

# Prices and Terms

## Prices

### Content and assumptions

The following standard prices apply to Broadband Business. All prices and amounts are stated in DKK ex. VAT.

Broadband Telephony Business	Binding	Number transfer	Subscription per month	Registration
Fixed price	<b>None</b>	<b>0.00</b>	<b>79.20</b>	<b>0.00</b>
Usage charging	<b>None</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

Call rates	Rate per minute	Rate per minute to mobiles	Call charge to fixed lines	Call charge to mobiles
Fixed price	<b>0.00</b>	<b>1.12 (day) 0.64 (night)</b>	<b>0.00</b>	<b>0.20</b>
Usage charging	<b>0.23</b>	<b>1.12 (day) 0.64 (night)</b>	<b>0.00</b>	<b>0.28</b>

### Add-on services included

Balance information

Balance limit

Barring (user or pre-selected)

Hidden caller ID

Self-service

Add-on packages and add-on services	Subscription per month	Registration
Basic package <ul style="list-style-type: none"> <li>• Call forwarding</li> <li>• Call waiting</li> <li>• Caller ID display</li> <li>• Reject calls from telephones with Hidden dialler ID</li> </ul>	<b>20.00</b>	<b>0.00</b>
International package	<b>15.20</b>	<b>0.00</b>

## Specific subscription terms

### 1 Scope of the agreement

The following specific subscription terms for telephony apply to Telenor's delivery of telephony services in Denmark. Any deviations from these terms must be agreed in writing to be valid. Telephony services include voice calls, fax etc. In addition to the specific subscription terms for telephony, Telenor's standard subscription terms also apply.

The agreement covers access to voice telephony, Internet and/or data services using Telenor's network. However, it is not possible to use prefix telephony with Telenor's telephony subscription.

You also have the option of subscribing for add-on services. Please contact Telenor if you wish to order or terminate add-on services.

The individual services are described in the product specifications for telephony, which may be found at [www.telenor.dk](http://www.telenor.dk)

### 2 The parties

The parties to this telephony subscription agreement are you and Telenor.

You are responsible for complying with Telenor's subscription terms in all respects. When entering into a telephony subscription agreement, you will receive special terms governing this subscription.

### 3 Conclusion and registration

To conclude a telephony subscription agreement, you must either have an existing ADSL connection with Telenor or order a DSL connection when concluding the telephony agreement.

In addition, delivery of telephony requires that it is technically possible to establish an ADSL connection at the delivery address. For us to be able to guarantee the quality of your telephony, it is also a condition that the ADSL connection has the required speed. Telenor is obliged to inform you of this as soon as possible. The subscription agreement is conditional on the existence of a suitable access connection to the installation address.

### 4 Prices and payment

Invoicing is made in arrears on a monthly basis unless otherwise agreed in the customers' special terms.

Payment terms:

PBS: Invoice date + 22 days. Payment Card:

Invoice date + 15 days. Cash: Invoice date + 20 days.

Telenor may charge specific fees and charges for add-on services, one-time services etc.

Information about current prices may be obtained by contacting Telenor or at [www.telenor.dk/erhverv](http://www.telenor.dk/erhverv).

### 5 Use of the service

The service purchased must not be used for call centre solutions, telemarketing departments or the like. Telenor reserves the right to terminate the subscription if it discovers that the service is being used for commercial purposes.

In addition, Telenor reserves the right to interrupt calls, if Telenor deems it to be highly probable that it is a misdial.

### 6 Delivery and right of cancellation

Telenor will examine whether it is possible to establish the telephony connection, and, if it is possible, you will be informed of the delivery time in a written order confirmation.

In the event that a technician is not able to obtain access to your premises, Telenor reserves the right to re-invoice you for any costs incidental to this.

### 7 Security for the telephony service

When you order a subscription, a username and password for connection to the Internet will be sent to you.

You are responsible for ensuring that the username and password are stored safely to prevent unauthorised access.

You are responsible for any misuse of such information by a third party. It is considered serious breach if you, without the written consent of your employee, use user-related information such as user name and password to log onto Telenor Self-Service and gain access to the employee's information.

### **8 Establishment of the connection**

Telenor will provide the equipment required to establish the telephony connection at your premises.

Your existing network termination point will be used to connect the required equipment.

You are not entitled to interfere with the network operator's equipment and installations. In the basic solution, it is only possible to use one telephone point. Rotary dial telephones may not be used. It will in most cases be possible to connect a fax and a modem.

