

# Prices

## Add-on Products and Services - Mobile

<b>VoiceMail</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
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
<b>Messages</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Free SMS	0.00	80.00	0.00	
SMS from Outlook	0.00	0.00	0.32	Per message
SMS to international numbers from Outlook			2.16	Per message
MMS from Outlook			2.00	Per message
MMS to international numbers from Outlook			2.00	Per message
Fax from Outlook			6.00	Per message
Fax to international numbers from Outlook			12.00	Per message
<b>Call Forward</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
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
<b>Usage</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
SMS balance	0.00	0.00	Current SMS rate	Per SMS
Automatic Balance Check	0.00	0.00	Current SMS rate	Per SMS
Usage Control	0.00	0.00	0.00	
Usage Alarm	0.00	0.00	0.00	

International - CALLS	Registration	Subscription per month	Usage*	Unit
International Zone	0,00	28,00	See prices on Telenor.dk	Per minute or part of a minute
Nordisk Roaming Voice Flatrate	0,00	499,00	Including 500 minutes and 1,000 SMS messages per month*	Per month
Nordisk ILD Voice Flatrate	0,00	149,00	Including 300 minutes and 1,000 SMS messages per month*	Per month

\* Usage exceeding the minutes included and SMS messages are charged according to the applicable standard rate. For prices, please see: <http://www.telenor.dk/erhverv/kundeservice/kundeservice/mobil/abonnementer-priser/udlandspriser/index.aspx>

### TRAVEL TALE

The price of registration is DKK 0.00 for all Travel Tale subscriptions. The price is charged per minute or part of a minute.

The subscription fee is paid monthly.

International – Travel Tale basic	International calls to DK*	Calls received
The Nordic countries	DKK 1.80/minute	DKK 0.60/minute
The EU	DKK 1.80/minute	DKK 0.60/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
USA/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP cover	DKK 5.80/minute	DKK 9.00/minute

International - Travel Tale Flex Norden	International calls to DK*	Calls received abroad
The Nordic countries, step 1 (0-5 min.)	DKK 19/month	DKK 0.60/minute
The Nordic countries, step 2 (6-50 min.)	DKK 79/month	DKK 0.60/minute
The Nordic countries, step 3 (51-200 min.)	DKK 149/month	DKK 0.60/minute
The Nordic countries (more than 200 min.)	DKK 1.00/minute	DKK 0.60/minute
The EU	DKK 1.80/minute	DKK 0.60/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
USA/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP cover	DKK 5.80/minute	DKK 9.00/minute

International - Travel Tale Flex Norden/EU	International calls to DK*	Calls received abroad
The Nordic countries/the EU, step 1 (0-5 min.)	DKK 19/month	DKK 0.60/minute
The Nordic countries/the EU, step 2 (6-50 min.)	DKK 99/month	DKK 0.60/minute
The Nordic countries/the EU, step 3 (51-200 min.)	DKK 199/month	DKK 0.60/minute
The Nordic countries/the EU (more than 200 min.)	DKK 1.25/minute	DKK 0.60/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
USA/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP cover	DKK 5.80/minute	DKK 9.00/minute

International - Travel Tale Premium	International calls to DK*	Calls received abroad
The Nordic countries (0-500 min.)	DKK 399/month	DKK 0.00/minute
The Nordic countries (more than 500 min.)	DKK 1.00/minute	DKK 0.00/minute
The EU	DKK 1.80/minute	DKK 0.60/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
USA/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP cover	DKK 5.80/minute	DKK 9.00/minute

\*Extra charge added to the domestic price plan. For Business All Inclusive, Business and Corporate Flex (provided that the total amount of minutes used per month does not exceed 1,500), Corporate Free Calls and Corporate Premium, only the above rate per minute is charged in the relevant zones.

For the prices of other calls not mentioned above, please see:

<http://www.telenor.dk/erhverv/kundeservice/kundeservice/mobil/udlandspriser/index.aspx>

International - DATA	Registration	Subscription per month	Usage	Unit
Travel Data Basic	0.00	0.00	Up to 20 MB in the Nordic countries and up to 10 MB in the EU for DKK 29 per day	Per MB
Travel Data Basic (MBB)	0.00	0.00	Up to 80 MB in the Nordic countries and up to 40 MB in the EU for DKK 79 per day	Per MB
Travel Data Flex Norden	0.00	19.00	5 MB included. Up to 50 MB for DKK 99 and up to 200 MB for DKK 199	Per MB exceeding 200

Travel Data Flex EU	<b>0.00</b>	<b>19.00</b>	5 MB included. Up to 50 MB for DKK 199 and up to 200 MB for DKK 299	Per MB exceeding 200
Broadband International	<b>0.00</b>	<b>40.00</b>	DKK 3/MB in the Nordic countries and DKK 7.80/MB in the EU	Per MB

