

Telenor Business General Terms

In the following, the term "Telenor" is used for any company in the Telenor Danmark Holding A/S Group. The term "Customer" is used for any customer, who has entered into an agreement for supply of a business service from Telenor.

These terms cover all agreements concerning use of Telenor's telecommunication and broadband networks which have been entered into between the Customer and a company in the Telenor Danmark Holding A/S Group. Telenor may assign the agreement to a company of the Telenor Danmark Holding A/S Group at one's option.

1 Scope of the agreement

1.1 These terms (including terms of mobile telephony, terms of fixed-line and terms of broadband) are part of the total legal basis of the Customer's agreement with Telenor.

2 Agreement concerning supply of services from Telenor

2.1 Agreements are entered into directly with Telenor or via a distributor approved by Telenor. These Terms of Business relate to Telenor's supply of telecommunication and broadband services to the Customer. Purchase of a telephone or other equipment is a matter between the Customer and the distributor and shall be of no concern to Telenor.

2.2 An agreement between the Customer and Telenor concerning a specific service is entered into as follows, at Telenor's option:

- The Customer signs an agreement/registration form at the latest when the service is made available, or
- Telenor sends or hands over the agreement/form to the Customer at the latest when the service is made available.

3 Customer data

3.1 Agreements with Telenor may be entered into by legally competent persons or companies (legal persons), unless otherwise specified in the terms of the specific service. When entering into an agreement, Customers must state the company's name, address and CVR no. Any person entering into an agreement with Telenor on behalf of a company must be able to document authorisation to enter into such agreement. Telenor may request documentation of the correctness of any information.

3.2 Telenor may distribute product information via SMS, MMS, by e-mail or similar. In a similar way, Telenor may distribute marketing material concerning products. If the Customer does not request to receive such information, the Customer may contact Telenor Customer Service.

4 Credit rating and maximum credit amount

4.1 Telenor makes a credit rating of Customers based on credit information from e.g. banks, credit information agencies and similar.

4.2 Telenor may refuse to enter into an agreement or make an agreement conditional on the fact that the Customer pays any outstanding amount relating to other subscription agreements. Telenor may furthermore make the agreement conditional on the fact that a maximum credit amount be specified.

4.3 The Customer shall be liable for any usage, even if such usage exceeds the maximum credit amount specified. If the maximum credit amount is exceeded, Telenor is entitled to immediately disconnect the connection.

4.4 Telenor may demand that the Customer makes a prepayment/on account payment of the total outstanding amount. Telenor reserves the right from time to time to make credit ratings of its Customers and consequently request to receive on-account payment or fix a maximum credit amount, also after the Agreement has been entered into. If one of the below-mentioned criteria has

been met, Telenor may refuse to enter into an agreement or request to receive on-account payment and/or fix a maximum credit amount:

- The Customer does not have a permanent address in Denmark, the Faroe Islands or in Greenland, but has e.g. a poste restante address, an address with the national registration office or similar
- The Customer has five subscriptions or more (in this connection, a mobile number, a fixed-line number or a broadband connection is considered one subscription)
- The Customer's has breached its payment obligations towards Telenor and the breach has caused that Telenor has blocked the Customer's agreement
- The Customer owes money to Telenor
- The Customer is registered with an independent credit information agency with a negative remark/payment experience
- It is estimated that the Customer's amount of telephone calls and other telecommunication costs will significantly exceed the usage of similar Customers, or the amount increases very significantly and suddenly compared to earlier
- Telenor has reason to believe that the Customer's payment obligations will not be fulfilled in due time Prior to entering into the agreement, the Customer may contact Telenor in order to clarify whether Telenor has any demands concerning a maximum credit amount
- The Customer has no CPR no./CVR no.

4.5 Telenor may furthermore choose to fix a general maximum credit amount for all of its Customers, who may then apply for an increase or a removal.

5 Telephone number and telephone number confidentiality

5.1 For each telephone subscription, the Customer is entitled to one free, brief registration in Telenor's number information database. Such registration typically includes a name or possibly a company name, position, address and telephone number.

5.2 The Customer is responsible that this registration does not infringe third party rights. If possible, the Customer may have a telephone number amended against payment.

