

Product Agreement Add-on Products and Services mobile

1. Purpose of the Agreement

- 1.1. Telenor and the Customer have entered into the following Product Agreement concerning delivery of Telenor Add-on Products and Services – Mobile and Data (the “Agreement”).
- 1.2. The Agreement is an addendum to the Telenor Framework Agreement between Telenor and the Customer and shall rank prior to the Telenor Framework Agreement

2. General

- 2.1. Mobile add-on products require a mobile main subscription with Telenor. Add-on products may be registered by contacting the sales department or Customer Service. The standard notice period is 30 days, unless otherwise stipulated in the special terms below. Notice of termination must be given in writing to Telenor Customer Service Business.
- 2.2. An add-on product only takes effect on the date when the product is added to your mobile subscription. When the product has been added, you will be invoiced for the add-on product.

3. Voicemail

- 3.1. You will be charged the ordinary telephone rate when calling and listening to the Voicemail and for call forwarding to your Voicemail. If minutes are included in your main subscription, these minutes may be used for calls to your Voicemail. Your unread messages will be stored for 168 hours (seven days) and your read messages will be stored for 72 hours (three days). Your Voicemail may include up to 50 messages. You may change your personal message. You may obtain a security code. In case of frequent visits abroad, a Voicemail with a personal number may ensure that you can always listen to your messages from abroad. Voicemail with a personal number may be ordered via Customer Service Business. If you wish to set up your Voicemail to forward all messages to an email address, you must log in to Self-Service on telenor.dk/telefonsvarerhverv.dk

4. Free SMS

- 4.1. SMS messages cannot be used commercially or be resold to a third party. Messages sent in Denmark to Danish mobile numbers are included in Free SMS.
- 4.2. MMS messages and content-charged SMS messages, SMS messages sent from abroad, SMS receipts and SMS messages sent to international telephone numbers are not comprised by Free SMS and will be charged separately. Free SMS may be selected for the following mobile subscriptions with Telenor Corporate: Business Corporate and Corporate Basic.

5. Call Forwarding

- 5.1. Call Forwarding is the possibility of conditionally or unconditionally forwarding calls made to the subscriber to a Double SIM Calls, another mobile or fixed-line number or to the Voicemail. Call Forwarding minutes are included if a minute pack is included in the chosen subscription. Otherwise, Call Forwarding will be charged at the current minute rate. Conditional Call Forwarding means that calls may only be forwarded to a predefined number like e.g. Voicemail. Unconditional Call Forwarding is included in all Telenor Business mobile subscriptions.

6. Call Transferring

- 6.1. Call Transfer is the possibility of transferring a call in progress to a third party. Call Transfer functions and is charged as follows: A -> B Call Transfer -> C. This service is charged as follows: A pays as usual for the call to B. B pays for the call transfer to C. This means that B pays the total price of the call which the B -> C call generates until the call between A -> C is ended. When you have transferred a call, you no longer control the duration of the call between A and C and the price you are paying for the call. If C transfers the call to D, you will still pay for the call based on its duration. If B and C are within the same ExtensionPlan, the Call Transfer will be free of charge. The possibility of transferring a call in progress may be barred.

7. Balance Check

- 7.1. You may send an SMS with the text "saldo" to 1221 to obtain information about your usage since the most recent invoice. Start Automatic Balance Check: Send an SMS with the text "autosaldo start" to 1221. Send an SMS with the text "autosaldo stop" to 1221. You will be charged the standard SMS rate when starting and stopping the Automatic Balance Check.

8. Usage Control

- 8.1. Usage Control is a free service. Only usage of telephone calls, SMS messages, MMS messages and data is included in the usage. Various quarterly charges, fees, discounts and the like are not included in the Usage Control amount. You must

specify the monthly maximum amount which your usage cannot exceed. If the maximum amount is exceeded, the telephone will automatically be barred within 24 hours for all outgoing calls, SMS messages, MMS messages etc. You will still be able to receive calls, SMS messages and MMS messages after your telephone has been barred. Free minutes and free SMS messages cannot be used when your telephone has been barred because you have exceeded the maximum amount of your usage control.

- 8.2. You may increase the usage amount at any time by calling the Self-Service number +45 72 129 977 or Customer Service on +45 72 120 000 and stating your telephone number and your PIN code. You will be able to call both numbers even though your telephone has been barred because the maximum amount has been exceeded. You can always call the rescue services (Alarm 112) even though your mobile phone has been barred for outgoing calls. Please note that for calls from abroad (roaming), usage may not be registered until after 31 days in some instances. The telephone will be barred as soon as possible after Telenor has registered that Usage Control has been exceeded. You are responsible for the amount charged to the account until the barring comes into force. Consequently, the maximum amount is intended as a guide only.

9. Usage Control

- 9.1. We compare your monthly usage to your average usage during the most recent 12 months. If your usage more than doubles in a month, you will receive a letter with information on your increased usage within 3 weekdays. You may register for Usage Alarm by contacting Customer Service Business on +45 72 120 000.

10. Surf Control International

- 10.1. With Surf Control International you are guaranteed that your data usage abroad cannot exceed DKK 360 ex. VAT per month. Your data connection will be temporarily barred when you have used data equivalent to DKK 360 ex. VAT in the current bill period. You will receive an SMS describing how you may continue using data abroad. Surf Control International applies in all countries outside of Denmark. Surf Control International is free of charge. You automatically have Surf Control International and may deselect it or change the limit to for example DKK 800 ex. VAT or DKK 4,000 ex. VAT by calling Customer Service on +45 72 120 000.
- 10.2. Surf Control International will not have any impact on your usage of regular calls or SMS, but it will not be possible to send MMS messages. Only your data usage abroad will be temporarily barred. You will still be able to surf when you get home. M2M customers are exempted from Surf Control International. If you would like to activate Surf Control International, you must contact Customer Service. Read more about Surf Control International on www.telenor.dk

11. Mobile Backup

- 11.1. In order to make a backup of your contacts, calendar, notes and bookmarks, you need to install Mobile Backup on your mobile. You will pay for transfer of your data; cf. your current MB price.

