

Prices

Mobile Basic Extra Products and Services

VoiceMail	Registration	Subscription	Usage	Unit
VoiceMail	0.00	0.00	Current minute rate	Per minute
VoiceMail with personal number	0.00	0.00	Current minute rate	Per minute
Telephone messages sent from web to e-mail			1.00	Per message
Messages	Registration	Subscription	Usage	Unit
Free text messages	0.00	80.00	0.00	
Text messages from Outlook	0.00	0.00	0.32	Per message
Text messages to international numbers from Outlook			2.16	Per message
Picture messages from Outlook			2.00	Per message
Text messages to international numbers from Outlook			2.00	Per message
Fax from Outlook			6.00	Per message
Fax messages to international numbers from Outlook			12.00	Per message
Call Forward	Registration	Subscription	Usage	Unit
Conditional Call Forward	0.00	0.00	Current minute rate	Per minute
Unconditional Call Forward	0.00	16.00	Current minute rate	Per minute
Call Transfer	0.00	0.00	Current minute rate	Per minute
Usage	Registration	Subscription	Usage	Unit
Text message balance	0.00	0.00	Current text message rate	Per text message
Automatic Balance Check	0.00	0.00	Current text message rate	Per text message
Usage Control	0.00	0.00	0.00	
Usage Alarm	0.00	0.00	0.00	

International	Registration	Subscription	Usage	Unit
International Zone	0.00	28.00	See prices on Telenor.dk	Per minute or part of a minute
International Broadband	0.00	40.00	DKK 3 in the Nordic countries DKK 7.80 in the EU	Per MB
Business Traveller	0.00	19.00	Current minute rates	Per minute or part of a minute
Surf Control International	0.00	0.00		

Mobile Insurance	Registration	Subscription	Usage	Unit
Mobile Insurance – Basic coverage	0.00	29.00		Per month
Mobile Insurance – Extended coverage	0.00	39.00		Per month
Miscellaneous	Registration	Subscription	Usage	Unit
Mobile TV	0.00	79.20	Unlimited	
Access to 4x50 – Telenor's conference number	0.00	0.00	Current minute rate	Per minute
Double SIM	280.00	10.00	Current minute rate	Per minute
Number reservation	99.00	0.00		Per reservation
Mobile Backup	0.00	7.20	Current data rate	Per KB
Barring	See prices on Telenor.dk	See prices on Telenor.dk	See prices on Telenor.dk	See prices on Telenor.dk
Music (if you only have one mobile subscription or mobile broadband subscription with Telenor)	0.00	79.20	Unlimited (in DK)	Per month

Multiplan Extra Products

Multiplan	Registration	Subscription	Usage	Unit
Access to Self-Service	0.00	0.00	0.00	
Registration of ExtensionPlan Speed Dial numbers	0.00	0.00	0.00	
ExtensionPlan (call and call forward with ExtensionPlan)	0.00	0.00	0.40 0.20	Per minute Per call
FixedPrice in ExtensionPlan	0.00	12.00	Max of 1,000 minutes	Per month
BarringPlan (incl. configuration) per business	500.00	0.00		
BarringPlan (empty profile) per business	125.00	0.00		
Optional Caller Display (registration per business. Subscription per month per user)	150.00	5.00		

ZonePlan, F2M and F2MPlus	Registration	Subscription	Usage	Unit
CompanyZone (registration per location. Subscription per month per user)	1,000.00	16.00	0.40	Per minute from zone to fixed lines in Denmark
Temporary Zone (require company zone)	600.00	0.00	0.40	Per minute from zone to fixed lines in Denmark
HomeZone (per month per user)	0.00	16.00	0.40	Per minute from zone to fixed lines in Denmark
Prolongation of Temporary Zone	320.00	0.00	0.40	Per minute from zone to fixed lines in Denmark
Zone Telephone	0.00	0.00	0.40	Per minute from zone to fixed lines in Denmark
F2M	0.00	12.00	Current minute rate	Per minute
Calls received outside the zone per minute (B charge). Only valid for F2M – not F2M Plus			0.40	Per minute
F2M Plus	0.00	49.00	Current minute rate	Per minute
Conversion back to fixed-line subscription per number	160.00			
StatusPlan via the Internet				
StatusPlan per user	100.00	8.00		
StatusPlan via Nordic Connect				
StatusPlan Nordic Connect	4,000.00	200.00		
StatusPlan per user	100.00	8.00		
FlexiPlan				
FlexiPlan per user	200.00	10.00		

SearchPlan				
Personal SearchPlan	20.00	24.00	Current minute rate	Per minute
SearchPlan Basic – up to 5 members	100.00	240.00	Current minute rate	Per minute
SearchPlan Small – up to 10 members	100.00	1,000.00	Current minute rate	Per minute
SearchPlan Large – up to 25 members	100.00	1,800.00	Current minute rate	Per minute
Mobile Switchboard				
Mobile Switchboard Basic	100.00	240.00	Current minute rate	Per minute
Mobile Switchboard Plus	100.00	1,000.00	Current minute rate	Per minute
Mobile Switchboard Super	100.00	1,800.00	Current minute rate	Per minute
Extra features for SearchPlan and Mobile Switchboard				
Welcome Greeting	150.00	150.00		
Statistics	150.00	120.00		
Waiting music	150.00	150.00		
Training by telephone – max 3 persons per training (obligatory for Mobile Switchboard)	700.00			

IVR Plan				
IVR Plan Small	200.00	1,000.00	Current minute rate	Per minute
IVR Plan Large	300.00	1,800.00	Current minute rate	Per minute

