



Terms for Mobile, Mobile Internet and Internet

- BusinessFirst, BusinessGo, Mobile Internet Business
& Erhverv Internet

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General terms for mobile, mobile internet and internet

1. General

The general terms and conditions regulate terms that apply to mobile, mobile Internet and Internet subscriptions. The terms apply to companies and assumes the customer has a valid CVR number.

2. Credit rating and credit maximum

Telenor performs credit assessments of customers based on credit information from, banks, credit agencies and such like. Telenor may also stipulate that a credit maximum be set to the agreement. The customer is liable for any consumption, even if this exceeds the set credit maximum. In the event of a credit limit being exceeded, Telenor has the right to immediately discontinue the service. Telenor reserves the right to make ongoing credit assessments of its customers and, as a result, to demand either payment in advance or that a credit maximum be set, even after the Agreement has been entered. If one of the following criteria is met, Telenor may refuse to enter into an agreement or demand advance payment and / or the implementation of a credit maximum:

1. The customer has no permanent address in Denmark, the Faroe Islands or Greenland but for example Poste Restante address or an address on the public register or such like
2. The customer's payment obligation to Telenor has been breached, and the breach is the reason why Telenor has blocked the customer's agreement
3. The customer has an overdue debt to Telenor
4. The customer is registered with an independent credit information agency with a negative comment / payment experience
5. The customer's call consumption and other telephone costs are estimated to significantly exceed similar customers' consumption, or the consumption shows a very significant or sudden increase compared to earlier consumption
6. Telenor has a reasonable presumption that the customer's payment obligations will not be fulfilled in time.
7. The customer has no valid CVR-Number (VAT Number)

Telenor may also choose to set a general credit maximum for all its customers, after which an increase or removal of this can be applied for. Before entering into the agreement, the customer may contact Telenor to clarify whether Telenor requires a credit limit or not. Telenor reserves the right, at any time, to reject a customer who is registered as a bad payer in a credit rating agency or other registries Telenor find relevant.

3. Termination

The notice period for mobile subscriptions is 90 days. For mobile internet, 5G internet and internet, the notice period is 30 days. For specific ancillary services, other notice periods may apply, which will be set out in these terms.

All subscriptions can be terminated within the binding period with the above notice period against payment of the list price for the subscription in force at any time for the remaining binding period. Unless otherwise agreed, termination must be in writing or made via the customer's self-service.

The above also applies in the case where the customer is forced to terminate his or her subscription as a result of the customer's business ceasing.

4. Prices and price regulation

All subscription and usage prices for the use of Telenor's services are stated in the customer's agreement or order confirmation as well as the prices and fees applicable at telenor.dk time.

Net price regulation

The prices for products and services in accordance with the customer's agreement are adjusted annually on the basis of the net index PRIS114, which is published by Statistics Denmark. The adjustment is based on the percentage change in the net price index PRIS114 over the last 12 months prior to the adjustment date. The first price adjustment will take effect 12 months after the conclusion of the agreement. Thereafter, price adjustment is made annually on the same date in subsequent years.

Regardless of the change in the net price index PRIS114 prices are adjusted by a minimum of 2% per year. If the adjustment based on the net price index exceeds 2%, the actual change in the index is applied.

The price adjustment is stated in the next invoice from Telenor, where the adjusted prices will be stated.

In the event that Statistics Denmark changes the calculation method for the net price index PRIS114, or the index ceases to exist, Telenor will replace the index with another appropriate index for future adjustments.

Telenor points out that a lack of price adjustment in a given year does not mean that Telenor loses the right to carry out price adjustment in subsequent years. In the event that Telenor fails to make a price adjustment one year, the next adjustment will be based on the change in the net price index PRIS114 since the last adjustment or, if no adjustment has been made previously, since the conclusion of the agreement.

Other price regulation

In addition to what is stated above regarding net price adjustment, Telenor is entitled to make changes in prices and/or fees when this occurs as a result of (i) legislative or other adjustments, (ii) changes in prices and/or fees from Telenor's directly used subcontractors, and/or (iii) in the event of other circumstances beyond Telenor's control that have resulted in an increased cost for Telenor. Telenor is obliged to inform the customer of any such price change and the implementation date.

Price changes pursuant to this Section 4 (net price adjustment and other price adjustment) do not entitle the Customer to terminate the Agreement.

5. Non-compliance

In the event of a breach by the customer, Telenor may terminate the agreement with immediate effect. A material breach is considered, amongst other things the following cases:

1. The customer fails to pay any amounts due to Telenor within the deadline stated in the reminder letter mentioned in paragraph 10.
2. Telenor has the right to terminate the customer's subscription should the customer repeatedly default on its payment obligations.
3. The customer does not immediately disconnect equipment, internal networks, or such like that cause interference in Telenor's networks after Telenor has sent an order to this effect.
4. The customer fails to notify Telenor and the National Population Register of a change of address.
5. The customer fails to take measures to remedy any disturbances, or such like to the traffic on Telenor's network, after Telenor has submitted an order to this effect.
6. The customer connects equipment that does not comply with current public regulations and possibly additional requirements as set by Telenor.
7. Telenor is barred from accessing its own equipment and installations for the purpose of troubleshooting.
8. The customer shows gross negligence, or intentionally sends or distributes any type of spam.
9. The customer shows gross negligence or intentionally spreads a virus. This applies to all types of viruses, known and unknown at the time of entering into the agreement.
10. If the customer provides Telenor with incorrect information.

6. Transfer - subscription

Within the subscription's commitment period, individual subscriptions can be transferred to a third party if the new owner has a valid CVR number, can be credit approved by Telenor, and that Telenor accepts. Transfers of subscriptions to customers without a CVR number can only take place if the subscription is simultaneously converted to a Telenor private subscription, and if the new owner can be credit approved by Telenor.

When transferring an Internet subscription, the line is not moved to another address. Transfer takes place using a special transfer form. Telenor reserves the right to invoice a transfer fee to the person who takes over the subscription. If the customer wants to change the delivery address, the subscription must be terminated and re-created with a new address.

7. Changes

Telenor may at any time change these terms and conditions as well as agreements and any additional conditions that are covered by the customer's contract. Significant changes will be notified. Telenor can choose to notify changes directly to the customer (for example via a text on the customer's bill / PBS overview, an invoice insert, sms, mms or e-mail) or via Telenor's website at www.telenor.dk.

In the event of minor changes, Telenor may also choose to place advertisements in the daily press and / or on telenor.dk. If the change is to the customer's advantage, it will not necessarily be notified and does not give the customer the right to terminate the agreement.

8. Customer data

Agreements with Telenor may be entered into by adults or companies (legal persons), unless otherwise stated in the terms of the individual service. At the conclusion of the agreement, the customer must provide the company's name, address and CVR number. The person entering into an agreement with Telenor on behalf of a company must be able to document a power of attorney for this. Telenor may require documentation to the accuracy of all information.

Telenor can choose to send the customer product information via sms, mms, e-mail, letter or similar. If the customer has given permission, Telenor can send the customer marketing material about products via sms, mms, or e-mail.

Use of anonymised data

Telenor uses anonymised data to optimize customer experience, ensure development of new products and provide services to third parties. The data mentioned above is anonymised and in no way personally identifiable.

9. Rejection and outages

Telenor's network is subject to certain limits set by the National IT and Telecom Agency for rejection and outage. Rejection for calls during a busy hour for call attempts does not exceed 5%. Outage rate for calls during a busy hour does not exceed 5%.

10. Emergency calls in Denmark

Emergency calls to the public alarm centres can be made free of charge via Telenor's network. Calls to the emergency number 112 can be made regardless of whether the Telenor card is inserted in the mobile phone. However, there may be limitations to this with some mobile phones.

The alarm centre may be able to see your location when you call 112. This depends on which mobile phone you have and which settings you have chosen on the mobile phone at the time of the 112 call. Read about 112 and how the alarm authorities collect and process personal information in connection to this at [Hovedstadens Beredskab](#).

11. SIM Card and eSIM

When subscribing to a plan with Telenor, a SIM is provided to the Customer. SIM refers to both a physical SIM card and a digital eSIM.

Upon receiving a physical SIM card, the Customer is given an eight-digit security code, called a PUK code, which in certain cases is used to activate the SIM card. Telenor recommends that the Customer chooses a personal four-digit PIN code during activation and always uses this PIN code to protect the SIM and subscription from unauthorized access.

The Customer's personal access codes for both the device and its operating system are crucial to prevent misuse of the SIM and the associated subscription. The SIM and its related security codes must be stored separately and securely. Tampering with or attempting to manipulate the SIM is not allowed. In case of loss of the physical SIM card, the Customer must immediately contact Telenor Customer Service.

SIM Transfer

The Customer has the option to independently transfer their SIM and associated subscription to a new device using the SIM Transfer functionality, without prior contact with Telenor. This can be done either during the setup of the new device or later via the device's settings. The Customer can also convert a physical SIM card to an eSIM on the same device using the device's operating system.