<b>Mobile Insurance</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Mobile Insurance – Basic coverage	<b>0.00</b>	<b>29.00</b>		Per month
Mobile Insurance – Extended coverage	<b>0.00</b>	<b>39.00</b>		Per month
<b>Miscellaneous</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Mobile TV	<b>0.00</b>	<b>79.20</b>	Unlimited	
Double SIM Calls	<b>280.00</b>	<b>10.00</b>	Current minute rate	Per minute
Double SIM Data	<b>0.00</b>	<b>29.00</b>	Current data rate	Current data unit
Number reservation	<b>99.00</b>	<b>0.00</b>		Per reservation
Mobile Backup	<b>0.00</b>	<b>7.20</b>	Current data rate	Per 10 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)	<b>0.00</b>	<b>79.20</b>	Unlimited (in DK)	Per month
Free to Fixed	<b>0.00</b>	<b>39.20</b>	48 hours of calls	Per month
Free Calls upgrade (only for Mobile Pro 60 hours)	<b>0.00</b>	<b>29.00</b>	Unlimited	Per month
Business APN	<b>0,00</b>	<b>5,00</b>		Per month

## Add-on Products – Multiplan

- The prices apply to MobilDeal, Business, Basic, MobilDeal Association and Business agreements. Discounts are granted according to agreement.

<b>Multiplan</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Access to Self-Service	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
Registration of ExtensionPlan Speed Dial numbers	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
ExtensionPlan (call and call forward with ExtensionPlan)	<b>0.00</b>	<b>24.00</b>	<b>0.40</b> <b>0.20</b> <b>0.10</b>	Per minute Call charges from a mobile Call charges from a fixed line
FixedPrice in ExtensionPlan	<b>0.00</b>	<b>12.00</b>	Max. 1,000 minutes	Per month
BarringPlan (incl. configuration) per business	<b>499.00</b>	<b>0.00</b>		
BarringPlan (empty profile) per business	<b>99.00</b>	<b>0.00</b>		
Optional Caller Display (registration per business. Subscription per month per user)	<b>299.00</b>	<b>5.00</b>		

<b>ZonePlan, F2M and F2MPlus</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
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			
<b>StatusPlan via the Internet</b>				
StatusPlan per user	100.00	8.00		
<b>StatusPlan via Nordic Connect</b>				
StatusPlan Nordic Connect	4,000.00	200.00		
StatusPlan per user	100.00	8.00		
<b>StatusPlan Viewer</b>				
StatusPlan Viewer per user	0.00	5.00		

<b>SearchPlan</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
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
<b>Telenor Mobile Switchboard (user licence)</b>				
T-MOB Licence 1	0.00	299.00		
T-MOB Licence 2	0.00	598.00		
T-MOB Licence 3	0.00	869.00		
T-MOB Licence 4	0.00	1,099.00		

T-MOB Licence 5	0.00	1,349.00		
T-MOB Licence 10	0.00	2,099.00		
T-MOB Licence 15	0.00	3,149.00		
T-MOB Licence 20	0.00	4,199.00		
T-MOB Licence 25	0.00	4,749.00		
T-MOB Licence 30	0.00	5,799.00		
T-MOB Licence 40	0.00	7,149.00		
T-MOB Licence 50	0.00	8,999.00		
T-MOB Licence 60	0.00	9,849.00		
T-MOB Licence 70	0.00	10,499.00		
T-MOB Licence 80	0.00	13,149.00		
T-MOB Licence 90	0.00	13,799.00		
T-MOB Licence 100	0.00	16,449.00		
T-MOB Licence 200	0.00	23,899.00		
<b>Mobile Switchboard (partner software)</b>				
Mobile Switchboard Basic – up to 5 members	100.00	240.00	Current minute rate	Per minute
Mobile Switchboard Plus – up to 10 members	100.00	1,000.00	Current minute rate	Per minute
Mobile Switchboard Super – up to 25 members	100.00	1,800.00	Current minute rate	Per minute
<b>Add-on features for SearchPlan and Mobile Switchboard</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Welcome Greeting	19.00	19.00		
Statistics Small	19.00	69.00		
Statistics Large	19.00	99.00		
Waiting music	19.00	19.00		
Training by telephone Max. three persons per training session. Compulsory for SearchPlan combined with Telenor Mobile Switchboard and Mobile Switchboard (partner software)	700.00			
<b>IVR Plan</b>				
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

## Add-on Products – Multiplan

- The prices apply to Mobile Pro and Corporate agreements.

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	00.00	0.40 0.20 0.10	Per minute Call charges from a mobile Call charges from a fixed line
BarringPlan (incl. configuration) per business	499.00	0.00		
BarringPlan (empty profile) per business	99.00	0.00		
Optional Caller Display (registration per business. Subscription per month per user)	299.00	5.00		

F2M Plus	Registration	Subscription	Usage	Unit
F2M Plus	0.00	49.00	Current minute rate	Per minute
Conversion back to fixed-line subscription per number	160.00			
<b>StatusPlan via the Internet</b>				
StatusPlan per user	0.00	5.00		
<b>StatusPlan via Nordic Connect</b>				
StatusPlan Nordic Connect	4,000.00	200.00		
StatusPlan per user	100.00	5.00		
<b>StatusPlan Viewer</b>				
StatusPlan Viewer per user	0.00	5.00		