Mobile Data Extra Products and Services

Mobile Data Supplement	Registration	Subscription	Usage	Unit
Access to e-go	0.00	0.00	Current MB rate (For usage in DK)	Per MB
Max Price	0.00	0.00	20.00	Per day
Surfmobile – 5 MB per month (hereafter Max price of DKK 20 per day)	0.00	7.20	8.00	Per MB exceeding included MB
Mobilesurf Basic (Max DKK 9 per day)	0.00	9.00	1.00	Per MB
Mobilesurf 20 (20 MB incl.)	0.00	19.00	1.00	Per MB exceeding included MB, however, max. DKK 9 per day.
Mobilesurf 200 (200 MB incl.)	0.00	39.00	1.00	Per MB exceeding included MB, however, max. DKK 9 per day.
Mobilesurf 500 (500 MB incl.)	0.00	79.00	1.00	Per MB exceeding included MB, however, max. DKK 9 per day.
Mobilesurf All Inclusive	0.00	119.00	0.00	
International Broadband (Mobilesurf 500 or Mobilesurf All Inclusive is required)	0.00	40.00	The Nordic countries: 3.00 EU: 7.80	
Mobile Fax	39.60	32.00	1.00	Per minute

Mobile Data Business	Registration	Subscription	Usage	Unit
Extra charge per user for Business package (corresponds to Mobile Data Basic extra charge per user)	0.00	32.00	Depends on the choice of Business package	MB
Mobile Data Business 3 GB	79.20	4,500.00	3.00	Per MB exceeding included MB
Mobile Data Business 5 GB	79.20	7,500.00	3.00	Per MB exceeding included MB
Mobile Data Business 10 GB	79.20	12,500.00	3.00	Per MB exceeding included MB
Mobile Data Business 20 GB	79.20	20,000.00	3.00	Per MB exceeding included MB
Mobile Data Business 50 GB	79.20	35,000.00	3.00	Per MB exceeding included MB
Mobile Data Business 100 GB	79.20	50,000.00	3.00	Per MB exceeding included MB

MDA	Registration	Subscription	Usage	Unit
MDA Barring for Internet and picture messages per user		5.00		
MDA Danish solution per business	5,000.00	2,000.00		
MDA Nordic solution per business	5,000.00	6,000.00		

Mobile Supplements

Supplements	Registration	Subscription
Office package	0.00	19.00
Move package	0.00	149.00
Travel package	0.00	119.00
All Around package	0.00	249.00

Other

Other supplements				
User Training (reference is made to Franca Consult)			1,500.00	Per hour
Consultancy fee Technical Sales			1,000.00	Per hour

Terms

Terms of Mobile Basic Extra Products and Services

1 General

Mobile extra products require a mobile main subscription with Telenor. Extra products may be registered by contacting the sales department or CustomerService. The standard notice period is 30 days unless otherwise stipulate in the special terms below. Termination must be in writing to Telenor CustomerService Business.

2 VoiceMail

You will be charged the ordinary telephone rate when calling and listening to the VoiceMail and for call forwards to your VoiceMail. If minutes are included in your main subscription, these minutes may be used for calls to your VoiceMail. Your unread messages will be stored for 168 hours (7 days) and your read messages will be stored for 72 hours (3 days). You will receive a text message when you have a new VoiceMail message and you may then press 1 to listen to your message. When listening to your message you will be informed of the date and time when the message has been received. Instructions are available in English. Your VoiceMail may include up to 50 messages. You may change your personal message. You may obtain a security code. In case of frequent visits abroad, a VoiceMail with a personal number may ensure that you can always listen to your messages from abroad. VoiceMail with a personal number may be ordered via Customer Service Business. If you request to set up your VoiceMail to forward all messages to an e-mail address, you must log in to Self-Service on telenor.dk/telefonsvarerhverv.

3 Free text messages

Text messages cannot be used commercially, disclosed or be resold to a third party. Messages sent in Denmark to Danish mobile numbers and text message receipts are included in Free text messages. Picture messages and content-charged text messages, text messages sent from abroad and text messages sent to international telephone numbers are not included in free text messages and will be charged separately. Free text messages may be selected for the following mobile subscriptions with Telenor Business: Business subscription and Business Basic.

4 Text messages and fax from Outlook

Prices do not apply for content-charged text messages and picture messages for special numbers. Text messages from Outlook will be charged separately and is not part of Free text messages. Text messages from Outlook cannot be used with Outlook Express. Text messages from Outlook are compatible with Windows Vista. The application is free of charge and may be downloaded from telenor.dk/SMSfraoutlook.

5 Call Forward

Call Forward is the possibility of conditionally or unconditionally forwarding calls made to the subscriber to a Double SIM, another mobile or fixed-line number or the VoiceMail. Call Forward minutes are included if a minute pack is included in the chosen subscription. Otherwise, Call Forward will be charged at the current minute rate. Conditional Call Forward

means that calls may only be forwarded to a predefined number like e.g. VoiceMail. Unconditional Call Forward is included in all mobile subscriptions to Telenor Business.

6 Call Transfer

Call Transfer is the possibility of transferring a call in progress to a third party. Call Transfer functions and is charged as follows: A -> B Call Transfer -> C. This service is charged as follows: A pays as usual for the call to B. B pays for the call transfer to C. This means that B pays the total price of the call which the B -> C call generates until the call between A -> C is ended. When you have transferred a call, you no longer control the duration of the call between A and C and the price you are paying for the call. If C transfers the call to D, you will still pay for the call based on its duration. If B and C are within the same ExtensionPlan, the Call Transfer will be free of charge. The possibility of transferring a call in progress may be barred.

7 Balance Check

You may send a text message with the text "saldo" to 1221 to obtain information about your usage since the most recent invoice. Start Automatic Balance Check: Send a text message with the text "autosaldo start" to 1221. Stop Automatic Balance Check: Send a text message with the text "autosaldo stop" to 1221. You will be charged the ordinary text message rate when starting and stopping the Automatic Balance Check.