The SIM Transfer functionality requires that the Customer's device is technically compatible with the feature and that necessary security measures, including Apple ID and two-factor authentication (if applicable), are implemented on the device.

For information security reasons and to reduce the risk of so-called remote social engineering (remote fraud), SIM Transfer is initially blocked on the Customer's subscription. It is possible for the Customer's administrator to remove the blocking via Telenor's self-service platform and thereby activate SIM Transfer on the individual subscription.

Liability and Termination regarding SIM

The Customer is liable for losses resulting from unauthorized use of the SIM by third parties, unless the Customer can prove that the loss was not due to negligence on their part. The physical SIM card remains the property of Telenor and must be destroyed without undue delay upon Telenor's request or in connection with the termination of the subscription. The same applies to eSIM, which must be deleted from the device upon termination of the subscription.

12. Transferring a number

The customer can transfer their number from another operator to Telenor. In connection with the transfer of the number, the customer must fill out a power of attorney that gives Telenor the right to terminate the subscription with the other operator. Any binding period does not start until the day Telenor receives the number from the previous telecom operator. If it turns out that the customer does not have control over the number, and the number therefore cannot be transferred to Telenor, the customer will be assigned another Telenor number instead and thus use the chosen subscription with the Telenor number. This also applies if the customer does not fill in the sent power of attorney correctly and within the specified deadline. The option of transferring numbers only applies to mobile numbers.

If, after entering into the agreement, it turns out that the customer's number cannot be transferred to Telenor within 12 months due to a binding period with another operator, and if the customer has already been provided with hardware with a subsidy, Telenor reserves the right to collect the subsidy from the customer before the number is transferred to Telenor.

13. Transferring an internet connection (SBBU)

SBBU is an abbreviation of "Skift af BredBåndsUdbyder", which means the process of switching your broadband provider. It means that if you want to switch your internet provider, you can give Telenor power of attorney to cancel your internet subscription with your current provider. That makes the switch easier for you, as well as minimizes the risk of either having to pay for two internet subscriptions at the same time or having a period without internet.

As the legal owner of an internet connection with a fixed address, you can choose to give Telenor power of attorney to cancel your internet subscription with your current internet provider. Telenor will, as far as possible, coordinate the date of the switch with the provider you're changing away from, in order to minimize the period where you either risk having to pay for two internet subscriptions at the same time or having a period without internet. It is possible for both the current internet provider and Telenor to charge for the day, as the current subscription is terminated on the same day as the activation date at Telenor. You have to select a requested activation date when ordering your internet connection at

Telenor, and afterwards you will receive a confirmed activation date. If the requested activation date within the commitment period or subscription period at your current internet provider, they are allowed to charge you for the rest for the commitment period or subscription period.

If you have other services/subscriptions that depend on your current internet subscription, please be aware that these will also end when you cancel your current subscription.

Should the customer not have the right to dispose of the internet connection, and it can therefore not be transferred to Telenor, will the internet subscription at Telenor be created without SBBU. This also applies if you have not completed and send the power of attorney to Telenor within the given time frame.

If the switch of internet provider through SBBU causes you to have more than 24 hours without internet, you might be entitled to a compensation.

You're entitled to a compensation if you have received a confirmed activation date and one of the following scenarios happen:

- The technician doesn't show up
- There are network- or IT technical related challenges that caused you to not being able to go online
- The company that owns the network connection changes the activation date on the same day or the day before your original activation date

You're not entitled to a compensation if the delay is caused by

- External circumstances, such as frost in the ground, restrictions due to a pandemic (such as the ones we have seen related to covid-19) etc.
- You're not at home to let the technician in on the activation date

If you're entitled to a compensation, the compensation will either be financial or in the form of internet via a different internet technology. It is your responsibility to contact Telenor if you want compensation.

14. Secret telephone numbers

Telenor is obliged to pass on any directory enquiry data registered in the customer database to everyone who makes a request to this effect, including, for example, providers of directory enquiry services such as krak.dk or 118.dk.

Telenor will basically create the number as an *omitted number*, and let the customer choose to change this to either a *secret number* (name and address passed on), *secret address* (name and number passed on) or *visible number* (name, number and address passed on).

Transmission of number information data will, however, cf. current legislation, always take place for 112 purposes.

15. Technical changes, operational disturbances, error correction, liability, etc.

Telenor remedies faults at its own facilities and installations as soon as possible and in general within normal working hours (Monday-Friday from 08.00 to 15.30). The customer must ensure that Telenor or a third party designated by Telenor can access their own facilities and installations at the installation address as soon as possible for the purpose of troubleshooting and error correction. The customer is obliged to participate to the extent necessary for troubleshooting and error correction in the customer's facilities and installations at the installation address.

For service announcements and errors due to Telenor's network, the customer can contact Telenor's Customer Service. Telenor is solely responsible for interruptions in its own telecommunications network and equipment.

- Telenor is not responsible for interruptions, disturbances, or changes in other operators' telecommunications networks.
- Measures deemed necessary for technical, maintenance or operational reasons may lead to disruptions or interruptions in Telenor's network.

Telenor is not responsible for disturbances, interruptions, etc., if the disturbance, interruption or fault can be attributed to the customer's conditions, for example by connecting faulty equipment or performing incorrect operations. In this case, Telenor reserves the right to invoice the usual fixed fee as well as demand payment for troubleshooting and work to re-establish a fault-free connection. Any expenses in connection with this are irrelevant to Telenor.

Telenor reserves the right at any time to introduce changes that are deemed necessary for the satisfactory operation of Telenor's network. This applies to both Telenor's mobile and broadband networks.

Adverse conditions can in some cases result in calls being rejected, calls being interrupted, or data transfers not being made.

Telenor may reject calls from telephones or SIMs that give rise to disruptions in Telenor's network. Faults with connected equipment that give rise to disturbances or inconveniences for the operation of the network must be remedied immediately.

Telenor may claim any costs for troubleshooting covered by the customer unless the error can be attributed to Telenor's equipment or actions. Telenor's liability for damages is in all cases limited to DKK 10,000.00 annually, regardless of the extent of damage that may have occurred during the year.

16. Connecting the customer's own equipment and telecommunications network

The responsibility for the customer's equipment lies with the customer. Telenor is responsible for the customer's subscription and traffic to the network termination point or NT box.

The customer must ensure that the connection to Telenor's fixed network (including the telecommunications network and the access network) is used in a way that does not cause interruptions or such like to the traffic on these networks or to the Internet. If such disturbances occur, the customer must immediately take necessary measures to bring the disturbances to an end. This may be - but is not limited to - regulating the amount of inbound and outbound traffic or subscribing to additional connections to Telenor's access and / or telecommunications network. Equipment that is connected to Telenor's fixed network must comply with the statutory executive order on telecommunications terminal equipment, as well as any special instructions from Telenor. The customer must ensure that equipment that is connected is intended to be able to be connected to the public telecommunications network and that the equipment is used in accordance with its purpose. If equipment or internal networks, etc. that are connected to Telenor's access and telecommunications networks, give rise to disturbances in the network, the customer is obliged to disconnect them immediately.

Telenor reserves the right to disconnect a connection if the connected equipment causes interference on the network. Telenor also reserves the right to invoice the usual fixed fee as well as demand payment for troubleshooting and work to re-establish a fault-free connection.

For internet, Telenor can only guarantee that the connection works if the equipment is connected directly to the main socket at the installation address. Telenor cannot guarantee the use of third-party equipment. Telenor reserves the right to deliver new equipment should the previously delivered equipment no longer meet access requirements. If delivered, the customer must replace the equipment and return the old equipment to Telenor.

17. OneScreen Business - Service and support

Telenor's service and support is divided so that the customer's administrator via the offered self-service tools, handles the administration of the tasks related to the subscriptions BusinessGo, Mobile Internet Business, Business Internet and 5G Internet as well as TrueTalk. The customer's end users are serviced and supported by the customer's own administrator.

With [OneScreen Business](#), the customer's administrator has access to the self-service platform 24/7. In [OneScreen Business](#), it is possible for the customer's administrator to manage, order and change subscriptions, among other things. With [OneScreen Business](#), it is possible to have everything in one place and it is easy to find invoices and vouchers that cover the customer's subscriptions.

If specific tasks are to be solved and performed by Telenor, including changes, additions or configuration, a separate agreement is required for this (see section 46 'Service Agreement' for more information).

18. Terms for content-charged services

A content-charged service is a service or product that the customer buys via sms or app, for example.

It can be:

Apps, mobile games, donations, contests, polls, etc.
Train tickets, bus tickets, parking, etc.

Content-charged services are offered by Telenor and several other content providers. The customer pays for the service via their mobile subscription. The customer is responsible for the payment, even if the customer gives the phone or other device with the same payment possibilities to a third party. However, this does not apply if the customer's SIM has been misused or stolen. However, it is a prerequisite that the customer is not intentionally or through fraudulent conduct, to blame for this misuse.