12. Mobile Insurance

- 12.1. A basic insurance covers any accidental damage. It means that it will cover all damage apart from the exclusions stated in the insurance terms.
- 12.2. Fluid damage: Your phone will be repaired or replaced if dropped into fluid or damaged due to humidity.
- 12.3. Mechanical damage: Your phone will be repaired or replaced if, for example, it is dropped or damaged so that the cabinet or any electronics is damaged.
- 12.4. Electrical faults: Electrical faults which are not covered by the 24-month warranty specified in the Danish Sale of Goods Act will be remedied or you will receive a new mobile. An extended insurance cover has the same coverage as the Basic coverage and compensation for theft and coverage of own risk for misuse leading to theft. If the telephone is stolen, a police report must be shown as evidence that the telephone has been stolen.

13. Double Sim Calls

- 13.1. Calls may be made from both mobile phones at the same time and completely independent of each other. If a call is not answered in the main office, the call will be forwarded to the secondary card. If the main card is turned off, calls will automatically be forwarded to the secondary card. Double SIM Calls cannot be combined with Telenor subscriptions with unlimited telephony.

14. Extra Data SIM

- 14.1. With Extra Data SIM, you will receive an extra SIM card – called the secondary card – for your main subscription. The secondary card may be used for data and SMS and is perfect for use in a laptop or tablet. The usage on the secondary card is included in your total usage of data and SMS in Denmark, respectively, and, thus, gives you full flexibility to use the data and SMS messages included across devices. The data terms applicable to your main subscription also apply here, and the speed also follows your main subscription. You will always be able to use data on both SIM cards, at the same time

and completely independent of each other.

- 14.2. Extra Data SIM be used abroad; but will be barred for use abroad by default. If you wish to use data abroad on your extra Data SIM card, please contact Customer Service. Usage is charged according to standard rates or subscription add-on: Travel Data Global.
- 14.3. It is possible to use Extra Data SIM abroad in combination with main subscriptions/add-on subscription with included data roaming
- 14.4. Extra Data SIM cannot be combined with mobile data or mobile broadband main subscriptions, Mobile Data Company add-on subscription, and Corporate Basis.
- 15. Number Reservation**
- 15.1. As a Telenor Business Customer, you may reserve individual numbers or number series. The numbers must be put into use within a period of 12 months; otherwise, the numbers will be released. If a number series has been put into use, it will not be released without your consent.
- 16. Barring**
- 16.1. You may subscribe to the following Barring Services: Barring for Content-Charged Services, Adult Content, Parental Lock, GPRS/3G, Individual Barring, Barring – Calls and SMS, MMS Barring, International Barring. Cancellation of the barring requires a written notice from the IT/Telephony department responsible for the solution.
- 17. Free to Fix**
- 17.1. With Free to Fixed you get 48 hours of included talk time. Additional talk time follows the minute price of your main subscription. Call charges are not included in Free to Fixed but follow your main subscription. SMS, MMS, WAP, GPRS, calls to overcharged numbers and international calls are not included in Free to Fixed and are charged on the basis of your main subscription.
- 17.2. Included talk time may only be used for calls in Denmark to fixed-line numbers in Denmark; all other calls to e.g. a mobile number, your Voicemail etc. follow the minute rate of your main subscription. If you do not use all of your 48 hours of talk time, any unused hours will be automatically transferred to the next month. However, you can maximum have 96 hours of talk time at your disposal.
- 17.3. Free to Fixed is only offered for subscriptions with no minutes included – Business 0 hours 0GB, Business Subscription and Business Basic. Free to Fixed has a binding period of three months. No discount is granted for the subscription under the Telenor discount agreements.

Terms for Mobile Data Add-On and Services

- 18. Data Usage Charging**
- 18.1. Mobile data services are charged on the basis of the amount of data sent or received (data traffic) measured in MB. Data usage in Denmark is calculated per 10KB. In the Nordic countries and the EU, data usage is calculated per 1KB, and in all other zones, per 10KB; subject to a minimum of 50KB per time/session with mobile Internet access.
- 19. TIDAL**
- 19.1. With the Business+ 12GB or 24GB subscription, you may choose to have TIDAL included for 24 months instead of Office 365. You must make this choice when the agreement is made and it cannot be cancelled or changed later.
- 19.2. With TIDAL, it is possible to listen to music against payment of a fixed amount per month. TIDAL may be purchased for a Telenor mobile subscription or a mobile broadband subscription, but not if you only have a broadband subscription. TIDAL is accessed via a PC desktop client and/or a mobile client. Music from TIDAL may only be used by you or your employees, including members of your household or your employees' household. Data traffic may be included when accessing and using TIDAL on Telenor's network in Denmark, depending on the subscription. When using TIDAL abroad, data traffic is not included.
- 19.3. In order to use TIDAL, you must allow Telenor to disclose the company name and telephone numbers to Telenor's business partner, Aspiro, which is in charge of the operation of TIDAL. Telenor will not pass on your consent to be contacted. In special circumstances, including with regard to operation, safety or misuse, Telenor is entitled to close down access to TIDAL.
- 19.4. Music from TIDAL is protected by copyright. If you infringe third-party rights, e.g. if the music from TIDAL is wrongfully used by other persons than members of your household and/or members of your employees' household, or if it is used commercially, Telenor is entitled to close down access to the TIDAL service and you may be held liable for damages.