8 Usage Control

Usage Control is a free service. Only usage of telephone calls, text messages, picture messages and data is included in the usage. Miscellaneous quarterly charges, fees, discounts and similar are not included in the Usage Control amount. You shall specify a monthly maximum amount which your usage cannot exceed. If the maximum amount is exceeded, your telephone will automatically be barred within 24 hours for all outgoing calls, text messages, picture messages etc. You may still receive calls, text messages

and picture messages after your telephone has been barred. Free minutes and free text messages cannot be used when your telephone has been barred because you have exceeded the maximum amount of your usage control.

You may increase the usage amount at any time by calling the Self-Service number +45 72 129 977 or Customer Service on +45 72 100 100 and stating your telephone number and your PIN code. You may call both numbers even though your telephone has been barred because the maximum amount has been reached. You can always call the rescue services (Alarm 112) even though your mobile phone has been barred for outgoing calls. Please note that for calls from abroad (roaming), usage may not be registered until after 31 days in some instances. The telephone will be barred as soon as possible after Telenor has registered that Usage Control has been exceeded. You are responsible for the amount charged to the account until the barring comes into force. Consequently, the maximum amount is intended as a guide only. Usage Control is a free service. Only usage of telephone calls, text messages, picture messages and data is included in the usage. Miscellaneous quarterly charges, fees, discounts and similar are not included in the Usage Control amount.

9 Usage Alarm

We compare your monthly usage to your average usage during the most recent 12 months. If your usage increases to more than double in a month, you will receive a letter with information on your increased usage within 3 weekdays. You may register for Usage Alarm by contacting Customer Service Business on +45 72 120 100.

10 International Zone

International Zone is reduced rates from Denmark to abroad. See prices on telenor.dk/udland. Calls made with International Zone are charged per minute

and the product may be terminated by giving 60 days' notice.

11 International Broadband

International Broadband is an extra subscription for the mobile phone for data usage in the Nordic countries and the EU. In order to secure low prices in the Nordic countries we have closed access to other operator's network in Norway and Sweden. Usage on network outside the EU will be charged with Telenor's current prices for data abroad. International Broadband for the mobile phone may be combined with the extra products MBB79 and MBB159. International Broadband may be terminated giving 30 days' notice. A discount is granted for International Broadband, cf. Telenor Discount Agreements.

12 Business Traveller

An extra product for employees with regular stays abroad. With Business Traveller you can use your MultiPlan functionality abroad. You will have attractive roaming prices in the Nordic countries and in the EU. A Business Traveller agreement is binding for 3 months. If your subscription terminates before the end of the binding period, the subscription fee shall be paid during the interminability period. No discount is granted for subscription and usage. For more information, please see www.telenor.dk.

13 Mobile Backup

In order to make a backup of your contacts, calendar, notes and bookmarks, you need to install Mobile Backup on your mobile. You shall pay for transfer of your data, cf. your current MB price.

14 Mobile Insurance

A basic insurance covers any accidental damage. It means that it will cover all damages apart from the exceptions stated in the insurance terms. Fluid damages: Your phone will be repaired or replaced by another phone if lost in fluid or damaged due to humidity.

Mechanical damages: Your phone will be repaired or replaced by another phone if for instance it is dropped or damaged so that the cabinet or any electronics is damaged.

Electrical errors: Electrical errors which are not covered by the 24 months' warranty specified in the Danish Sale of Goods Act will be remedied or you will receive a new mobile.

An extended insurance cover has the same coverage as the Basic coverage and compensation for theft and coverage of own risk for misuse leading to theft. If the telephone is stolen, a police report must be shown as evidence that the telephone has been stolen.

15 Mobile TV

You have unlimited access to watch the following channels with Mobile TV: DR 1, DR 2, DR Update, TV2, TV2 Zulu, TV2 News Sputnik, BBC World, Disney Channel, special Mobile TV channels – the content is adjusted to fit the mobile's screen and use, Discovery Mobile, MTV Shorts, MTV Music. In order to use Mobile TV it is required that the telephone supports streaming of Mobile TV. In order to receive the required setup you may send a text message with the text "VS" to 1221. RealPlayer, which is the program showing Mobile TV on your mobile phone, must also be set up for Telenor Streaming. This is done in RealPlayer under Settings.

16 4x50 – Telenor's conference number

As a Telenor customer you have access to 4x50 – Telenor's conference number. Each meeting participant will pay their usual rate to their telecom operator. There is no additional charge or additional fees for using this service. Meetings may be booked by e-mail on telenor.dk/4x50.

17 Double SIM

Calls may be made from both mobile phones at the same time and completely independent of each other. If a call is not answered in the main office, the call will be forwarded to the secondary card. If the main card is turned off, calls will automatically be forwarded to the secondary card. Double SIM cannot be combined with Telenor subscriptions with unlimited telephony.

18 Number reservation

As a Telenor Business Customer you may reserve individual numbers or number series. The numbers must be put into use within a period of 12 months; otherwise the numbers will be released. If a number series has been put into use, it will not be released without your acceptance.

19 Barring

You may subscribe to the following Barring Services: Barring for Content-Charged Services, Adult Content, Parental Lock, GPRS/3G, Individual Barring, GSM Barring, Picture Message Barring, International Barring. Cancellation of the barring requires a written notice from the IT/Telephone department responsible for the solution.