5.3 Telenor is obliged to pass on number information data registered in the number information database to anyone who makes a request thereof, including for instance providers of number information services and phone books. The Customer may request amendment of the number information data by contacting Telenor. Telenor will register an amendment in Telenor's number information database immediately after the Customer's inquiry thereof. Telenor notes that such amendment shall not take effect for third party databases etc. to which Telenor at an earlier time may have passed on information data.

5.4 The Customer may choose to be registered in the number information database including a remark that the telephone number is confidential and then determined that none of the Customer's number information data may be disclosed in connection with provision of number information services or similar (ex-directory number).

5.5 Telenor is entitled to request payment for secrecy or omission of information. If the Customer has chosen to have a secret number, the Customer's telephone number will not be displayed in the recipient's telephone display (Caller Display) unless explicitly requested. Any parts which are subject to secrecy cannot subsequently be used by Telenor in connection with supply of number information services or similar. However, number information data may always be disclosed to the alarm services and other providers of telecommunication networks and telecommunication services for the purpose of signalling services. If the Customer uses WAP services, the telephone number will be transferred to the provider of the service.

6 Technical amendments, interruptions etc.

- 6.1 Telenor reserves the right from time to time to introduce amendments which are considered required to ensure a satisfying operation of Telenor's network. Unfavourable circumstances may in some situations mean that telephone calls may be refused, disconnected or that data transfers cannot be completed.
- 6.2 Telenor may refuse calls from telephones or SIM cards, which may interrupt Telenor's network. Errors related to connected equipment, which may lead to interruptions of or disadvantages to the operation of the network, must immediately be remedied. Any expenses in this regard shall be of no concern to Telenor. Telenor may demand that costs related to troubleshooting be covered by the Customer, however, this does not include costs related to error recovery caused by equipment belonging to Telenor which the Customer has no influence on.

7 Number information

- 7.1 The Customer has access to make number information inquiries in other operators' telecommunication network, if the said provider of the information service and Telenor has agreed thereto.

8 Charging and charging principles

- 8.1 The Customer is subject to the prices fixed by Telenor from time to time as specified in the list of charges.

9 Terms of payment

- 9.1 The Customer is liable for any amount registered in connection with the agreements, cf. item 1 of these terms. If the Customer's balance does not exceed a minimum amount fixed by Telenor, Telenor is entitled to transfer the amount to the next invoice.
- 9.2 If nothing else appears from the terms, agreements or similar, the terms of payment are as follows: Invoice date + 21 days.
- 9.3 The Customer has accepted that the following provisions in Consolidated Act No. 365 of 26 April 2011 on Payment Services and electronic money have been derogated from: Part 5 and 10, sections 55, 57(3), 62, 64-66, 68, 73, 74, 75, 76(4) and 85.
- 9.4 If an invoice is not paid at the latest on the due date specified, Telenor will notify the Customer thereof. If the due date is exceeded, default interest will be charged and fixed pursuant to the relevant provision of the Danish Interest Act from time to time. In addition, a reminder fee will be added and charged on the next invoice.
- 9.5 A notice of late payment includes a new deadline for payment and a notice that the Customer's connection will be disconnected if the new deadline for payment is not complied with. If the invoice is not paid before expiry of this deadline, Telenor reserves the right to disconnect the Customer's connection or cancel the agreement without further notice. If Telenor has disconnected the Customer's connection due to lack of payment, the connection will not be reopened until any amount due to Telenor, including reminder fees and default interest, has been paid. The connection will automatically be reopened when the amount due is paid, unless the Customer before payment of the amount due in writing requests that the connection should not be reopened in the period until the termination comes into force.
- 9.6 In case of reopening after blocking, a reopening fee will be charged. In case of reopening after disconnection of the Customer's connection, quarterly fees will also be charged for the period when the Customer's connection has been disconnected. If the Customer's connection has been disconnected by Telenor for more than 20 (twenty) days due to lack of payment, the matter will be submitted to Telenor's debt collection department and Telenor is entitled to cancel the agreement with no further notice. If the amount due is not paid immediately thereafter, Telenor is entitled to report to a credit information agency pursuant to the Danish Act on Private Registers etc.