- 19.5. TIDAL may be terminated by giving a notice of current month + 30 days. However, during the first 30 days of the subscription period, TIDAL may be terminated with one day's notice.
- 19.6. The TIDAL application is not available through Windows Mobile phones.
- 20. Max Price**
- 20.1. With Max Price, you may surf via your mobile phone without having to worry about the price. Regardless of the amount of data used in one day, you will as a maximum pay DKK 20 ex. VAT. All customers have a default subscription for Max Price unless another data product has been chosen. Please note that Max Price does not apply for international data traffic. International usage will be charged at current prices. The current prices are available on telenor.dk.
- 21. Mobile Data 3GB, Mobile Data 10GB and Mobile Data 25GB**
- 21.1. The Mobile Data products are available with different amounts of data included:
Mobile Data 3 GB: 17-71/5-43Mbit/s
Mobile Data 10 GB: 17-71/5-43Mbit/s
Mobile Data 25 GB: 17-71/5-43Mbit/s
Mobile Data 50 GB: 17-71/5-43 Mbit/s
- 21.2. If you use more than the amount of data included, you will not be charged for usage exceeding included usage. However, the speed will be reduced to 64/64kbit/s when you have used the data included.
- 21.3. If you choose a mobile data add-on product you will go beyond your subscription and the product chosen will be considered a replacement. This means that if you choose a Mobilesurf 500 product for your subscription, 500MB will be included, which means that any MB included in your previous subscription will lapse.
- 22. Usage exceeding included usage**
- 22.1. Products including included usage, with or without speed limitation, will not be charged per MB. When the included usage has been reached, an amount will be charged for usage per MB depending on the specific product.
- 22.2. If you have a usage which in a month exceeds the included usage, Telenor reserves the right to disconnect, limit or terminate the subscription without liability and notice.
- 22.3. Usage in a month is calculated on the basis of the total traffic on uploads and downloads.
- 23. Mobile Data Basic**
- 23.1. Mobile Data Basic gives access to use of packet-switched and circuit-switched data, also called 3G/GPRS and High Speed Data.
- 24. Mobile Data Company**
- 24.1. The company needs to choose or must have chosen a Mobile Data Company package in order for you to be eligible for this product. You will pay for a Mobile Data Company package and a price for the amount of MB exceeding the amount included in the business usage package.
- 24.2. Unused MB in a company usage package cannot be transferred to a subsequent month. Company package users must purchase Mobile Data Basic as a supplement.
- 25. MDA Barring**
- 25.1. You are responsible for ensuring that the information required to set up your MDA solution is correct. If such information is incorrect, it may take up to two working weeks for Telenor to implement and launch the MDA solution. You and Telenor will subsequently agree on a time schedule, commissioning time and technical matters related to the installation no later than four weeks after the signing of the contract. Telenor is entitled to postpone the delivery date if required due to technical reasons or due to delay on the part of sub suppliers, including suppliers of tele services without being liable to compensate you.
- 25.2. If you subsequently request changes to the technical setup of the MDA solution, including for instance IP addresses etc., it may take up to two working weeks for Telenor to implement these changes in the MDA solution.
- 25.3. You are obliged to pay all costs (setup and operation costs) for any supplier of data equipment or other equipment. Telenor has the copyright to, ownership of and any other right to software delivered pursuant to the agreement. Software delivered together with a service may only be used together with this service from Telenor and cannot be copied or further distributed.

- 25.4. The right to use such software will expire at the same time as this agreement expires between the Parties. You are obliged to comply with the license terms for third-party developed software distributed by Telenor or referred to by Telenor via the name of the software, links or in any other way. Telenor assumes no liability for errors and/or defects related to this software. Consequently, claims concerning this software cannot be made against Telenor. Support of third-party developed software will not be handled by Telenor.
- 25.5. After signing of the agreement, you will obtain access to the company's internal network via MDA and the public Internet at the same time. Your network is thereby exposed to a potential safety risk. You are responsible for setting up and maintaining a proper safety solution to minimise this risk. Telenor may offer an add-on product to your subscriptions which will bar the user's access to the Internet and the use of MMS messages via packet-switched data (GPRS and 3G). However, the user may still have access to the Internet if the user's GSM terminal supports use of WLAN, circuit switched data or similar technologies. Telenor will not be responsible for any indirect damage or loss caused by use of the product. Telenor's liability in damages is limited to DKK 100,000.00 per calendar year, regardless of the extent of damage suffered during the year.

26. Limitations

- 26.1. Telenor reserves the right to implement measures against or completely block IP telephony services. This applies to mVoIP, video, SMS and other types of messages which allow you to talk, video talk or forward SMS/messages via the mobile data network made available by Telenor on the mobile phone. The only exception is Mobile Data 25GB where mVoIP is allowed.
- 26.2. Some business solutions may not work optimally with 4G. These are: Blackberry, Business APN and MDA. For this reason, we have chosen not to offer 4G for these solutions. Please contact Customer Service for more information.

27. Data sharing in Denmark

- 27.1. Data sharing is a product which gives the option to share data in between subscriptions. The customer has to choose a data package and purchase this each Sim card. It is not possible to mix different data packages. The accumulated data packages, hence the total amount of data is to be shared among all subscribers.
- 27.2. There are three different data packages to choose in between: 10 GB, 25 GB and 100 GB, which all can be purchased as an add-on to a Corporate subscriptions or a specific MBB subscription.

Terms of Telenor's Conference Number

28. General

- 28.1. Telenor's Conference Number is a conference service for conference calls. Each meeting may include up to 20 participants. In order to set up a meeting, an eight-digit meeting code is required. The meeting code may be any combination of eight digits. During a meeting it is possible to block new participants from the meeting. It is also possible to unlock the meeting and allow participants to participate in the meeting.
- 28.2. To reach Telenor's Conference Number from Denmark, call +45 90 950 000. To reach Telenor's Conference Number from abroad, call +45 60 650 000. This applies to both Danish users and users with international telephone numbers.
- 28.3. It is possible to register as a user of the Conference Table via www.telenor.dk. When setting up a user profile, the user must enter an email address, a telephone number and a five-digit meeting code. This code is unique for the user and the five digits will be the first digits in a seven-digit meeting code, which is generated for the participants invited to the meeting.
- 28.4. The Conference Table is a virtual Conference Table where it is possible to share files, chat, activate recording of conversations and request speech time and ask questions. If a meeting is recorded or if files are uploaded, these will be available to the person who has set up the meeting up to 24 hours after the meeting was ended via www.telenor.dk. After this time, files will be deleted without notice for security reasons and cannot be restored.
- 28.5. When a user profile is set up and participants are added to a meeting it is recommended to use mobile numbers in order to allow SMS notices prior to a meeting. In addition to SMS notices it is also possible to set up email notices in order for each participant to be notified of a specified meeting. SMS messages and email notifications are free of charge and are available in Danish and English.