SearchPlan	Registration	Subscription	Usage	Unit
Personal SearchPlan	19.00	29.00	Current minute rate	Per minute
SearchPlan Basic – up to 5 members	299.00	119.00	Current minute rate	Per minute
SearchPlan Small – up to 10 members	299.00	319.00	Current minute rate	Per minute
SearchPlan Large – up to 25 members	299.00	519.00	Current minute rate	Per minute
<b>Telenor Mobile Switchboard (user license)</b>				
T-MOB Licence 1	0.00	299.00		
T-MOB Licence 2	0.00	598.00		
T-MOB Licence 3	0.00	869.00		
T-MOB Licence 4	0.00	1,099.00		

T-MOB Licence 5	0.00	1,349.00		
T-MOB Licence 10	0.00	2,099.00		
T-MOB Licence 15	0.00	3,149.00		
T-MOB Licence 20	0.00	4,199.00		
T-MOB Licence 25	0.00	4,749.00		
T-MOB Licence 30	0.00	5,799.00		
T-MOB Licence 40	0.00	7,149.00		
T-MOB Licence 50	0.00	8,999.00		
T-MOB Licence 60	0.00	9,849.00		
T-MOB Licence 70	0.00	10,499.00		
T-MOB Licence 80	0.00	13,149.00		
T-MOB Licence 90	0.00	13,799.00		
T-MOB Licence 100	0.00	16,449.00		
T-MOB Licence 200	0.00	23,899.00		
<b>Mobile Switchboard (partner software)</b>				
Mobile Switchboard Basic – up to 5 members	299.00	119.00	Current minute rate	Per minute
Mobile Switchboard Plus – up to 10 members	299.00	319.00	Current minute rate	Per minute
Mobile Switchboard Super – up to 25 members	299.00	519.00	Current minute rate	Per minute
<b>Add-on features for SearchPlan and Mobile Switchboard</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Welcome Greeting	19.00	19.00		
Statistics Small	19.00	69.00		
Statistics Large	19.00	99.00		
Waiting music	19.00	19.00		
Training by telephone Max. three persons per training session. Compulsory for SearchPlan combined with Telenor Mobile Switchboard and Mobile Switchboard (partner software)	700.00			
<b>IVR Plan</b>				
IVR Plan Small	299.00	319.00	Current minute rate	Per minute
IVR Plan Large	299.00	519.00	Current minute rate	Per minute

## Telenor's Conference Number

Conference Number - +45 90950000	Registration	Subscription	Usage	Unit
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Telenor's Conference Number	0.00	0.00	1.50 0.00 0.00	Per minute Call charges from a mobile Call charges from a fixed line
Conference Number, 30 minutes (usage package)	0.00	29.00	1.20	Per minute (exceeding the minutes included)
Conference Number, 60 minutes (usage package)	0.00	49.00	1.20	Per minute (exceeding the minutes included)
Conference Number, 120 minutes (usage package)	0.00	99.00	1.20	Per minute (exceeding the minutes included)
Conference Number, Free usage (usage package)	0.00	149.00		
Recording of meeting	0.00	0.00	0.00	
SMS and e-mail notifications	0.00	0.00	0.00	

## Add-on Products – Mobil Kontrol

<b>Mobil Kontrol, Commercial Agreement</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Business solution	300.00	2,000.00	0.00	Per month
End-user licenses	0.00	49.00	Current data rates	MB of data
<b>Mobil Kontrol, Business Agreement</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Business solution	300.00	2,000.00	0.00	Per month
End-user licenses	0.00	49.00	Current data rates	MB of data
<b>Mobil Kontrol, Corporate Agreement</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Business solution	300.00	2,000.00	0.00	Per month
End-user licenses	0.00	49.00	Current data rates	MB of data
<b>Mobil Kontrol, MobilDeal Agreement</b>	<b>Registration</b>	<b>Subscription</b>	<b>Usage</b>	<b>Unit</b>
Business solution	300.00	150.00	0.00	Per month
End-user licenses	0.00	49.00	Current data rates	MB of data

<b>Mobile Control, add-on products</b>	<b>Registration</b>		<b>Unit</b>
Mobil Kontrol installation	2,500.00		Per course
Basic training package	6,000.00		Per course
Extended training package	10,000.00		Per course
Super-user course	12,000.00		Per course
Microsoft Active Directory integration	10,000.00		Per installation
Integration with Open Source user administration system	10,000.00		Per installation

Special configuration, consultancy hours (per hour)	<b>1,250.00</b>			Per hour
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**Discounts and assumptions**

Mobil Kontrol is an add-on product, which in terms of discount is close to its main product, which means that the discount rate granted for Mobil Kontrol is the same as the standard discount rate obtained by the customer for the main product. For specific discounts, please refer to the separate product agreements concerning mobile telephony.

**Add-on Products and Services - Data**

Mobile Data add-ons	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
Mobil Data 3 GB	0.00	49.00	0.00	
Mobil Data 10 GB	0.00	99.00	0.00	
Mobil VoIP & Data 25 GB	0.00	199.00	0.00	
Mobile Fax	0.00	32.00	Follow your main subscription	

International services for mobile data appear from the section entitled International under Mobile Basic Add-on Products and Services.

