



Telenor BusinessFirst

- Terms and Conditions

January 2020

telenor

BusinessFirst General Terms and Conditions

1. General

BusinessFirst General Terms and Conditions govern the terms that may apply specifically to BusinessFirst mobile, mobile Internet and Internet subscriptions. BusinessFirst is directed at companies, and a Customer must have a Central Business Register (CVR) number to be eligible.

2. Credit rating and credit limit

Telenor performs a credit rating of the Customer based on credit information from banks, credit information agencies etc. Telenor may furthermore make the agreement conditional on a credit limit. The Customer is liable for any usage, even if such usage exceeds the credit limit specified. If the credit limit is exceeded, Telenor is entitled to immediately disconnect the connection. Telenor reserves the right to perform credit ratings of its customers on an ongoing basis and, consequently demand on-account payment or fix a credit limit, also after the time of conclusion of the agreement. If one of the following criteria is met, Telenor may refuse to enter into an agreement or demand on-account payment and/or the fix a credit limit.

1. The Customer does not have a permanent address in Denmark, the Faroe Islands or Greenland but has, e.g., a poste restante address, an address with the National Registration office or the like.
2. The Customer has breached its payment obligation towards Telenor, and the breach has caused Telenor to block the Customer's agreement.
3. The Customer has an overdue debt to Telenor.
4. The Customer is registered with an independent credit rating agency with a negative remark/payment history.
5. **It is estimated that the Customer's** call usage and other telephone costs will significantly exceed the usage of similar customers, or the amount increases very significantly and suddenly compared to earlier.
6. Telenor has reason to believe that the Customer's payment obligations will not be met in a timely manner.
7. The Customer has no CVR no. (business register number).

Furthermore, Telenor may choose to fix a general credit limit for all its customers who may then apply for increase or removal. Before entering into the agreement, the Customer may contact Telenor with a view to clarifying whether Telenor requires a credit limit to be fixed. Telenor reserves the right, at any time, to reject a Customer who is registered as a poor payer in a credit rating agency or any other registered relevant to Telenor.

3. Quantity discount

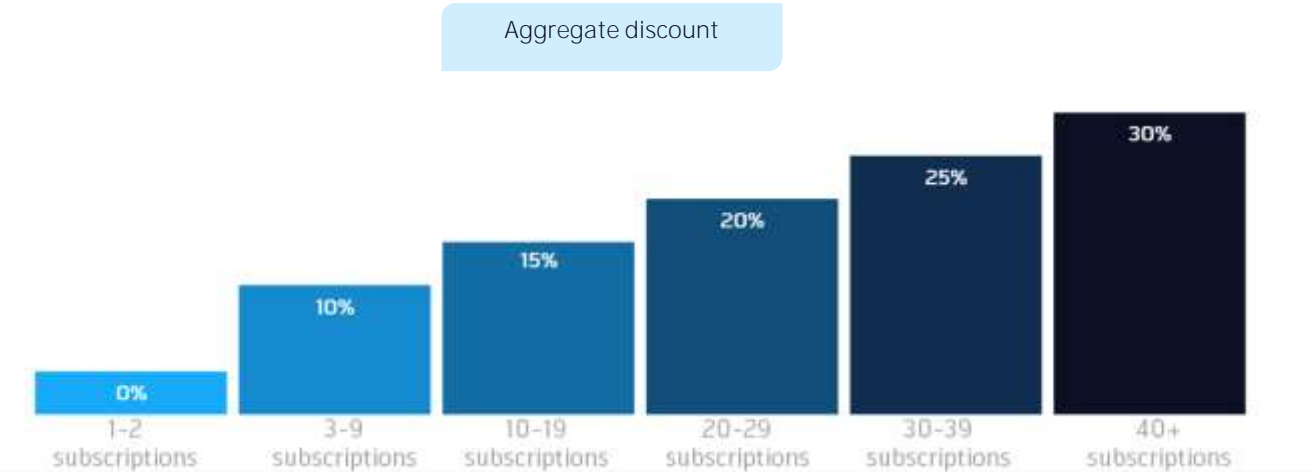
With BusinessFirst, the Customer can get a quantity discount on all mobile, mobile Internet and Internet products as of the third subscription. See also the diagram below. Full discount is given when all subscriptions are activated. If a telephone number is transferred from another company, the quantity discount will not be activated or increased until the number is active in the Telenor network.

If all BusinessFirst subscriptions are activated during the same billing period, a full discount is granted. However, if one or more of the subscriptions are activated during different billing periods, the full discount is



only granted when all the subscriptions are active. The quantity discount does not include any services and usage that are in addition to the concerned subscription.

If the Customer changes or cancels one or more of their BusinessFirst subscriptions, the quantity discount on other subscriptions will be changed, so that the discount structure is always followed. A change will always be made from the proximate billing period.



4. Termination

Term of notice is 90 days. Termination must be made in writing to Telenor or via OneScreen Business. Notwithstanding the above, BusinessFirst subscriptions may be terminated within the agreement period with the above-mentioned term of notice against payment of the list price of the subscription which are in force at the time in question for the remaining agreement period. Unless otherwise agreed, termination must be in writing or through the Customer's self-service.

5. Breach

In case of the **Customer's breach of the agreement**, Telenor is entitled to terminate the agreement with immediate effect. The following, among others, is considered to constitute material breach:

1. The Customer fails to pay any amounts due to Telenor within the deadline specified in the reminder letter referred to in Clause 10.
2. Telenor is entitled to terminate the Customer's subscription if the Customer repeatedly defaults on their payment obligations.
3. The Customer does not immediately disconnect equipment, internal networks or similar that cause interruptions to Telenor's network, after Telenor has made a request to that effect.
4. The Customer does not notify Telenor and the National Register of Persons of a change of address.
5. The Customer does not take actions to remedy interruptions etc. of the traffic in Telenor's network after Telenor has made a request to that effect.
6. The Customer connects equipment which does not comply with current public regulations and any other requirements made by Telenor.
7. Telenor is prevented from accessing its own equipment and installations for troubleshooting purposes.
8. The Customer grossly negligently or intentionally submits or distributes all types of spam.
9. The Customer grossly negligently or intentionally spreads virus. This applies to all types of virus, known and unknown, at the time of entering into the agreement.
10. If the Customer gives Telenor incorrect information.



6. Transfer - subscription

Within the agreement period, individual subscriptions can be transferred to third parties, if the new owner has a Central Business Register (CVR) number, can be credit-approved by Telenor, and Telenor can accept this. Transfer of subscriptions to customers without a Central Business Register (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 taking over the subscription. If the Customer wishes to change the delivery address, the subscription must be cancelled and set up again with a different address.

7. Changes

Telenor may at any time amend these BusinessFirst Terms and Conditions, agreements and any additional terms that are covered by the Customer's contract. Significant changes will be informed to the Customer. Telenor may choose to notify the Customer directly (for example, with a text on the Customer's invoice/Betalingservice (PBS) statement, an invoice insert, SMS, MMS or an email) or on Telenor's website: www.telenor.dk.

In the case of less significant changes, Telenor may also choose to insert advertisements in the daily press and/or on telenor.dk. If the change is in the Customer's favour, it is not necessarily announced, and does not give the Customer the right to terminate the agreement.

8. Customer data

Agreements with Telenor may be entered into by legally competent persons or companies (legal persons), unless otherwise specified in the of the specific service. When entering into an agreement, the Customer must state the company's name, address and Central Business Register (CVR) number. Any person entering into an agreement with Telenor on behalf of a company must be able to document authorisation to enter into such agreement. Telenor may request documentation of the accuracy of any information.

Telenor may distribute product information via SMS, MMS, email, letter or similar. If the Customer has granted permission, Telenor can send the Customer marketing material on products via SMS, MMS or email.

Use of anonymised data

Telenor uses anonymised data to optimise Customer experience, secure new product development and provide services to third parties. Data as mentioned above is in no way personally identifiable.

