile numbers

The Customer may transfer his mobile number from another carrier to Telenor. When porting a number, the Customer shall authorise Telenor to cancel its subscription with the other carrier. Note that any period of interminability runs from the date the number is transferred to Telenor from the previous carrier. If it becomes apparent that the Customer is not entitled to the number, and that it therefore cannot be transferred to Telenor, Telenor will claim com-

pensation from the Customer in the form of the minimum payment Telenor would have received if the number had been transferable to Telenor. Instead, the Customer has the option of choosing another Telenor number and thus being able to use the selected subscription. The transfer option shall apply to mobile numbers only. The above terms and conditions shall also apply in the event of the Customer attempting to transfer a fixed-line number.

4 Telenor's coverage

Before taking out a subscription, the Customer can learn about coverage by reviewing the coverage card held by dealers appointed by Telenor.

In accordance with its public mobile licence, Telenor always complies with the following minimum requirements for coverage:

Telenor covers 95% of the geographical area on a country-wide basis and 98% of the population. Telenor does not guarantee coverage of specific locations or individual addresses as the strength of the radio signal depends on the actual topography of the landscape.

5 Blocked or dropped calls

Telenor's network is subject to certain limits set by the Danish National IT and Telecom Agency for blocked or dropped calls. At peak periods, no more than 5% of attempted calls may be blocked. No more than 5% of peak time calls may be dropped.

6 Emergency calls in Denmark

Emergency calls made to public emergency exchanges using Telenor's network are free. Calls to 112 can be made whether or not there is a Telenor card inserted in the mobile phone, although there may be limitations to this in some mobile phones.

7 Using a Telenor SIM card abroad

Unless otherwise stated in the subscription terms, Telenor subscribers can use their mobile phone abroad (international roaming). Use of the SIM card abroad shall be subject to Telenor's tariff applicable from time to time for international roaming and also the general terms and conditions of the foreign mobile carrier. Current tariffs are available from Telenor and also at www.telenor.dk. Charges for the Customer's use of the SIM card abroad are invoiced on the basis of statements received from foreign carriers.

Telenor accepts no liability for coverage, quality, security, availability of services etc. on foreign

mobile networks. Telenor also accepts no liability for use of Telenor subscriber data by foreign mobile carriers.

8 Payment

The Customer shall be liable for all charges resulting from use of the SIM card with the limitations following from Sections 11 and 12 of the Danish Miscellaneous Payments Act (Consolidated Act no. 259 of 28 March 2008).

Calls (entire calls) are charged at the tariff applicable at the time the call is made.

9 Fejlmelding mv.

Telenor customers can contact Telenor Customer Service for fault reports on the mobile network (base stations, switches, signalling etc.) or the SIM card (including its loss) via www.telenor.dk/kontakt or by phone 72 120 000.

For faults arising from the actual mobile phone, please contact the supplier.

Appendix to Terms and Conditions for Telenor Subscriptions

Sections 11 and 12 of the Danish Miscellaneous Payments Act (Consolidated Act no. 259 of 28 March 2008) states as follows:

Rules on liability

11. The issuer shall be liable to the user for losses arising from unauthorised use of a means of payment by another party, unless otherwise provided in subsections (2)-(6). The user shall only be liable in accordance with (2)-(6) if the transaction has been correctly registered and booked.

(2) Unless further liability arises from subsection (3) or (6), the user shall be liable for losses of up to DKK 1,200 as a result of unauthorised use of a means of payment by another party if the secret personal security code belonging to the means of payment has been used.

(3) Unless further liability arises from subsection (6), the user shall be liable for losses of up to DKK 8,000 as a result of unauthorised use of a means of payment by another party if the issuer can demonstrate that the secret personal security code belonging to the means of payment has been used, and:

1. The user has failed to notify the issuer as soon as possible after becoming

aware that an unauthorised party has become aware of the code;

2. The user has passed the code to the party making unauthorised use without this being covered by subsection (6); or
3. The user's gross negligence has enabled the unauthorised use to take place.