20 Music

With the Music service from Telenor you may listen to all the music you want for a fixed amount per month. Music is a service you may purchase for your Telenor mobile subscription or your mobile broadband subscription. The music service cannot be combined with fixed broadband. You will get access to your music via a desktop client on your computer and via a mobile client. The product uses current data traffic, which you should note when you are abroad. Data traffic is included when using Telenor's net in Denmark. The music service is only for private use. The music service may be terminated giving 30 days' notice.

Based on your subscription you consent to Telenor's disclosure of any required personal

information to our cooperation partner, Aspiro. The disclosure includes information which you submit to Telenor in connection with your registration as a customer, including e.g. your mobile number, e-mail address and your own access code. Aspiro need this information to register you in their system in order for you to use the music service. Telenor will not pass on your consent to be contacted.

Telenor reserves the right in special circumstances, including operational matters, safety matters and matters of misuse, to temporarily close down access to the music service.

21 Surf Control International

With Surf Control International you are guaranteed that your data usage abroad cannot exceed DKK 360 ex. VAT per month. Your data connection will be temporarily barred when you have used data equivalent to an amount of DKK 360 ex. VAT in the current bill period. You will receive an SMS describing how you may continue to use data abroad. Surf Control International applies in all countries outside of Denmark – not in Denmark. Surf Control International is free of charge. You automatically have Surf Control International and may deselect it or change the limit to e.g. DKK 800 ex. VAT or DKK 4,000 ex. VAT by calling Customer Service on +45 7212 0000. Surf Control International will not have any impact on your usage of regular calls and SMS, but it will not be possible to send MMS messages. Only your data usage abroad will be temporarily barred. You will still be able to surf when you get home. Read more about Surf Control International on www.telenor.dk.

22 International Zone

International Zone is a complimentary solution that gives you lower minute prices for international calls. With International Zone you pay a monthly subscription of DKK 28 and also obtain savings on the minute price. With International Zone you only pay for the

international part of a call. On www.telenor.dk you may see which zones the countries are located in.

Terms of Mobile Supplements

1 General

The Mobile Supplements consist of different products and extra services. For a description of the terms of each product included in the package, please see the special terms of the product in this brochure.

If a Mobile Supplement is purchased you accept that the products included shall replace existing products you may already have. In this connection it may be necessary to set up some of the products again, e.g. you may need to set up a new welcome greeting for your VoiceMail.

The Mobile Supplements may be terminated giving 90 days' notice and no discount is granted for these supplements according to existing discount agreements. The content of the supplements is fixed and it is not possible to deselect some of the products.

2 Office package

With the Office package you may use the products International Zone, Text Messages and Fax from Outlook, 4x50 and Mobile Backup. The Office package is offered to subscribers to Business Basic, Business Flex, Business All Inclusive and Mobile Deal subscribers. The Office package cannot be combined with the Move, Travel or All Around package.

3 Move package

With the Move package you are mobile outside of your office. Here you may use the products Mobile Fax, Mobilesurf 500, International Zone and Mobile TV. The Move package is offered to subscribers to Business Basic, Business Flex, Business All Inclusive and Mobile Deal subscribers. The Move

package cannot be combined with the Office, Travel or All Around package.

4 Travel package

The Travel package is for you who travel much. Here you may use the products Business Traveller, VoiceMail with personal number, International Zone, Mobilesurf 500 and International Broadband. The Travel package is offered to subscribers to Business Basic, Business Flex, Business All Inclusive and Mobile Deal subscribers. The Travel package cannot be combined with the Office, Move or All Around package.

5 All Around package

The All Around package consists of the above-mentioned Office, Move and Travel packages combined in one package – however, with the exception of VoiceMail with personal number which is not part of the All Around package. Products which are included in several packages will only be charged once to your subscription. The All Around package is offered to subscribers of Business Basic, Business Flex, Business All Inclusive and Mobile Deal subscribers. The All Around package cannot be combined with the Office, Move or Travel package.

Terms of Multiplan Extra Products

1 ExtensionPlan

ExtensionPlan comprises special rates for the company's telephones under the agreements: "Mobile to Mobile", "Mobile to Fixed-Line" and "Fixed-Line to Mobile". The standard is that charging within the ExtensionPlan will be activated based on usage charging (per second). If fixed-line numbers are comprised by the ExtensionPlan, it is a requirement that the company has concluded an agreement with Telenor regarding Fixed-Line or Direct Line.

1.1. Speed Dial in ExtensionPlan

The company may choose to register a Speed Dial number for each user within the ExtensionPlan. The Speed Dial number can be 3-8 digits but cannot be any of the following: 110, 112 and 911 or numbers beginning with "0" (zero). A Speed Dial number cannot be a portion of another Speed Dial number. If Speed Dial numbers are chosen for the users in the ExtensionPlan, an Escape Code must be chosen which needs not be the same for all users. The Escape Code is used to distinguish between Speed Dial calls and calls to ordinary long numbers (8 digits). There are three options when choosing an Escape Code:

1. Dial "0" (zero) to make a call to someone outside the group. When choosing Speed Dial, this configuration is automatically implemented.
2. Dial "0" (zero) to make a call to someone within the group.
3. Without dialling "0" (zero). Dial the long number (8 digits). When not choosing Speed Dial, this configuration is automatically implemented. All users call dialling long numbers but still at the low rate. The customer is responsible for setting up PABX and shall pay for any costs related thereto. When a mobile telephone is used abroad, extension numbers cannot be used. If a call is made to another user included in the ExtensionPlan and this user is located abroad, the extension number may be used.

If external extension numbers are set up, e.g. to suppliers, the current mobile rate will be applied for such numbers. Data and fax calls within the ExtensionPlan shall follow the rates for internal telephony. High Speed Data is excluded and is charged at the current rate.