Ordering the services

The customer typically buys a content-charged service by sending an sms with a specific code to a four-digit number (for example 1212) or via the Internet / apps. Once the service is delivered, the amount is charged to the customer's next phone bill. The amount for the content-charged service is included in the customer's balance in connection with, for example, consumption control. The price of a content-charged service must appear where the service is advertised. Depending on the customer's subscription, the customer may be charged for data traffic. After the purchase, the customer receives an sms as a receipt, where the price is shown, just as it will appear on the customer's consumption overview in the OneScreen Business self-service.

It is the customer's own responsibility to ensure that the customer's device supports the ordered service and that there are sufficient funds on the device, and that the customer stores it properly. If the customer orders a content-charged service from a third party, the customer is liable for the payment, even if the submitted service(s) are rejected by the customer's device. Telenor assumes no responsibility for the content of content-charged services provided by third parties.

Undo

As a consumer, the customer has a 14-day right of withdrawal. When ordering content-charged services, the customer will be informed that the right of withdrawal lapses when the service is accepted. To exercise the right of withdrawal, the customer must refrain from downloading or accepting the service. The customer must then contact the service provider of the service to attain a refund.

Barring and abuse

If the customer gives their device to others - for example children - there is a certain risk that they could use it to order content-charged services. The customer is responsible for this consumption. If the customer suspects misuse, the customer can contact Telenor Customer Service on 72 120 000. It is possible to block only the content-charged services and not normal sms and mms.

The customer can choose to use a PIN code on their phone, so that the risk of the customer's mobile phone being used unjustifiably is reduced.

Changes to terms

In accordance with the general terms and conditions, Telenor is entitled to change the terms for content-charged services with 30 days' notice.

Registration and use of data

Telenor transfers information about the customer's mobile number to the provider of the content-charged service.

Customer service

The customer can have questions answered about content of content-charged services offered by Telenor from the Customer Service on 72 120 000. If the service is offered by a third party, the customer must contact the service provider.

Complaints

Should the customer wish to complain about a registered consumption or service offered by Telenor, they must contact Telenor Customer Service on 72 120 000. Should the customer wish to complain about a service provided by a third party, they must contact the service provider.

19. Payment terms

The customer is responsible for all amounts registered in connection with the customer's subscriptions and connections. The payment terms are as follows: PBS: Invoice date + 22 days. Payment card: Invoice date + 15 days. Cash: Invoice date + 20 days.

The customer has accepted that the following provisions in Act no. 652 of 08/06/2017 on payments have been deviated from: Chapter 5 and section 80, section 82, subsection 3, and §§ 97, 98, 100-102, 104, 111, 112, 117-119 and 125.

If an invoice is paid later than the stated due date, Telenor will give notice thereof and default interest will be charged, in accordance with the applicable provisions of the Danish Interest Act (renteloven). By the first notice of late payment there will be added a compensation fee in accordance with the Danish Interest Act, as with following notices of late payment a reminder will be added.

The notification of late payment will contain a new deadline for payment. If this is not paid by the due date, Telenor reserves the right to terminate the customer's connection or terminate the agreement without further notice.

If Telenor has disconnected the customer due to non-payment, reconnection cannot take place until the balance due to Telenor, including compensation fees, reminder fees and default interest, has been paid in full. Automatic reconnection will take place when the overdue balance is paid unless the customer before payment of the outstanding balance requests in writing that there will be no reconnection during the period until the termination takes effect. In the event of reconnection after blocking, a fee will be charged, which can be found on the current fee overview on www.telenor.dk.

In the case of reconnecting after disconnection of the customer's connection, quarterly charges will be calculated for the period in which the disconnection of the customer's connection has taken place. After interruption, the case is transferred to debt collection. If the overdue balance is not paid immediately thereafter, Telenor is entitled to report to the credit information bureau in accordance with the Private Registers Act, etc. The collection costs for the further processing of the case are borne by the customer.

Telenor reserves the right to set a credit maximum as a condition for recovery, cf. 4.

Should the customer wish to enter into a payment agreement, for example by postponing payment of an invoice or dividing an invoice amount over several months, the customer can contact Telenor's DebtorService. The customer will be charged a fee in connection with the conclusion of such agreements.

20. Registration for Betalingsservice (payment service)

If the subscription is not paid for via Betalingsservice, an invoice fee will be charged per invoice. It is possible to sign up for Betalingsservice at the dealer or via a bank. Please note that it can take up to seven weeks before Betalingsservice has processed the registration, and that until the payment via Betalingsservice takes effect, the customer is obliged to pay the invoice fee per invoice.

The invoice must be paid by the customer until payment appears in the payment summary. Fees for Payment via Betalingsservice and paper invoices can be found at www.telenor.dk.

21. Registration for automatic payment via payment card

Telenor offers a payment solution called "Payment via credit card". This is a service that ensures the customer's bills are automatically paid from your credit card on the payment deadline date. The customer can register "payment via credit card" via the self-service system "OneScreen Business". The customer can at any time revoke their consent for Telenor to make "Payment via credit card". This is done via OneScreen Business or by contacting Telenor customer service. The customer can also change their credit card data at any time.

In connection with registration for "Payment via credit card", permission is given for the customer's card data to be registered with NetAxcept. Upon registration, it is also accepted that Telenor deducts an amount from the customer's payment card monthly.

When the customer registers, their e-mail address and mobile number are also registered. To benefit from "Payment via credit card", it is a condition that the customer allows Telenor to send invoices and other messages via e-mail or sms. It is the customer's own responsibility to update their email address and telephone number. The customer can find a copy of their bills on the self-service system "OneScreen Business".

The payment solution is free if you pay with a Dankort or Visa/Dankort. When using other payment cards, a fee may be charged. It is the customer's own responsibility to keep their credit card data up to date, and to ensure they are updated if the customer receives a new credit card.

If the customer needs to reject a single payment, this is possible via "OneScreen Business". It is important that this is done before the due date of the invoice.

If Telenor cannot debit the bill amount from the registered payment card, Telenor is entitled to send the customer a reminder incl. Reminder fee, cf. the fee overview applicable, which can be found on telenor.dk.

The customer can object to a completed payment directly to their bank. If the customer wishes to use this option, the customer must contact their bank no later than 8 weeks after payment has been completed.

22. Responsibility

As a customer, you are responsible according to the general rules of Danish law. You must be aware of the security risks associated with the use of the equipment covered by the agreement, including the possibility of third-party illegal intrusion. If a third-party, via the delivered equipment, has gained unauthorized access to your data and / or systems, Telenor is not responsible for your direct or indirect losses in the form of operating losses, lost profits, etc. Telenor is not responsible for you or a third party carrying out actions that may be liable via the equipment provided.

Telenor is only responsible for data in its own mobile network and equipment. We have no influence over, or control over, the Internet or your own network (including your intranet). We are therefore not responsible for any damage and loss that you may suffer because of the connection to and use of the Internet.

23. Liability for damages

Telenor is liable for damages in accordance with the general rules of Danish law. Telenor is in no case liable for lost profits, operating losses, or other indirect losses, unless the loss is due to Telenor's intentional or grossly negligent actions. When a conversation ends, it is your responsibility to disconnect. Telenor is not liable for losses due to interruptions, disturbances or changes to the telecommunications network or the telecommunications service in connection with any measures that are necessary due to technology, maintenance and operation or are imposed by supervisory authorities, unless Telenor has failed to limit any disadvantages.

24. Choice of law

Any dispute that may arise because of this agreement must be settled in accordance with Danish law.

25. Disputes and right of appeal

Disputes over registered consumption and such like should in the first instance be resolved between the customer and Telenor's Customer Service. In the event of a disagreement between the customer and Telenor's Customer Service, the dispute may be brought before Telenor's Accounting Complaints Board, which has been established in accordance with the Executive Order on the provision of electronic communications networks and services in force at any given time.

During the period in which Telenor's Invoice Complaints Board processes the complaint, Telenor suspends the collection of the disputed bill. Telenor's Accounting Complaints Board will, as a rule, decide in the case, no later than three months after the complaint has been submitted.

The decision of the Complaints Appeals Board can be appealed to the Telecommunications Appeals Board, Axeltorv 6, 1609 Copenhagen, if the disagreement between Telenor and the customer concerns the consumption that Telenor has registered. The Telecommunications Appeals Board may decide to process complaints from commercial end-users concerning other than the registered consumption, if the complaint does not differ from a complaint concerning a private agreement on telecommunications services.

26. Force majeure

If a Party is prevented, in whole or in part, from fulfilling its obligations under the Frame Agreement due to circumstances beyond the Party's control (force majeure), that Party shall immediately notify the other Party in writing. The Party's obligations are then suspended until the time when the Party, after the cessation of the obstacle, is again able to fulfil its obligations.