9. Dropped calls and call failure

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

10. Alarm calls in Denmark

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

The emergency despatch centre may be able to see your location when you call 112. This depends on what mobile telephone you have and what setting you have chosen for the mobile telephone at the time for a 112



call. Read about 112 and how the alarm authorities collect and process personal data in this context on [Hovedstadens Beredskab](#) [112].

11. SIM card

In connection with creation of a subscription, the Customer will receive a personal identification card (SIM card) as soon as possible after creating the subscription. Together with the SIM card, the Customer will also receive an 8-digit security code known as the 'PUK code'. When the Customer has activated the card using the PUK code, the Customer may enter a personal 4-digit security code, called a 'PIN code', which must be used every time the Customer turns on the telephone. Telenor recommends customers to always use the PIN code.

The SIM card and the security codes must always be stored separately and securely. Interference with the SIM card or attempts thereof is not allowed. If the SIM card is damaged or lost, Telenor Customer Service must be notified immediately. If requested by Telenor, the damaged SIM card must be sent to Telenor, which will then send a new SIM card against payment of a fee.

The Customer is responsible for loss **caused by other persons' unauthorised use of the SIM card**. The SIM card is **Telenor's** property and must be destroyed immediately after Telenor's **submission of a request to that effect** and at the expiry of the subscription.

12. Transfer of number

The Customer may transfer its mobile number from another operator to Telenor. In connection with the transfer of the number, the Customer must authorise Telenor to terminate the subscription with the other operator. Please note that any period of non-terminability will not start to run until the date when the number is transferred to Telenor from the previous telecommunication operator. If it is discovered that the Customer did not have the right to dispose of the number, and the number thus cannot be transferred to Telenor, the Customer will be assigned another Telenor number and thereby use the selected subscription.

13. Confidentiality of telephone number

Telenor is obliged to pass on number information data registered in the number information database to anyone who makes a request to that effect, including, for example, providers of number information services and telephone books.

The Customer may choose to be registered in the number information database with a secret telephone number, which means **that none of the Customer's number information data may be disclosed** in connection with provision of number information services or the like (ex-directory number).

Telenor is entitled to request payment for secret numbers or ex-directory numbers. However, number information data may always be disclosed to the alarm services, and to other providers of telecommunications networks and telecommunications services for the purpose of signalling services.

14. Technical changes, malfunctions, fault repair, liability etc.

Telenor will repair faults in its own equipment and installations as soon as possible and usually within normal working hours (Monday-Friday from 8.00 am to 3.30 pm). The Customer must ensure that Telenor or a third party appointed by Telenor has access **to Telenor's equipment** and installations at the installation address as soon as possible for fault location and troubleshooting. The Customer is obliged to assist to the extent required in the fault location and troubleshooting in the Customer's equipment and installations at the installation address.



As regards service notifications and faults attributable to Telenor's network, the Customer may contact Telenor Customer Service. Telenor is only responsible for any service suspensions in its own telecommunications network and equipment.

1. Telenor is not responsible for service suspensions, interruptions, or changes to other operators' telecommunications networks.
2. Measures which are considered necessary for technical, maintenance or operational reasons may cause interruptions or disturbances in Telenor's network.

Telenor is not responsible for any interference, interruptions to operation etc., if the interference, interruption or fault can be attributed to the Customer's circumstances: for example, when connecting faulty equipment or malfunctioning. In that case, Telenor reserves the right to invoice the usual flat rate, and to demand payment for troubleshooting and work to restore a faultless connection. Any expenses related to this are no concern of Telenor's.

Telenor reserves the right from time to time make changes which are considered to be necessary to ensure satisfactory operation of Telenor's network. This applies to both Telenor's mobile and broadband networks.

Adverse conditions can in some cases result in dropped calls, interrupted calls or non-completion of data transfers.

Telenor may refuse calls from telephones or SIM cards, which may interrupt Telenor's network. Faults in connected equipment which may lead to interruptions of or inconvenience to the operation of the network must immediately be remedied.

Telenor is entitled to claim costs for troubleshooting from the Customer unless the fault can be attributed to Telenor's equipment or actions. In all cases, Telenor's liability is limited to DKK 10,000 per year, regardless of the extent of the damage that may have occurred during the year.

15. The Customer's connection of their own equipment and telecommunications network

Responsibility for the Customer's equipment rests with the Customer. Telenor is responsible for the Customer's subscription and traffic until the network termination point or the NT box.

The Customer must ensure that the connection to Telenor's fixed-line network (including the telecommunications network and the access network, among others) is used in a way which does not interrupt, suspend or in any other way interfere with the traffic in these telecommunications networks or the Internet. If such interruptions occur, the Customer must immediately take the required action to eliminate such interruptions. This may include - but is not limited to - adjustment of the amount of incoming and outgoing traffic or subscription for additional connections to Telenor's access and/or telecommunications network. Equipment connected to Telenor's fixed-line network must comply with the consolidation act in force from time to time concerning telecommunications terminal equipment, and any special directions from Telenor. The Customer must ensure that any equipment connected is intended to be connected to the public telecommunications network and that the equipment is used according to its purpose. Where equipment or internal networks etc., which are connected to Telenor's telecommunication network, give rise to interruptions in the telecommunication network due to faults or the like, the Customer is obliged immediately to disconnect the connection.

Telenor reserves the right to disconnect the connection if equipment has been connected that causes such interruptions of the telecommunication network. Telenor reserves the right to invoice the usual fixed fee and demand payment for fault location and work related to restoring a fault-free connection.



In terms of the Internet, Telenor can only guarantee that the connection is working if the equipment is connected directly to the mains plug of the installation address. Telenor cannot guarantee for the use of third-party equipment. Telenor reserves the right to send new equipment, if the previously sent equipment no longer meets the applicable requirements for access equipment. If this is sent, the Customer undertakes to replace the equipment and return the old equipment to Telenor.

16. Terms and conditions for content-charged services

A content-charged service is a service or product that the Customer, for example, purchases via SMS or apps.

This includes:

Apps, mobile games, donations, competitions, polls/votes etc.

Train tickets, bus tickets, parking etc.

Content-charged services are offered by Telenor and a number of other content providers. The Customer pays for the service via their mobile subscription. The Customer is personally liable for the payment, even if the Customer entrusts the phone or other devices with the same form of payment to third parties. However, this does not apply if the Customer's SIM card has been misused or stolen. However, it is conditional on the Customer is not wilfully or fraudulently guilty of the abuse.

Ordering services

The Customer generally purchases a content-charged service by sending a text message with a specific code to a four-digit number (e.g., 1212) or via the Internet/apps. When the purchased service has been delivered, the amount will be charged to the Customer's next invoice. The amount for the content-charged service is included in the Customer's balance in the context, for example, of a usage check. The price of a content-charged service must be shown 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 a text message by way of receipt showing the price. It will also appear on the Customer's usage overview on www.telenor.dk/erhverv/selvbetjening.

It is the Customer's responsibility to ensure that the Customer's device supports the requested service, that there is enough memory on the device, and that the Customer saves it correctly. If the Customer orders a content-charged service from a third party, the Customer is liable for the payment, even if the service/s provided is/are rejected by the Customer's device. Telenor assumes no responsibility for the content of content-charged services provided by third parties.

Right of cancellation

As a consumer, the Customer generally has a 14-day right of withdrawal. When ordering content-charged services, the Customer will be informed that the right will withdrawal once the service has been accepted. In order to use the right of withdrawal, the Customer must not download or accept the service. The Customer must then contact the service provider of the service to get their money refunded.

Blocking and abuse

If the Customer hands over their device to others - for example, children - there is a risk that they will use it to order content-charged services. The Customer is liable for this usage. If the Customer suspects abuse, the Customer has the option of contacting Telenor Customer Service on (+45) 72 120 000. It is only possible to bar content-charged services, and not normal SMS messages and MMS messages.

The Customer may choose to use a PIN code on their phone, thereby reducing the risk of the Customer's mobile phone being used without authority.