(4) The user shall be liable for losses up to DKK 8,000 as a result of unauthorised use of a means of payment by another party when the means of payment has been read physically or electronically and in so doing, the unauthorised party has used a forged signature and the issuer can demonstrate that:

1. The user or a party to whom the user has passed the means of payment has failed to notify the issuer as soon as possible after becoming aware that the means of payment was lost; or
2. Gross negligence by the user or a party to whom the user has passed the means of payment has enabled unauthorised use to take place.

(5) If the user is liable under subsections (3)-(4), the user's total liability shall not exceed DKK 8,000.

(6) There shall be no limit to a user's liability for losses arising from unauthorised use of a means of payment by other parties when the personal secret security code belonging to the means of payment has been used and the issuer can demonstrate that the user has passed on the code to the party making unauthorised use and that this has occurred in circumstances in which the user realised or should have realised that there was a risk of misuse.

(7) Irrespective of subsections (2)-(6), the issuer shall be liable for unauthorised use after the issuer has been notified that the means of payment has been lost, that an unauthorised person had become aware of the code or that the user wished for other reasons to have the means of payment barred. The issuer shall make it possible for the user to give notification at any time that the means of payment should be barred and shall confirm as soon as possible to the user in writing or in another confirmable way that the issuer has received said notification. The confirmation shall state the time and date of notification.

(8) Irrespective of subsections (2)-(6), the issuer shall also be liable if the recipient of pay-

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ment knew, or should have known that unauthorised use of the means of payment was being made. Irrespective of subsection (2), the issuer shall further be liable if a charge card has been used fraudulently as part of a remote payment.

(9) The Danish Minister of Economics and Business Affairs can insofar as deemed necessary amend the amounts stated in subsections (2)-(5) in line with price trends.

12. An issuer shall be liable for a user's losses when these are due to incorrect registration or accounting errors, even though the fault is accidental. If the user has been notified that a payment transaction has been recognised, the issuer shall further be liable for the user's losses due to said payment transaction not having been undertaken or deficiently undertaken. The provisions of subsection (2) shall not, however, apply if the issuer can demonstrate that the issuer had no possibility of undertaking the payment transaction and that this was due to extraordinary events over which the issuer had no control and which the issuer could not have taken into consideration when the user was notified in accordance with subsection (2). If the user has contributed to the fault by accident or gross negligence, compensation may be partially reduced or cancelled.

(2) If a payment is not made or is delayed under circumstances as noted in subsection (1), items 1-2, the user cannot be held liable for the default except for a claim for interest. If payment has been taken from the user's account or from a prepaid means of payment, the user shall be deemed to have made due payment.

(3) The payor shall be liable for a payee's losses due to incorrect registration or accounting errors, even if the error was accidental. The payor shall not, however, be liable for losses arising from matters arising at the payee.

(4) If an issuer pays compensation for a user's losses pursuant to subsection (1) as a result of events at the payee or payor, the issuer can claim compensation from the payee or payor, respectively. If a payor pays compensation for losses by the payee pursuant to subsection (3) as a result of events at the issuer, the payor can claim compensation from the issuer.

(5) The issuer and the payor shall prove that a loss is not the result of the circumstances mentioned in subsections (1)-(3).

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Terms and Conditions for content-charged services

These Terms and Conditions apply to the use of content-charged services available to Telenor's mobile customers.

1 Contract - scope

A content-charged service is one in which customers can order services using their mobile phones via SMS, MMS or WAP. Payment shall be made via the Customer's mobile subscription or prepaid account. The Customer shall be liable for such payment in accordance with item 10 of the General Terms and Conditions.

These Terms and Conditions shall apply to:

- content-charged SMS/MMS/WAP services provided by Telenor, and
- access to premium-rated SMS/MMS/WAP services provided by a third party.

2 Ordering services

Customers order a content-charged service either via the Internet or by sending a specific SMS code to a four-digit number.