- 9.7 Collection charges related to the handling of the matter will be charged to the Customer. If the amount due is paid, Telenor will reopen the agreement according to agreement and against payment of a reopening fee.
- 9.8 Telenor reserves the right to fix a maximum credit amount as a requirement to reopen the agreement, cf. item 4. If the Customer breaches its payment obligations towards Telenor by not paying the amount due, Telenor may determine that the entire amount due must be paid before new agreements may be entered into with Telenor.
- 9.9 Telenor may terminate the Customer's subscription if the Customer is in repeated breach of its payment obligations.
- 9.10 If the Customer requests to enter into a payment agreement, e.g. by postponing payment of an invoice or by dividing the amount over several months, the Customer may contact Telenor Debtor Service. The Customer will be charged a fee in connection with conclusion of such agreements.

10 Automatic payment registration (Betalingsservice)

- 10.1 If the subscription is not paid via Betalingsservice, an invoice fee of DKK 31.20 will be charged for each invoice. It is possible to apply for registration with Betalingsservice by contacting the distributor or the bank. Note that it may take up to seven weeks until Betalingsservice accepts the application, and until the automatic payment via Betalingsservice becomes effective, the Customer must pay the invoice fee of DKK 31.20 for each invoice.
- 10.2 Invoices shall be paid by way of the giro payment form until the payment appears from the list of payments. Payments via Betalingsservice are charged at DKK 5.32 for each invoice to mobile and mobile broadband customers. It is also possible to continue receiving a paper invoice against an additional payment of DKK 31.20 per invoice.

11 Interruption of operation and error recovery

- 11.1 Telenor will remedy errors in their own plants and installations as soon as possible and usually within normal working hours (Monday-Friday from 08.00 to 15.30). The Customer must ensure that Telenor or a third party appointed by Telenor may access Telenor's plants and installations at the installation address as soon as possible in order to do an error search and error recovery. The Customer is obliged to participate to the extent required as regards error search and error recovery of the Customer's plant and installations at the installation address.
- 11.2 As regards service notifications and errors caused by Telenor's network (basic installations, centrals, signalling etc.), the Customer may contact Telenor Customer Service. Telenor is only responsible for any disconnections in its own telecommunication network and of its own equipment.
- 11.3 Telenor is not responsible for disconnections, interruptions or changes to other providers' telecommunication network or services in connection with measures which are considered necessary due to technical, maintenance or operational causes.
- 11.4 Telenor shall not be liable for interruptions, disconnections etc. if such interruption, disconnection or error may be referred to the Customer.

12 The Customer's connection of own equipment and telecommunication network

- 12.1 The responsibility of the Customer's equipment – including PABX and internal networks – lies with the Customer. Telenor is responsible for the Customer's subscription and traffic until the network termination point or the NT box.
- 12.2 The Customer must ensure that the connection to Telenor's fixed-line network (including the telecommunication network and the access network, among others) is used in a way which does not disturb, disconnect or in any other way interfere with the traffic in these telecommunication networks or the Internet. If such disturbances occur, the Customer must immediately take the required action to eliminate such disturbances. This may include – but is not limited to – adjustment of the amount

of incoming and outgoing traffic or subscription to additional connection to Telenor's access and/or telecommunication network.

- 12.3 Equipment connected to Telenor's fixed-line network must comply with the order in force from time to time concerning telecommunication terminal equipment, presently order no. 823 of 03.07.2007 concerning radio and telecommunication terminal equipment and electromagnetic matters, and any special directions from Telenor.
- 12.4 The Customer must ensure that any equipment connected to the fixed-line is intended for connection to the public telecommunication network and that the equipment is used according to its purpose.
- 12.5 Where equipment or internal telecommunication network etc., which are connected to Telenor's telecommunication network, gives rise to disturbances in the telecommunication network due to errors or similar, the Customer is obliged immediately to disconnect the connection.
- 12.6 Telenor reserves the right to disconnect the connection if equipment has been connected that causes such disturbances of the telecommunication network. 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.

13 Customer's liability for errors

- 13.1 The Customer shall not be liable for payment of services caused by an error in or misuse of the operator's network and installation (to and including the network termination point), unless the Customer is liable subject to the general law of damages in Denmark.
- 13.2 The Customer shall be liable for payment of services caused by an error or misuse of the Customer's own network, equipment or accessories (after the network termination point). If such error or misuse may be referred to matters of which Telenor was aware or should have been aware and which Telenor has not notified the Customer of, and/or made available fair and available measures to prevent or limit that the telecommunication operator advances a claim, and if it unreasonable that a claim be advanced according to a total evaluation, Telenor shall not be liable.

