

# Prices

## Contents and Conditions

The following standard prices apply to Telenor Business Internet. All prices and amounts are in Danish Kroner (DKK) and exclude VAT.

Product	Infrastructure	Speed	Monthly subscription	Setup
Business Internet Fiber 1000mbit	TDC	1000/500mbit	349.00	399.00
Business Internet Fiber 200mbit	TDC	200/200mbit	299.00	399.00
Business Internet Fiber 1000mbit	Eniig	1000/1000mbit	499.00	399.00
Business Internet Fiber 500mbit	Eniig	500/500mbit	349.00	399.00
Business Internet Fiber 200mbit	Eniig	200/200mbit	299.00	399.00
Business Internet Coax 1000mbit	TDC	1000/60mbit	299.00	399.00
Business Internet Coax 200mbit	TDC	200/25mbit	249.00	399.00
Business Internet DSL - Up to 150/50mbit	TDC	Up to 150/50mbit	249.00	399.00

## Services included

Fixed static IP-address

WiFi router with automatic installation

Additional services	Monthly subscription	Setup
Broadband Line Service	19.00	0
WiFi Booster	31.20	0
Global IP	30.00	0
Global IP+	200.00	995.00
Special configuration of router	0	100.00
Delivery of router	0	69.00
"Do-it-yourself" Installation per connection	0	0

## Annual price increases

Telenor reserves the right to increase the Customer's net prices once a year – corresponding to the price increase levied on Telenor by Telenor's suppliers. This is based on the Danish Business Authority's annual price regulation between telecommunication companies. The price increase for the Customer will not exceed 10% and will be announced no later than one month prior to the increase. This can be stated on the invoice and does not give the Customer the right to terminate the agreement.

## Fees

Information regarding the relevant fees can be obtained by contacting Telenor or by visiting [www.telenor.dk/erhverv/gebyrer](http://www.telenor.dk/erhverv/gebyrer). Telenor reserves the right to change these fees.

# Conditions

## Conditions for Telenor Business Internet

### 1 The Conditions of the Agreement

The following specific contract conditions apply to broadband contracts and associated services supplied by Telenor. These contract conditions apply, in addition, to the general contract conditions for all broadband contracts supplied by Telenor.

### 2 The parties

The parties in this broadband contract are the customer and Telenor.

The customer may not, without written permission from Telenor, let IP-addresses be taken over, or let other parties use the internet access in any other way as their own. The contract must not be used to procure traffic to anyone other than the customer or their company/employees.

The customer is responsible for payment of the services that are supplied in relation to the contract.

### 3 Entering into and formation of the contract

The customer can contact Telenor and request a contract by telephone, electronically, personally or in writing. The customer has a duty when entering into a contract, to give their correct name, address, CVR number (company identity number) and email which hereafter are fundamental to the contract.

If these change, the customer must inform Telenor immediately.

Telenor reserves the right at any time to reject a customer that is found to have a poor record with a credit rating institution or other registers relevant to Telenor.

### 4 Prices and payment

Broadband contracts are invoiced one month in advance, but use is paid one month in arrears.

Credit

PBS: Invoice date + 22 days Payment card: Invoice date + 15 days Cash: Invoice date + 20 days. Telenor reserves the right to demand payment for use from earlier periods. For paper invoicing and cash payment, an administration fee of 39.20 DKK excluding VAT will be incurred. There is an administration fee of 7.80 DKK excluding VAT for PBS payment.

There is no administration fee if Dankort (Dan-card) or VISA-Dankort is used.

Telenor can charge specific fees for additional services, one time services or an administration fee for a paper invoice, etc. Information regarding the relevant fees can be found at any time by contacting Telenor, or by visiting

[www.telenor.dk/erhverv/gebyrer](http://www.telenor.dk/erhverv/gebyrer). Telenor reserves the right to change these fees.

If an invoice is not paid, a reminder will be sent. After two reminder letters, the case will be referred to a legal debt collector, or Telenor's internal legal department, and the broadband connection closed. The contractual relationship will remain binding.

### 5 Delivery

In co-operation with our net operators we will investigate the possibility of establishing a broadband connection at your address. If it is possible, the customer will receive a delivery date in the form of a written order confirmation. Purchase of broadband assumes that Telenor is able to deliver broadband to the installation address. Depending on the technology connected to the installation address, the choice of speed of broadband can vary. In some cases, Telenor will not be able to deliver all services at the installation address.

### 6 Establishing a physical connection to the Internet

The internet connection is established by the customer as a DIY solution, Well-underway (with an engineer) or through digging. Upon setup, the customer will be informed about the method of installation we can offer at the customer's address.

Do-it-yourself means that the customer must undertake the necessary installations themselves at the installation address, including the physical setup of the supplied equipment.

