

# Prices

Business All Inclusive	DKK excluding VAT	Unit
Registration	79.20	Per user
Subscription per month	399.00	Per user
Calls with a duration of more than one hour is charged at DKK 0.60 per minute		
Calls to Danish mobile numbers and fixed-line numbers*	0.00	Per minute
Calls within an ExtensionPlan	0.00	Per minute
Calls to "3"	0.00	Per minute
Calls to Service Numbers**	1.00	Per minute
MB usage up to 50 MB per month	0.00	Per month
MB usage exceeding 50 MB per month	8.00	Per MB
Bill Ceiling MB	20.00	Per day
SMS rate to Danish numbers***	0.00	Per message
SMS to international numbers****	2.40	Per message
MMS	2.00	Per message
Video telephony	1.60	Per minute
Call and call attempt charges*****	0.00	Per message
International calls/calls received abroad	See <a href="http://telenor.dk/udland">telenor.dk/udland</a>	
SMS/MMS messages sent from abroad		
Registration of a new telephone	79.20	Per user

All prices are stated in DKK ex. VAT. Calls made under the subscription are charged per minute, however, calls to specially rated numbers and fax and data calls are charged per second.

\* The standard minute rate applies for calls and call forwarding to mobile numbers, fixed-line numbers and Voicemail.

\*\* Plus the operator's price applicable from time to time

\*\*\* The standard SMS rate applies for all SMS messages sent, SMS message receipts and SMS messages from Voicemail.

\*\*\*\* As at 1 February 2010, the rate is DKK 3.20.

\*\*\*\*\* The standard call charge applies for ordinary calls and call forwarding to mobile numbers, fixed-line numbers and Voicemail.

# Terms

## 1 General

Business All Inclusive is a Telenor Business mobile subscription. For Business All Inclusive, the following usage is part of included usage: Calls to Danish numbers, call charges and call attempt charges. The following calls are covered by the subscription: Mobile to mobile, mobile to fixed-line, mobile to Voicemail, call forwarding to mobile, call forwarding to fixed-line, call-forwarding to Voicemail, SMS messages to Danish numbers, SMS receipts, SMS notifications and mobile data usage of up to 50 MB per month. Calls with a duration exceeding 60 minutes will be charged according to the current price list. The subscriber may call again and continue the conversation.

The subscription is subject to Telenor Business General Terms, for complimentary solutions please refer to the Prices and Terms of the specific services.

## 2 Registration

A registration charge is paid for each subscription created, cf. the current price.

## 3 Services included

The following services are automatically included in the subscription: Voicemail, Group Call, Call Transfer, Bill Ceiling, Call Waiting, ExtensionPlan, Call ID Display, Unconditional Call Forwarding. The following services may also be applied: Automatic Balance Check, Usage Control, Usage Alarm, SMS and Fax from Outlook, 4x50, e•go and Self-Service. Please see the Prices and Terms of Mobile Extra Products for further information.

## 4 Invoicing

Invoicing is made in arrears on a monthly basis unless otherwise agreed in the customer's special terms. Terms of payment: Invoice date + 21 days, unless otherwise agreed in the customer's special conditions.

## 5 Purchase of a new telephone

Every 12 months it is possible to purchase a new telephone with a discount. If a subscription is created without purchase of a telephone, the subscription shall be binding for 12 months, but a telephone may be purchased with a discount after 3 months of the binding period. Hereafter, the telephone will be subject to an additional binding period of 12 months, and 12 months after purchase of the telephone, the customer may again purchase a telephone with a discount under the same subscription.

## 6 Amendment of terms

Telenor is entitled to change the amounts, discount percentages and terms stipulated in the agreement. Notice will be given of amendments to the disadvantage of the customer not less than 30 days before the change takes effect. In such cases you will be entitled to terminate the agreement by giving a written notice of not less than 14 days provided that such notice is received by Telenor within 14 days from the customer's receipt of notice of the change.

## 7 Termination

Business mobile subscriptions shall be non-terminable for 12 months from the registration date. A notice of termination shall be submitted in writing to Customer Service Business giving 90 days' notice.

## Terms - continued

### **8 Conversion**

It is not possible to convert a Business All Inclusive subscription to another Business mobile subscription within the subscription binding period.

### **9 Assignment**

The subscription may be assigned to a third party if the new owner has a CVR number and may be approved for credit purposes by Telenor. The new owner shall assume all liabilities under the subscription. Assignment of individual subscriptions to customers without a CVR number shall only be possible if the subscription is at the same time converted to a Telenor private subscription and the new owner can be approved by Telenor for credit purposes. Subscriptions comprised by a non-terminability period cannot be assigned.

### **10 Combination possibilities**

Business All Inclusive may be combined with a Telenor Business Mobile agreement and a discount may be obtained for the basic rates. For combination with extra products, please refer to the Prices and Terms of Mobile Extra Products and Services. It is furthermore possible to set up Telenor Fixed-line or Direct Line and thereby obtain free internal telephony to fixed-line telephones.

### **11 Terms of free internal telephony**

Free internal telephony comprises national calls from own mobile numbers to own mobile and fixed-line numbers. Business All Inclusive includes free internal telephony, which means unlimited calls to colleagues. Free internal telephony does not include calls from own fixed-line numbers to own mobile numbers, which is charged at the current rate.

### **12 Terms of F2M**

If the customer subscribes to F2M, outgoing calls from the zone to fixed-line numbers in Denmark and B charges will not be part of the minutes included. Outgoing calls from the zone to fixed-line numbers in Denmark and B charges will be charged separately on a separate invoice, cf. the current rate.

Outgoing calls from the zone to a national mobile number are part of the minutes included. Outgoing calls outside of the zone will be part of the customer's minutes included. Outgoing calls from the zone to international numbers will not be charged the national rate.

### **13 Terms of Usage Control**

If you subscribe to Usage Control and you have reached your ceiling, you will not be able to make internal calls, not even if internal calls are included in your subscription. It is recommended to opt out of Usage Control if you want to be able to use your telephone for internal calls.

### **14 Terms of call charges**

Business All Inclusive comprises call charges, including all calls and call attempts to Danish numbers.

### **15 Terms of Call Forwarding**

Call Forwarding is the possibility of conditionally or unconditionally forwarding calls made to the subscriber to another mobile or fixed-line number or the Voicemail. Forwarded minutes are made part of the minutes included in the Business All Inclusive.

### **16 Terms of Call Transfer**

Transferred minutes are made part of the minutes included in the Business All Inclusive.



## **17** Terms of Free SMS messages

SMS messages cannot be used commercially or be resold to a third party. Free SMS messages include SMS messages sent in Denmark to Danish mobile numbers. Picture messages (MMS) and content-charged SMS messages, SMS messages sent from abroad and SMS messages sent to foreign telephone numbers are not comprised by Free SMS messages and will be charged separately.

## **18** Terms of included MB usage

MB usage exceeding the MB usage included in the subscription will be charged at the current MB rate. If another complimentary data solution is selected, the MB usage included in the subscription will lapse.

Telenor A/S  
Skelagervej 9  
9000 Aalborg  
Denmark  
CVR No. 19433692

Telephone: 72 120 000  
Fax: 72 127 832  
E-mail: [telenor.dk/kontakt](mailto:telenor.dk/kontakt)  
Web: [www.telenor.dk](http://www.telenor.dk)