### **9 Special terms for telephony equipment**

When you order a telephony subscription, Telenor will send you the equipment to be used for both the ADSL and the telephony connection (splitter, ADSL router/modem etc.).

Telenor has the right of ownership to all equipment delivered, and you are not entitled to dispose of (sell, lease, pledge etc.) such equipment or to interfere with it. If you fail to comply with the above, your connection will be closed immediately and a claim for compensation may be raised.

In case of theft, force majeure and the like, you or your insurance must cover Telenor's loss. If the equipment is defective, you must send it to Telenor for repair.

Telenor is entitled to charge for this service, if the defect is attributable to you. You must return any equipment to Telenor within 14 days of expiry of the agreement.

Telenor reserves the right to charge a fee if you fail to return the equipment within 14 days. You will be invoiced for any missing/defective equipment. You should keep the receipt for returned equipment for 12 months.

### **10 Connecting your equipment and telecommunication network for your own use**

You must ensure that your connection is used in a way which does not disrupt, disconnect or in any other way interfere with the traffic in the network or on the Internet. If such interruptions occur, you must immediately take the required action to eliminate such interruptions. This may include – but is not limited to – adjustment of the amount of incoming traffic or subscription for additional connections to the access and telecommunication networks.

Any equipment that you connect must meet the requirements for equipment applicable from time to time on the Danish telecommunication market, including being CE marked.

You must ensure that any equipment connected is intended for connection to the public telecommunication network and that the equipment is used according to its purpose. Where equipment or internal networks connected to the connection give rise to interruptions in the telecommunication network due to faults or the like, you are obliged immediately to disconnect the connection.

Telenor reserves the right to disconnect the connection if equipment has been connected that causes such interruptions of the telecommunication network.

### **11 Fault repair**

Fault repair takes place around the clock, since the Telenor customer service is always open. 24-7. All year round, also on holidays.

If Telenor finds that the fault is attributable to breakdown, interruptions or the like of the transmission paths and equipment of other operators, Telenor will forward the fault report to such operator.

If Telenor has to perform unnecessary fault repair, Telenor reserves the right to charge you for this. In connection with fault location and repair, you must ensure that Telenor or its partners have access to the equipment and installations at the installation address as soon as possible.

You must also contribute to fault location and repair of faults in your own equipment and installations at the installation address to the required extent.

Telenor is entitled to make the changes to Telenor's telecommunication network and services required to ensure a satisfactory functioning of these or to comply with regulatory requirements.

Telenor will endeavour to inform you of such changes in due time, if Telenor assesses that such change will materially impact your use of the service.

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### **12 Transfer**

You may request that the telephony subscription be transferred within Denmark's borders, if the ADSL subscription is moved or if you set up a new ADSL connection at the new address, against payment of a transfer fee, cf. the ADSL subscription terms.

If it is not possible to establish a telephony connection at your new installation address, the telephony subscription agreement will be terminated, regardless of whether this is due to Telenor not being able to establish an ADSL connection at the new address, or being able to deliver ADSL but not telephony. In such case, you will have to take out a new telephony subscription from another provider for your own account.

During the transfer of the telephony connection, it may be offline for a period of time. Any prepaid subscription fee for the transfer period in which the connection was offline will not be refunded.

### **13 Assignment of the subscription agreement**

Subject to a written agreement with Telenor, you may assign the subscription agreement to a third party. Telenor reserves the right to charge an assignment fee from the assignee.

### **14 Termination**

If Telenor announces that it will change its terms and prices, you will be entitled to terminate the subscription agreement in the notice period, by giving a notice of at least 14 days to expire at the end of the notice period, irrespective of any period of non-terminability and the normal term of notice, cf. Telenor's general subscription terms.

However, any changes that may be implemented without prior notice will not entitle you to terminate the agreement.

Furthermore, unless otherwise stipulated in separate terms for add-on services, you may terminate subscription agreements for add-on services etc. at any time by giving a notice of at least one month.

Telenor will be entitled to terminate the agreement without notice if the connection to the service has been disconnected due to breach according to Telenor's general subscription terms.

If you terminate the agreement, any prepaid subscription fee will not be refunded.

You may terminate the subscription agreement by telephone, electronically, in writing or in person.

If the ADSL connection required for the telephony subscription, cf. Clause 3, is terminated by you or Telenor, the telephony subscription agreement will expire.

### **15 Change of the subscription terms and prices**

Telenor reserves the right to change the specific subscription terms and prices subject to the same notice as applies to Telenor's general subscription terms.

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