Charges for services ordered and sent to the Customer's mobile phone are included on the Customer's next invoice or deducted from its prepaid account. The Customer shall be responsible for ensuring that its telephone supports the service ordered. The Customer shall also be responsible for ensuring that its telephone has sufficient capacity for the service ordered and for saving the service correctly. If the Customer orders a content-charged service from a third party, the Customer shall be liable for payment regardless of whether the services provided are rejected.

When ordering a content-charged service from the Telenor website, the Customer receives a four-digit order code by SMS. This code shall be used to confirm the order made via the Telenor website.

3 Cooling-off period

Customers wishing to cancel an order placed via the Telenor website should not enter the four-digit SMS order code on the Telenor website. When the SMS code has been entered, the delivery process for the service starts immediately, and customers can then no longer cancel their order.

4 Prices

Adverts for a content-charged service state the

prices. In addition to the price of the content-charged service, Telenor also charges standard rates for sending SMS/MMS messages. Prices are stated in the Customer's contract with Telenor. Information about the prices for the content-charged services provided by Telenor, which Telenor customers can access via Telenor.dk, may be viewed on the website.

5 Payment

Customers with subscriptions pay for their content-charged services on their invoices. Total prices are itemised separately on their invoices. Prices for content-charged services are included when calculating the Customer's balance for such supplementary services as Balance Check and Call Limit etc.

Charges for pre-paid customers are deducted after the content-charged service has been delivered. Prepaid customers shall have a credit balance of at least DKK 25 when sending in an SMS/MMS order request. If their balance is less than DKK 25, they will receive a return SMS notifying them of the DKK 25 minimum balance requirement for content-charged services.

6 Receipt

Receipts are issued to customers by SMS which also gives the price. Prices are also stated on customers' itemised invoice, copies of which are obtainable upon request from Telenor.

7 Barring

If customers let third parties use their mobile phones, customers shall be liable for any orders for content-charged services, including orders made by children and young people. If the Customer does not require access to content-charged services via its mobile subscription, the Customer can bar access by contacting Telenor Customer Service. Customers are then still able to send and receive ordinary SMS/MMS messages at standard rates.

8 Misuse

Customers can protect their mobile phones from unauthorised use by activating the PIN code. Use of content-charged services by customers shall be subject to the same liability/responsibility rules that apply to their mobile telephony contracts, cf. item 9 of the Terms and Conditions for mobile subscriptions.

9 Service content

Telenor accepts no liability for the content of content-charged services provided by third parties.

10 Changes

Telenor shall be entitled to amend these Terms and Conditions, cf. item 17 of the General Terms and Conditions.

11 Registration and use of data

In delivering content-charged services, Telenor transfers customers' mobile numbers to the providers of such services. Some MMS messages have expiry dates set by the Customer, after which they are automatically deleted.

12 Customer Service

Queries about the content of content-charged services should be addressed to Telenor Customer Service or via email to telenor.dk/kontakt – and, if provided by a third party, the service provider.

13 Complaints

Complaints about registered call charges and about the services provided by Telenor should be addressed to Telenor Customer Service in line with the complaints procedure described in item 18. Complaints about matters other than invoicing should be addressed to the provider of the content-charged service. Addresses and telephone numbers of providers of content-charged services that use Telenor's network can be found at www.Telenor.dk.

Complaints should be sent to: Telenor Kundeservice, Skelagervej 9, 9000 Aalborg, Denmark.

Special Terms and Conditions for fixed-line services

1 Subscription contract - scope

A Telenor fixed-line contract covers connection to Telenor's fixed-line telephony network using 1015 preselect (manual entry)

Automatic code access (fixed carrier preselect)

Fixed-line subscriptions with access to basic telephony services and associated services in Denmark. Subscriptions can also be taken out for special services.

2 Transferring fixed-line numbers

The Customer may transfer his fixed-line number from another carrier to Telenor. The Customer has the rights to the telephone number.

When a number is transferred to Telenor from another carrier, it is automatically cancelled by the previous carrier. The Customer should be aware, however, that the service from the previous carrier may be subject to a minimum subscription period and, if so, this may lead to the Customer being charged by Telenor as well as by the previous carrier for the same period.