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

The rates below only apply to MDA	
Registration	7,500.00
Monthly fee for an MDA solution (for the company)	200.00
Monthly fee for MDA Barring of Internet and MMS (per user)	5.00

All prices are stated in DKK ex. VAT

## Mobile Add-on Packages

Add-on Packages	Registration	Subscription
Office package	0.00	19.00
Move package	0.00	149.00
Travel package	0.00	49.00
All Around package	0.00	199.00

## Other

Other add-ons				
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 Add-on Products and Services mobile

### 1 General

Mobile add-on products require a mobile main subscription with Telenor. Add-on 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 an SMS 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/telefonsvarererhverv](http://telenor.dk/telefonsvarererhverv).

### 3 Free SMS messages

SMS messages cannot be used commercially, disclosed or be resold to a third party. Messages sent in Denmark to Danish mobile numbers and SMS message receipts are included in Free SMS messages. MMS messages and content-charged SMS messages, text messages sent from abroad and SMS

messages sent to international telephone numbers are not included in free SMS messages and will be charged separately. Free SMS messages may be selected for the following mobile subscriptions with Telenor Business: Business subscription and Business Basic.

### 4 SMS messages and fax from Outlook

Prices do not apply to content-charged SMS messages and MMS messages for special numbers. SMS messages from Outlook will be charged separately and is not part of Free SMS messages. SMS messages from Outlook cannot be used with Outlook Express. SMS messages from Outlook are compatible with Windows Vista. The application is free of charge and may be downloaded from [telenor.dk/SMSfraoutlook](http://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 Speech, 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 an SMS with the text "saldo" to 1221 to obtain information about your usage since the most recent invoice. Start Automatic Balance Check: Send an SMS with the text "autosaldo start" to 1221. Stop Automatic Balance Check: Send an SMS with the text "autosaldo stop" to 1221. You will be charged the ordinary SMS rate when starting and stopping the Automatic Balance Check.

**8 Usage Control**

Usage Control is a free service. Only usage of telephone calls, SMS messages, MMS messages and data is included in the usage. Miscellaneous quarterly charges, fees, discounts and similar are not included in the Usage Control amount. You must 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, SMS messages, MMS messages etc. You may still receive calls, SMS messages and MMS messages after your telephone has been barred. Free minutes and free SMS 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.

**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 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 using data abroad. Surf Control International applies in all countries outside of 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 regular calls and SMS messages, 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](http://www.telenor.dk).

## Terms for Mobil Kontrol Add-on Products

### 11 The product

The Customer's IT administrator will have a right to use Mobil Kontrol via a web based user interface. Thus, Mobil Kontrol is not aimed at each end-user but a central administrator with the company.

### 12 Requirements

It is a requirement that the customer specifies one Telenor mobile subscription to be used for invoicing of the registration fee and the current subscription in order to obtain access to Mobil Kontrol.

Furthermore, the customer's end-users, who are connected to Telenor, must have a call subscription under a Telenor Commercial, Business, Corporate, Mobile or MobilDeal Agreement. The Mobil Kontrol add-on solution is automatically added to each end-user's call subscription when they are registered by the Mobil Kontrol administrator.

### 13 Binding period and termination

This add-on solution may be terminated by giving a notice of at least 90 days, however, at the earliest with effect 6 months after registration of the add-on solution.

### 14 Payment and invoicing

Subscription fees for access to Mobil Kontrol are charged on a monthly basis from the registration date when the customer's Mobil Kontrol administrator received a welcome e-mail from the Mobil Kontrol system.

Subscription fees to be paid by end-users are charged from the date when the Mobil Kontrol administrator has registered the end-user in the Mobil Kontrol system.

Invoicing of Mobil Kontrol follows the customer's main subscription for mobile telephony and invoices are payable monthly in arrears.

Invoicing of registration fees and current subscription for Mobil Kontrol and current subscription for end-users with an agreement with Telenor is invoiced directly via Telenor.

End-users using Mobil Kontrol and who do not have or use a Telenor mobile subscription will be invoiced separately by a Telenor Key

Partner on behalf of Telenor.

### 15 Delivery

Delivery usually takes place within one week after commencement of the Agreement. When Mobil Kontrol may be accessed by the customer's IT administrator, the Mobil Kontrol system will send an automatically generated e-mail with login information. When the e-mail with login information has been sent, delivery is considered to have taken place.

Launch of Mobil Kontrol clients to registered end-users' smartphones may be done in a way whereby the Mobil Kontrol administrator pushes the client or whereby each end-user obtains the client via an SMS.

### 16 Mobil Kontrol administrator

The Customer must appoint a Mobil Kontrol administrator to register end-users after commissioning and up to ten new joint administrators for Mobil Kontrol.

The Customer's Mobil Kontrol administrator will provide first line support for Mobil Kontrol as regards the customer's own end-users. Thus, Telenor will not provide support to end-users in connection with Mobil Kontrol, but will only provide second line support to the customer's Mobil Kontrol administrator.

### 17 Equipment and installation

Use of Mobil Kontrol requires a computer with a web browser and Internet access in order to access the Mobil Kontrol interface for administration of the customer's smartphones.

Mobil Kontrol belongs 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 access to Mobil Kontrol which Telenor makes available to the customer.

If required due to the operation of Mobil Kontrol, Telenor may give the customer binding instructions for the use of Mobil Kontrol.

### 18 Use of Telenor's Mobil Kontrol

Use of Telenor's Mobil Kontrol solution is in every respect at the customer's own risk and Telenor assumes no liability for transactions

made by the customer or the customer's end-users via Mobil Kontrol.