Terms and conditions for International Mobile add-on Products

Using your mobile in Denmark towards International destinations

29. International Zone

- 29.1. International Zone is an add-on product that gives you lower minute rates for international calls. With International Zone, you only pay for the international part of a call. For information on the zone division of the individual countries and prices, see www.telenor.dk. Calls made with International Zone are charged per minute, and the product may be terminated by giving 60 days' notice.

30. Nordic ILD Voice Flatrate

- 30.1. An add-on product for the mobile subscription with a flat rate for the employee on calls made from Denmark to the Nordic countries (Norway, Sweden, Finland and Iceland). Calls from Denmark to a recipient in the Nordic countries are included, however, subject to a maximum of 300 minutes and 1,000 SMS messages per month. Calls made and SMS messages sent from Denmark to a recipient outside the Nordic countries are charged at the current standard rate.
- 30.2. Usage exceeding the minutes and SMS messages included per month is charged at the current standard rate. Nordisk ILD has a binding period of three months. The notice of termination is 30 days. If the subscription expires before the end of the binding period, the subscription fee must be paid during the notice period.
- 30.3. The add-on product may be combined with the following mobile main subscriptions: Business Standard, Business and Mobile Corporate.

Using your mobile while travelling abroad

31. Travel Tale

- 31.1. Add-on products for employees with regular stays abroad. With Travel Tale, you can use your MultiPlan functionality abroad. You will have attractive roaming prices all over the world. There are three available Travel Tale subscriptions: Travel Tale Basic, Travel Tale Flex Norden/EU and Travel Tale Premium. If the subscription expires before the end of the binding period, the subscription fee must be paid during the notice period. The Travel Tale subscriptions are binding for three months. The notice of termination is 90 days. If the subscription expires before the end of the binding period, the subscription fee must be paid during the notice period.
- 31.2. The minutes used are settled monthly. If the subscription is invoiced quarterly, the minutes used are settled at the end of the quarter and then invoiced.
- 31.3. When Travel Tale is combined with either StatusPlan or SearchPlan (as an actively roaming member), please note that there may be situations where StatusPlan or SearchPlan will not receive information from the visited network abroad. For a StatusPlan customer, it will look like the mobile phone is turned off, although it is actually turned on. For a SearchPlan member, this will mean that calls are not received from the SearchPlan.
- 31.4. Travel Tale may be combined with all mobile main subscriptions. For more information, please see www.telenor.dk.

32. Free voice in Nordic and Free voice in EU

- 32.1. The add-on products offers free voice and SMS messages, when the Customer calls and sends SMS messages from Nordic (Norway, Sweden, Finland and Iceland) and EU countries. Calls and SMS messages from Denmark to countries in Nordic and EU are not included.
- 32.2. For Free voice Nordic the following apply: the Customer can call from and receive calls in the following Nordic countries: Norway, Sweden, Finland and Iceland (except Denmark). Calls from Norway, Sweden, Finland and Iceland to Denmark are included. SMS messages sent from the Nordic countries (except Denmark) to recipients in all countries are included. SMS messages received in Norway, Sweden, Finland and Iceland are free of charge. Calls made from Nordic countries to recipients outside the Nordic countries are charged according to Travel prices.
- 32.3. For Free voice EU the following apply: the Customer can call from and receive calls in the following Nordic countries: Norway, Sweden, Finland and Iceland and the EU countries (except from Denmark). Calls from Norway, Sweden, Finland and Iceland and the EU to Denmark are included. SMS messages sent from the Nordic and EU countries (except Denmark) to recipients in all countries are included. SMS messages received in Norway, Sweden, Finland and Iceland and EU countries are free of charge. Calls made from Nordic and EU countries to recipients outside the Nordic and EU countries are charged according to Travel prices. For EU included countries please visit telenor.dk.
- 32.4. Free voice Nordic and Free voice EU has a binding period of three months. The notice of termination is 30 days. If the

subscription expires before the end of the binding period, the subscription fee for the add-on product must be paid during the notice period.

- 32.5. The add-on product may be combined with the following main mobile subscriptions: Mobile Corporate (except Mobile Corporate Premium EU).

33. Travel Data Basic

- 33.1. Travel Data Basic offers a lower price for a daily amount of data via the mobile phone. With Travel Data Basic, the user may use 100MB in the Nordic countries and 100 MB in the EU, respectively, per day at a rate of DKK 29. When the 100 MB per day have been used, the user will be notified by SMS.

- 33.2. If the data used per day exceeds the amount allowed under Travel Data Basic, this usage is charged at the standard rate per MB. No subscription fee is charged for Travel Data Basic. In case of usage exceeding DKK 360 ex. VAT per month abroad, Surf Control International is applied.

34. Travel Data Global

Travel Data Global is an add-on subscription for the mobile phone for data usage all over the world. The Travel Data Global add-on product is operator-neutral. This means that customers staying abroad may use the best network available with the add-on product. Travel Data Global subscriptions are binding for three months. The notice of termination is 90 days. If the subscription expires before the end of the binding period, the subscription fee must be paid during the notice period.

- 34.1. Travel Data Global cannot be combined with subscriptions in the Business+ range or Mobile Corporate Premium EU.

35. Data in Nordic, EU and US Canada 3 GB, 10 GB and 25 GB

- 35.1. The add-ons offer the Customer data bundles in Nordic EU, US and Canada (except Denmark). There are seven different data bundles; three bundles including 3 GB, 10 GB or 25 GB data for use in Nordic countries (Norway, Sweden, Finland and Iceland), three bundles including 3 GB, 10 GB or 25 GB for use in Nordic countries and EU and one data bundle for use in Nordic, EU and US Canada. Data usage will be charged in 1 kB intervals. Data usage exceeding the included GB will be charged according to Travel Data Global prices. For Nordic, EU and US Canada included countries visit telenor.dk.