Changes to terms and conditions

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

Registration and use of data

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

Customer service

The Customer can get answers to questions about the content of content-charged services provided by Telenor by calling Customer Service on (+45) 72 120 000. If the service is delivered by a third party, the Customer should contact the relevant service provider.

Complaints

If the Customer wishes to complain about a registered usage or service offered by Telenor, the Customer must contact Telenor Customer Service on (+45) 72 120 000. If the Customer wishes to complain about a service delivered by a third party, the Customer must contact the relevant service provider.

17. Payment terms

The Customer is liable for any amounts registered in connection with the Customer's agreements, subscriptions and connections. The terms of payment are: 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 Consolidation Act no. 652 of 8 June 2017, on Payments Act (lov om betalinger), have been derogated from: Chapter 5 and Section 80, Section 82 (3) and Sections 97, 98, 100-102, 104, 111, 112, 117-119 and 125.

If an invoice is not paid by the due date specified, Telenor will notify the Customer thereof. If the due date is exceeded; default interest will be charged and fixed pursuant to the relevant provision of the Danish Interest Rate Act (renteloven) from time to time. In addition, a reminder fee will be added, and charged on the next invoice. A notice of late payment includes a new deadline for payment. If the invoice is not paid before the expiry of this deadline, Telenor reserves the right to disconnect the Customer's connection or cancel the agreement without further notice.

If Telenor has disconnected the Customer's connection due to non-payment, the connection will not be reopened until any amount due to Telenor, including reminder fees and default interest, has been paid. The connection will automatically be reopened when the amount due is paid, unless the Customer requests, in writing, before payment of the amount due that the connection should not be reopened in the period until the termination takes effect. When reopening after barring, a reopening fee will be charged, which can be found on the applicable fee list on www.telenor.dk.

When reopening after disconnecting the Customer's connection, quarterly charges will also be calculated for the period during which the Customer's connection has been disconnected. After disconnection, the matter will be transferred to Telenor's debt collection department. If the amount due is not paid immediately thereafter, Telenor will be entitled to report the matter to a credit rating agency pursuant to the Danish Act on Private Registers etc. (Lov om private register mv.). Collection charges related to the handling of the matter will be charged to the Customer.

Telenor reserves the right to fix a credit limit as a condition for reopening the agreement, cf. Clause 4.

If the Customer wishes to enter into a payment agreement, e.g. by postponing payment of an invoice or by splitting the amount over more months, the Customer may contact Telenor's Debtor Service. The Customer will be charged a fee in connection with conclusion of such agreements.



18. Registration for the payment service provider Betalingservice

If the subscription is not paid via Betalingservice, an invoice fee will be charged for each invoice. It is possible to register for Betalingservice at the supplier or through the bank. Please note that it may take up to seven weeks for Betalingservice to process the registration. Until the automatic payment via Betalingservice is active, the Customer must pay the invoice fee for each invoice.

The Customer is responsible for ensuring that the invoice gets paid until the payment appears in the payment summary. Fees for payment by Betalingservice and invoices in paper form can be found on www.telenor.dk.

19. Signing up for automatic payment by payment card

Telenor offers a payment solution called 'Payment by Payment Card'. It is a service that ensures that the Customer's bills are automatically paid to their payment card on the date of the payment due date. The Customer can sign up for 'Payment by payment card' using the self-service system, '[OneScreen Business](#)'. At any time, the Customer can revoke their consent regarding 'Payment by payment card'. They can do this by using [OneScreen Business](#) or by contacting Telenor Customer Service. The Customer may also change their payment card data at any time.

When signing up for 'Payment by payment card', the Customer accepts that their payment card data are registered at NetAsept. By signing up, the Customer also accepts that Telenor will withdraw an amount from the Customer's payment card each month.

When the Customer signs up, the Customer's email address and mobile number are registered. In order to benefit from 'Payment by payment card', it is a condition that the Customer allows Telenor to send bills and other communications by email 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 the Customer pays with Dankort or Visa/Dankort. When using other types of payment cards, a fee may be charged. It is the Customer's responsibility to keep information regarding payment card data up to date and to ensure that it is updated when the Customer receives a new payment card.

If the Customer needs to cancel a single payment, it is possible to do so via self-service [OneScreen Business](#)'. It is important to do this before the due date on the invoice.

If Telenor cannot debit the invoice amount from the registered payment card, Telenor is entitled to send the Customer a reminder incl. a reminder fee cf. Telenor's **general terms concerning reminder fees**, which can be found on telenor.dk.

The Customer can object to a registered and successful payment. If the Customer wishes to do so, the Customer must contact their bank no later than 8 weeks after the payment has been made.

Liability

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 specified in the agreement, including the possibility of unauthorised third-party intrusion. In the event that third parties, through the provided equipment, have obtained unauthorised access to your data and/or systems, Telenor shall not be liable for your direct or indirect losses in the form of operating losses, lost profits etc. Telenor is not responsible for the fact that you or any third party, through the provided equipment, takes any action that may be wrongful or actionable.



Telenor is only responsible for data in its own cellular network and equipment. We exercise no influence over, or control of the Internet or your own network (e.g. your intranet). Therefore, we are not responsible for any damage or loss that you may suffer as a result of the connection to and use of the Internet.

Liability for damages

Telenor is liable for damages pursuant to the general rules of Danish law. In no event will Telenor be liable for loss of profit, operating loss or other indirect loss, unless the loss is caused by Telenor's wilful or grossly negligent actions. The Customer is responsible for closing down the connection properly after a telephone call has been terminated. Telenor is not liable for losses caused by interruptions, disturbances or changes to the telecommunications network or telecommunications service in connection with measures which are considered necessary for technical, maintenance and operational reasons or which have been imposed by regulatory authorities, unless Telenor has neglected to limit the nuisances related thereto.

Applicable law

Any dispute arising out of this agreement must be settled under Danish law.

20. Disputes and right to complain

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

During the period when Telenor's Invoice Complaints Committee processes the complaint, Telenor will suspend collection of the disputed invoice amount. Telenor's Invoice Complaints Committee will generally make a decision on a complaint within three months of submission of a complaint.

The decision made by the Invoice Complaint Committee may be referred to the Telecommunications Complaints Board (Teleankenævnet), Axeltorv 6, DK-1609 Copenhagen, if the dispute between Telenor and the Customer concerns to the usage registered by Telenor. The Telecommunications Complaints Board (Teleankenævnet) may decide to deal with complaints from business end-users concerning other than registered usage, if the complaint does not differ from a complaint concerning a private agreement on telecommunication service.

21. Force majeure

If a Party is prevented, in whole or in part, from fulfilling its obligations under the Framework Agreement due to circumstances beyond its control (force majeure), that Party shall promptly notify the other Party in writing. The Party's obligations are then suspended until the Party is able to fulfil its obligations after the obstacle has ceased.



Product-specific terms and conditions - Mobile & Mobile Internet

Mobile Subscriptions

Subscription	Mobil 3 GB	Mobil 10 GB	Mobil 15 GB	Mobil 30 GB	Mobil 30 GB
Subscription fee	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk
Subscription commitment	6 months	6 months	6 months	6 months	6 months
Subscription commitment with hardware*	36 months	36 months	36 months	36 months	36 months
Voice calls, SMS and MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Voice calls, SMS and MMS from DK to Go Europe and Go World	Not included	Not included	Not included	Not included	Unlimited
Voice calls and SMS in Go Europe	Unlimited	Unlimited	Not included	Not included	Not included
Voice calls and SMS in Go Europe and Go World	Not included	Not included	Unlimited	Unlimited	Unlimited
Data in DK and Go Europe	3 GB	10 GB	Not included	30 GB	50 GB
Data in DK, Go Europe and Go World	Not included	Not included	15 GB	Not included	Not included
Data in Go World	Not included	Not included	Not included	20 GB	20 GB
Extra Data SIM card	Additional choice	Additional choice	Additional choice	Included	Included
Call Management**	Included	Included	Included	Included	Included
Additional usage included	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk

* 'hardware' refers to phone, tablet or similar.