Product specific terms

– Mobile & mobile internet

Mobile subscriptions – BusinessGo

Subscription	BusinessGo 10 GB DK	BusinessGo 50 GB	BusinessGo 200 GB	BusinessGo 1000 GB
Subscription charges	As per order confirmation	As per order confirmation	As per order confirmation	As per order confirmation
Subscription-commitment	As per order confirmation	As per order confirmation	As per order confirmation	As per order confirmation
Subscription-commitment w/hardware ¹	Not possible	36 months	36 months	36 months
Data	10 GB for use in DK	50 GB for use in DK and Go Europe countries	200 GB for use in DK +100 GB for use in Go Europe countries	1000 GB for use in DK +200 GB for use in Go Europe countries
Calls, sms & mms, when you are in Denmark	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers
Calls, sms & mms ² , when you are abroad	Not possible	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries
Calls, sms and mms to abroad from Denmark to countries within Go Europe	Not possible	Up to 20 hours voice, 1000 text and 1000 mms	Up to 20 hours voice, 1000 text and 1000 mms	Up to 20 hours voice, 1000 text and 1000 mms
Automatic data boost ³	+1 GB data in DK	+5 GB data in DK and Go Europe	+20 GB data in DK +10 GB data to Go Europe	+100 GB data in DK +20 GB data to Go Europe
Smart number	Included	Included	Included	Included
Consumption to/from abroad, not in subscription	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk
Consumption for special services and 90 numbers	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk

¹ hardware means phone, tablet or similar. ² mms in countries other than Denmark is settled as data consumption. ³ automatic databoost when included usage has been consumed. One data boost per month.

Mobile internet Business

Subscription ¹	Mobilt internet 20 GB	Mobilt internet 50 GB	Mobilt internet 200 GB	Mobilt internet 1000 GB
Subscription	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk
Subscription-commitment	None	None	None	None
Subscription-commitment w/hardware	12 months	12 months	12 months	12 months
Data	20 GB for use in Go Europe countries incl. Denmark	50 GB for use in Go Europe countries incl. Denmark	200 GB for use in DK +50 GB in Go Europe countries	1000 GB for use in DK +100 GB in Go Europe countries
Sms & mms, when you are in Denmark	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers
Sms & mms ² , when you are abroad	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries
Consumption to / from abroad, not incl. in subscription	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk

¹ Expected speed in DK: Download 17-71 Mbit/s and upload 5-43 Mbit/s (applicable via 4G data connection)

² mms in countries other than Denmark is settled as data consumption.

27. Subscription commitment

The commitment period starts on the day on which the subscription becomes active with Telenor. When buying a new phone or other devices at a discount, the customer must create a subscription to the purchased phone or device. The associated subscription will thus be non-cancellable according to hardware commitment as described in the tables above.

28. Change of subscription

The customer is free to change a mobile or mobile internet subscription, if the subscription is not in binding.

If the customer chooses to change a mobile or mobile internet subscription within the binding period to another subscription with a higher monthly subscription fee, the remaining commitment will be carried over to the new subscription. It is not possible to change a subscription that still has a binding to a subscription with a lower monthly subscription fee unless the customer pays the subscription fee for the remaining commitment period.

29. Included services in mobile subscriptions

For the customer's mobile subscription, the following services are included; voice mail, Group call, Call transfer, Call waiting, Local number plan, Calling line identification, Unconditional and Conditional Call forwarding.

30. Consumption included

Voice, sms & mms messages in Denmark

All mobile subscriptions include unlimited voice sms and mms from Denmark to Danish numbers: calls from mobile to mobile, calls from mobile to landline, calls from mobile to voicemail, call forwarding to mobile, call forwarding to landline and call forwarding to voicemail. Receipt of sms messages as well as sms receipts are included. However, content-charged services and calls to service numbers as well as to 90 numbers are not included and are charged separately. See more on telenor.dk and paragraph 16 in the Terms for content-charged services.

All Mobile Internet Business subscriptions include unlimited sms messages from Denmark to Danish numbers. Content-charged services are not included, however - read more paragraph 16 in Terms for content-charged services.

Go Europe

Go Europe includes several European countries. The customer can at any time find an overview of the countries covered by Go Europe on telenor.dk.

Voice, sms & mms messages in Go Europe

All mobile subscriptions include unlimited voice and sms messages from Go Europe countries to other Go Europe countries, including Denmark, as well as receiving calls in Go Europe countries - regardless of where. However, this does not apply to content-charged numbers and special services, which are charged separately. Mms messages sent from Go Europe and Go World countries are charged as data usage. Receipt of mms messages in Go Europe countries is also charged as data consumption.

Mobile Internet subscriptions, which can be used abroad, include unlimited text messages sent from Go Europe countries to Denmark and Go Europe countries. Sms to countries outside Go Europe is charged according to the current foreign prices, which are also available on telenor.dk.

Voice, sms & mms messages sent from Denmark to Go Europe

Calls, text messages and mms messages from Denmark to Go Europe countries are included mobile subscriptions according to the table above. A fair use limit of calls up to 20 hours, 1000 sms and 1000 mms per month apply. For all applicable international rates go to telenor.dk.

Data in Denmark and Go Europe

Data included in the mobile or mobile internet subscription is according to the above tables. When the included data has been used up, an sms will be sent notifying the relevant number. After this, the speed of the data connection is reduced to 64/64 Kbit/s in Denmark, while the international tariff applicable at any given time is settled abroad – you can read more on telenor.dk. If a user requires more data than is included in the subscription, they can purchase additional data. This extra data package can be used in whole or in part in both Denmark and Go Europe countries depending on the size of the package. The user is automatically informed when the limit for consumption of the purchased data package is approaching and when the user has used up 100%. Excess data from the purchased data package is not transferred to the next billing period. If the customer does not want the opportunity for users to be able to purchase additional data, the customer can block any possibility of purchase. See more about this on www.telenor.dk.

31. Purchase of additional products

It is possible to purchase additional products. See further information at www.telenor.dk or under Product-specific terms - Additional services for Mobile and Mobile Internet.

32. Limitations / Restrictions, text message blocking, and banning

Sms & mms may not be used commercially, passed on or sold to third parties.

Free sms in this product is targeted sending sms messages from personalized mobile devices - i.e., message exchange between persons, personal sending of messages to sms services and the like. Use of free sms in the present product for commercial purposes, in mechanical installations, with a view to resale to 3rd parties or similar is considered abuse.

Abuse is considered a breach of contract and may result in immediate suspension of the product as well as charging for sms consumption corresponding to the price Telenor would have charged for a subscription with sms consumption charging, at the applicable tariffs at the time the abuse took place.

Mobile SIM must not be used in a mobile internet dongle, tablets, computers or similar as well as in connection with M2M (Machine to Machine).

Blocking scam text messages

Telenor blocks fraudulent text messages with malicious links that try to trick sensitive information such as cards – or My ID Info when the customer is on Telenor's network. Scam Text Blocking filters only standard text messages sent over the cellular network, and not text messages sent using a data connection via iMessage (iOS) or RCS (Android). Fraud SMS Blocking is a software-based solution that only identifies SMS scams sent to a large number of end customers and thus does not block regular legitimate person-to-person SMS messages.

The service is not a guarantee that a customer will never receive fraudulent text messages or may be exposed to fraud via text messages, and Telenor therefore has no responsibility if a customer is affected by a virus or fraud.

It is not possible for Telenor to disclose information about the extent to which Telenor has specifically blocked fraudulent text messages on a customer's subscription.

It is not possible to disable the service. However, if the customer chooses to cancel their subscription, the service will cease when the subscription is terminated with Telenor.

Blocking in the event of unusual activity

Should Telenor discover unusual activity on the customer's phone, Telenor reserves the right to block services in order to stop fraud. This could be in the event that an abnormally high number of text messages are sent from the customer's mobile over a short period of time. In such a situation, Telenor reserves the right to block the sending of more text messages. The customer will be notified that the blocking has been made. We recommend that the customer contact Telenor Erhverv's customer service on telephone number 72 120 000 as soon as possible.

33. Surfkontrol Udland (Surf control abroad)

All subscriptions that can be used abroad automatically have the service "Surfkontrol Udland" with a data ceiling of DKK 360 excl. VAT per month, which ensures that data consumption does not exceed the set ceiling. The data ceiling can be changed at any time – you can read more about this on telenor.dk.

34. WiFi calls

WiFi calls are a service that allows you to make calls via a mobile phone connected to a WiFi network connected to the Internet. The ability to make WiFi calls is included in all Telenor's mobile subscriptions. WiFi calls are charged in the same way as a call made via a mobile network.

35. Misuse

At the conclusion of the agreement or later, Telenor may require documentation that the customer's domicile address is in Denmark, or that the customer has another permanent connection to Denmark, which entails frequent or longer stays in Denmark – for example, full-time work in Denmark or other situations resulting in frequent or prolonged physical stays in Denmark. If the customer cannot document this, Telenor is entitled to charge a special consumption rate for consumption of roaming in Go Europe and Go World countries.

The customer is entitled to use the mobile service during periodic trips in Go Europe and Go World countries at the same rate as if the consumption had taken place in Denmark, provided that the customer's subscription to the mobile service provides access to consumption in Go Europe and Go World countries.