1.2 Fixed-price in ExtensionPlan

The extra product may only be selected for Business Subscriptions. The company pays a fixed price (per GSM subscription) for calls within the ExtensionPlan ("Mobile to Mobile" and "Mobile to Fixed-Line") up to a limit of

1,000 minutes per month per mobile number. After this, your company will be invoiced at the normal rate within the ExtensionPlan for subsequent minutes. The subscription makes you eligible for discount according to your discount agreement. Fixed-price in ExtensionPlan only applies for outgoing calls in Denmark. The minutes included in the subscription comprise Call Forward within the ExtensionPlan and no call charges are payable. Call Transfer is free within the ExtensionPlan and is therefore not deducted from the minutes included in the subscription. Call attempts are subject to a charge.

2 Self-Service

With Self-Service it is possible to edit the ExtensionPlan, SearchPlan and BarringPlan. Self-Service will log all activities undertaken. The company is responsible for the editing, including financial consequences, performed via the company's own use of Self-Service. Telenor's security module for Self-Service stores information locally on the company's machine in connection with login and logout. This information does not include information about the user. This Internet technology is called Cookies. It is possible to edit via Self-Service 24 hours a day. However, Telenor does not guarantee operating support outside normal working hours (8:00 a.m. to 4:00 p.m.) on weekdays. The company must state a unique user name for each login profile. It must also state a unique e-mail address for each user. In connection with the registration a login will be forwarded to the e-mail address stated. This login will be valid for 14 days from receipt and the user must log in within this period and create a password. This password must be used together with the user name every time the user logs into the system.

3 BarringPlan

Unless otherwise stipulated in the contract, the BarringPlan bars all outgoing calls for the numbers covered by the

BarringPlan. If the Barring function for incoming calls is activated, it will not be possible to use the conditional call forward function. The contract must state the numbers to which calls must be enabled and the numbers from which it must be possible to receive calls. These numbers may be specified using number intervals. It is possible to bar specific numbers within a number interval.

The basis for the BarringPlan is that it is always possible to make calls within the ExtensionPlan. If you want to bar numbers within the ExtensionPlan, this must be actively specified in the contract.

The company may establish an empty BarringPlan profile, thus enabling the company to define its list of barred numbers itself via MultiPlan Self-Service. If you choose an empty BarringPlan, do not complete the barring list in the contract.

Telenor does not guarantee barring of outgoing calls when the telephone is used abroad. The barring of incoming calls will remain effective.

4 ZonePlan & F2M

The zone prices are applicable within the zone defined in our system based on the respective title number in the local land registry. If the company relocates to another address, the CompanyZone must be established again and an establishment charge will be payable. Zones can only be established in Denmark. No discounts are granted for call attempts, Call Transfer and calls to numbers and services with special charges. The addresses for which the company wants to establish a zone must have a relation to the company, either in the form of ownership or in the form of a strong affiliation with the address, e.g. participation in a construction project at the address. ZonePlan includes the following modules: CompanyZone, HomeZone and Temporary Zone.

4.1 Zone Type

CompanyZone may be set up for the company's main addresses, HomeZone may be set up for separate user addresses and a Temporary Zone applies for up to 6 months for an unspecified address. If you want to prolong a Temporary Zone, Telenor must be notified in writing not later than one month before the zone expires. Such a prolongation will require a new agreement and current payment. CompanyZone is required to establish a Temporary Zone.

4.2 Zone Telephone

Zone Telephone requires an ExtensionPlan and a CompanyZone. It is only possible to transfer calls to the telephone to the VoiceMail. It is only possible to receive calls and send text messages outside the Zone. Please note that if combining CompanyZone and HomeZone, it is only possible to use the telephone within the CompanyZone. From the HomeZone it will only be possible to receive calls and send text messages.

4.3 F2M and F2MPlus

F2M and F2M Plus can be registered for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you want to transfer an existing fixed-line number to F2M and/or F2M Plus and it is included in a number series, the entire number series in question must be converted to F2M and/or F2M Plus. If numbers which the customer does not want to have activated are included in the series, these numbers must be reserved (frozen) on the customer's account for later activation. A subsequent activation can only take place as Direct Line, F2M, F2M Plus, Search Plan and IVR Plan. The number series is comprised by the customer's binding agreement with Telenor. Telenor does not guarantee that F2M and F2M Plus support receipt of text messages from other providers of telephony.

4.3.1 Specifically regarding F2M

You must have a ZonePlan subscription to get F2M. With F2M you pay the B charge when you receive calls outside the Zone. There is no B charge within the ExtensionPlan and for calls received abroad. If the customer subscribes to F2M, the B charge will not be part of the minutes included. The B charge will be priced separately, cf. the current rate. If you have a subscription where usage is included, B charge minutes and calls from the Zone will be invoiced separately and will not be part of the minutes included. Outgoing minutes from the F2M number will be part of the customer's minutes included.

5 Status Plan

It is a condition for the Status Plan product that the company has an ExtensionPlan, an available, fixed IP address and has acquired separate partner software.

5.1 Technical matters

All matters relating to the acquisition of partner software are to be settled directly with the supplier certified by Telenor. The customer is responsible for opening up for reception of status information sent from Telenor.

5.2 StatusPlan menu

Users with mobile telephones receive an STK menu when they register. This menu is to be used for administration of the StatusPlan. If the customer has an old SIM card which does not support STK, the card must be replaced. A SIM card replacement will be invoiced according to the rate applicable from time to time for SIM card replacements. The charge for text messages sent via the StatusPlan menu is subject to the rate applicable from time to time for text messages, depending on the customer's subscription.

5.3 Fault repair

The reporting of faults in connection with partner software or subsequent changes in the IT installation must take place directly to the software supplier/technician. Faults in connection with SIM cards, StatusPlan menu

or interruptions of the StatusPlan solutions must be notified via the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

Please note that the Telenor Hotline and its partner cooperate to repair any faults.