**This presupposes that most of the Customer's subscriptions are with BusinessFirst. See further in the Call Management section.

Mobile Internet

Subscription*	Mobil Internet 2 GB	Mobil Internet 10 GB	Mobil Internet 40 GB	Mobil internet 200 GB
Subscription fee	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk
Subscription commitment	6 months	6 months	6 months	6 months
Subscription commitment with purchase of hardware	36 months	36 months	36 months	36 months
SMS and MMS in DK	Unlimited	Unlimited	Unlimited	Unlimited
SMS in Go Europe	Unlimited	Unlimited	Unlimited	Unlimited
Data in DK	Not included	Not included	40 GB	200 GB
Data in DK and Go Europe	2 GB	10 GB	Not included	Not included
Data in Go Europe	Not included	Not included	20 GB	25 GB
Data/SMS/MMS usage outside Denmark and Go Europe countries	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk
SMS/MMS sent from Denmark to foreign mobile no. (Max. 160 characters)	See telenor.dk	See telenor.dk	See telenor.dk	See telenor.dk

* Expected download/upload speed: 10-150 Mbit/s and 5-43 Mbit/s



22. Subscription commitment period

A BusinessFirst subscription without the purchase of hardware has a 6-month subscription commitment period from the day the subscription is taken out. When purchasing a new discounted phone or other devices, the Customer must take out a subscription for the purchased phone or device. The subscription used will thus be irrevocable for 36 months from the purchase of the phone.

23. Change of subscription

It is possible to convert to another BusinessFirst subscription within the commitment period, if the subscription fee is the same or greater than the original. Conversion to a subscription with a lower subscription fee can take place against payment of the subscription price applicable at any time for the remaining commitment period.

24. Services included in BusinessFirst

For the Customer's mobile subscription, the following services are included: Voicemail, Group Call, Call Forwarding, Call Waiting, Area Number Plan, Show Number, Unconditional and Conditional Call Forwarding.

25. Consumption included

Voice calls and SMS and MMS messages in Denmark

All BusinessFirst mobile subscriptions include unlimited calls and 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. However, content-charged numbers and special services are not included and are charged separately. Receipt of text messages and SMS receipts are included.

All BusinessFirst mobile internet subscriptions include unlimited SMS messages from Go Europe countries.

Go Europe and Go World

Go Europe includes a number of European countries and Go World includes a number of countries in the world. At any time, customers can find a list of the countries covered by Go Europe/Go World at <https://www.telenor.dk/erhverv/hvorfor-telenor/roaming/>

Voice calls and SMS messages and MMS messages in Go Europe and Go World countries

All BusinessFirst mobile subscriptions include unlimited calls and SMS messages from Go Europe countries to other Go Europe countries including Denmark and receipt of calls in Go Europe countries – regardless of where from. Mobil 15 GB, Mobil 30 GB and Mobil 50 also include calls and SMS messages from Go World countries to other Go World countries including Denmark and receipt of calls in Go World countries – regardless of where from. For more information, see the table above. 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. Receiving MMS messages in Go Europe and Go World countries is also charged as data usage.

All BusinessFirst mobile internet subscriptions include unlimited SMS messages sent from Go Europe countries.

Calls and SMS messages to countries outside Go Europe/Go World are charged according to the international rates in force at any time, which can also be found at <https://www.telenor.dk/erhverv/hvorfor-telenor/roaming/>.



Data in Denmark, Go Europe and Go World

Data included in the BusinessFirst subscription is shown on the individual mobile and mobile broadband subscription in accordance with the above tables. When all the included data is used, a text message is sent to the relevant number to notify the Customer. The speed of the data connection is then lowered to 256/256 Kbit/s in Denmark, while abroad it is calculated at the applicable international tariff. For more information, visit <https://www.telenor.dk/erhverv/hvorfor-telenor/roaming/>. If a user uses more data than that which is included in the subscription, the user can purchase additional data. This additional data package may 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 used limit for 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 option for users to be able to buy additional data, the Customer can block the purchase option. For more information on this topic, visit www.telenor.dk

Voice calls, SMS and MMS messages sent from Denmark to Go Europe/Go World countries

Calls, SMS and MMS messages from Denmark to Go Europe/Go World countries are included in the largest BusinessFirst subscription, Mobil 50 GB, in accordance with the above table. For all other subscriptions, international rates are charged at all times.

For more information, visit <https://www.telenor.dk/erhverv/hvorfor-telenor/roaming/>.

26. Purchase of add-on products

It is possible to purchase add-on products, such as the music service TIDAL and blocking services. For more information, see www.telenor.dk or under Product-specific terms and conditions - Additional services for Mobile and Mobile Internet.

27. Limitations

SMS and MMS messages must not be used commercially, disclosed or sold to third parties.

Free SMS in this product is targeted for sending SMS messages from personal mobile devices – i.e. message exchange between people, personal sending of messages to SMS services etc. Use of free SMS in this product for commercial purposes, in mechanical installations, for resale to a third party or the like is considered as abuse.

Abuse is considered a breach of contract and may result in immediate suspension of the product and charging for SMS usage corresponding to the price Telenor would have charged for a subscription with SMS usage rating, at the applicable rates at the time the abuse occurred.

A BusinessFirst SIM card may not be used in a mobile internet dongle, tablets, computers or similar or in connection with M2M (Machine to Machine).

BusinessFirst cannot use Call Management's functionality abroad. That means it is not possible to dial speed dial-numbers from abroad. The user must enter the full 8-digit number including country code. Nor will a solution such as Searchplan, the RenMobil App, Status Plan etc. work abroad.

28. Surf control International

All BusinessFirst subscriptions automatically include the Surf Control International with a data limit of DKK 360 excl. VAT per month, which ensures that data usage does not exceed the limit. The data limit can be changed at any time – to find out more, visit <https://www.telenor.dk>.



29. Wi-Fi calling

WiFi-calling is a feature, which makes it possible to make mobile telephony calls while connected to a WiFi-network with an internet connection. The feature of making WiFi calls is included in all Telenor's mobile telephony subscriptions. WiFi calls are rated in the same way as calls made via the cellular network.

30. Breach

When entering into the agreement, or at a later point, Telenor may require proof that the Customer's home address is in Denmark, or that the Customer has other permanent connection to Denmark, which results in frequent or prolonged stays in Denmark – e.g. full-time work in Denmark, or other situations that result in frequent or long-term physical residence in Denmark. If the Customer cannot prove this, Telenor is entitled to charge a special usage tariff for roaming usage 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 occurred in Denmark, provided that the Customer's subscription to the mobile service grants access to usage in Go Europe and Go World countries.

In the event of a Customer's abuse or abnormal use of the mobile service in Go Europe and Go World countries (e.g. using the mobile service in Go Europe and Go World countries for other than periodic trips in Go Europe and Go World countries), Telenor is entitled to charge a special usage tariff for the Customer's roaming usage in Go Europe and Go World countries (hereinafter referred to as Go Europe and Go World countries add-on) – after notifying the Customer beforehand as described below.

Conditions, for example, that are considered as abuse or abnormal usage of the mobile service in Go Europe and Go World countries by the Customer:

1. Use of mobile service in Go Europe and Go World countries for purposes other than periodic travel in Go Europe and Go World countries.
2. Use of Telenor's mobile services – registered over a minimum period of 4 months – shows that the Customer's usage is not mainly in Denmark and that the Customer does not mainly reside in Denmark.
3. The Customer's associated SIM card is inactive for long periods and, in addition, is primarily used for roaming.
4. The Customer has an agreement for several mobile subscriptions, and the subscriptions and the corresponding SIM cards are used successively for roaming.

Telenor will notify the Customer if abuse referring to the above is registered. Telenor is entitled to charge the Go Europe and Go World countries add-on from the time Telenor notified the Customer, if the Customer does not change their usage pattern within two weeks thereafter, and that actual usage in Denmark or residence in Denmark is registered. Telenor ceases to charge the Go Europe and Go World countries add-on when the Customer's usage pattern, registered over a minimum period of 4 months, proves that the Customer's usage is mainly in Denmark, or that the Customer mainly resides in Denmark.