Well-underway means that the internet connection must be established by an engineer who is paid by the customer in accordance with current pricing.

Digging means that the installation of the internet requires work outside the customer's residence; for example, in the form of digging to install piping so cabling can be laid. In addition, an engineer will come and make the final installation indoors. The cost of digging and the engineer is paid by the customer in accordance with current pricing

In some instances, an engineer or digging work will be required, even if Do-it-yourself has been ordered. In the event of any changes to the originally stated method of delivery, the customer will be contacted to accept the change. If the change is not accepted, the customer can cancel the order.

Digging and the visit of an engineer is a separate service which is paid by the customer in accordance with current pricing.

If the broadband installation is to be conducted by an engineer or through digging, the customer is obliged to give the internet engineer authorised by Telenor access to the installation address, so that the necessary connection can be installed. If it is not possible for the internet provider to gain access to the property at the agreed time, Telenor must be notified 48 hours in advance. If prior notice is not given, or Telenor cannot gain access to the property on arrival, the customer will be invoiced and charged for the engineer's unsuccessful visit in accordance with current prices.

The internet engineer will decide the exact placement of the internet terminal. If there is a previous internet point at the address, this will be used. In some instances, it will be necessary to pull new cables along the wall of the property, etc. If additional costs will be incurred, the customer will be contacted by Telenor, who will discuss with the customer the extent of the work and the costs that the customer may be required to pay. Current price listings are available at: [www.telenor.dk/erhverv/gebyrer](http://www.telenor.dk/erhverv/gebyrer)

Limits on broadband speed

In order to get 1000mbit via the cable TV connector, it is a prerequisite that the network at the installation address is upgraded to the Docsis 3.1 standard. In some places across the country, the network has still not been upgraded; in these areas, the maximum speed will be 300mbit download and 60mbit upload. The stated speed can only be reached using a wire connection at the installation address.

#### **7 Particular information regarding the broadband equipment**

At the same time as the formation of the broadband contract, Telenor will send the broadband equipment (splitters, router/modem, etc). Telenor has, unless otherwise agreed in writing, the right to all equipment delivered and the customer cannot treat it as his own (for example, sell, rent, pawn, etc.) or attempt to do so. Neglect will lead to immediate closure of the customer's broadband connection and possibly result in a claim for compensation. In the case of burglary, force majeure, etc., the customer's insurance must cover Telenor's loss. Telenor reserves the right to demand compensation for defective equipment if the fault has occurred due to incorrect use. The customer will be billed for Telenor's demand for compensation.

The equipment delivered 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 stated product specifications for the equipment cannot be fulfilled. Telenor does not take responsibility for the fact that the physical conditions at the installation address mean that the broadband width and speed of the wireless equipment quoted in the product specifications cannot be achieved.

#### **8 Connection of the customer's equipment and telenet for personal use**

Telenor can only guarantee that the connection works if the equipment is connected directly to the main point at the installation address. The customer must ensure that the connection to the internet is used in a way that does not cause interference, interruptions or such like. If such disturbances occur, the customer must immediately take necessary measures. This could be to regulate the amount of incoming traffic or to subscribe to extra connections to the internet. Telenor cannot take responsibility for the use of the equipment by a third party. Telenor reserves the right to send new equipment if the equipment sent previously no longer lives up to the relevant demands for access. If this is sent, the customer is obligated to change the equipment and return the old equipment back to Telenor.

#### **9 Operational security**

The technical properties of the internet service and the internet's particular character mean that there can be fluctuations in the speed of the broadband. Fluctuations can occur due to changes in line quality and as a result of influences between down- and upload with high load on the connection. You can read more about the expected broadband speed at <http://speedtest.telenor.dk> Telenor reserves the right to temporarily limit the use of the internet service for maintenance and security reasons.

#### **10 Upgrading and Downgrading**

The customer can upgrade and downgrade their broadband connection within the product range that Telenor offers, if it is technically possible. Any change will take place as quickly as possible. A change of speed can lead to a change of technology, and in some cases, a change in router as well. This can mean that the change may take several weeks. Telenor will send a new router to the customer if it is necessary, and the customer should then return the old equipment following the same instructions as if terminating the contract.

#### **11 Rectification of faults**

Telenor undertakes to correct faults found with their own equipment and installations as quickly as possible. The correction of faults normally oc-

curs during normal working hours (Monday to Friday 8.00am to 4.00pm). If the customer is clearly to blame for unnecessary fault repairs, Telenor reserves the right to invoice the customer for the unnecessary work. If the engineer cannot gain access to the property in connection with repairing the fault, Telenor reserves the right to invoice the customer for the costs associated with this. If the customer's equipment does not work, it is the customer's responsibility to contact Telenor Support and report the fault as soon as possible.