5.4 Invoicing

The StatusPlan consists of two deliveries. The StatusPlan subscription and registration are invoiced by Telenor. Software for displaying the StatusPlan, including installation and service, is to be agreed with and invoiced via the software partner.

6 FlexiPlan

It is a requirement to obtain the FlexiPlan product that the company has an ExtensionPlan. In addition, a fixed-line connection via Direct Line is required as well as Netwise CMG 6.0 or CMG 2007. All matters regarding acquisition of and support for Netwise CMG 6.0 or CMG 2007 are to be settled directly with the system integrator.

The FlexiPlan functionality is limited if combined with Double SIM. All calls from mobile and fixed-line telephones will be invoiced according to the underlying subscriptions. The registration charge for FlexiPlan will be charged separately.

6.1 Technical matters

All matters regarding acquisition of and support for separate software are to be settled directly with the software partner or the system integrator.

6.2 Selection of number series

If the FlexiPlan product is established by means of fixed-line numbers, it is a requirement that the customer has a ZonePlan. The mobile phones covered by the total FlexiPlan solution must be registered using F2M. If the FlexiPlan product is established using mobile numbers, the customer may either use the mobile number series from Telenor or

imported mobile number series from another operator.

6.3 FlexiPlan menu

Users with mobile telephones receive an STK menu when they register. This menu is to be used for administration of the FlexiPlan. If the customer has an old SIM card which does not support STK, the card must be replaced. A SIM card replacement will be invoiced according to the rate applicable from time to time for SIM card replacements. The charge for text messages sent via the FlexiPlan menu is subject to the rate applicable from time to time for text messages, depending on the customer's subscription.

6.4 Fault repair

The reporting of faults in connection with partner software or subsequent changes in the IT installation must take place directly to the software supplier/technician. Faults in connection with SIM cards, FlexiPlan menu or interruptions of the StatusPlan solutions must be notified via the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

Please note that the Telenor Hotline and its partner cooperate to repair any faults.

6.5 Invoicing

The FlexiPlan consists of two deliveries. The FlexiPlan subscription and registration are invoiced by Telenor. Software for displaying the FlexiPlan, including installation and service, is to be agreed with and invoiced via the software partner.

7 SearchPlan

SearchPlan can be registered for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you want to transfer an existing fixed-line number to SearchPlan and it is included in a number series, the entire number series in question must be transferred to Telenor and may subsequently only be registered as SearchPlan, IVR Plan, F2M, F2M Plus or Direct Line. If numbers which the customer does not want to have activated are included

in the series, these numbers must be reserved (frozen) on the customer's account for later activation. The number series is comprised by the customer's binding agreement with Telenor.

Registration of a Group SearchPlan and use of the SearchPlan menu on the mobile telephone (possible to register as "active" and "passive") may require that some of the company's SIM cards are replaced. The replacement will be subject to payment of the price applicable from time to time for SIM card replacements. The charge for text messages sent via the SearchPlan menu is subject to the rate applicable from time to time for text messages, depending on the customer's subscription.

It is a requirement for the Group SearchPlan product that the company has an ExtensionPlan. Members of a Group SearchPlan cannot have a FlexiPlan.

The registration of a Group SearchPlan may take up to four hours from the time Telenor starts the activation. Group SearchPlans may be registered on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of the customer's telephony may be expected on the implementation day.

Self-Service is required for the company to register a Group SearchPlan. However, independent "administrator" rights must be assigned for Self-Service for this Group SearchPlan. Please note that the same "administrator" may be permitted to edit both the SearchPlan and the ExtensionPlan.

When registering a Group SearchPlan, the opening hours will be set at 24 hours a day. The administrator may subsequently adapt the opening hours to the company's needs via the Self-Service function.

For the VoiceMail included in this service,

the PIN code and the number for the VoiceMail are available via Self-Service.

Addition and deletion of members are primarily used in connection with registration of the member list for Group SearchPlan. The day-to-day administration of the members to reply to calls made to Group SearchPlan is handled via Active/Passive, either via MultiPlan Self-Service or the SearchPlan STK Menu.

Reference is made to "Getting off to a good start – administrator" and "Getting off to a good start – members" at telenor.dk for setting up a Group SearchPlan.

No charge is payable for the internal search process taking place between the members of a Group SearchPlan. If a member receives a call directly on the mobile phone outside the Group SearchPlan, the Call Forward rate applicable from time to time will apply if this function is activated.

It is not recommended to combine the Group SearchPlan and fixed-line telephones as members. If you choose to do so, the fixed-line telephone must not have a call forward function as that would mean that the Group SearchPlan will not work.

7.1 Personal SearchPlan

It is a requirement for the Personal SearchPlan product that the company has an ExtensionPlan. The owner and members of a Personal SearchPlan cannot have a FlexiPlan. Furthermore, the owner cannot have Double SIM.

When registering a Personal SearchPlan the opening hours will be set at 24 hours a day. The administrator may subsequently adapt the opening hours to the company's needs via the Self-Service function. Reference is made to "Getting off to a good start – owner" and "Getting off to a good start – members" at telenor.dk for configuration of the Personal SearchPlan.

If the owner of a Personal SearchPlan turns

off his telephone, the Personal SearchPlan also turns off.

7.2 Fault repair

Contact the Telenor Hotline in case of faults related to the Group SearchPlan or the Personal SearchPlan. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

8 Welcome Greeting

Welcome Greeting is a product that allows you to record unique welcome greetings for SearchPlan via MultiPlan Self-Service. Welcome Greeting is an extra product for Personal SearchPlan, Group SearchPlan or Mobile Switchboard. Welcome Greeting may be ordered via MultiPlan Self-Service.