14 Liability in damages

- 14.1 Telenor shall be liable in damages pursuant to the general rules of Danish law. However, Telenor shall in no event be liable for loss of profits, loss of operations or other indirect loss, unless such loss is caused by Telenor's wilful or gross negligent actions.
- 14.2 The Customer is responsible to close down the connection properly after a telephone call has been terminated. Telenor shall not be responsible for loss caused by disconnections, interruptions or changes to the telecommunication network or telecommunication services in connection with measures which are considered necessary due to technical, maintenance or operational causes or which have been imposed by supervising authorities, unless Telenor has neglected to limit the disadvantages related thereto.

15 Special circumstances

- 15.1 Telenor reserves the right to amend numbers, installations and other matters if required out of consideration for the traffic on Telenor's telecommunication network and the operation thereof.

16 Restricted access to mobile data and content services

- 16.1 It is not possible for Telenor to restrict the access to mobile data and content services, including Telenor's own services and services which are downloaded or run from the Internet. Telenor recommends the solution 'Mobile Control' to control the user's access to mobile data and content services and as a general measure against wrongful use of sensitive business information on the employees' mobile phones.

17 Change of address etc.

- 17.1 Any changes to the Customer's information (e.g. change of address, terms of payment and similar) must immediately be notified to Telenor.

18 Assignment

- 18.1 The Customer's agreement cannot be assigned to a third party unless Telenor consents thereto in writing. Assignment is furthermore conditional on the fact that the Customer and the person to whom the agreement/subscription is assigned (the third party) accept the assignment.
- 18.2 Telenor may condition the assignment on payment of all payable amounts concerning the agreement and that amounts not yet fallen due for registered usage pursuant to the agreement be paid and that the new customer is imposed with a maximum credit amount.
- 18.3 In case of bankruptcy, suspension of payments etc., special terms of assignment apply.
- 18.4 A special permission is required from Telenor to make agreements for purposes of reassignment or rental. This includes resale of traffic. In case of breach thereof, Telenor is entitled to cancel the agreement without further notice or deny the Customer to enter into further agreements with Telenor.

19 Termination and expiry of agreements

- 19.1 Unless otherwise agreed, a notice of termination must be in writing and sent by letter, fax or e-mail. When a notice of termination is received, Telenor will send a written confirmation of such receipt. Telenor will terminate the subscription by expiry of the notice period. Note that an interminability period may have been agreed for the agreement/subscription when the agreement was entered into. It is, however, possible to transfer a number to another company regardless of the term of the agreement and interminability period specified in Telenor's terms and product agreements for mobile products.
- 19.2 In case of the Customer's breach of the agreement, Telenor is entitled to cancel the agreement with immediate effect. The following, among others, is considered to constitute material breach:
- The Customer does not pay payable amounts to Telenor within the deadline specified in the reminder letter referred to in item 10
 - The Customer does not immediately disconnect equipment, internal telecommunication networks or similar, which may result in disturbances to Telenor's network, after Telenor has made a request thereof
 - The Customer does not notify Telenor and the national registration office of a change of address
 - The Customer does not take action to remedy disturbances etc. of the traffic in Telenor's network, after Telenor has made a request thereof
 - The Customer connects equipment which does not comply with current public regulations and any other requirements made by Telenor
 - Telenor is prevented from accessing its own equipment and installations in order to do an error search
 - The Customer gross negligently or continuously submits or distributes all types of spam
 - The Customer gross negligently or continuously spreads virus. This applies for all types of virus, known and unknown, at the time when the agreement is entered into.
- 19.3 In case of the Customer's flouting of obligations pursuant to these Terms of Business, including provision of wrongful information to Telenor, gross negligent and/or wilful submission or distribution of spam or dissemination of virus, Telenor is entitled to disconnect the Customer's connection or to terminate the agreement with no prior notice.
- 19.4 Telenor is entitled to terminate the Customer's agreement in whole or in part with a written notice of 14 (fourteen) days in case of serious reasons. Telenor is furthermore entitled to terminate the Customer's agreement or part of the Customer's agreement with a written notice of 3 (three) months if Telenor chooses to stop providing the said type of subscription or service.
- 19.5 Due to the calculation method of the final settlement, an amount may be charged for a period exceeding the termination date of the agreement. If the amount charged is too large, this amount will be repaid to the Customer in connection with the final settlement. Telenor will calculate the parties' outstanding account by termination of the agreement and will refund or invoice any differential amount, provided that such amount exceeds DKK 50.00.