It is furthermore the customer's responsibility that the customer does not register and/or administer other mobile numbers than the numbers controlled by the customer. The Customer cannot without Telenor's prior acceptance register any mobile numbers which the customer does not control.

If the customer registers mobile numbers which are not related to Telenor DK, the customer is liable for any contact which may be required to third parties, including other mobile operators.

## **19 Terminals and operating systems**

Mobil Kontrol supports different terminals with different operating systems. See [www.telenor.dk](http://www.telenor.dk) for more information.

When the Mobil Kontrol client is launched on the end-user terminals, it will mean a small data usage on each terminal when the Mobil Kontrol client is downloaded. Furthermore, data usage will occur every time the terminal contacts the Mobil Control system, e.g. for synchronisation purposes.

## **20 Liability in damages**

Telenor is not liable for unauthorised persons' access to the customer's data and/or systems and is not liable for interruptions, disconnections etc. if such interruption, disconnection or error may be referred to the customer, e.g. due to wrongful use.

## **21 Suspension of the connection**

Without prior notice and at Telenor's own option, Telenor is entitled to suspend the customer's access to Mobil Kontrol if the customer uses Mobil Kontrol in a manner contrary to these terms or contrary to Danish legislation.

A justified suspension of the access to Mobil Kontrol will not lead to a reduction of the subscription fee for the relevant period.

## Terms of International Mobile Products

### 22 International Zone

International Zone is an add-on solution that gives you lower minute prices for international calls. With International Zone you only pay for the international part of the call. See zones and prices on [www.telenor.dk](http://www.telenor.dk).

Calls made with International Zone are charged per minute and the product may be terminated by giving 60 days' notice.

### 23 Broadband International

Broadband International is an add-on 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. Broadband International may be terminated giving 30 days' notice. A discount is granted for Broadband International, cf. Telenor Discount Agreements.

### 24 Travel Tale

Add-on products for employees with regular stays abroad. With Travel Tale, you can use your MultiPlan functionality abroad. You will have attractive roaming prices all over the world. There are four available Travel Tale subscriptions: Travel Tale Basic, Travel Tale Flex Norden, Travel Tale Flex Norden/EU and Travel Tale Premium. The Travel Tale subscriptions are binding for three months. If your subscription terminates before the end of the binding period, the subscription fee must be paid during the notice period. The notice of termination is 30 days. The minutes used are settled monthly. If the subscription is invoiced quarterly, the minutes used are settled at the end of the quarter and then invoiced. Travel Tale may be combined with all mobile main subscriptions. For more information, please see [www.telenor.dk](http://www.telenor.dk).

### 25 Nordisk Roaming Voice Flatrate

A product which complements the mobile subscription and gives the employee a flat rate for roaming voice in the Nordic countries (Norway, Sweden and Finland). Calls made and

received in the Nordic countries are included, however, with a maximum of 500 minutes and 1,000 SMS messages per month. Calls from the Nordic countries to a recipient outside of the Nordic countries are charged at the current standard rate.

Usage exceeding the minutes and SMS messages included per month is charged at the current standard rate.

Nordisk Roaming Voice Flatrate includes a binding period of 3 months. The notice of termination is 30 days. If your subscription terminates before the end of the binding period, a subscription fee must be paid during the notice period.

The add-on product may be combined with the following mobile main subscriptions: Business Standard, Business and Mobile Corporate.

### 26 Nordisk ILD Voice Flatrate

A product which complements the mobile subscription and gives the employee a flat rate for calls made from Denmark to the Nordic countries (Norway, Sweden and Finland). Calls from Denmark to a recipient in the Nordic countries are included, however, with a maximum of 300 minutes and 1,000 SMS messages per month. Calls and SMS messages made and sent from Denmark to a recipient outside the Nordic countries are charged at the current standard rate.

Usage exceeding the minutes and SMS messages included per month is charged at the current standard rate.

Nordisk ILD has a binding period of 3 months. The notice of termination is 30 days. If your subscription terminates before the end of the binding period, a subscription fee must be paid during the notice period.

The add-on product may be combined with the following mobile main subscriptions: Business Standard, Business and Mobile Corporate.

### 27 Travel Data Basic

Travel Data Basic means a lower price for a daily amount of data via the mobile phone. With Travel Data Basic, the user may use 20 MB in the Nordic countries and 10 MB in the EU per day at a price of DKK 29 per day. If additional data is used per day compared to the amount allowed under Travel Data Flex, such usage is charged at the standard rate per MB. Travel Data Basic includes no subscription price.

**28 Travel Data Basic (MBB)**

Travel Data Basic (MBB) means a lower price for a daily amount of data via Mobile Broadband. With Travel Data Basic, the user may use 80 MB in the Nordic countries and 40 MB in the EU per day at a price of DKK 79 per day. If additional data is used per day compared to the amount allowed under Travel Data Flex, such usage is charged at the standard rate per MB. Travel Data Basic includes no subscription price.