### **12 Change of address**

The customer can request to have their broadband contract address in Denmark transferred to another address. A change of address fee will be charged. If it is not possible to establish a broadband connection at the customer's new installation address, the contract will be terminated. On moving, it cannot be guaranteed that the current broadband speed can be delivered at the new address as the speed is dependent on what technology is connected at the new installation address. If there is no notice of change of address, Telenor can demand a fee for manually finding the new address. Telenor will send bills to the old address until the notice regarding change of address is received. The customer is still bound to ensure payment of bills in the usual way after a change of address. On moving during the initial binding period, the contract remains binding and the paid contract fee is non-refundable, even if a new broadband connection cannot be established in the new address. The customer must give sufficient notice of a change of address, and no later than 14 days before the moving date, in order to make a claim for compensation for down time (time when you are unable to access the internet). If the customer does not give sufficient notice of moving, the customer will not fully be credited for any eventual down time, but credited proportionally for the notice time given.

### **13 Neglect by the customer**

In the case that the customer significantly neglects their contract, Telenor has the right to terminate or limit access to the internet connection. The following conditions are considered significant neglect:

- Unauthorised access to systems connected to the internet (hacking)
- Current or potential misuse of the connection, with or without the customer's knowledge, for example, spreading a virus, spam, phishing, etc.
- The customer uses equipment that does not carry the CE-mark and continues to do so after being asked by Telenor to disconnect it or to switch it off.

- After being asked to do so by Telenor, the customer does not disconnect equipment or an internal net that due to fault or similar in the equipment or the internal net leads to disturbances in Telenor's net.

Disconnection of the customer's broadband connection will not lead to a decrease in contract charges for the relevant period.

When the customer's connection is discontinued due to one of the above circumstances, Telenor can terminate the broadband contract without warning.

### **14 Change of name on the broadband contract**

The customer can only transfer the broadband contract to a third party with the consent of Telenor. The transfer only affects the owner of the contract.

The broadband line cannot be moved to another address. The transfer takes place by using a particular transfer form. Telenor reserves the right to invoice a transfer fee to the party that is taking over the contract. If the customer wishes to change the delivery address, the contract must be terminated, and a new contract formed with a new address.

### **15 Termination**

The broadband contract cannot be terminated during the period agreed between Telenor and the customer at the formation of the contract.

The agreement can be terminated with 30 days' notice before the end of a billing period. Previously paid contractual payments cannot be refunded. Termination must be sent to Telenor by letter or email. The address can be found by contacting Telenor Customer Service or at [www.telenor.dk](http://www.telenor.dk).

### **16 Change of contract terms and prices**

Telenor reserves the right to change the specific contract terms and prices with the same warning as stated in the Standard contract terms for Telenor.

The product specification applies in addition to the standard contract terms. In the case of incompatibility, the product specification should be adhered to over the contract terms.

### **17 Fixed IP address**

Fixed IP (Internet Protocol) address means that the router will have the same IP address when the customer is online. If there is a central upgrading, etc., there is a risk that the customer may receive a new fixed IP address.

### **18 Limits on broadband speed**

Broadband speed says something about what capacity the customer has available in their contract.

This affects how quickly the customer can reach web pages, download data, etc. The faster/larger capacity the customer has chosen in their contract, the quicker the customer will experience that their access to the internet is.

The customer's speed/capacity can be affected by how many other users there are and how many programmes/applications are running. This means that the more users who use the same internet access, the slower the access of individual services and applications become.

#### **19 Using anonymous data**

Telenor uses anonymous data to optimise customer experience, ensure the development of new products, and provide services to third parties. Data as mentioned above is in no way personally identifiable.

#### **20 Use of capacity and connection quality data**

Telenor monitors the quality of broadband connection and capacity load in order to optimise the customer experience, ensure the development of new products, and provide services that support this for the customer.

#### **21 WiFi Boosters**

With a WiFi Booster from Telenor, a customer has the possibility of boosting and extending the range of the signal of the WiFi. The WiFi booster is only compatible with the router the customer was provided by Telenor. Telenor retains legal ownership of the WiFi booster. Infringement will incur damage costs. In the case of burglary, force majeure, etc., the customer's insurance must cover Telenor's loss. Telenor reserves the right to demand compensation for defective equipment if the fault has occurred due to incorrect use. The customer will be billed for Telenor's demand for compensation. Telenor cannot guarantee full signal strength. Walls, particularly concrete walls, can significantly reduce signal strength, as can other wireless networks and interference. Other electronic devices, wireless signals, etc., can also affect the stability of the wireless network. Note that the WiFi booster only works with routers delivered from September 2017. The customer can terminate the WiFi Booster subscription with 30 days' notice. Upon termination, the customer must pay for the return of the equipment. Alternatively, it can be returned to the nearest Telenor store. Please note: returning the equipment does not in itself constitute termination of the contract.