20 Amendments

20.1 Telenor may from time to time amend these Terms of Business and any additional terms. Significant amendments will be notified. Telenor may choose to notify the Customer directly of amendments (e.g. by a message on the Customer's invoice/list of automatic funds transfer (PBS), an invoice insert, SMS, MMS or an e-mail) or by insertion of advertisements in the daily press and on Telenor's website on <http://www.telenor.dk>.

21 Disputes

21.1 Any disputes related to registered usage and similar should at first be settled between the Customer and Telenor Customer Service. In case of disagreement between the Customer and Telenor Customer Service, the dispute may be submitted to Telenor's Invoice Complaints Committee, which has been set up pursuant to the order on provision of electronic communications networks and services in force from time to time.

21.2 During the period when Telenor's Invoice Complaints Committee attends to the matter, Telenor will suspend collection of the disputed invoice amount. However, the collection of default interest will not be suspended. Telenor's Invoice Complaints Committee generally decides on a matter at the latest 3 (three) months after submission of a complaint.

21.3 The decision made by the Invoice Complaints Committee may be submitted to the Telecommunications Complaints Board, Nørre Voldgade 48 st., DK-1359 Copenhagen K, if the dispute between Telenor and the Customer concerns the usage registered by Telenor.

21.4 The Telecommunications Complaints Board may furthermore hear complaints from commercial end-users concerning matters other than registered usage if the complaint does not differ from a complaint concerning a private agreement on telecommunication services.

Terms of mobile subscription

22 Scope of the subscription agreement

- 22.1 Telenor's mobile subscriptions include connection to Telenor's public mobile network with access to services and related services within the coverage area in Denmark. Services attached to one SIM card are considered covered by one subscription.

23 The SIM card

- 23.1 In connection with creation of a subscription, the Customer receives a personal identification card (SIM card) as soon as possible after taking out the subscription. Together with the SIM card the Customer receives an 8-digit security code called a "PUK code". When the Customer has activated the card by way of the PUK code, the Customer may enter a personal 4-digit security code called a "PIN code" to be used every time the Customer turns on the telephone. Telenor recommends always using the PIN code.
- 23.2 The SIM card and the security codes must always be stored separately and on adequate security. Interference with the SIM card or attempts thereof is not allowed. If the SIM card is damaged or lost, Telenor Customer Service must immediately be notified thereof. Such notice cannot be submitted to the distributors appointed by Telenor. If requested by Telenor, the damaged SIM card must be sent to Telenor, which will then send a new SIM card against payment of a fee.
- 23.3 The Customer is responsible for loss caused by other persons' unauthorised use of the SIM card pursuant to the provisions of sections 11-12 of the Act on Certain Payment Instruments (Consolidated Act No. 259 of 28 March 2008), which have been specified in the last part of these terms. The SIM card is Telenor's property and must be destroyed immediately after Telenor has submitted a request thereof and by termination of the subscription.

24 Transfer of a mobile number

- 24.1 The Customer may transfer his mobile number from another operator to Telenor. In connection with the transfer of the number, the Customer must authorise Telenor to terminate the subscription with the other operator. Note that any interminability period will not start to run until the date when the number is transferred to Telenor from the previous telecommunication operator. If it appears that the Customer does not have the right to dispose of the number and the number cannot consequently be transferred to Telenor, Telenor may demand damages from the Customer in the form of the lowest payment Telenor would have received if the number could have been transferred to Telenor. The Customer may also instead choose another number with Telenor and thus use the selected subscription. The possibility of transferring a number only applies for mobile numbers.
- 24.2 If the Customer attempts to transfer a fixed-line number, the above-mentioned provisions will furthermore apply.