**29 Travel Data Flex Norden**

With Travel Data Flex Norden, the user will get attractive prices for data usage in the Nordic countries. The minimum monthly payment is DKK 19, which allows usage of up to 5 MB per month in the Nordic countries without additional payment. With Travel Data Flex Norden it is possible to use up to 50 MB in the Nordic countries at DKK 99 per month and 200 MB in the Nordic countries at DKK 199 per month. Data usage exceeding 200 MB in the Nordic countries is charged at a standard rate per MB.

In case of usage exceeding 200 MB per month in the Nordic countries, Surf Control International is applied.

The binding period is 3 months. The notice of termination is 30 days. If your subscription terminates before the end of the binding period, a subscription fee must be paid during the notice period.

**30 Travel Data Flex EU**

With Travel Data Flex EU, the user will get attractive prices for data usage in the EU. Note that the Nordic countries are part of the EU zone.

The minimum monthly payment is DKK 19, which allows usage of up to 5 MB per month in the EU without additional payment. With Travel Data Flex EU it is possible to use up to 50 MB in the EU at DKK 199 per month and 200 MB in the EU at DKK 299 per month. Data usage exceeding 200 MB in the EU is charged at a standard rate per MB.

In case of usage exceeding 200 MB per month in the EU, Surf Control International is applied. The binding period is 3 months. The notice of termination is 30 days. If your subscription terminates before the end of the binding period, a subscription fee must be paid during the notice period.

**Terms of Mobile Add-on Products and Services****31 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 must pay for transfer of your data, cf. your current MB price.

**32 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.

**33 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 an SMS 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.

**34 Double SIM Speech**

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 Speech cannot be combined with Telenor subscriptions with unlimited telephony.

**35 Double SIM Data**

With Double SIM Data you will receive an extra SIM card – called the secondary card – for your main subscription. The secondary card is used for data and SMS and is consequently perfect for use with a laptop or a tablet PC. The usage on your secondary card will be included in your total usage of data and SMS messages and is thus fully flexible as regards use of included data and SMS messages across devices. The same terms apply to data as the terms applying to your main subscription and the speed will also follow your main subscription. The secondary card cannot be used abroad. You can always use data on both SIM cards, even at the same time, and completely independent of each other.

Double SIM data cannot be combined with Mobile Data and Mobile Broadband, main subscriptions, Mobile Data Business, complementary solutions or Business Zero.

**35 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.

**36 Barring**

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

**37 Music**

Music from Telenor (WiMP) means that it is possible to listen to music against payment of a fixed amount per month. WiMP may be purchased for a Telenor mobile subscription or a mobile broadband subscription, but not if you only have a broadband subscription. WiMP is accessed via a PC desktop client and/or a mobile client. Music from WiMP may only be used by the customer or the customer's employees, including members of the customer's household or the customer's employees' household.

Data traffic is included when accessing and using WiMP on Telenor's net in Denmark. When using WiMP abroad, data traffic is not included. In order to use WiMP, the customer allows Telenor to pass on any required personal data to Telenor's collaborator, Aspiro, who is in charge of the operation of WiMP. Telenor will not pass on your consent to be contacted. In special circumstances, including operational matters, safety matters and matters of misuse, Telenor is entitled to close down access to WiMP.

Music from WiMP is protected by copyright. If the customer infringes third party rights, e.g. if the music from WiMP is wrongfully used by others than members of the customer's household and/or members of the customer's employees' household, or if it is used commercially, Telenor is entitled to close down access to the WiMP service and the customer may be held liable for damages.

WiMP may be terminated giving 30 days' notice.

However, during the first 30 days, WiMP may be terminated with one day's notice.

**38 Free to Fixed**

With Free to Fixed you get 48 hours of included talk time. Additional talk time follows the minute price of your main subscription. Call charges are not included in Free to Fixed but follows your main subscription. SMS, MMS, WAP, GPRS, calls to overcharged numbers and international calls are not included in Free to Fixed and are charged on the basis of your main subscription. Included talk time may only be used for calls in Denmark to fixed-line numbers in Denmark; all other calls to e.g. a mobile number, your Voicemail etc. follow the minute price of your main subscription. If you do not use all of your 48 hours of talk time, any unused hours will be

automatically transferred to the next month. However, you can maximum have 96 hours of talk time at your disposal.

Free to Fixed is only offered for subscriptions with no minutes included – MobileDeal 49, Business Subscription and Business Basic. Free to Fixed has a binding period of 3 months. No discount is granted for the subscription under the Telenor discount agreements.

### 39 Data usage charging

Telenor's mobile data services (GPRS, HSDPA etc.) may be used to obtain mobile Internet access etc.

It is a requirement for the use of Telenor's mobile data services that the company's terminal equipment is designated for such purpose and has been set up properly. Mobile data services are charged on the basis of the amount of data sent or received (data traffic) measured in MB. Data usage in Denmark and abroad is charged per 10 KB, however, internationally with a minimum of 50 KB per time/session of mobile Internet access.

## Terms of Mobile Add-on Packages

### 1 General

The Mobile Add-on Packages consist of different products and add-on 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 Add-on Package is purchased, you accept that the products included will 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 Add-on Packages may be terminated giving 90 days' notice and no discount is granted for these packages according to existing discount agreements. The content of the packages 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, SMS and Fax from

Outlook 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 and Broadband International. 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 Add-on Products

### Termination and binding period

All Multiplan products under the following agreements include 30 days' termination: MobilDeal, Business, Basic, MobilDeal Association and Business Agreements.