- 35.2. The data bundles have a binding period of three months. The notice of termination is 30 days. If the subscription expires before the end of the binding period, the subscription fee for the add-on product must be paid during the notice period.

- 35.3. Data used outside Denmark cannot be combined with extra Data SIM, .

- 35.4. The data bundles may be combined with the following main mobile subscriptions: Mobile Corporate (except Mobile Corporate Premium EU).

Add-on bundles – from Denmark and while travelling abroad

36. Terms of Travel Add-on Package

- 36.1. The Travel Add-on Package consists of different products and add-on services. For a description of the terms, please see the special terms of the product in this brochure.

- 36.2. If the Travel Add-on Package is purchased, you accept that the products included will replace existing products you may already have. In this connection it may be necessary to set up some of the products again, e.g. you may need to set up a new welcome greeting for your Voicemail.

- 36.3. The Travel package is for subscribers with extensive travel activity. Here you may use the products Travel Tale Basic, Voicemail with personal number, International Zone and Travel Data Global. The Travel package may be combined with all mobile main subscriptions.

- 36.4. The Travel Add-on Package may be terminated giving 90 days' notice and no discount is granted for these packages according to existing discount agreements. The content of the package is fixed and it is not possible to deselect some of the products.

37. Free voice and ILD in Nordic, EU and US Canada

- 37.1. The add-on offers the Customer free voice and SMS messages from Denmark to Nordic (Norway, Sweden, Finland and Iceland), EU countries and US Canada as well as free voice and SMS messages from the Nordic and EU countries (except Denmark) as well as US Canada. There are three types of Free voice and ILD products:

37.1.1. Free voice and ILD Nordic

Free voice and ILD Nordic includes calls made and received in Nordic countries (Norway, Sweden, Finland and Iceland) as well as calls to Denmark from Nordic countries. Calls from Denmark to recipients in Nordic countries are included. SMS messages sent from Nordic countries and SMS messages sent from Denmark to recipients in Nordic countries are also included.

Calls made from Nordic countries to recipients outside the Nordic countries are not included and will be charged according to Travel prices. SMS messages sent from Denmark to recipients outside Nordic countries are charged according to International Zone prices.

37.1.2. Free voice and ILD EU

Free voice and ILD EU includes calls made and received in Nordic countries (Norway, Sweden, Finland and Iceland) and EU as well as calls to Denmark from Nordic and EU countries. Calls from Denmark to recipients in Nordic and EU countries are included. SMS messages sent from Nordic and EU countries and SMS messages sent from Denmark to recipients in Nordic and EU countries are also included.

Calls made from Nordic and EU countries to recipients outside the Nordic and EU countries are not included and will be charged according to Travel prices. SMS messages sent from Denmark to recipients outside Nordic and EU countries are charged according to International Zone prices. For EU included countries visit telenor.dk.

37.1.3. Free voice and ILD EU and US Canada

Free voice and ILD EU and US Canada includes calls made and received in Nordic countries (Norway, Sweden, Finland and Iceland), EU and US Canada as well as calls to Denmark from Nordic, the EU countries and US Canada. Calls from Denmark to recipients in Nordic, the EU countries and US Canada are included. SMS messages sent from Nordic, the EU countries and US Canada and SMS messages sent from Denmark to recipients in Nordic, the EU countries and US Canada are also included.

Calls made from Nordic, the EU countries and US Canada to recipients outside the Nordic, the EU countries and US Canada are not included and will be charged according to Travel prices. SMS messages sent from Denmark to recipients outside Nordic and EU countries are charged according to International Zone prices. For EU included countries visit telenor.dk.

37.2. Free voice Roaming and ILD products have a binding period of three months. The notice of termination is 30 days. If the subscription expires before the end of the binding period, the subscription fee for the add-on product must be paid during the notice period.

37.3. The add-on product may be combined with the following main mobile subscriptions: Mobile Corporate (except Mobile Corporate Premium EU).

Telenor services in the Cloud

38. General

38.1. Telenor Services in the Cloud comprises different products and services in the cloud.

38.2. These Terms apply in addition to the terms applicable to the individual mobile subscriptions and Telenor Business General Terms. In case of discrepancy, these Terms take precedence over other terms.

38.3. Telenor Services in the Cloud take effect from the date on which you receive a welcome mail from Telenor.

38.4. The standard notice period for Telenor Services in the Cloud is: current month + 30 days, unless otherwise stipulated in the special terms governing the individual services below.

38.5. On termination of Telenor mobile subscriptions, the Telenor Services in the Cloud linked to the relevant mobile subscription will automatically be terminated, subject to the above-mentioned notice for Telenor Services in the Cloud.

38.6. When accepting these Terms, you accept that it is a condition for using Telenor Services in the Cloud that you must accept separate terms for each service in the cloud.

39. Microsoft Office 365

39.1. Microsoft Office 365 with Telenor offers access to Microsoft Office 365 products ("Office 365").

39.2. Telenor provides support for Office 365 if you have any general questions on setup, e.g. creation of users, passwords and

the general use of Office 365. Otherwise you are responsible for the setup of your Office 365. This includes, but is not limited to, migration of emails, calendar, contact details, migration of files to SharePoint, setup of user groups with rights, setup of DNS (domains), use of Microsoft Office products, and training in the use of Office 365 etc.

39.3. If you require this type of consultancy services etc., Telenor may refer you to an external partner.

40. Requirements

40.1. To be able to purchase Office 365, you must meet the following requirements:

- You must appoint an Office 365 administrator responsible for purchasing Office 365 licences or for terminating one or more Office 365 licences. Telenor must be provided with the administrator's email address.
- After signing this agreement, you must accept and comply with Microsoft's terms on the use of Office 365 applicable from time to time. These terms are available at Microsoft's website: <http://office.microsoft.com/da-dk/business>.

41. Payment terms

41.1. Telenor issues invoices monthly in arrears

41.2. You will be invoiced from the day when the Office 365 user administration login is sent from Telenor to the email address designated by you.