25 Telenor's coverage area

- 25.1 Before taking out a subscription, the Customer may make himself familiar with the scope of coverage by reviewing the map of coverage available with the distributors appointed by Telenor.
- 25.2 Pursuant to requirements related to a publicly issued mobile authorisation, Telenor continuously meet the following requirements of the coverage:
- 25.3 Telenor covers 95% of the geographic area measured on the basis of the entire country and 98% of the population. Telenor does not guarantee coverage in specific places or specific addresses, as the power of the radio signal depends on the current condition of the country (the topography).

26 Refusal and drop-out

26.1 Telenor's network is subject to some of the National IT and Telecom Agency's fixed limits for refusal and drop-out. Refusal of calls during a busy hour with attempted calls does not exceed 5%. Drop-out of calls during a busy hour does not exceed 5%.

27 Alarm calls in Denmark

27.1 Alarm calls to public emergency call centres are free of charge in Telenor's network. Calls to alarm number 112 do not require that the Telenor card is inserted in the mobile telephone. However, some mobile telephones may have limitations in this regard.

28 Use of the Telenor SIM card abroad

28.1 Unless otherwise prescribed in the terms of subscription, the mobile telephone may be used abroad pursuant to the Telenor subscription (international roaming). Use of the SIM card abroad is governed by Telenor's current price list from time to time for international roaming and the general terms of the relevant foreign mobile operator. The current price list may be obtained by contacting Telenor and is furthermore available on telenor.dk.

28.2 The Customer's use of the SIM card abroad is invoiced by Telenor based on registrations of your usage received from the foreign operators.

28.3 Telenor assumes no liability for coverage, quality, security, provision of services etc. in foreign mobile networks. Furthermore, Telenor assumes no liability for use by foreign mobile operators of data from Telenor's subscribers.

29 Terms of payment

29.1 The Customer is liable for any amount registered in connection with use of the SIM card including the limitations specified in sections 11 and 12 of the Act on Certain Payment Instruments (Consolidated Act No. 259 of 28 March 2008).

29.2 A call (the entire call) is charged at the rate applied at the time of the call.

30 Error reporting etc.

30.1 For service messages concerning errors caused by the mobile network (basic installations, centrals, signalling etc.) or the SIM card (including loss of the card), the Customer may contact Telenor Customer Service on telenor.dk/kontakt or by calling +45 72 100 100.

30.2 For errors which may be referred to the mobile telephone, please contact the supplier of the telephone.

Terms of content-charged services

These terms shall apply in connection with use of content-charged services available to Telenor's mobile customers.

31 Scope of the agreement

- 31.1 A content-charged service is a service where the Customer may order services with the Customer's mobile telephone via SMS, MMS or WAP. Payment is made via the Customer's mobile subscription or the Customer's prepaid account. The customer shall be liable for such payment pursuant to item 9 of the Terms of Business.
- 31.2 The terms shall apply to content-charged SMS/MMS/WAP services provided by Telenor and access to extra-charged SMS/MMS/WAP services offered by a third party.

32 How to order the services

- 32.1 The Customer may order a content-charged service either via the Internet or by sending a specific SMS code to a four-digit number.
- 32.2 When the ordered service has been delivered to the Customer's mobile telephone, the amount will be charged to the Customer's next invoice or withdrawn from the Customer's prepaid account.
- 32.3 The Customer is liable to ensure that the telephone supports the service offered as well as the Customer is responsible that the telephone has space available for the service offered and that this service is saved properly. Where the Customer orders a content-charged service from a third party, the Customer is responsible for payment, regardless if the services sent are refused.
- 32.4 When ordering a content-charged service on Telenor's website, the Customer receives a 4-digit order code via a SMS. This code must be used to confirm the order on Telenor's website.

33 Right of cancellation

- 33.1 Where the Customer requests to cancel an order made on Telenor's website, the Customer may simply not enter the 4-digit code received via an SMS on Telenor's website. When the order code has been entered, the delivery of the service will start immediately and the Customer cannot cancel his order.

34 Price information

- 34.1 Information about the price of a content-charged service will appear from the advertising of the service. In addition to the price of the content-charged service, Telenor will charge a standard SMS or MMS rate for sending an SMS/MMS. The price appears from the Customer's agreement with Telenor. The Customer may see the price information for the content-charged services offered by Telenor on telenor.dk.