All Multiplan products under the following agreements include 90 days' binding and 30

days' termination:  
Mobile Pro and Corporate agreements.

## 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 minute). 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. It is a requirement that the company has ExtensionPlan in order to subscribe for the other MultiPlan products.

### 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 must 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 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 add-on 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 to 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 MultiPlan Self-Service it is possible to administer the Company's MultiPlan products. MultiPlan 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. This includes purchase of additional products. Telenor's security module for MultiPlan 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. Telenor reserves the right to provide information about any changes and additions to MultiPlan by e-mail to

the Company's administrator.

MultiPlan Self-Service (including Telenor Mobile Switchboard) may be used with the following web browsers:

- Internet Explorer
- Firefox – version
- Google Chrome
- Safari – version
- Opera – version

### 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 SMS 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 SMS 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 SMS 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 uses Telenor's Mobile Switchboard, Status Plan Viewer and has Internet access or 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.

If version 1 of the Status Plan is used, the customer is responsible for opening up for reception of status information sent from Telenor. If version 2 of the Status Plan is used, the customer has direct access to receive status information from Telenor by way of the partner software.

### 5.2 Status Plan menu

Users with mobile telephones receive an STK menu when they register. This menu is to be used for administration of the Status Plan. 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 SMS messages sent via the Status Plan menu is subject to the rate applicable from time to time for SMS 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, Status Plan menu or interruptions of the Status Plan 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 Status Plan subscription and registration are invoiced by Telenor. If partner software is used to display the Status Plan, partner software licences, installation and service agreement are invoiced directly by the supplier certified by Telenor.

## 6 Status Plan Viewer

It is a requirement to obtain the Status Plan product that the company uses Status Plan and has an Internet access.

The user of Status Plan Viewer may set up and track the status of up to 15 contacts/numbers from the company's ExtensionPlan.

Registration and administration is handled only via Self Service. Consequently, it is required that the company has at least one MultiPlan Self Service administrator.

## 7 SearchPlan

Group 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 SMS messages sent via the SearchPlan menu is subject to the rate applicable from time to time for SMS messages, depending on the customer's subscription.

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" 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. If Call Forward is activated for a number outside of the Company's ExtensionPlan, such call will be charged according to the rate applicable from time to time.

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

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" 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. In the alternative, a sound file may be uploaded.

Welcome Greeting is an add-on product for Personal SearchPlan, Group SearchPlan or Mobile Switchboard. Welcome Greeting may be ordered via MultiPlan Self-Service.

## 9 Statistics

Statistics is an add-on product for Personal SearchPlan, Group SearchPlan or Mobile Switchboard. Statistics may be ordered and administered via MultiPlan Self-Service. Statistics may be terminated with 30 days' notice. Statistics Small comprises 3 modules, which provide an overview of the SearchPlan performance. Data are available 60 days back in time.

Statistics Large comprises 6 modules, which provide an overview of the SearchPlan performance and the performance on members. Data are available 60 days back in time apart from "Outgoing calls per member" where data are available 30 days back in time.

## 10 Waiting Music

Waiting Music is an add-on 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.

Waiting Music is delivered with a standard

music playlist. It is free and always accessible.

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) will 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 Telenor Mobile Switchboard**

It is a condition for the Telenor Mobile Switchboard product that the company has a Group SearchPlan, a Status Plan and an Internet access.

Telenor Mobile Switchboard is a product which enables the company to transfer calls via a web-based switchboard application.

A user licence is required for Telenor Mobile Switchboard. Administration is handled exclusively via MultiPlan Self-Service.

Therefore it is a requirement that the company has at least one administrator for Self-Service.

If the company's ExtensionPlan includes more than 1,000 numbers it is only possible to do static searches in the list of contacts of the Telenor Mobile Switchboard.

Any amendments of the user name (first and last name) in the list of contacts of the Telenor Mobile Switchboard must be made via MultiPlan Self-Service.

It is possible to change the call forwarding (conditional or unconditional) for all mobile numbers in the company's ExtensionPlan via the Telenor Mobile Switchboard. Call forwarding will be charged at the current minute rate.

It is possible to determine the position of all mobile numbers in the company's ExtensionPlan via the Telenor Mobile Switchboard. The function has been deactivated by default (no information is displayed). Each user must activate the function via the mobile phone's Status Plan

menu in order to display this information in the Telenor Mobile Switchboard feature.

The Telenor Mobile Switchboard includes calendar integration. It is a requirement that the company uses Microsoft Outlook in order to use this function. If the company's ExtensionPlan includes more than 1,000 numbers, calendar integration is not possible

If Microsoft Outlook 2003 is used, the following message appears "A program is trying to get access to the e-mail addresses you have in Outlook" as the Outlook address file is automatically protected due to safety reasons.

If an Outlook 2003 client is used in combination with an Exchange 2007 server or Exchange 2010 server, Telenor cannot guarantee that the calendar integration will work.

Outlook 2003 does not support the use of special characters. Consequently, it is recommended not to use special characters in the standard templates made if messages are to be sent as e-mails from Outlook 2003.