Usage abroad is settled on the basis of statements received from the foreign operators. Telenor undertake no responsibility for coverage, quality, security, offering of services etc. in foreign cellular networks. Furthermore, Telenor assumes no responsibility for the use of Telenor subscribers' data by foreign mobile operators.

31. Technology and speed for Mobile and Mobile Internet

4G speeds in the range depending on the subscription. Expected experienced download speed 10-150 Mbit/s Expected experienced upload speed 5-43 Mbit/s

- 2G speeds depend on technologies:



- o GPRS (speed of max. 13.4 Kbit/s per time slot)
- o EDGE (speed of max 48 Kbit/s per time slot)

In a GSM data transmission, the speed is determined by how many so-called time slots that can be made available to the Customer and by how many timeslots the Customer's GSM data terminal can work with. 13.4 Kbit/s data transmission uses a maximum of 1 time slot.

GPRS and EDGE can use multiple time slots depending on how many are available in the GSM network. The total number of available time slots may vary depending on the geographical location of the Customer. Within a given geographical area, there will usually be between 7 and 21 time slots available. The total number of available time slots is used for voice telephony and data transmission. Voice call telephony and circuit-switched connections have the highest priority. Packet-switched traffic has lower priority. In the case of 4G packet-switched data, the term 'time slot' is not used. The speed depends on the selected phone, modem or USB modem; and the load in the network at the time and location in question.

In areas outside 4G coverage, EDGE or GPRS is used. What these technologies have in common is the fact that the speed achieved depends on a number of factors such as the distance to the mast, the number of users on the mast etc. The speed experienced depends on the Customer's subscription. Telenor cannot guarantee a specific data transmission speed.

32. Telenor's coverage area

Before creating a subscription, it will be possible for the Customer to assess the scope of coverage by reviewing the map of coverage.

Pursuant to the requirements of a publicly issued mobile authorisation, Telenor must continuously meet the following minimum coverage requirements: Telenor covers 95% of the geographic area measured on the basis of the entire country and 98% of the population. Telenor does not guarantee coverage in specific places or at specific addresses, as the strength of the radio signal depends on the current condition of the landscape (the topography).

33. Use of the Telenor SIM card abroad

Unless otherwise described in the terms and conditions of the subscription, the Telenor subscription may enable the use of the mobile abroad (international roaming). Use of the SIM card abroad with a Telenor subscription is governed by Telenor's current price list from time to time for international roaming and the general terms of the relevant foreign mobile operator. Customers can find the current price list on telenor.dk.



Product-specific terms and conditions – Add-on services for Mobile and Mobile Internet

Add-on services

Add-on services	Mobile and Mobile Broadband	Subscription per month	Setup fee
Fixed IP for MBB 1 pc.	Mobile broadband	See telenor.dk	See telenor.dk
Fixed IP for MBB Bundles (min. purchase is 16 pcs.)	Mobile broadband	See telenor.dk	See telenor.dk
Business APN	Mobile broadband	See telenor.dk	See telenor.dk
TIDAL	Mobile Subscriptions	See telenor.dk	None
Calls to Go Europe*	Mobile Subscriptions	See telenor.dk	None
Calls to Go World*	Mobile Subscriptions	See telenor.dk	None
Extra Data SIM cards**	Mobile Subscriptions	See telenor.dk	None

* included in Mobile 50 GB

** included in Mobile 30 GB and Mobile 50 GB

34. Fixed IP for MBB

Fixed IP gives the Customer a so-called 'static' IP address. The IP number, which the computer shows has been assigned, is with Fixed IP for MBB, the same as the IP number used by the device to access the Internet.

This means that other computers or websites on the network receive the 'correct' IP address. In some cases, it is necessary, for example, for VPN connections to work.

The so-called APN must be changed on the device in question, whether a mobile, dongle, router or tablet. Generally speaking, the APN at Telenor is called 'nternet.static.telenor.dk' (without the ' characters) for Fixed IP for Mobile Broadband.

If you are unsure how to change the APN, check the user guide for your mobile, dongle, tablet or router. Fixed IP for MBB can be purchased individually or in bundles (min. 16 pcs.).

35. Business APN

Business APN provides the Customer with a so-called 'public' IP address. The IP number that the computer indicates has been allocated is with the Business APN, the same as the IP number the device in question uses to access the Internet.

This means that other computers or websites on the web get the 'correct' IP address. In some cases it is necessary, for example, for VPN connections to work.

The Customer must change the so-called APN on their device. Generally speaking, the Customer's APN at Telenor is called 'Internet'. It must be changed to 'public' (without the ' characters) for Business APN.



The IP address changes from time to time as the Customer accesses the internet, which can also change the configuration from time to time.

36. Calls to Go Europe

This add-on enables the Customer to make calls and send SMS and MMS messages from Denmark to numbers belonging to Go Europe countries. The product has a fair-use limit of 20 hours of voice calls per month and 1,000 SMS and 1,000 MMS messages. The add-on can be ordered via OneScreen Business and can be cancelled at any time with 30 days' notice. Calls over and above the fair-use limit or to countries outside Go Europe are charged according to the tariffs in effect at any time. These can be found at www.telenor.dk/erhverv/hvorfor-telenor/roaming, which also refers to list of applicable Go World countries.

37. Calls to Go World

This add-on enables the Customer to make calls and send SMS and MMS messages from Denmark to numbers belonging to both Go Europe and Go World countries. The product has a fair-use limit of 20 hours of voice calls and 1,000 SMS and 1,000 MMS messages. The add-on can be ordered via OneScreen Business and can be cancelled at any time with 30 days' notice. Calls over and above the fair-use limit or to countries outside Go Europe and Go World countries are charged according to the tariffs in effect at any time. These can be found at www.telenor.dk/erhverv/hvorfor-telenor/roaming, which also refers to list of applicable Go World countries.

38. Extra Data SIM card

It is possible – in addition to each mobile subscription – to order one additional data SIM card. For some BusinessFirst mobile subscriptions this is included free of charge. For more information, see the table in the subscription overview. The data SIM card uses the available data included in the Customer's main subscription. The same terms apply to data used via extra data SIM cards as for the Customer's main subscription, and the speed also follows the main subscription. When the Customer changes from a subscription with included extra data card to a subscription where it is not included, the Customer also loses the right to have an extra data SIM card free of charge and will therefore switch to a paid extra data SIM card. Upon termination of a mobile subscription or conversion to a mobile broadband subscription, the Customer loses the right to an additional data SIM card.



Product-specific terms and conditions - Internet

Internet Subscriptions

Subscription	Commitment	Speed	Subscription fee per month	Connection fee
BusinessFirst MaxSpeed DSL	12 months	Up to 150 Mbit download	See telenor.dk	See telenor.dk
BusinessFirst MaxSpeed Coax 1000Mbit	12 months	Up to 1000 Mbit download	See telenor.dk	See telenor.dk
BusinessFirst MaxSpeed Coax 200Mbit	12 months	Up to 200 Mbit download	See telenor.dk	See telenor.dk
BusinessFirst MaxSpeed Fiber 1000Mbit	12 months	Up to 1000 Mbit download	See telenor.dk	See telenor.dk
BusinessFirst MaxSpeed Fiber 200Mbit	12 months	Up to 200 Mbit download	See telenor.dk	See telenor.dk

39. Services included in BusinessFirst internet

Fixed static IP address and WiFi router with automatic setup are included in all BusinessFirst Internet subscriptions. Fixed IP (Internet Protocol) address means that the router will have the same IP address when the Customer is online. In the event of central upgrade or the like, the Customer may risk getting a new fixed IP address.

40. Subscription commitment period

BusinessFirst internet subscriptions have a 12-month subscription commitment period from the date on which the subscription is taken out.