41.3. If you fail to pay the invoice, you will receive a payment reminder. If you fail to pay within the deadline indicated, your access to Office 365 will be suspended for 30 days. If payment has still not been made after 30 days, your data will be deleted. Deleted data cannot be restored, and Telenor cannot be held liable for lost or deleted data in this connection. If you make payment within the 30 days, access will be restored.

41.4. If you default on the payment obligation for any subscription bundled with Office 365 the Office 365 licences will also be terminated.

42. Ordering of Office 365

42.1. If you wish to order Office 365 licences, you must contact Telenor. Telenor will set up the account and send you the login details to your Office 365 user administration.

42.2. When purchasing Office 365 as a stand-alone product, you will be charged Telenor's price for Office 365 applicable from time to time from the day when the Office 365 product is set up. When ordering Office 365 as a stand-alone product, you will be bound by the Prices and Terms for Office 365.

43. Termination and expiry of licences

43.1. By terminating the Office 365 subscription the rights of use will cease by the end of the notification period.

43.2. The notice period for the individual Office 365 licence is current month + 30 days.

43.3. When Office 365 is terminated with Telenor, all data will be deleted. You are responsible for backing up your data or migrating to another service before the subscription expires. Telenor cannot be held liable for lost and deleted data.

44. Disclosure of required information to business partners

44.1. You authorise Telenor to exchange necessary information to Telenor's business partners: Telenor Cloud Services, Microsoft and other partners relevant to provide the required service. Telenor will disclose the information provided by you on setup: CVR number, company name, address and name, mobile number and email address of contact person. Our business partners will use the information to set you up in their respective systems to give you access to Office 365. In addition, the names and email addresses of the users to which Office 365 is allocated will be disclosed. If you have given your permission for Telenor to send promotion material to you, this will not be passed on. Telenor and its partners does not have access to the data stored by the users via Office 365.

Telenor and its partners can obtain statistical insights about the customer's use of Office 365 Services.

45. Other terms

45.1. Microsoft product policy rules at any given time which services that can be combined and which licenses it is possible to migrate between.

46. Office 365 Support

46.1. Office 365 support is open on all weekdays from 8 a.m. to 5 p.m. and can be reached by phone +45 72 12 77 88. The Office 365 support will as far as possible be offered by Danish speaking staff members, but may at peak hours be offered in Swedish or English language.

47. Prices

47.1. All prices are stated in DKK ex. VAT.

Voicemail	Setup	Subscription	Usage	Unit
Voicemail	0.00	0.00	Current minute rate	Per minute
Voicemail with personal number	0.00	0.00	Current minute rate	Per minute
Telephone messages sent from web to email			1.00	Per message
Messages	Setup	Subscription	Usage	Unit
Free SMS	0.00	80.00	0.00	
SMS receipts	0.00	9.00	Incl. 500 SMS receipts Usage exceeding this amount will follow the subscription rates	

Call forwarding	Setup	Subscription	Usage	Unit
Conditional Call Forwarding	0.00	0.00	Current minute rate	Per minute
Unconditional Call Forwarding	0.00	16.00	Current minute rate	Per minute
Call transfer	0.00	0.00	Current minute rate	Per minute

Usage	Setup	Subscription	Usage	Unit
SMS Balance	0.00	0.00	Current SMS rate	Per SMS
Automatic Balance Check	0.00	0.00	Current SMS rate	Per SMS
Usage Control	0.00	0.00	0.00	
Usage Alarm	0.00	0.00	0.00	

International – CALLS	Setup	Subscription	Usage*	Unit
International Zone	0.00	28.00	See prices on Telenor.dk	Per minute or part of a minute

Travel Tale

The price of setup is DKK 0.00 for all Travel Tale subscriptions. The price is charged per minute or part of a minute. The subscription fee is paid monthly.

International – Travel Tale Basic	International calls to DK*	Calls received
The Nordic countries	DKK 0.37/minute	DKK 0.08/minute
The EU	DKK 0.37/minute	DKK 0.08/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
US/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute

International – Travel Tale Flex Norden/EU	International calls to DK*	Calls received abroad
The Nordic countries/the EU, step 1 (0-75 min.)	DKK 19/month	DKK 0.08/minute
The Nordic countries/the EU, step 2 (76-151 min.)	DKK 49/month	DKK 0.08/minute
The Nordic countries/the EU, step 3 (151-300 min.)	DKK 89/month	DKK 0.08/minute
The Nordic countries/the EU, step 4 (301-600 min.)	DKK 159/month	DKK 0.08/minute
The Nordic countries/the EU (more than 600 min.)	DKK 0.37/minute	DKK 0.08/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
US/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute

International – Travel Tale Premium	International calls to DK*	Calls received abroad
The Nordic countries (unlimited voice*)	DKK 399/month	DKK 0.00/minute
The EU	DKK 0.37/minute	DKK 0.08/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
US/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute

*includes voice calls from Nordic to Denmark and from Nordic to Nordic numbers.

Free voice Nordic and EU

The setup price is DKK 0.00. Calls are charged per minute. The subscription fee is paid monthly.