#### **11.1 User**

It is presupposed that each user of the Telenor Mobile Switchboard subscribes for Status Plan and Call Transfer.

The user must be registered as a member of the Search Plan main numbers which the user is to operate with the Telenor Mobile Switchboard. In addition, the user must be registered with access to the Telenor Mobile Switchboard. This is done via MultiPlan Self-Service.

Outgoing calls from Telenor's Mobile Switchboard are charged via the receptionist's mobile subscription and at the rate applicable for the said person's mobile subscription from time to time.

#### **11.2 Fault repair**

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

#### **11.3 Invoicing**

Telenor Mobile Switchboard user licences are invoiced to a Group SearchPlan main number

chosen by the company.

### 12 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 to outgoing calls.

When sending SMS messages/MMS 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 Speech 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).

### 13 Mobile Switchboard (partner software)

The Mobile Switchboard requires separate partner switchboard software. All matters

related to the acquisition of partner switchboard software must be settled directly with the supplier certified by Telenor.

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

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.

#### 13.1 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.

#### 13.2 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](http://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.

#### 13.3 Invoicing

The Mobile Switchboard subscription and

registration is invoiced directly by Telenor. Partner software licences, installation and service agreement are invoiced directly by the supplier certified by Telenor.

#### 14 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.

With MultiPlan Self-Service, the administrator may upload sound files stored in a 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.

Calls may be forwarded to numbers in and outside the Company's ExtensionPlan according to a TasteMenu.

If Call Forwarding is activated for a number outside of the Company's ExtensionPlan, such call will be charged according to the rate applicable from time to time.

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.

#### 14.1 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 Telenor's Conference Number

##### 1 General

Telenor's Conference Number is a conference service for conference calls. Each meeting may include up to 20 participants. In order to set up a meeting, an eight-digit meeting code is required. The meeting code may be any combination of eight digits. During a meeting it is possible to block new participants from the meeting. It is also possible to unlock the meeting and allow participants to participate in the meeting.

Telenor's Conference Number is available for users in Denmark with a fixed-line or a mobile phone.

##### 2 The Conference Table

It is possible to register as a user of the Conference Table via [www.telenor.dk](http://www.telenor.dk). When setting up a user profile, the user must enter an e-mail address, a telephone number and a five-digit meeting code. This code is unique for the user and the five digits will be the first digits in a seven-digit meeting code, which is generated for the participants invited to the meeting.

The Conference Table is a virtual Conference Table where it is possible to share files, chat, activate recording of conversations and request speech time and ask questions.

If a meeting is recorded or if files are uploaded, such elements will be available for the person who has set up the meeting up to 24 hours after the meeting was ended via [www.telenor.dk](http://www.telenor.dk). After this time, files will be deleted without notice for security reasons and cannot be restored.

When a user profile is set up and participants are added to a meeting it is recommended to use mobile numbers in order to allow SMS notices prior to a meeting. In addition to SMS notices it is also possible to set up e-mail notices in order for each participant to be notified of a specified meeting. SMS messages and e-mail notifications are free of charge and are available in Danish and English.

### 3 Usage packages

Each caller pays for calls to Telenor's Conference Number via his/her subscription. The call will be charged per minute.

Usage packages are available for calls of 30, 60 or 120 minutes to the Conference Number as part of a fixed, monthly subscription fee. Calls exceeding the minutes included are charged at a lower rate than the general fee for calls to Telenor's Conference Number. The usage package Free Usage includes free calls to Telenor's Conference Number at a fixed, monthly subscription fee. Please refer to the price section for current rates for calls and usage packages.

### 4 Fault repair

In case of faults related to Telenor's Conference Number, please contact Telenor Customer Service Business. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

## Terms of Mobile Data Add-on Products and Services

### 1 General

If you choose a mobile data add-on 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 to international data traffic. International usage will be charged at current prices. The current prices are available on [telenor.dk](http://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](http://telenor.dk).

### 5 Mobile Data 3 GB, Mobile Data 10 GB and Mobile VoIP & Data 25 GB

The Mobile Data products are available with different amounts of data included:

- 3 GB/10 GB
- 25 GB

The speed is 5/1.4 Mbit.

If you use more than the amount of data included you will not be charged for usage exceeding included usage. However, the speed will be reduced to 256/256 Kbit when you have used the data included.

### 6 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 must 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 Broadband International**

Broadband International is an add-on subscription for Mobile Broadband which applies to 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. Broadband International may be terminated giving 30 days' notice. A discount is granted for Broadband International, 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 will 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 will, 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 will 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 will 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 is responsible for setting up and maintaining a proper safety solution to minimise this risk. Telenor may offer an add-on product to the customer's subscriptions which will bar the user's access to the Internet and the use of MMS 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 is not responsible for any indirect damages or loss caused by use of the product. Telenor's liability in damages is limited to DKK 100,000.00 per calendar year, regardless of

the extent of damages suffered during the year.

## **12** Limitations

Telenor reserves the right to implement measures against or to completely block IP telephone services. This applies to mVoip, video, SMS messages and other types of information, which allows speech, video conversation or SMS/messages via the mobile data network, which Telenor makes available on your mobile phone. The only exception is Mobile VoIP & Data 25 GB, where MvoIP is allowed.

## **Terms of Other Add-on 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.

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