41. Change of subscription

The Customer can upgrade and downgrade their broadband connection within the product range offered by Telenor, if technically possible. A change will be made as soon as possible. A change of speed can lead to a change of technology and, in some cases, a new router. This may mean that the change takes a few weeks. Telenor sends a new router to the Customer if needed, and the Customer must return the old equipment following the same guidelines as when cancelling a subscription

42. Prices and fees

Internet subscriptions are billed monthly in advance, while usage is paid monthly in arrears. Information about the fees that apply at any time can be obtained by contacting Telenor or at [Telenor or at Telenor <http://www.telenor.dk/erhverv/gebyrer>](http://www.telenor.dk/erhverv/gebyrer). Telenor reserves the right to change these fees.



43. Annual price increases

Telenor reserves the right to raise the Customer's net prices once a year – corresponding to the price increase imposed by Telenor's suppliers. This is based on the maximum price for Internet between telecommunications companies, which decided upon annually by the Danish Business Authority. The Customer's price increase will not exceed 10% and will be announced no later than one month before. This may be done on the invoice and does not give the Customer the right to terminate.

44. Speed restrictions

The Customer's broadband speed reflects the capacity that is available in the subscription. This has an impact on how quickly 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. Speed/capacity may be affected by the number of concurrent users and the number of services/applications used. This means that the more users using the same Internet access, the slower the access to services and applications.

45. Operational reliability

The technical characteristics of the Internet service and the special nature of the Internet mean that there may be variation in the broadband speed. Variation may occur as a result of changes in line quality and as a result of the influence between down- and upload in the vent of high connection load. For more information on expected speed, visit . Telenor reserves the right, in special cases, to temporarily limit the possibilities of using the Internet service due to operational and security conditions.

46. Delivery

In collaboration with Telenor's network operator, Telenor investigates the option of establishing the broadband connection at the Customer's address. If that is possible, the Customer will be informed of the delivery time in the form of a written order confirmation. Purchase of broadband depends on Telenor being able to provide broadband at the installation address. The range of speeds may vary depending on the technologies associated with the installation address. In some cases, Telenor may not provide all bandwidths at the installation address.

47. Establishing physical connection to the Internet

The Customer's broadband connection is basically established as a Do-It-Yourself solution. This means that the Customer must personally make the necessary installations at the delivery address, including the physical set-up of the equipment delivered. In some cases, a technician visit will be required. This will be assessed when ordering. Even if the order is made as a Do-It-Yourself solution, in some cases a technician visit may prove necessary. In that case, the Customer will be billed for the visit.

If the broadband connection has to be established by a technician visit, 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 point. The network operator determines the precise location of the network termination point. If a network termination point was previously established at the address, this is used. In some cases, it will be necessary to direct new cables along the building's walls etc. Installation will take place on working days between 8.00 am and 4.00 pm. The Customer must ensure that the network operator has access to the place of residence. If it is not possible for the network operator to gain access to the residence in the specified period, Telenor must be notified at least 48 hours before the visit. If this does not happen in a timely manner or the network operator cannot access the residence when he shows up, the Customer will be charged a fee for an abortive technician visit. The Customer must not interfere with the network operator's equipment and installations. Telenor is obliged solely to provide support for services provided by Telenor, including the installation of broadband.



48. Special conditions regarding broadband equipment

At the same time as setting up a broadband subscription, Telenor sends the broadband equipment (splitter, router/modem etc.). Unless otherwise agreed in writing, Telenor is the rightful owner of all the equipment supplied, and the Customer cannot dispose of (sell, rent, pledge as security etc.) the equipment or interfere with it. Disregard results in the immediate shut down of the Customer's broadband connection plus possible claim for damages. In the event of theft, force majeure etc., the Customer or the Customer's insurance must cover Telenor's losses. Telenor reserves the right to claim compensation for defective equipment, where the defect has arisen from non-normal use of the equipment. The Customer will receive a bill for the face value of Telenor's claim for damages. 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 assumes no responsibility if the Customer, due to physical conditions at the installation address, cannot achieve the range and speed of the wireless equipment specified in the equipment's product specification.

49. Liability in damages

By downloading material from the Internet or by opening files received by email, the Customer may be at risk of infecting its hardware and software with a virus. Telenor cannot be held responsible for the Customer's loss caused by download of material from the Internet or opening of files received as email, infections of the Customer's hardware or software with a virus.

Furthermore, Telenor cannot be held liable for other use of the product or service other than what has been presupposed, or for loss resulting from breach or termination of an agreement with a third party, intellectual property infringements or the like as a result of use of information found on the Internet. Telenor cannot be liable in damages if the Customer obtains assistance from a technician or other kind of support from a third party.

Telenor **will not be liable for loss caused by access to the Customer's data and/or systems by unauthorised persons**. In case of a temporary disconnection or cancellation of the subscription as a result of breach of an agreement concluded between the Customer and Telenor, the Customer will have no claim against Telenor. Telenor is not responsible for any loss of data etc. in connection with the Customer's use of the subscription agreement and related services.

Telenor will not be responsible if the Customer by visiting a specific website, with or without the knowledge of the Customer, leads to the download of a file that then causes the computer to call expensive telephone numbers abroad.

50. Parties

The parties in this broadband subscription agreement are the Customer and Telenor. The Customer may not, without written permission from Telenor, let IP addresses be taken over or in any other way let other parties use the internet access as their own. The subscription must not be used to convey traffic for anyone others than the Customer or their company/employees.

51. Use of capacity and connection quality data

Telenor monitors the Customer's broadband connection quality 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.

52. About the network

Customers who abuse the email system for sending or relay hosting of mail, spam etc. are liable for the costs that Telenor may incur. Telenor is entitled to take the necessary measures in connection with securing the



operation of Telenor's network. This may include but is not limited to blocking traffic from networks that are believed to compromise the security of Telenor's network.

It is the responsibility of the Customer to verify that all material placed on Telenor's servers complies with applicable Danish and international copyright law and thereby does not infringe any third party's rights. Telenor undertakes not to control the Customer's use of the resources made available to the Customer. Accordingly, the Customer assumes all responsibility for all information that the Customer makes available through the use of networks and servers provided by Telenor.

53. Change of address

The Customer can order a change of the broadband contract address in Denmark against payment of a change of address fee. If it is not possible to establish a broadband connection at the new installation address, the subscription agreement will be terminated. When moving, there is no guarantee that the current broadband speed can be delivered at the new address, since the speed depends on the technologies associated with the new installation address. If there is no notice of change of address, Telenor may charge a fee for manually finding the new address. Telenor will send bills to the old address until the notice regarding change of address has been received. After a change of address, the Customer is still obliged to ensure payment of bills in the usual way. In the event of changing address during the initial period, the contract remains binding and therefore the paid subscription fee is non-refundable, even though a broadband connection cannot be established at the new address.

When moving and the Customer has telephony via broadband (e.g. Telenor All-Inclusive), Telenor will not be able to continue to provide this service.

54. Correction of faults

Telenor commits to correcting faults on their own equipment and installations as quickly as possible. Correction of faults is normally performed within normal working hours (Monday to Friday, between 8.00 am and 4.00 pm). If the Customer is clearly guilty of unnecessary fault repair for Telenor, Telenor reserves the right to invoice the Customer for the unnecessary work. If the network operator is unable to gain access to the property in connection with repairing the fault, Telenor reserves the right to invoice the Customer for any costs associated with this.

When fault tracing and rectifying faults, the Customer must ensure that Telenor or its partners obtain access to equipment and installations at the installation address as soon as possible. If necessary, the Customer must also assist in fault tracing and rectifying faults in their own equipment and installations at the installation address.

Telenor endeavours to inform the Customer of any changes with appropriate notice, if Telenor considers that a change has a significant impact on the use of the service. If the Customer's equipment is not working, the Customer must contact Telenor Support and report the fault as soon as possible. In the event of defective equipment, the Customer must send it to Telenor, who will then rectify the defect. If the Customer's equipment is not working, it is the Customer's duty to contact Telenor Support and report the fault as soon as possible.