In the event of misuse or abnormal consumption of the mobile service in Go Europe and Go World countries (e.g. use of the mobile service in Go Europe and Go World countries for other than periodic travel in Go Europe and Go World countries), Telenor is entitled to charge a special consumption rate for the customer's consumption of roaming in Go Europe and Go World countries (hereinafter referred to as Go Europe and Go World countries additional services) - after prior notice of the customer as described below.

Matters that, among other things, are considered abuse or abnormal consumption of the mobile service in Go Europe and Go World countries by the customer:

- Consumption of the mobile service in Go Europe and Go World countries, for purposes other than periodic travel in Go Europe and Go World countries.
- Consumption of Telenor's mobile services - registered over a period of at least 4 months - shows that the customer's consumption is not mainly in Denmark and that the customer is not residing in Denmark for most of the time.
- The customer's associated SIM is inactive for long periods and, in addition, is primarily used for roaming.
- The customer has an agreement on several mobile subscriptions and the subscriptions, and the associated SIMs are used successively for roaming.

Telenor will notify the customer if abuse in accordance with the above is registered. Telenor is entitled to charge Go Europe and Go World countries surcharges from the time Telenor notified the customer, if the customer does not change consumption patterns, within two weeks thereafter, and that actual consumption in Denmark or stay in Denmark is registered. Telenor ceases to charge Go Europe and Go World countries supplements when the customer's consumption pattern, registered over a period of at least 4 months, documents that the customer mainly has consumption in Denmark. Or that the customer mostly resides in Denmark.

Consumption abroad is settled based on statements received from foreign operators. Telenor assumes no responsibility for coverage, quality, security, provision of services, etc. on foreign mobile networks. Furthermore, Telenor assumes no responsibility for foreign mobile operators' use of Telenor subscribers' data.

36. Technology for Mobile and Mobile Internet

The customer has access to Telenor's network at the maximum speed supported by Telenor, where the network is accessed, and via available network technologies. Not all subscriptions provide access to the use of 5G. See more under the individual subscriptions on telenor.dk under Mobile and Mobile Internet, respectively.

Telenor provides mobile services via 2G, 4G and 5G network technologies. However, it is a prerequisite for the use of Telenor's services that the customer uses equipment that supports the individual network technology.

Information on coverage and development of Telenor's network - including updating to new technologies and phasing out old ones - can be found at [Telenor.dk](https://telenor.dk).

In addition to network technology and equipment used, the perceived speed depends on the type of subscription and several other factors, such as location, distance to the mast and the load on the network at that time. Telenor can therefore not guarantee a specific data rate. In areas without 5G / 4G coverage, the 2G network is used. Voice telephony generally has the highest priority on the network, while data traffic has a lower priority.

37. Telenor's coverage area

Prior to signing a subscription, the customer can familiarize themselves with the scope of coverage by reviewing the coverage card.

In accordance with the requirements of a publicly issued mobile license, Telenor meets at least the following requirements for coverage: Telenor covers 95% of the geographical area measured throughout the country and 98% of the population. Telenor does not guarantee coverage at specific locations or individual addresses, as the strength of the radio signal depends on the nature of the landscape (topography).

38. Use of a Telenor SIM abroad

The Telenor subscription provides, unless otherwise described in the subscription terms, the possibility of using the mobile abroad (international roaming). Use of SIM abroad with a Telenor subscription is subject to Telenor's current price list for international roaming and the terms of the foreign mobile operator in question in general. The current price list can be found on telenor.dk.

Product specific terms

– Additional services for Mobile and Mobile Internet

Additional Services

Additional services	Mobile and Mobile Internet	Subscription per month	Setup fee
Go World 5 GB	Mobile subscriptions	As per order confirmation	As per order confirmation
Go World 20 GB	Mobile subscriptions	As per order confirmation	As per order confirmation
Go World 50 GB	Mobile subscriptions	As per order confirmation	As per order confirmation
Ekstra Data SIM	Mobile subscriptions	As per order confirmation	As per order confirmation
Smart number ¹	Mobile subscriptions	See telenor.dk	None
SafeZone	Mobile and Internet	See telenor.dk	None
TrueTalk ¹	Mobile subscriptions	As per order confirmation	As per order confirmation
Fixed IP to MBB 1 pcs	Mobile Internet	See telenor.dk	See telenor.dk
Business APN	Mobile Internet	See telenor.dk	See telenor.dk

¹ See further under product-specific terms for TrueTalk

39. Go World 5 GB, Go World 20 GB and Go World 50 GB

With these additional services to BusinessGo mobile subscriptions, the customer can use either 5 GB, 20 and 50 GB of data in Go World as well as make calls and send text messages from Go World countries to Denmark and other Go World countries. Receiving calls and text messages in Go World countries is also included with this surcharge as well as calls, text messages and mms from Denmark to Go World countries. For calls, sms and mms from Denmark to Go World countries, there is a fair use limit of 20 hours, 1000 sms and 1000 mms per month. Data usage in Go World and usage beyond what is included is charged according to the rates found on [telenor.dk](https://www.telenor.dk). The additional services can be ordered via OneScreen Business and the notice period is 90 days.

40. Extra Data SIM

It is possible - in addition to each mobile subscription - to order one additional data SIM. Data SIM uses the available data, which is included in the customer's main subscription. The same terms apply to data used via additional data SIM as on the customer's main subscription, and the speed also follows the main subscription. Extra data SIM can be ordered via OneScreen Business, and the notice period is 90 days.

41. Smart number

With Smart number, the customer can connect a mobile subscription with Telenor to smartwatches with an eSIM. Smart number is included in all mobile subscriptions. With Smart number, calls and text messages can be received on the mobile phone and the connected watch, even when the devices are in two different locations. Both devices share the same talk time and data included in the mobile subscription to which Smart Number was added. Smart number cannot be used to

activate eSIM on mobile phones. If the customer blocks his mobile number, the device with Smart Number will be automatically blocked. Smart numbers are ordered via OneScreen Business and can be terminated at any time.

42. Automatic data boost

All mobile subscriptions include Automatic data boost. This means that the Customer will automatically receive an amount of data when the included data in the selected mobile subscription is exhausted. The extra amount of data can be used freely until the next invoice period, when the subscription is automatically topped up to the amount of data that the mobile subscription gives access to. Automatic data boost can only be used once per invoice period. See further in the table above.

43. SafeZone

SafeZone may be used with subscriptions delivered via Telenor's supported access technologies, including mobile networks (5G) and fixed network connections (Fiber).

SafeZone requires that the customer has a subscription with Telenor, including mobile, mobile broadband or internet connection (delivered via 5G or Fiber).

SafeZone gives protection from cyberattacks, stopping threats before they reach the Customer's network or endpoints. The service blocks malware, phishing, and ransomware for devices connected to the Customer's internet connection provided by Telenor, regardless of whether it is based on mobile network (5G) or fixed network (Fiber). SafeZone is a simple and effective supplement to the Customer's other security solutions such as firewall, anti-virus, etc.

SafeZone is based on Cisco Umbrella and have the following features:

- Updated daily in real time
- Blocking 35 million suspicious websites
- Reduces risk of devices being misused as botnets
- Reduces risk of devices being exploited for crypto mining
- Reduces risk to Command and Control (C&C)

The service is active when the user surfs on Telenor's network via mobile network (5G) or fixed connections (Fiber). When using a fixed connection (e.g. via Wi-Fi on Fiber), connected devices are also protected by SafeZone.

Equivalent, the Customer's main subscription SafeZone protects the Customer's use of data on Ekstra Data SIM cards.

The Customer's administrator can turn SafeZone off and on in OneScreen Business.

SafeZone is compatible with eSIM (digital).

The Customer agrees and accepts that SafeZone is an effective defence against cyberattacks, but that there may be security threats that are not blocked by SafeZone. Telenor cannot be held responsible for direct or indirect financial losses caused by unwanted traffic that may have reached the Customer. Telenor is not responsible for investigating the source of the unwanted traffic.

The Customer is responsible for other security measures, including for example, but not limited to, installation of antivirus and firewall etc.

Telenor is not responsible for damage to the Customer's property that is directly or indirectly related to unwanted traffic directed at the Customer's own security solutions, for example firewalls, software applications, equipment, etc.

Notice of termination is 30 days, unless otherwise agreed. Termination can be done in writing or by calling Telenor Customer Service. However, active licenses expire without notice if the Customer no longer has a subscription with Telenor (mobile, mobile broadband or internet connection via 5G or Fiber).

SafeZone is charged per month, and the Customer is charged for the number of active licenses.

44. Fixed IP to MBB

Fixed IP gives the customer a so-called "static" IP address. The IP number that the computer provides is assigned with Fixed IP to MBB, the same as the IP number that the device in question uses to access the Internet.

This means that other computers or websites on the web receive the "correct" IP address. In some cases, this is necessary to make VPN connections etc. work.