Free voice Nordic	International calls to DK	Calls received abroad	International SMS to DK	SMS received abroad
The Nordic countries (Norway, Sweden, Finland, Iceland)	DKK 99.00/month	DKK 0.00/minute	DKK 0.00/sms	DKK 0.00/sms
The EU	DKK 0.37/minute	DKK 0.08/minute	DKK 0.14/sms	DKK 0.00/sms
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute	DKK 3.20/sms	DKK 0.00/sms
US/Canada	DKK 5.80/minute	DKK 6.80/minute	DKK 3.20/sms	DKK 0.00/sms
The world 1	DKK 9.80/minute	DKK 9.60/minute	DKK 3.20/sms	DKK 0.00/sms
The world 2	DKK 12.80/minute	DKK 12.80/minute	DKK 3.20/sms	DKK 0.00/sms
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute	DKK 3.20/sms	DKK 0.00/sms

Free voice EU	International calls to DK	Calls received abroad	International SMS to DK	SMS received abroad
The Nordic countries (Norway, Sweden, Finland, Iceland) and the EU	DKK 199.00/month	DKK 0.00/minute	DKK 0.00/sms	DKK 0.00/sms
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute	DKK 3.20/sms	DKK 0.00/sms
US/Canada	DKK 5.80/minute	DKK 6.80/minute	DKK 3.20/sms	DKK 0.00/sms
The world 1	DKK 9.80/minute	DKK 9.60/minute	DKK 3.20/sms	DKK 0.00/sms
The world 2	DKK 12.80/minute	DKK 12.80/minute	DKK 3.20/sms	DKK 0.00/sms
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute	DKK 3.20/sms	DKK 0.00/sms

Free voice and ILD Nordic and EU

The setup price is DKK 0.00. Calls are charged per minute. The subscription fee is paid monthly.

Free voice and ILD Nordic	International calls to DK	Calls received abroad	International SMS to DK	SMS received abroad
The Nordic countries (Norway, Sweden, Finland, Iceland)	DKK 129.00/month**	DKK 0.00/minute	DKK 0.00/sms	DKK 0.00/sms
The EU	DKK 0.37/minute	DKK 0.08/minute	DKK 0.14/sms	DKK 0.00/sms
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute	DKK 3.20/sms	DKK 0.00/sms
US/Canada	DKK 5.80/minute	DKK 6.80/minute	DKK 3.20/sms	DKK 0.00/sms
The world 1	DKK 9.80/minute	DKK 9.60/minute	DKK 3.20/sms	DKK 0.00/sms
The world 2	DKK 12.80/minute	DKK 12.80/minute	DKK 3.20/sms	DKK 0.00/sms
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute	DKK 3.20/sms	DKK 0.00/sms

** Include calls and SMS messages from Denmark to the Nordic countries (Norway, Sweden, Finland and Iceland). Please visit telenor.dk for prices to destinations outside the Nordic countries.

Free voice and ILD EU	International calls to DK	Calls received abroad	International SMS to DK	SMS received abroad
The Nordic countries (Norway, Sweden, Finland, Iceland) and the EU	DKK 229.00/month***	DKK 0.00/minute	DKK 0.00/sms	DKK 0.00/sms
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute	DKK 3.20/sms	DKK 0.00/sms
US/Canada	DKK 5.80/minute	DKK 6.80/minute	DKK 3.20/sms	DKK 0.00/sms
The world 1	DKK 9.80/minute	DKK 9.60/minute	DKK 3.20/sms	DKK 0.00/sms
The world 2	DKK 12.80/minute	DKK 12.80/minute	DKK 3.20/sms	DKK 0.00/sms
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute	DKK 3.20/sms	DKK 0.00/sms

*** Include calls and SMS messages from Denmark to the Nordic and EU countries (Norway, Sweden, Finland and Iceland) and EU. Please visit telenor.dk for prices to destinations outside the Nordic and EU countries. Here you will also find a full list of the EU countries.

Free voice and ILD EU and US Canada	International calls to DK	Calls received abroad	International SMS to DK	SMS received abroad
The Nordic countries (Norway, Sweden, Finland, Iceland) and the EU	DKK 329.00/month***	DKK 0.00/minute	DKK 0.00/sms	DKK 0.00/sms
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute	DKK 3.20/sms	DKK 0.00/sms
US/Canada	DKK 0.00/minute	DKK 0.00/minute	DKK 0.00/sms	DKK 0.00/sms
The world 1	DKK 9.80/minute	DKK 9.60/minute	DKK 3.20/sms	DKK 0.00/sms
The world 2	DKK 12.80/minute	DKK 12.80/minute	DKK 3.20/sms	DKK 0.00/sms
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute	DKK 3.20/sms	DKK 0.00/sms

*** Include calls and SMS messages from Denmark to the Nordic (Norway, Sweden, Finland and Iceland) and EU countries and US Canada. Please visit telenor.dk for prices to destinations outside the Nordic and EU countries. Here you will also find a full list of the EU countries.

For the prices of other calls not mentioned above, please refer to [telenor.dk](http://www.telenor.dk/erhverv/kundeservice/kundeservice/mobil/udlandspriser/index.aspx):
<http://www.telenor.dk/erhverv/kundeservice/kundeservice/mobil/udlandspriser/index.aspx>

Mobile Data Add-on	Setup	Subscription per month	Usage	Unit
Mobile Data 3 GB	0.00	49.00	0.00	
Mobile Data 10 GB	0.00	99.00	0.00	
Mobile Data 25 GB	0.00	199.00	0.00	
Mobile Data 50 GB	0,00	249.00	0,00	

International – DATA	Setup	Subscription per month	Usage	Unit
Travel Data Basic	0.00	0-29	Up to 100MB in the Nordic countries and up to 100MB in the EU: DKK 29 per day	Per MB
Travel Data Basic (MBB)	0.00	0-69	Up to 200 MB in the Nordic countries and up to 200 MB in the EU: DKK 69 per day	Per MB
Travel Data Flex Nordic/EU/US/Canada	0.00	from 19.00	0-75MB DKK 19 76-150MB: DKK 59 151-300MB: DKK 99 301-600MB: DKK 139 The standard rate is charged for usage exceeding 600MB.	Per MB exceeding 600
Travel Data Global	0.00	49.00	DKK 0.37/MB in the Nordic countries and the EU The rest of Europe: DKK 25/MB US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	Per MB
Data in Nordic 3 GB	0.00	99.00	3 GB included in the Nordic – usage exceeding 3 GB cost DKK 0.37/MB EU: DKK 0.37/MB The rest of Europe: DKK 25/MB US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	Per MB
Data In Nordic 10 GB	0.00	149.00	10 GB included in the Nordic – usage exceeding 10 GB cost DKK 0.37/MB EU: DKK 0.37/MB The rest of Europe: DKK 25/MB	Per MB