Telenor is not responsible for the Customer's correct set-up and installation of equipment. Telenor is solely responsible for the line connection and the correct function of the equipment supplied. If the Customer chooses to contact Telenor for telephone support and setup instructions etc., the Customer will not be exempt from payment if the equipment setup is unsuccessful. Telenor may charge a fee for support when the support is a result of the errors of the Customer's own making.

55. Customer breach

In the event that the Customer materially breaches the agreement, Telenor is entitled to terminate or limit the access to the Customer's broadband connection.



Material breach can include the following issues:

1. Unauthorised access to systems connected to the Internet (hacking)
2. Misuse of the Customer's connection currently or potentially, and with or without the Customer's knowledge: e.g. spreading a virus, spam, phishing etc.
3. The Customer uses non-CE-marked equipment and continue to do so after being asked by Telenor to disconnect the equipment or switch it off.
4. The Customer fails to comply with Telenor's request to disconnect equipment or internal networks which, due to faults or similar in the equipment or the internal network, are causing interference in Telenor's network.

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



Product-specific terms and conditions – Add-on Internet services

Add-on services

Product	Subscription per month	Setup
Global IP**	See telenor.dk	See telenor.dk
Global IP+***	See telenor.dk	See telenor.dk
DSL Line Service****	See telenor.dk	See telenor.dk
Special Configuration	See telenor.dk	See telenor.dk
Wifi Repeater	See telenor.dk	See telenor.dk

* See services included on telenor.dk, ** Two Fixed IP addresses, *** Optional number of IP addresses in an IP range, **** Triggers fault repair within 4 hours of fault message creation – only on DSL and Fibre. Applies only if the fault is on the line itself and not the router or other equipment.

56. Notice period

You can terminate add-on services with 30 days' notice.

57. WiFi Repeater

With a Telenor WiFi repeater subscription, the Customer gets 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. The same rules for broadband equipment also apply to the repeater. Telenor has the legal ownership of the repeater. Disregard will result in a claim for damages. In the event of theft, force majeure etc., the Customer or the Customer's insurance must cover Telenor's losses. Telenor reserves the right to claim compensation for defective equipment, when the defect is the result of non-normal use of the equipment. The Customer will receive an invoice with Telenor's claim for damages. Telenor cannot guarantee full signal strength. Walls, especially concrete walls, can significantly impair the signal, and other wireless networks and other noise can also make an impact. Other electronic devices, wireless signals etc. can also affect the stability of the wireless network. Note that the repeater only works with routers delivered from September 2017. The Customer can terminate the repeater subscription with 30 days' notice. Upon termination, the Customer must pay for shipment related to returning the equipment. Alternatively, it can be returned to the nearest Telenor store. Please note that returning equipment does not in itself constitute a termination of the subscription.



Product-specific terms and conditions – Call Management

58. Call Management products

Call Management products are defined as the following Telenor solution products:

Lokalnummerplan

A service that consolidates all the Customer's phone numbers and enables them to connect with the Call Management services in general.

Call Management Self-Service

A self-service portal for setting up the Call Management solutions.

Spærreplan

A service which can prevent the use of rated numbers and calls to or from specific numbers or abroad.

F2M

A service which enables a mobile subscription to be linked to a landline number

RenMobil App

An app for managing **the mobile subscribers'** own number in the company's Lokalnummerplan.

Søgeplan

A service that enables calls to a number to be presented and answered by several selected different employees

IVRplan

Main number functionality with presented key selection menus that facilitate sending calls in different directions within the company.

Telenor Mobil Omstillingsbord (Mobile Switchboard)

A web-based application for the receptionist to handle calls and find the appropriate available employee.

All Call Management products have no commitment period and can be terminated with immediate effect. Call Management is a set of services included in the BusinessFirst mobile subscription. For entitlement to having inclusive Call Management, at least half of the Customer's mobile phones must have a BusinessFirst mobile subscription. If Telenor identifies customers who do not comply, Telenor reserves the right to terminate any Call Management main number solutions (IVRplan and Søgeplan) without notice.

Error reporting

Reporting errors in SIM cards, Call Management products in general or operational disruptions in status display on mobile phones is to be reported via the Telenor Multiplan Hotline. Error handling will be performed on weekdays between 8.00 am and 4.00 pm. If Telenor identifies that the Customer is not using the latest available software version of the RenMobil App and/or one of the current OS versions, Telenor reserves the right to call off the fault repair until the Customer has confirmed that a software update has been made for the latest version of the app and/or valid OS version. Errors relating to partner software or more recent IT installation changes must be reported directly to the software supplier/installer. It should be noted that the Telenor Multiplan Hotline and partner work together to resolve any errors.



Lokalnummerplan

Lokalnummerplan includes special rating between the Customer's phones in the agreement: 'Mobile to Mobile', 'Mobile to Land Line' and 'Land Line to Mobile'. By default, rates within the Lokalnummerplan will be activated based on usage rates (per minute). If landline numbers are included in the Lokalnummerplan, it is assumed that the Customer has entered into an agreement with Telenor for Fastnet or Direkte Linie. The Customer must have Lokalnummerplan in order to subscribe to the other Call Management products.

Speed-dial number in Lokalnummerplan

The Customer can choose to set up each user with a speed-dial number, which can be dialled within the Lokalnummerplan. The speed-dial number can be 3-8 digits but must not be one of the following: 110, 112, and 911 or speed-dial numbers that start with '0'. A speed-dial number cannot be a subset of another speed-dial number. If speed-dial numbers are selected for the users in Lokalnummerplan, an Escape code must be selected, which can be each user's own. The escape code is used to distinguish between calls made to speed-dial numbers and to ordinary long numbers (8 digits). There are three options for choosing an Escape code:

1. Press '0' (zero) to dial out of the group. When selecting a speed-dial number, this setup is implemented automatically.
2. Press '0' (zero) to dial within the group.
3. Without using '0' (zero). The long number (8 digits) must be dialled.

By deselecting the speed-dial number, this setup is implemented automatically. All users dial the long number but still at low rate. The Customer is responsible for setting up PABX and bears all costs. It is not possible to dial speed-dial numbers when using the mobile phone abroad. If a call is made to another user who is included in the Lokalnummerplan, and he or she is abroad, the call can be made using the speed-dial number. If external speed-dial numbers are set up (for example, for suppliers) these are charged at the applicable mobile rate. Data and fax calls made within the Lokalnummerplan follow rates for internal telephony. High Speed Data is exempt and is charged at the applicable rate.

Call Management Self-Service

Call Management Self-Service provides access for managing the Customer's selected Call Management products. Call Management Self-Service will log all activities performed. The Customer is responsible for the edits, incl. financial consequence, that are made through the Customer's own use of Self-Service. This also includes the purchase of extra products. Telenor's security module for Call Management Self-Service uses the storage of information locally on the Customer's machine in relation to with logging in and logging out. The data does not contain information about the user. This Internet technology is referred to as Cookies. You can make edits via Self-Service 24 hours a day. However, Telenor cannot guarantee operating support outside normal working hours (8 am to 4 pm) on weekdays. The Customer must provide one unique username per login profile. There must also be a unique email address for each user. When setting up, a password will be sent to the specified email address. This password is valid for 14 days from receipt and within this period the user must log in and create their own password. This password must be used with the username whenever logging into the system. Telenor reserves the right to send information of changes and additions to Call Management via email to the Customer's administrator.

Call Management Self-Service (including Telenor Mobile Switchboard) can be used with the following WEB Browsers:

- Internet Explorer
- Firefox



- Google Chrome
- Safari
- Opera

Spærreplan

Unless otherwise stated in the contract, the Spærreplan blocks all outgoing calls from the numbers included. If incoming call blocking is enabled, conditional call forwarding will not be possible. The contract must state which numbers can be called and which numbers calls can be received from. This can be done by using number series. It is possible to bar specific numbers within a number series.

The basis of the Spærreplan is that calls can always be made within the Lokalnummerplan. The Customer has the option of setting up an empty Spærreplan profile, so that their company can define its blocking list via Call Management Self-Service. If the Customer selects an empty Spærreplan, they should not complete the blocking list in the contract. The blocking of outgoing calls is not guaranteed when using the phone abroad. The blocking of incoming calls is maintained.