The so-called APN must be changed on the device in question, be it a mobile, dongle, router, or tablet. As a starting point, the APN at Telenor is called "internet.static.telenor.dk" (Without the "" characters) for Fast IP for Mobile Internet.

If you are in doubt about how to change the APN, check the manual for your mobile, dongle, tablet, or router.

45. Business APN

Business APN gives the customer a so-called "public" IP address. The IP number that the computer provides has been assigned with Business APN, the same as the IP number that the device in question uses to access the Internet.

This means that other computers or websites on the web get the "right" IP address. In some cases, this is necessary to make VPN connections etc. work.

The customer must change the so-called APN on his device. As a starting point, the customer's APN at Telenor is called "internet". It must be changed to the "public" (Without "" characters) for Business APN.

The IP address changes from time to time when the customer accesses the Internet, which may mean that the setup also needs to be changed from time to time.

46. Service Agreement

In addition to Telenor's free service and support (as mentioned in section 17), Telenor offers the customer the option to purchase a monthly paid service agreement, which may include Telenor's solution of specific tasks related to the customer's agreement on BusinessGo, Mobile Internet, Business Internet and 5G Internet as well as TrueTalk. Telenor's service and performance of tasks, in accordance with such an agreement, will take place in consultation with the customer's administrator in the period from 8 am to 4 pm on weekdays. The customer's end users are serviced and supported by the customer's own administrator.

If a monthly paid service agreement is not desired, the customer can contact Telenor for help in performing tasks on an ad hoc basis. These tasks will be invoiced according to a unit price.

Regardless of whether the customer wants a service agreement or not, there will be access to and the opportunity to use self-service tools.

Product specific terms

- Internet

Internet

Purchasing internet presupposes that Telenor can provide internet at the installation address. Telenor's internet is delivered either via fiber or mobile networks. Depending on technologies associated with the installation address, the range of speeds and prices may vary.

The customer can find available speeds and current prices on the internet Telenor.dk/erhverv

Product overview

Product	Infrastructure	Commitment	Speed	Subscription per month	Setup fee
Erhverv 5G internet	Telenor	12 months	Up to 1000/92 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 1000 Mbit	TDC	12 months	1000/1000 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 300 Mbit	TDC	12 months	300/300 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 2500 Mbit	TDC	12 months	2500/2500 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 1000 Mbit	Energy companies	12 months	1000/1000 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 500 Mbit	Energy companies	12 months	500/500 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 200 Mbit	Energy companies	12 months	200/200 Mbit	Telenor.dk	Telenor.dk

47. Establishment of physical connection to the Internet

The Internet connection is established either as Do-it-yourself, Well-started (with a technician) or Excavation work. Upon creation, the customer will be informed about which method we can offer at the customer's address.

- Do-it-yourself means that the customer must make the necessary installations at the delivery address, including the physical setup of the equipment delivered.
- Well-started means that the customer's internet must be established by a technician, who is paid by the customer according to current prices.
- Excavation work means that the establishment of an internet requires work outside the customer's home, for example in the form of laying pipes and cables. In addition, a technician will make the final installations indoors. Both the excavation work and the technician are paid by the customer according to current prices.

In some cases, a technician or excavator may be required, even if Do-It-Yourself has been ordered. In the event of any changes in relation to the originally stated delivery method, the customer will be contacted with a view to accepting the change. If the change is not accepted, the customer can cancel the order.

Technician visits and excavation work are independent services, paid by the customer according to current prices. If the Internet connection is to be established during a technician's visit or excavation work, the customer is obliged to give the

network operator designated by Telenor access to the installation address, so that it is possible to install the necessary equipment. If it is not possible for the network operator to gain access to the residence during the agreed period, Telenor must be notified at least 48 hours before the visit. If this does not happen in time, or the network operator cannot access the residence when they arrive, a fee will be invoiced for an unsuccessful technician visit and billed at the current price.

The network operator determines the exact location of the network termination point. If a network termination point has previously been established at the address, this is used. In some cases, it will be necessary to run new cables along the house wall - If this means an additional cost, the customer will be contacted by Telenor, who will consult with the customer on whether the establishment should continue against own payment. These extra installation services when establishing the connection can be agreed with either the network operator or Telenor. In both cases the customer accept to pay for the extra cost. The fees applicable at any time can be viewed at www.telenor.dk/erhverv/gebyrer.

48. Subscription commitment

Subscription commitment for Erhverv Internet can be seen in the tables above. The commitment period starts on the day when the subscription becomes active with Telenor. Change of subscription If the Customer choose to convert to another subscription within the commitment period, the remaining commitment will be transferred to the new subscription.

49. Change of subscription

If the Customer choose to convert to another subscription within the commitment period, the remaining commitment will be transferred to the new subscription.

50. Specifically for Internet equipment

As part of the Customers agreement with Telenor, the Customers can borrow the equipment needed for the delivery of Telenor's internet. Telenor has ownership of all delivered equipment, and the Customer cannot dispose of (sell, rent, pledge, etc.) the equipment or interfere with this. Violation of ownership will result in immediate shutdown of the Customers Internet connection and a possible claim for damages. In case of theft, force majeure, etc., it is the Customer or the Customers insurance that must cover Telenor's losses. Telenor reserves the right to charge compensation for defective equipment where the defect has arisen due to not normal use of the equipment. Telenor cannot guarantee the use of third-party equipment. Telenor reserves the right to send new equipment if the previously sent equipment no longer meets Telenor's requirements. If this is sent, the Customer undertake to replace the equipment and return the old one to Telenor.

Telenor can only guarantee that the connection works if the equipment has sufficient signal to the nearest mobile mast. You must ensure that the connection to the Internet is used in a way that does not cause disturbances, interruptions, etc. If such disturbances occur, you must take appropriate action immediately. Is no 5G coverage, but only 4G coverage, the expected speed is 17-200 Mbit download and 5-50 Mbit upload.

Upon termination of the subscription agreement, the Customer will be informed whether Telenor wants the loan equipment back. The equipment must be returned in proper condition. If the equipment is damaged and this is due to the Customer's negligence, the Customer will be charged compensation for the damage.

If Telenor wishes the loan equipment to be returned, this must be done within 28 days from the termination of the subscription. The equipment can be returned in person in Telenor's stores or by shipment with a carrier. The customer pays any shipping costs himself. All damages and loss that may occur during shipping, the Customer will be charged compensation for, regardless of whether you are at fault for these.

If the equipment is not returned within 28 days from the end of the subscription, Telenor will convert the claim for return of the equipment into a claim for compensation corresponding to the estimated value of the equipment at the time of expiry of the deadline (but not more than DKK 2600 ex vat.).

The Customer will not be charged compensation for damage to the equipment resulting from, for example, lightning, fire, theft or other accidental damage while the equipment is in the Customer's home.

51. Delivery

In collaboration with Telenor's network operator, Telenor is investigating the possibility of establishing the broadband connection at the customer's address. If possible, the customer will be informed of the delivery time in the form of a written order confirmation. Purchase of broadband presupposes that Telenor has the option of delivering broadband at the installation address. Depending on technologies associated with the installation address, the range of speeds may vary. In some cases, Telenor may not provide all the bandwidths at the installation address.

52. Prices and fees

Internet subscriptions are billed monthly in advance, while consumption is paid monthly in arrears. Information on the applicable fees at any time can be obtained by contacting Telenor or visiting telenor.dk. Telenor reserves the right to change these fees.

53. Included services in Erhverv Internet

Fixed static IP address and WiFi router with automatic setup are included in all Erhverv Internet subscriptions, except Erhverv 5G Internet. Fixed IP (Internet Protocol) address means that the router will have the same IP address when the customer is online. In the case of a central upgrade the customer may risk being issued a new fixed IP address.

54. Changes of subscription

The customer can upgrade and downgrade their broadband connection within the product range offered by Telenor, if technically possible. Any changes will be made as quickly as possible. A change of speed can lead to a change of technology and in some cases therefore also a new router. This may mean that the shift could take a few weeks. Telenor will send a new router to the customer if necessary, and the customer must return the old equipment according to the same guidelines as for termination of their subscription.

55. Yearly price increases

Telenor reserves the right to raise the customer's net prices once a year - corresponding to the price increase that Telenor's suppliers impose on Telenor. The customer's price increase will not exceed 10% p.a. and will be announced no later than one month before it takes effect. This can be done on the invoice and does not give the customer the right to terminate.

56. Speed limitations

The customer's broadband speed says something about what capacity is available in the subscription. This influences how fast the customer can access websites, download data, etc. The greater the capacity / speed the customer has chosen in the subscription, the faster the customer's access to the Internet will be. Speed / capacity can be affected by how many concurrent users there are and how many services / applications are being used. This means that the more users who use the same Internet access, the slower their access to services and applications will be.

57. Operational reliability

The technical characteristics of the Internet service as well as the special nature of the Internet mean that there may be fluctuations in the broadband speed. Fluctuations can possibly occur due to changes in line quality or due to the influence between down- and upload because of high traffic loads on the connection. Further information about the expected speed can be found at <http://speedtest.telenor.dk>. Telenor reserves the right in special cases to temporarily limit the possibilities for using the Internet service due to operational and security conditions.