9 Statistics

Statistics is an extra product for Personal SearchPlan, Group SearchPlan or Mobile Switchboard. Statistics may be ordered via MultiPlan Self-Service. Statistics comprise 3 modules which in different ways provide an overview of the SearchPlan performance.

10 Waiting Music

Waiting Music is an extra product for Personal SearchPlan, Group SearchPlan or Mobile Switchboard. Waiting Music is a product that allows the administrator to upload sound files and music, which is used for queuing calls on SearchPlan. Waiting Music may be ordered via MultiPlan Self-Service.

After registration, a Telenor standard music playlist will be used. The administrator may play the Telenor music playlist and determine if it can be used – it is free and is always included in the product.

The administrator may also choose to make a unique music playlist. In addition to the Telenor music playlist, a maximum of 3 self-made music playlists may be created with a maximum of 10 numbers

(sound files) in each list. Only one music playlist may be active at a time. If the administrator chooses to design an individual music playlist, it is important to point out that the administrator (the company) shall be liable to pay expenses for any Koda and Gramex rights for any music used. Telenor cannot at any time be held responsible for the music playlist used by the administrator as Waiting Music.

11 Optional Caller Display

Registration and administration are handled exclusively via Self-Service. Therefore it is a requirement that the company has at least one administrator for Self-Service.

A main number is selected in connection with the registration. It is not possible to change this main number, unless the service is terminated and registered again. This will result in payment of a registration charge.

The 10 other numbers apply to the entire ExtensionPlan. Users of Optional Caller ID Display will maximum have 11 numbers available for display in addition to SearchPlan, Secret Number and Own Number.

It is only possible to use numbers that are included in the company's ExtensionPlan. Companies with several ExtensionPlans (Sub-PNI) must register Optional Caller Display for each ExtensionPlan/PNI. It is not possible to combine numbers for display with users from different ExtensionPlans. Display of other numbers than the caller's own number only applies for outgoing calls.

When sending text messages/picture messages, the user's own mobile number will be displayed as the sender.

In connection with the registration, users of Optional Caller Display receive an STK menu to be used for administration at user level. If the customer has an old SIM card which does not support STK, the card must be replaced. A SIM card replacement will be invoiced according to the rate applicable from time to

time for SIM card replacements. For users with Double SIM it will only be possible to use Optional Caller Display on the Main Card. Optional Caller Display is only supported in Denmark. If a user of Optional Caller Display is abroad, that user will not be able to use the service. In case of calls abroad made from Denmark, Optional Caller Display will be supported, meaning that the number selected will be displayed to the receiver (the foreign number).

12 Mobile Switchboard

The Mobile Switchboard may be delivered in three different models depending on the company's needs: Mobile Switchboard (Basic) which includes the following 3 MultiPlan modules: Switchboard, Group SearchPlan (Basic) and StatusPlan. Mobile Switchboard (Plus) which includes the following 3 MultiPlan modules: Switchboard, Group SearchPlan (Small) and StatusPlan. Mobile Switchboard (Super) which includes the following 3 MultiPlan modules: Switchboard, Group SearchPlan (Large) and StatusPlan.

Please note that the registration of Mobile Switchboard may take up to four hours from the time Telenor starts the activation. Mobile Switchboard may be registered on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of the customer's telephony may be expected on the implementation day. If the fixed-line number stated is used for Telenor Direct Line today, it is the customer's responsibility to have its PABX reprogrammed so that calls to the fixed-line number from the PABX are routed to the Direct Line.

12.1 Training by telephone

Telephone instruction is a mandatory part of the registration of a Mobile Switchboard and further training may be ordered from a sales representative depending on the customer's wants and needs.

12.2 Fault repair

As the Mobile Switchboard uses the functionalities included in the Group SearchPlan function, it is a condition that the customer is familiar with and uses the tools available for Group SearchPlan via www.telenor.dk.

In case of faults the customer must assess whether they are due to Telenor or a partner. In case of faults related to Telenor, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

Please note that the Telenor Hotline and its partner cooperate to repair any faults.

12.3 Invoicing

In addition to the subscription price invoiced to the customer by Telenor, the partner will also invoice the customer for licences and installation of software.

13 IVR Plan

IVR Plan can be registered for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you want to transfer an existing fixed-line number to IVR Plan and it is included in a number series, the entire number series in question must be transferred to Telenor and may subsequently only be registered as IVR Plan, SearchPlan, F2M, F2M Plus or Direct Line. If numbers which the customer does not want to have activated are included in the series, these numbers must be reserved (frozen) on the customer's account for later activation. The number series is comprised by the customer's binding agreement with Telenor.

IVR Plan solves a company's traditional telephony requirement, typically for their main number – e.g. Welcome to... - Press 1 for..., press 2 for... etc.

It is a requirement for the IVR Plan product that the company has an ExtensionPlan.

IVR Plan is made so that the company and the administrator may design their own IVR Plan solution via IVR Plan Self-Service and the sound files stored in the sound library. When creating an IVR Plan the solution is "empty" and waits for the administrator to define and subsequently publish the different Opening Hours, Welcome Greetings, Taste Menus and Messages. In this connection it is therefore important that ingoing calls to the main number (the number for which IVR Plan has been registered) may already be handled at the registration. Therefore, a reference number is required for registering an IVR Plan. It is a number whereto all calls are forwarded from IVR Plan until the administrator has published IVR Plan for the first time.

In principle, a reference number needs only be a number which is part of the company's ExtensionPlan. However, if many ingoing calls are expected for IVR Plan at the same time it is recommended to set up a SearchPlan for the reference number. Thereby only ingoing calls for IVR Plan will be answered by the members available for the SearchPlan and one will also benefit from the SearchPlan's waiting function so that calls to the IVR Plan main number are not lost.