3 Connection

If customers are not already connected to the public service telephone network, they shall give an installation address at which Telenor will arrange for a network termination point to be installed. If one has already been installed at the address, it will be used instead. Telenor shall determine the exact location of the network termination point except, however, that this should insofar as possible meet the Customer's wishes.

If the Customer wants the network termination point or wiring to be installed differently from what is financially and technically appropriate (for example, concealed wiring, installation of the network termination point in a bathroom etc.), this shall be invoiced accordingly. If the Customer later wants the network termination point and wiring to be changed, this shall also be invoiced. The Customer shall arrange with Telenor for free access for Telenor or a third party appointed by Telenor to install the network termination point and wiring.

If there is not unrestricted access at the agreed time, Telenor shall be entitled to invoice the Customer for wasted time and mileage. The Customer shall arrange with Telenor for any proper electricity supplies for use in the connection and its operation, any expenses for which

shall be payable by the Customer.

4 Installations

The Customer shall not sell, lease, mortgage or otherwise dispose over physical installations and shall not tamper with these.

Terms and Conditions for Broadband

Information supplied to the Customer when taking out the subscription are personal and shall not be passed on to a third party. The Customer shall contact Telenor immediately if such confidential information is lost. The Customer shall be liable for misuse of such information. The Customer shall be liable for all charges under the subscription. Any misuse of the Customer's subscription by a third party shall be documented by the Customer. The Customer shall immediately notify Telenor of any suspected misuse.

Material sent to and from the Customer's email address shall be personal and confidential. Telenor shall not be entitled to read or in any other way pass on any information to a third party about activities relating to the Customer's subscription, unless warranted by law.

Repairs and support

Telenor shall not be responsible for the correct establishment, installation and setup of equipment by the Customer. Telenor shall solely be responsible for ensuring a connection on the line. If the Customer chooses to contact Telenor for telephone support and guidance on setup etc., payment shall thus be made by the Customer even if the setup is unsuccessful. Telenor shall be entitled to charge a support fee when support is required because of faults caused by the Customer itself.

1 Website and email addresses

Telenor subscribers have access to an electronic mailbox with up to five email addresses and their own website. Telenor provides 10 MB disk space for the electronic mailbox and 10 MB for the website, respectively.

2 General aspects about the network

Telenor actively employs measures to combat Internet abuse.

Customers who abuse the email system for sending or relay hosting emails, spam etc. shall be liable for damages for any costs payable by Telenor as a result of this. Telenor shall be entitled to take the precautions necessary to ensure the operation of its network. Such measures include, but shall not be limited to, blocking traffic from the network which is deemed to compromise the security of Telenor's network.

The Customer shall be responsible for checking

that all material uploaded to Telenor's servers complies with current Danish and international copyright laws and thus does not infringe third-party rights.

Telenor shall not be responsible for checking the Customer's use of the resources made available to the Customer. Consequently, the Customer shall accept full liability for all information made available by the Customer when using networks and servers made available by Telenor.

3 Liability for damages

When downloading material from the Internet or opening files sent by email, customers may risk infecting their hardware and software with virus. Telenor shall not be liable for losses sustained as a result of the Customer downloading material from the Internet or opening files sent by email which causes the Customer's hardware or software to be infected with virus.

Telenor shall also not be liable for any use of products or services other than for their intended purposes or losses resulting from a contract with a third party being defaulted on or lapsing, infringement of intellectual property rights etc. caused by use of information found on the Internet. Telenor shall not be liable for damages if the Customer receives technical assistance or any other type of support from a third party.

Telenor shall also not be liable for losses caused by an unauthorised party's access to customer data and/or systems. If the Customer is disconnected temporarily or permanently due to breach of a contract concluded between the Customer and Telenor, the Customer shall not have any claim against Telenor. Telenor shall not be liable for any loss of data etc. caused by the Customer's application of the subscription contract and its associated services.

Telenor shall not be liable for a visit by the Customer to a given website causing a file to be downloaded, with or without the Customer's knowledge, which subsequently causes the computer to call high-rate telephone numbers abroad.

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