			US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	
Data in Nordic 25 GB	0.00	199.00	25 GB included in the Nordic – usage exceeding 25 GB cost DKK 0.37/MB EU: DKK 0.37/MB The rest of Europe: DKK 25/MB US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	Per MB
Data in EU 3 GB	0.00	149.00	3 GB included in the Nordic (Norway, Sweden, Finland and Iceland) and EU countries – usage exceeding 3 GB cost DKK 0.37/MB The rest of Europe: DKK 25/MB US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	Per MB
Data in EU 10 GB	0.00	249.00	10 GB included in the Nordic (Norway, Sweden, Finland and Iceland) and EU countries – usage exceeding 10 GB cost DKK 0.37/MB The rest of Europe: DKK 25/MB US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	Per MB
Data in EU 25 GB	0.00	349.00	25 GB included in the Nordic (Norway, Sweden, Finland and Iceland) and EU countries – usage exceeding 25 GB cost DKK 0.37/MB The rest of Europe: DKK 25/MB US + Canada: DKK 25/MB World 1 and 2: DKK 45/MB Ships with MCP coverage: DKK 24/MB	Per MB
Data in EU and US Canada 25 GB	0,00	499,00	25 GB included in the Nordic, EU countries and US Canada - usage exceeding 25 GB cost: Nordic and EU: 0.37 DKK/MB The rest of Europe: 25 DKK/MB US + Canada: 25 DKK/MB World 1 and 2: 45 DKK/MB Ships with MCP coverage: DKK 24/MB	Per. MB

Miscellaneous	Setup	Subscription	Usage	Unit
Extra Data SIM	0.00	49.00	Current data rate	Current data unit
Double SIM Calls	280.00	10.00	T-MOB Licence 2	Per minute
Number reservation	99.00	0.00		Per reservation
Mobile Backup	0.00	7.20	Current data rate	Per 10KB
Barring	See prices on Telenor.dk	See prices on Telenor.dk	See prices on Telenor.dk	See prices on Telenor.dk
Free to Fixed	0.00	39.20	48 hours of calls	Per month
Free Calls upgrade (only for Mobil Pro 60 hours, unless otherwise agreed)	0.00	29.00	Unlimited	Per month
Business APN	0.00	5.00		Per month

Data sharing in Denmark

Data sharing in Denmark	Price per month
Datadeling Danmark 10 GB	99 kr.
Datadeling Danmark 25 GB	199 kr.
Datadeling Danmark 100 GB	299 kr.
Mobilt Bredbånd med Datadeling (Main subscription)	49 kr.

Telenor's Conference Number

Conference Number - +45 90950000 +45 60650000	Setup	Subscription	Usage	Unit
Telenor's Conference Number	0.00	0.00	1.50	Per minute
			0.00	Call charges from a mobile
			0.00	Call charges from a fixed line

Mobile Data Company	Setup	Subscription	Usage	Unit
Extra charge per user for Company package	0.00	32.00	Depends on the choice of Company package	MB
Mobile Data Company 3GB	79.20	4,500.00	3.00	Per MB exceeding included MB
Mobile Data Company 5GB	79.20	7,500.00	3.00	Per MB exceeding included MB
Mobile Data Company 10GB	79.20	12,500.00	3.00	Per MB exceeding included MB
Mobile Data Company 20GB	79.20	20,000.00	3.00	Per MB exceeding included MB
Mobile Data Company 50GB	79.20	35,000.00	3.00	Per MB exceeding included MB
Mobile Data Company 100GB	79.20	50,000.00	3.00	Per MB exceeding included MB

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

Cloud services

Office 365 licences	Price per month
MS Small Business (P1) **	DKK 25.00
MS Small Business Premium (P2) **	DKK 65.00
MS Midsize (M) **	DKK 70.00
Office 365 Business Essential	DKK 28.00
Office 365 Business	DKK 65.00
Office 365 Business Premium ***	DKK 70.00
Office 365 Enterprise K1	DKK 22.50
Office 365 Enterprise E1	DKK 45.00
Office 365 ProPlus	DKK 95.00
Office 365 Enterprise E3	DKK 135.00
Office 365 Enterprise E4	DKK 145.00
Office 365 Enterprise E5	DKK 195.00
Exchange Online – plan 1	DKK 22.50
Exchange Online – plan 2	DKK 45.00
Exchange Online Archiving for E and M plans	DKK 17.50
Skype for Business Plan 2	DKK 31.00
Skype for Business Plan 3	DKK 55.00
SharePoint Online plan 1	DKK 22.50
SharePoint Online plan 2	DKK 45.00
SharePoint Online Storage for Small Business (100GB)	DKK 115.00

SharePoint Online Storage (100GB)	DKK 115.00
SharePoint Online Storage (1TB)	DKK 1,150.00
Project Lite	DKK 37.00
Project Pro for Office 365	DKK 145.00
Project Online	DKK 195.00
Project Online w/Project Pro	DKK 345.00
Visio Pro for Office 365	DKK 75.00
Azure Rights Management Premium	DKK 12.00
Yammer Enterprise	DKK 17.50
Power BI Pro	DKK 65.00

** Microsoft have announced end of sales to new customers.

*** Included 24 months for DKK 0/month in the Business+ subscriptions 12 and 24 GB. Hereafter DKK 70/month

OneDrive	FRI+ Business	Business+	Stand-alone for other business subscriptions
	1GB, 5GB, 10GB, 20GB	2GB, 6GB, 12GB, 24GB	
OneDrive for Business with unlimited cloud storage space	Included	Included	Only per request

TIDAL	Price	Data usage
If you have one mobile subscription or mobile broadband subscription with Telenor	DKK 79.20/month	Unlimited in Denmark
If you have Business+	DKK 69.00/month*	Uses data included

* If the customer at the time of purchase of Business+ 12 GB or 24 GB has received TIDAL free for 24 months, the price of TIDAL is DKK 0 per month for 24 months, after that standard price. The choice of either having free Office 365 or TIDAL cannot be cancelled or changed after purchase.