Such calls may only be forwarded to numbers in an ExtensionPlan according to a TasteMenu.

Please note that the registration of IVR Plan may take up to four hours from the time Telenor starts the activation. IVR Plan may be registered on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of the customer's telephony may be expected on the implementation day. If the main IVR Plan number stated is used for Telenor Direct Line today, it is the customer's responsibility to have its PABX reprogrammed so that calls to the fixed-line number from the PABX are routed to the Direct Line.

Self-Service is required for the company to register IVR Plan. However, independent "administrator" rights must be assigned for Self-Service for this IVR Plan. Please note that the same "administrator" may be permitted to edit both the IVR Plan, the SearchPlan and the ExtensionPlan. It is presupposed that the implementation of the IVR Plan will become a success and that the "administrator" has acquainted himself thoroughly with the IVR Plan via the manuals and video guides available from the IVR Plan Self-Service.

11.1 Fault repair

In case of faults related to IVR Plan, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

Terms of Mobile Data Extra Products and Services

1 General

If you choose a mobile data extra product you will go beyond your subscription and the product chosen will be considered a replacement. This means that if you choose a Mobilesurf 500 product for your subscription, 500MB will be included, which means that any MB included in your previous subscription will lapse.

2 E-go

With e-go you will have quick access to information and fun – it only requires that your telephone supports GPRS/3G. This service is free of charge and you will only be invoiced for your data usage.

3 Max Price

With Max Price you may surf via your mobile phone without having to worry about the price. Regardless of the amount of data used in one day you will as a maximum pay DKK 20 excl. of VAT. All customers have a default subscription for Max Price unless another data product has been chosen. Please note that Max Price does not apply for international data traffic. International usage

will be charged at current prices. The current prices are available on telenor.dk.

4 Surfmobile

With Surfmobile, 5 MB data is included per month. Usage exceeding included MB will be charged at the current MB price. You will as a maximum pay DKK 20 excl. of VAT per day for national usage.

International usage will be charged at current prices. The current prices are available on telenor.dk.

5 Mobilesurf products

The Mobilesurf products are available with different amounts of data included:

- 0 MB
- 200 MB
- 500 MB
- Unlimited (All Inclusive)

If you use more than the amount of data included you will be charged DKK 1 per MB, however, with a maximum of DKK 9 per day. With Mobilesurf All Inclusive you will never be invoiced for usage.

Usage exceeding included usage

Products including included usage, with or without speed limitation, will not be charged per MB. When the included usage has been reached, an amount will be charged for usage per MB depending on the specific product.

If a customer has a usage which in a month exceeds the included usage, Telenor reserves the right to disconnect, limit or terminate the subscription without liability and notice.

Usage in a month is calculated on the basis of the total traffic on uploads and downloads.

7 Mobile Data Basic

Mobile Data Basic gives access to use packet-switched and circuit-switched data, also called 3G/GPRS and High Speed Data.

8 Mobile Fax

Fax is invoiced on the basis of the number

of minutes and seconds in which the service is used. Mobile Fax may be combined with ExtensionPlan.

9 Mobile Data Business

The company needs to choose or must have chosen a Mobile Data Business package in order for the customer to be eligible for this product. You shall pay for a Mobile Data Business package and a price for the amount of MB exceeding the amount included in the business usage package. Unused MB in a business usage package cannot be transferred to a subsequent month. Business package users must purchase Mobile Data Basic as a supplement.

10 International Broadband

International Broadband is an extra subscription for Mobile Broadband which applies for data usage in the Nordic countries and the EU. In order to secure low prices in the Nordic countries we have closed access to other operator's network in Norway and Sweden. Usage on network outside the EU will be charged with Telenor's current prices for data abroad. International Broadband may be combined with Mobile Broadband and may be terminated giving 30 days' notice. A discount is granted for International Broadband, cf. Telenor Discount Agreements.

11 MDA Barring

The customer is responsible that the information required to set up the Customer's MDA solution is correct. If such information is defective, it may take up to two working weeks for Telenor to implement and launch the MDA solution. The customer and Telenor shall subsequently agree on a time schedule, commissioning time and technical matters related to the installation at the latest 4 (four) weeks after signing of the contract. Telenor shall, without compensation to the customer, be entitled to postpone the delivery date if required due to technical reasons or due to delay on the part of subsuppliers, including suppliers of teleservices.

11.1 Amendments

If the customer subsequently requests to make changes to the technical setup of the MDA solution, including for instance IP addresses etc., it may take up to 2 working weeks for Telenor to implement these changes in the MDA solution.

11.2 Equipment and software

The customer is obliged to pay all costs (setup and operation costs) for any supplier of data equipment or other equipment. Telenor 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 between the parties. The customer is obliged to comply with the license 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.

11.3 Liability in damages

After signing of the agreement, the customer obtains access to the company's internal network via MDA and the public Internet at the same time. The Customer's network is thereby exposed to a potential safety risk. The customer shall be responsible for setting up and maintaining a proper safety solution to minimise this risk. Telenor may offer an extra product to the customer's subscriptions which will bar the user's access to the Internet and the use of picture messages via packet-switched data (GPRS and 3G). However, the user may still have access to the Internet if the user's GSM terminal

supports use of WLAN, circuit-switched data or similar technologies. Telenor shall not be responsible for any indirect damages or loss caused by use of the product. Telenor's liability in damages shall be limited to DKK 100,000.00 per calendar year, regardless of the extent of damages suffered during the year.

Terms of Other Extra Services

1 User Training

Telenor offers user training in the form of courses either by telephone or through visits to the company. Contact your sales consultant for further information.