58. Regarding broadband equipment in particular

In conjunction with the creation of a broadband subscription, Telenor delivers broadband equipment (splitter, router / modem, etc.). Telenor has, unless otherwise agreed in writing, the ownership of all delivered equipment, and the customer may not dispose of (sell, rent, mortgage, etc.) the equipment or intervene in this. Failure to do so will result in immediate shutdown of the customer's broadband connection and risk possibly claims. In the event of theft, force majeure, etc. it is the customer or the customer's insurance that must cover Telenor's losses. Telenor reserves the right to charge compensation for defective equipment where the defect has occurred due to abnormal use of the equipment. The customer will receive an invoice with Telenor's compensation claim. The equipment provided by Telenor is approved by the Danish Business Authority and complies with existing standards for wireless routers. Physical conditions at the installation address may mean that the specified product specifications for the equipment cannot be complied with. Telenor does not assume responsibility for the customer not being able to achieve the range and speed of the wireless equipment specified in the equipment's product specification due to physical conditions at the installation address.

59. Liability

By downloading material from the Internet or by opening files received by e-mail, the customer may run the risk of infecting their hardware and software with potential viruses. Telenor cannot be held responsible for the customer's loss because of downloading material from the Internet or by opening files received on e-mail, infecting the customer's hardware or software with viruses.

Telenor can likewise not be held liable for any other use of product, service or service than anticipated, or losses resulting from a breach or lapse of an agreement with a third party, intangible infringements arising from the use of information found on the Internet. Telenor is not liable for damages should the customer seek technical assistance or other forms of support from a third party.

Telenor does not assume responsibility for losses because of unauthorized access to the customer's data and / or systems. In the event of a temporary termination or termination of a subscription, because of a breach of agreement entered between the customer and Telenor, the customer does not acquire any 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.

Telenor is not responsible for the customer's visit to a given website causing a file to be downloaded with or without the Customer's knowledge, which subsequently causes the computer to dial highly priced telephone numbers abroad.

60. The Parties

The parties to this broadband subscription agreement are the customer and Telenor. The customer may not, without written permission from Telenor, let IP addresses take over or otherwise give others access to the Internet. The subscription may thus not be used to mediate traffic for anyone other than the customer or their company / employee.

61. Use of capacity and connection quality data

Telenor monitors the customer's broadband connection quality and capacity load to be able to optimize the customer experience, ensure development of new products and provide services that support the customer.

62. Regarding the network

Customers who misuse the e-mail system to send or relay hosting mail, spam, etc. are liable for any costs incurred by Telenor. Telenor is entitled to take all necessary precautions in connection with securing the operation of Telenor's network. This may include - but is not limited to - blocking traffic from networks that are deemed to compromise the security of Telenor's networks.

It is the customer's responsibility to check that all material placed on Telenor's servers complies with applicable Danish and international copyright law and thereby does not infringe the rights of third parties.

Telenor does not undertake to control the customer's use of the resources made available to the customer. The customer therefore assumes all responsibility for all information they make available through the use of networks and servers provided by Telenor.

63. Relocation

The customer can order the relocation of the broadband subscription in Denmark against payment of a relocation fee. If it is not possible to establish a broadband connection at the new installation address, the subscription agreement will end. When moving, it cannot be guaranteed that current speeds can also be delivered to the new address, as the speed depends on which technologies are associated with the new installation address. In the absence of notification of a change of address, Telenor may charge a fee for manually finding the new address. Telenor will send invoices to the old address until the notification of change of address has been received. The customer is, even after a change of address, obliged to ensure payment of all bills in the normal way. In the event of a move within a commitment period, the contract will remain committed, and the paid subscription fee will therefore not be refunded, even if a broadband connection cannot be established at the new address.

In connection with the relocation of the Internet, you must be aware that if you have telephony via the Internet, Telenor cannot provide telephony to your new address.

64. Error correction

Telenor undertakes to correct errors within its own facilities and installations as soon as possible. Error correction generally takes place during normal working hours (Monday to Friday 08:00 to 16:00). If the customer is clearly to blame for unnecessary error correction for Telenor, Telenor reserves the right to invoice the customer for this unnecessary error correction. If the network operator is unable to access the residence in connection with carrying out error correction, Telenor reserves the right to re-invoice the customer for costs incurred as a result.

When troubleshooting and correcting errors, the customer must ensure that Telenor or partners have access to equipment and installations at the installation address as soon as possible. To the extent necessary, the customer must also participate in troubleshooting and correcting errors in their own equipment and installations at the installation address.

Telenor strives to inform the customer of changes with appropriate notice if Telenor deems that the change has a material effect on the use of the service. If the customer's equipment does not work, the customer must contact Telenor Support and report the error as soon as possible. In the event of defective equipment, the customer must, by agreement, send it to Telenor, which will then rectify the defect. If the customer's equipment does not work, it is the customer's duty to contact Telenor Support and report the error as soon as possible.

Telenor is in no way responsible for the customer's setup, installation and subsequent setup of equipment being correct. Telenor is solely responsible for ensuring that there is a connection on the line and that the equipment sent works correctly. If the customer chooses to contact Telenor for telephone support and instructions for setup, the customer will not be released for payment should the setup of the equipment be unsuccessful. Telenor may charge a fee for support when the support is a result of a self-inflicted error on behalf of the customer.

65. Customer's misuse

If a customer materially breaches the agreement, Telenor is entitled to interrupt or restrict access to the customer's broadband connection.

The following matters are considered, amongst other things, to be material breaches:

1. Unauthorized access to systems connected to the Internet (hacking)
2. Abuse of the customer's connection current or potential and with or without the customer's knowledge for example spreading viruses, spam, phishing etc.
3. The customer uses equipment that is not CE marked and fails to stop or disconnect the equipment at the request of Telenor.

4. The customer fails to disconnect equipment or internal networks at the request of Telenor, which due to faults or such like in the equipment or internal network gives rise to disturbances on Telenor's network

Disconnection of the customer's broadband connection does not result in a reduction in the subscription fee for the period in question. When the customer's connection is disconnected in accordance with the above, Telenor may terminate the broadband agreement without notice.

66. Product Specific Terms – Erhverv 5G Internet

Erhverv 5G Internet subscription can only be used for data and is blocked for voice calls, SMS and MMS, as well as content-rated services. The subscription can only be used in Denmark, on a Danish network. The amount of data included is stated in your contract/agreement/order confirmation. It is Customers own responsibility to check that Customer has access to 4G/5G at the address where Customer wish to use the subscription. The speed of the product depends on several different factors such as distance to the nearest cell tower, number of all users, location of router, and how many physical elements the signal must penetrate. For example, concrete walls and double glazing have a negative effect on the signal.

- If there is 5G coverage at the usage address, the expected speed over the mobile network is 17-1000 Mbit download and 5-92 Mbit upload. If there is no 5G coverage, but only 4G coverage, the expected speed is 17-200 Mbit download and 5-50 Mbit upload.

Product specific terms

– Additional services for Internet

Additional Services

Product	Subscription per month	Setup fee
Global IP ¹	See telenor.dk	See telenor.dk
Global IP+ ²	See telenor.dk	See telenor.dk
Static IP ³		
SafeZone	See telenor.dk	See telenor.dk
WiFi 6-router ⁵	See telenor.dk	See telenor.dk
WiFi repeater	See telenor.dk	See telenor.dk

¹ 2 pcs. Fixed IP-addresses.

² Optional number of IP addresses in an IP range.

³ Can only be selected on a 5G connection.

⁴ Provides commenced error correction within 4 hours from created error message - only on fiber via TDC. Applies only if the fault is on the line itself and not the router or other equipment.

⁵ Can only be selected on a Fiber connection.

67. Static IP for Internet via 5G

With Static IP, the 5G connection is associated with a fixed IP address. The service can be ordered via OneScreen Business. This means that other computers or websites on the web receive the "real" IP address. In some cases, this is necessary for e.g. VPN connections etc. to work.

68. SafeZone

See Paragraph 43 (SafeZone) in this document.

69. WiFi Repeater

With a subscription to a WiFi repeater, the Customer get the opportunity to boost the signal and extend the range of their WiFi. The repeater is only compatible with the router the customer has received from Telenor.

70. WiFi 6-router & WiFi Repeater

The same rules for broadband equipment also apply to the WiFi 6-router and repeater. Telenor has the ownership of these. Infringement entails claims for compensation. In the event of theft, force majeure, etc. it is the customer or the customer's insurance that must cover any losses incurred by Telenor. Telenor reserves the right to charge compensation for defective equipment where the defect has arisen from the abnormal use of the equipment. The customer will receive an invoice with Telenor's compensation claim. Telenor cannot guarantee full signal strength. Walls, especially concrete, can significantly degrade the signal, just as other wireless networks and other noise can come into play. Other electronic devices, wireless signals, etc. may also affect the stability of the wireless network.