35 Payment

- 35.1 Payment for content-charged services is made by a charge to the Customer's invoice if the Customer is a subscription customer. The total amount will appear separately on the invoice. The price for content-charged services is part of the calculation of the Customer's balance in connection with extra services like e.g. Usage Control, Usage Alarm etc.
- 35.2 If the Customer is a Calling Card Customer, the service will be charged after delivery of the content-charged service. If the Customer is a Calling Card Customer, the Customer's balance should as a minimum stand at DKK 25.00 at the time when the Customer sends the SMS/MMS request. If the Customer's balance is less than DKK 25.00, the Customer will receive an SMS with information that

the content-charged SMS requires a minimum balance of DKK 25.00.

36 Receipt

36.1 The Customer receives a receipt in the form of an SMS specifying the price. Furthermore, the price appears from the Customer's invoice specification, which may be requested by contacting Telenor.

37 Barring

37.1 If the Customer entrusts a third party with his mobile telephone, the Customer is responsible for any ordering of content-charged services, including orders made by kids and young people. If the Customer does not request access to content-charged services via the Customer's mobile agreement, the Customer may block this feature by calling Telenor Customer Service. In this case, the Customer still has access to send and receive normally charged SMS/MMS messages.

38 Unauthorised use

38.1 The Customer may protect his mobile telephone from unauthorised use by activating the PIN code. Use of content-charged services is comprised by the same liability rules which apply to the Customer's agreement concerning mobile telephony, cf. item 9 of the Terms of the Mobile Subscription.

39 Content of the services

39.1 Telenor assumes no liability for the content of content-charged services delivered by a third-party.

40 Amendments

40.1 Telenor is entitled to amend these terms, cf. item 18 of the Terms of Business.

41 Registration and use of data

41.1 With a view to deliver content-charged services, Telenor will transfer information about the Customer's mobile number to the supplier of the service. If the Customer has fixed an expiration time for the Customer's MMS, such information will automatically be deleted after such expiration time.

42 Customer service

42.1 Questions concerning the content of content-charged services may be directed to Telenor Customer Service or telenor.dk/kontakt. If the service is delivered by a third party, the relevant service provider should be contacted.

43 Complaints

43.1 Complaints about registered usage and complaints about services provided by Telenor should be submitted to Telenor Customer Service and shall furthermore comply with the complaints procedure specified in item 19 of the Terms of Business. Complaints related to other matters than invoice issues should be directed to the provider of the content service. Addresses and telephone numbers of providers of content-charged services via Telenor's network are available at the address: www.Telenor.dk Complaints should be sent to: Telenor Customer Service, Skelagervej 9, DK-9000 Aalborg.

Terms of Fixed-Line

44 Scope of the subscription agreement

44.1 An agreement concerning Telenor Fixed-Line includes connection to Telenor's fixed-line telecommunication network via an agreement concerning Preset Code 1015 (manual entry) Automatic Preselection (Fixed Operator Preset), Fixed-Line subscription with access to basic telephony services and related services in Denmark. Subscriptions may furthermore be taken out for special services.

45 Transfer of a fixed-line number

45.1 The Customer may transfer his mobile number from another operator to Telenor. The Customer has the right to dispose of the telephone number.

45.2 By transfer from another operator, the subscription with this operator will automatically be terminated when the Customer is transferred to Telenor. However, the Customer should note that a binding period may exist with the previous operator. In case of such binding period, the Customer may be charged for subscription fees both from the previous operator and from Telenor for the same period.

46 Connection

46.1 If the Customer is not connected to the public telecommunication network already, the Customer shall appoint an installation address where Telenor will take action to set up a so-called network termination point. If a network termination point already exists at the address, this point will be used. Telenor will determine the exact location of the network termination point, however, the location must to the widest possible extent be based on the Customer's request.

46.2 If the Customer requests to place the network termination point or a wiring connection at a location which is not financially and technically appropriate (e.g. hidden cabling, placing of the network termination point in wet areas etc.), such service will be invoiced. If the Customer at a later time requests to change the location of the network termination point and the wiring connection, such services will be invoiced.

46.3 According to agreement with Telenor, the Customer shall ensure that Telenor or a third party appointed by Telenor has unlimited access to set up the network termination point and the wiring connection.

