

Prices

Telenor is entitled to amend prices and discounts, cf. section 17 of Telenor's General Terms. Changes to the disadvantage of the customer shall be notified to the customer at least 30 days before such changes take effect.

Direct Line – monthly fee, minute prices and call charges	
Monthly fee per direct line (ISDN 30)	DKK 2,000
Calls to a fixed line per minute*	DKK 0.10
Calls to Telenor mobile net per minute	DKK 1.00
Calls to other operator's mobile net per minute	DKK 1.00
Call charges	DKK 0.20

*Charged at DKK 0.096. Prices for calls to national fixed line numbers do not include special services and special numbers (like e.g. numbers beginning with 70, 80 and 90). Prices for calls to special numbers and international numbers appear from separate price lists which may be obtained from Telenor or at www.telenor.dk. Telenor Direct Line is charged per minute. Calls to specially rated numbers and fax and data calls are charged per second.

Registration charge based on agreement period*	12 months	12 months
Registration charge per Direct Line (ISDN 30)	DKK 10,000	DKK 5,000
Number series	Registration fee	Monthly fee
Main number**	DKK 0	DKK 0
Number series including 10 numbers	DKK 0	DKK 100
Number series including 100 numbers	DKK 0	DKK 500
Number series including 1,000 numbers	DKK 0	DKK 2,000
Number series including 10,000 numbers	DKK 0	DKK 10,000

* For agreements covering 36 months, registration charge per Direct Line is free of charge

** The main number is not allocated until a reservation is made or one or several number series are acquired.

Backup for Direct Line	Price per month
Alternative feed:	DKK 5,000 per month per 2 Mbit/s*
Redirection of incoming Direct Line calls in case of barring:	DKK 200 per month per Direct Line

* The main number is not allocated until a reservation is made or one or several number series are acquired.

All prices are stated in DKK ex. VAT.

Terms

1 Commissioning

After signing of the contract, the customer and Telenor agree upon a time schedule, a commissioning date and any technical matters related to the installation. Under normal circumstances, expected commissioning of new Direct Line connections is 8 weeks after signing of the contract, at the latest.

2 Installation of Telenor's equipment

The customer must ensure that the premises where the installation is to be made has been made ready at the latest 14 days prior to delivery in accordance with the instructions provided by Telenor. Unless otherwise agreed, Telenor's installation work, or subsequent repair work or amendment work, will be carried out between 07:00 and 18:00, Monday to Friday. If the customer has any special requests concerning the installation, any costs related thereto shall be paid by the customer. If other telecommunication networks than Telenor's telecommunication network are used in connection with Direct Line the customer shall pay for connection to and use of this telecommunication network. The installation is considered complete when Telenor has notified the customer that the installation may be used for telecommunication. Any equipment and installations installed by Telenor shall belong to Telenor. The customer cannot, without Telenor's consent, sell, offer for lease, pledge or in any other way dispose of or interfere with the installations and the equipment installed. Telenor's equipment and installations are covered by Telenor's insurance unless otherwise specified in the product agreement. However, the customer shall take out proper insurance for installations and equipment comprised by section 38 of the Danish Registration of Property Act (*tinglysningsloven*) (including any fixed installations, which will be part of

the building). The customer is obliged to make the required building space available for mounting of an antenna, cabling and electronic equipment. The customer is obliged to obtain any required approvals. If such approval has not been obtained, it may lead to postponed delivery of the service by Telenor. Additional costs and power consumption is paid by the customer.

3 Technical disturbances, interruptions etc.

Telenor surveys its own telecommunication network 24/7. Telenor reserves the right at any time to make such amendments to the installations and replace such equipment as may be required for the service to work in a satisfying way. If the customer is affected by such amendments/replacements, the customer will be notified by Telenor as soon as possible, however, at the latest 3 days in advance. Unless the error recovery is urgent, amendment/replacements will only be made in the period between 00:00-06:00. Errors must be reported to Telenor's Technical Service Unit. Errors may be reported 24/7. Telenor begins error recovery within 10 minutes after the error has been reported. If error recovery is required at the customer's premises, such work will begin at the latest 4 hours after the error has been reported to Telenor. In case of interruptions which mean that telecommunication is only possible in max 4 hours between 08:00 and 16:00, Monday to Friday, the customer will be reimbursed for the Direct Line subscription fee in the relevant month. However, it is a prerequisite that Telenor has had sufficient access to the customer's premises to make error recovery within 4 hours and that the interruption may not be referred to the customer.

4 The customer's equipment

The customer is obliged to pay all costs related to the customer's own equipment.

5 Termination

The product agreement is non-terminable during the term of the agreement and may subsequently be terminated by either party with a written notice of minimum 30 days. Irrespective of the above, the customer shall be entitled to terminate the agreement giving at least 30 days' notice in writing with effect from the end of an invoice period against payment of the following:

I)
DKK 5,000 per Direct Line location per month in the remaining part of the agreement term

II)
The difference between the discount granted during the agreement term and the discount that may have been obtained based on the realised circumstances, including the customer's actual usage per month and the agreement term completed by the customer.

By termination of the product agreement, Telenor may immediately pick up any equipment installed at the customer's premises in the period between 08:00 and 16:00, Monday to Friday. The Customer is obliged to give Telenor access to such premises as may be required in order to pick up the equipment.

6 Liability in damages

Telenor is only responsible for any disconnections in its own telecommunication network and of its own equipment. Telenor is not responsible for disconnections, interruptions or changes in other providers' telecommunication network or services in connection with measures which are considered necessary due to technical, maintenance or operational causes. Telenor

shall not be liable for interruptions, disconnections etc. if such interruption, disconnection or error may be referred to the customer, e.g. by connection of wrong equipment or wrong use. If so, Telenor reserves the right to invoice the usual fixed fee and request payment for error recovery and work related to restoring an error-free connection. Telenor's liability in damages under the product agreement shall be limited to DKK 100,000.00 per year, regardless of the extent of damage suffered during the year.

7 Emergency number 112

If the customer, after Telenor has finalized the implementation, reprograms or replaces equipment etc., Telenor cannot guarantee that it will be possible to call the 112 emergency number to the nearest public alarm area in the areas approved by the Danish National IT and Telecom Agency (*It-og Telestyrelsen*). The customer is obliged, on an ongoing basis, to test 112-calls from the/those area(s) comprised by the telephony service provided by Telenor. If the customer uses other lines than the connection provided by Telenor for calls to 112, the customer is responsible that the lines are only used for emergency calls or that there is always sufficient capacity to make 112 calls. If the customer only makes use of Telenor's lines, the customer is responsible for ensuring that 112 calls may be made from the customer's equipment in case of traffic blocking. The customer is obliged to ensure that all information and any procedures concerning safety and practice in relation to 112 calls are made available to all employees of the company to which Telenor provides telephony services.