71. Termination period

The Customers can terminate additional services with 30 days' notice. Upon termination, the customer must pay for the return of any equipment. Alternatively, it can be handed in at the nearest Telenor Store. Please note that the return of equipment does not in itself count as a termination of the subscription.

Product specific terms

– TrueTalk

72. Product information about Telenor TrueTalk

TrueTalk mainly consists of three products; (1) a basic subscription for an administrator that covers the overall business-related functions (TrueTalk Company), (2) a subscription for receptionists and/or call center agents (TrueTalk Agent), and (3) a subscription for the regular user/employee (TrueTalk Colleague). In addition, it is possible to purchase the add-on product TrueTalk Wallboard. The different products are described in more detail below under sections 78-81.

73. Technical commissioning

If the customer has mobile subscriptions with other providers, the TrueTalk products can be activated at the earliest when all of the customer's subscriptions have been numbered to Telenor.

Telenor strives for all the customer's subscriptions to be numbered to Telenor on the same date. However, it cannot be guaranteed that this can happen, as various circumstances may make this impossible – including, but not limited to, if a number porting is blocked by the relinquishing provider.

If the customer's subscriptions cannot be moved on the same day, the technical commissioning of the TrueTalk solution will be postponed until all numbers have been numbered to Telenor, unless otherwise specifically agreed in a delivery/project plan.

74. Termination

The Customer may terminate its TrueTalk products with 90 days' notice in accordance with clause 3 of the General Terms and Conditions above.

75. TrueTalk Company

With the Company subscription, the Customer's administrator gets access to a web portal from which the solution can be administered, configured and where various changes in relation to the solution's behavior can be changed. Here you can set up main numbers with welcome greetings, opening hours, self-service IVR menus and choose languages (Danish and English), as well as create and manage queues, users, agents, answer groups, call patterns, call back on queues and set up rules for caller ID for users and queue members/agents.

One subscription is allocated per company/CVR number. The company subscription includes the above functions without limitation, but comes in a standard setup with 1 x IVR menu and 3 x queues/answer groups with standard Telenor hold music and queue messages. Additional menus and queues are free, but must be ordered via OneScreen Business (link to this can be found in the admin portal). All menus, queues, messages, phrases and greetings can be freely changed with your own recordings as needed, if you wish to deviate from the standard provided.

It is also possible to view and design the Customer's own "call flows" using a user-friendly graphical presentation, and easily get an overview of the aforementioned components/functions and how they relate to each other.

In the admin portal, the Customer can also set up rules for what should happen in the event of a breakdown or other unforeseen or temporary events, as well as set up integration with Microsoft Sync, with which users from Azure AD, calendar appointments from Outlook and status from Teams can be synchronized with the TrueTalk platform.

Also included in the Company subscription is a statistics function, where you can see various call lists for main numbers and queues, with the number of incoming and outgoing calls, answered and unanswered, various key figures such as response rates and service levels, as well as averages and totals for main numbers, menu options, queues and agents. These reports can also be exported in csv format for further processing.

76. TrueTalk Agent

Agent subscription allows named users to take calls from relevant queues, count in agent statistics, and access to a web-based transfer board. One subscription is assigned per named agent, which cannot be shared among more users than the named agent(s).

The switchboard makes it possible to search for all the Customer's (created/loaded/synchronized) employees via a browser with an internet connection, see their contact details, call them, transfer calls (blindly or conferred) to them, put calls on hold against a busy user, as well as see their current phone status (if they have Telenor Business mobile subscriptions and TrueTalk Colleague subscriptions) and calendar appointments from their Outlook.

In the switchboard, you can also see available details of the person who calls in, see who they last spoke to, as well as any notes inscribed on the person in question. All internal users/colleagues appear in a searchable directory which, in addition to the aforementioned availability information and contact details, also includes the employee, department/organizational unit and manually set up forwards.

In the switchboard, the agent/receptionist can see the current status of relevant queues, including max waiting time, number in queue, how many other agents are registered in the queue, join/out of these queues and see a list of people/customers in the queue, whether one of these is marked as VIP and optionally handpick and answer one of these as the next, regardless of current place in the queue. It is also possible for the receptionist to send SMS messages using templates to one or more users at the same time.

In addition, the agent also has access to call history which shows calls, including answered incoming, missed and outgoing calls over the day with timestamp and available details about the caller. Calls to agents can be routed using the skill-based routing method among several.

If you are an agent, you can also join and exit queues, see current status, call logs and transfer calls via the TrueTalk mobile app, which is why you can work from anywhere.

The agents have access to see overall and detailed statistics for the main numbers and queues they answer calls to, as well as statistics on their own performance as an agent in these. In addition, a call history for own queues and the agent himself is provided.

77. TrueTalk Colleague

With a Colleague subscription, an ordinary employee of the Customer is provided with several tools, including a web application and a mobile app, respectively, as well as an automated "personal assistant" that can help people who call the user in vain with the transfer to relevant colleagues, etc. Use of the mobile app requires the latest or second-latest version of Android and iOS, respectively. One subscription is assigned per named active user, which cannot be shared between multiple users.

With the TrueTalk mobile app, the colleague can look up their colleagues, see if they are busy on the phone/in teams or maybe pages in a meeting. In the mobile app, the user can also create and manage his/her absence and any redirects. The mobile app also takes care of looking up incoming numbers in an external directory information service, and thus shows the name/company on the screen if a match is found. The same applies to calls from colleagues you have not saved in your phone's phonebook, where the app will show on the screen who is calling.

The web application "My Page" offers the same functionality as the mobile app, but via a browser on a computer.

In addition to their contact details, the colleague also shares all their availability information, including status on mobile phones, in teams and calendar appointments with the rest of the company, not least the switchboard.

The Personal Assistant is set up by the colleague himself, who then decides which options people who call in vain should be offered by simple keystrokes. The options you can offer the caller in vain cover being able to be transferred to the reception, to a colleague/secretary, break through anyway or leave a message on the answering machine. These options can be set up and differentiated in relation to whether it is an external or internal contact person who calls in vain.

78. TrueTalk Wallboard

Wallboard is an add-on product that can be purchased and is suitable for supplementing especially agents in a call center or a reception function, as you will be able to show real-time status of relevant queues and agents on a large screen. One subscription is assigned per company, which can be shared by multiple screens.

For each selected queue, Wallboard shows how many people are currently waiting in the queue, the longest waiting time, the number of registered agents, the number of agents on pause, as well as the number of calls offered, response rate and average conversation time. TrueTalk Wallboard is accessed via browser and can therefore be displayed on any screen connected to a computer with internet.

79. Self-service

All users on TrueTalk have the right to unlimited use of the self-service tools OneScreen Business, TrueTalk's administration portal and for the regular employees; "My Page" and the TrueTalk mobile app.

80. Terms of Service

Included in the TrueTalk Company is the right for TrueTalk administrators to use the self-service tools for the solution and its functionality. If technical errors are experienced*, these can be handed over to Telenor by phone or ticket via OneScreen Business, within normal office hours (weekdays between 8 am and 4 pm).

Users of the TrueTalk Colleague subscription, i.e. the regular employees, only have the opportunity to serve themselves via "My Page" and/or seek help from the company's administrators/super users.

** Technical errors are errors of a technical nature and errors that are not initiated by the Customer.*

If specific tasks are to be solved and performed by Telenor, including changes, additions or configuration of the solution, a separate agreement is required for this (see section 46 for 'Service Agreement' for more information). Alternatively, tasks can be solved ad hoc at a fixed unit price per defined task or at an hourly rate according to time spent in advance with Telenor.

81. Error reporting

Error reporting of SIM cards for users included in the TrueTalk solution, the TrueTalk products in general or operational disruptions of included functionality must be done via Telenor Hotline (phone 72127100) or OneScreen Business. Error correction will take place on weekdays between 8.00 am and 4.00 pm. In the event that Telenor identifies that the customer is not using the latest available software version of the TrueTalk mobile app and/or one of the applicable OS versions, Telenor reserves the right to suspend the error correction until it has been confirmed by the customer that the software update to the latest version of the app and/or the valid OS version has been performed.

82. Customer changes

Customers are free to upgrade their TrueTalk subscriptions via OneScreen Business. Upgrades can happen from day to day.

If the Customer wishes to downgrade its TrueTalk subscriptions, it must also be done via OneScreen Business, however, with the notice period as mentioned in section 3.4.

83. Data processing

Telenor acts as data processor for the customer in relation to the product TrueTalk. The data processing agreement for TrueTalk can be found on Telenor's website [www.telenor.dk/erhverv/databehandlervilkar/] and regulates the processing of personal data in connection with Telenor's delivery of the TrueTalk product to the customer.

The Data Processing Agreement applies at the time of activation of the Customer's TrueTalk product.

Telenor reserves the right to make changes to the data processing agreement during the customer's agreement period, however, always in accordance with any regulation in the data processing agreement in this regard.

The parties undertake to comply with applicable data protection legislation, including Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (the GDPR Regulation).



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