46.4 If unlimited access is not provided at the agreed time and date, Telenor is entitled to invoice the Customer for lost time and transport. According to agreement with Telenor, the Customer will provide for power supply in compliance with requirements for the connection and its operation. Any expenses incurred in this regard shall be paid by the Customer.

47 Installations

47.1 The Customer cannot by sale, rental, pledge or similar dispose of physical installations. The Customer shall not interfere with such installations.

Terms of Broadband

48 Confidential information

- 48.1 Information passed on to the Customer in connection with taking out of the subscription is personal and cannot be disclosed to a third party. If such confidential information is lost, the Customer must immediately notify Telenor thereof. The Customer shall be responsible for misuse of such information.
- 48.2 Any material to and from the Customer's e-mail address is personal and confidential. Telenor is not entitled to read or in any other way disclose any information to a third party concerning activities related to the Customer's subscription unless pursuant to statutory authority.

49 Customer's liability

- 49.1 The Customer shall be liable for all usage related to the subscription. In case of a third party's misuse of the Customer's subscription, the Customer is responsible for documenting such misuse. In case of a suspicion of misuse, the Customer must immediately notify Telenor thereof.

50 Remedial action and support

- 50.1 Telenor is not responsible that the Customer's setup, installation and setup of equipment is correct. Telenor is only responsible for connection on the line. If the Customer chooses to contact Telenor for telephone support and assistance for setup etc., the Customer will not be released from payment if the setup of the equipment is unsuccessful. Telenor may charge a support fee when the support is a result of self-caused errors on the part of the Customer.

51 Website and e-mail addresses

- 51.1 A subscription with Telenor gives access to an electronic mailbox with up to 5 e-mail addresses and your own website. Telenor makes available 10 Mb disk space for the electronic mailbox and 10 Mb for the website.

52 General information concerning the network

- 52.1 Telenor makes active use of methods to fight misuse of the Internet.
- 52.2 Customers who misuse the e-mail system for distribution or relay hosting of mail, spam or similar, shall be liable in damages for any costs inflicted on Telenor in this regard. Telenor is entitled to apply precautionary measures to ensure operation of Telenor's network. This may include – but shall not be limited to – blocking of traffic from networks which are estimated to compromise the security of Telenor's network.
- 52.3 The Customer shall be liable to ensure that all material placed on Telenor's servers comply with current Danish and international legislation concerning copyright and thereby does not infringe third party rights.
- 52.4 Telenor does not undertake to check the Customer's use of the resources made available to the Customer. Consequently, the Customer assumes all liability for all information made available by the Customer by use of networks and servers made available by Telenor.

53 Liability in damages

- 53.1 By downloading material from the Internet or by opening files received by e-mail, the Customer may risk infecting his hardware and software with virus. Telenor cannot be held liable for the Customer's loss caused by download of material from the Internet or opening of files received as e-mail,

infections of the Customer's hardware or software with virus.

- 53.2 Furthermore, Telenor cannot be held liable for other use of the product or service than what has been presupposed, or for loss resulting from breach or termination of an agreement with a third party, infringements related to intellectual property rights or similar as a result of use of information found on the Internet. Telenor shall not be liable in damages if the Customer obtains assistance from a technician or other kind of support from a third party.
- 53.3 Nor shall Telenor be liable for loss caused by access to the Customer's data and/or systems by unauthorised persons. In case of a temporary disconnection or cancellation of the subscription as a result of breach of an agreement entered into between the Customer and Telenor, the Customer shall have no claim against Telenor. Telenor is not responsible for loss of data etc. in connection with the Customer's use of the subscription agreement and related services.
- 53.4 Telenor shall not be responsible for the fact that the Customer's visit to a specific website means that a file is downloaded, with or without the Customer's knowledge, which will subsequently make the computer call highly charged numbers abroad.

Appendix to the terms of subscription for Telenor

Section 61 of the Payment Services Act (Consolidated Act No. 365 of 26 April 2011) has the following wording:

61.-(1) The payer's provider shall be liable for losses consequential upon unauthorised payment transactions, cf. section 57, unless otherwise provided by section 62. In the event of an unauthorised transaction, the payer's provider shall immediately repay the amount to the payer.

(2) It may be agreed that subsection (1) shall not apply to micro payment instruments applied anonymously or if, because of the nature of the payment instrument, the payer's provider is unable to prove that the payment transaction was authorised.

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