F2M

F2M (Fixed to Mobile) can be set up for an existing landline number or from Telenor's landline number series '72xxxxxx'. If the Customer wishes to transfer an existing landline number to F2M, and this is part of a number series, the entire number series must be converted to F2M. If the Customer does not wish to activate numbers in the series, these must be earmarked (frozen) in the Customer's account for later activation. Subsequent activation can only be done as Direkte Linie, F2M, Søgeplan and IVRplan. There is no guarantee that F2M will support receiving SMS messages from other telephony providers.

RenMobil App

The RenMobil App includes the following functionality:

- Telenor Lokalnummerplan / Company telephone directory (name, number and speed-dial number)
- Statusplan
- Calendar status
- Mobile call forwarding
- Switchboard
- Søgeplan Active/Passive
- Optional Caller ID Display
- Voicemail
- Telenor's Conference phone

To use the Søgeplan in the RenMobil App, the user must be a member of one or more Søgeplans. Charging for calls to Telenor's Conference Phone follows the applicable tariff at any time for the user's mobile subscription.

Optional Caller ID Display (Valgfri Vis Nummer)

It is only possible to display numbers that are included in the Customer's Lokalnummerplan. Customers with several Lokalnummerplans (under PNI) must set up Optional Caller ID Display for each Lokalnummerplan/PNI. It is not possible to combine numbers for display with users from different Lokalnummerplans. The display of numbers, other than your own number, is only valid for outgoing calls. When sending SMS/MMS messages, the user's own mobile number will appear as sender. Managing Optional Caller ID Display is done at user level via the RenMobil App. For users with Dual SIM Voice Call, it will only be possible to use the Optional Caller ID Display in the main card. Telenor can only guarantee the support of Optional Caller ID Display in Denmark. When dialling from Denmark



to abroad, Optional Caller ID Display will be supported. It will thus be the selected number that is displayed for the recipient (the foreign number).

Voicemail

Use of the Voicemail in the RenMobil App follows the general terms and conditions for the Voicemail add-on product, which requires a Telenor mobile subscription. The RenMobil App allows you to play, forward or delete Voicemail messages. If a Voicemail message is deleted in the RenMobil App, the message is also deleted in the Voicemail. Voicemail messages (WAV files) that are forwarded from the RenMobil App as either email or otherwise are not encrypted other than the encryption used in the transport itself.

Operating Systems (OS)

The RenMobil App is available on iOS and Android phones. The RenMobil App is supported on two rolling versions for each of the mentioned OSes - the latest OS version and the version before this one.

Calendar sharing

To make the user's calendar status available, the Customer must be a RenMobil App user. The user must allow the RenMobil App to access the calendar on the user's smartphone. The user must specify the calendar/s for integrating via the RenMobil App. To ensure that the calendar status is updated correctly, the user must apply push calendar synchronisation settings on their smartphone.

User Data

Use of the RenMobil App requires an underlying Lokalnummerplan, which requires a registered owner, a payer and possibly one or more users. The Lokalnummerplan contains data about users and telephone numbers as the basic part of the service.

The RenMobil App collects and stores the following data in order to provide the service:

- Name
- Telephone number
- Call history
- Mobile status (busy/free/off)
- Company contacts in the Lokalnummerplan
- Calendar information (if enabled in the RenMobil App)

Use and sharing of user data

Name and telephone number are used for identification of the user. Call history provides the user with a list of all previous calls. Mobile status and calendar information are used to show the user's accessibility to the other contacts in the Customer's Lokalnummerplan. User data is used at the same time to ensure quality of service. Telenor does not disclose this user data.

Secure user data encryption

All users of the RenMobil App are assigned a unique token from Telenor's network when the service is created. This token is used for all subsequent communication with Telenor's network, including the Lokalnummerplan. All data and all data communications in the RenMobil App are encrypted. On the phone, data is placed in a private App folder, which only the RenMobil App can access. Data is encrypted with the phone's standard encryption. All data communications between the RenMobil App and Telenor's network are encrypted with Transport Layer Security (TLS) with at least a 256-bit encryption key. Voicemail messages in the RenMobil App are not further encrypted.



Søgeplan

The Søgeplan is available in 2 versions: Gruppe Søgeplan and Personlig Søgeplan.

Gruppe Søgeplan

The Gruppe Søgeplan can be set up on an existing mobile number or a new mobile number from Telenor's Number series. If the Customer wishes to transfer an existing landline number to Søgeplan, and this is part of a number series, the entire number series must be moved to Telenor and can subsequently only be set up as Søgeplan, IVRplan, F2M, Direct Line or SIP Trunk. If there are numbers in the series that the Customer does not want activated, these must be earmarked (frozen) in the Customer's account for later activation. The number series is covered by the Customer's agreement with Telenor. SMS messages sent via the Søgeplan menu are charged at the current SMS rate - depending on the Customer's subscription. The setup of the Gruppe Søgeplan can take up to 4 hours from the time Telenor triggers the activation. Setting up a Gruppe Søgeplan is performed on weekdays between 8.00 am and 4.00 pm. When porting a number from another operator, interference on the Customer's telephony can be expected on the actual day of implementation. In order to have a Gruppe Søgeplan, the Customer must have Self-Service. However, independent 'administrator' rights must be created for Self-Service for Gruppe Søgeplan. It should be that it the same 'administrator' can edit in both the Søgeplan and the Lokalnummerplan.

When setting up a Gruppe Søgeplan, the opening hours will be set to 24 hours. The administrator can subsequently use Self-Service to adjust the opening hours according to the Customer's needs. For the Voicemail supplied, the PIN code and the number for the Voicemail are accessible via Self-Service. The addition and deletion of members is primarily used in connection with the creation of the member list in the Gruppe Søgeplan. The day-to-day operation of which members should respond to calls in the Gruppe Søgeplan is managed by Active/Passive either via Call Management Self-Service or the RenMobil App.

Simultaneous calling in the Gruppe Søgeplan is limited to 10 members at any one time. If more than 10 members are connected, the priority list will be activated if there are more than 10 active and available members. Meaning that it will be the first 10 active and available members on the list which will be offered the call. The internal search process that takes place between members on a Gruppe Søgeplan is not charged. If a member receives a call directly on the mobile outside of the Gruppe Søgeplan, the Call Forwarding rate will apply at any time, if enabled. If call forwarding is activated to a number outside of the Customer's Lokalnummerplan, this call is charged at the current rate. It is not recommended to combine a Gruppe Søgeplan with landline telephones as members. If this is selected, there must be no call forwarding on the landline phone, since then the Gruppe Søgeplan will not work.

Personlig Søgeplan

When setting up a Personlig søgeplan, the opening hours will be set to 24 hours. The administrator can subsequently use Self-Service to adjust the opening hours according to the Customer's needs. See 'Getting Started' on telenor.dk for setting up a Personlig Søgeplan.

Add-on products included in a Søgeplan

The following add-on products are included in the Søgeplan products and cannot be deselected:

Welcome Greeting

Welcome Greeting enables the administrator to record unique welcome greetings for the Søgeplan product via Call Management Self-Service. Alternatively, a sound file may be uploaded. A sound file can hold a maximum of 5 MB and/or have a playback length of maximum 4 minutes.



Waiting Music

Waiting Music enables the administrator to upload sound files and music used for queuing calls in the Søgeplan product. Waiting Music comes with a standard playlist. This is free and will always be available. A sound file can hold a maximum of 5 MB and/or have a playback length of maximum 4 minutes. The administrator may also choose to create a unique music list. In addition to the Telenor music playlist, a maximum of 3 of the Customer's own playlists with a maximum of 10 tracks (sound files) can be set up in each list. Only one music list can be active at any time. If the administrator chooses to design their own music list, it is important to point out that it is the administrator's (the company's) responsibility to bear the costs of any Koda and Gramex rights to the music used. Telenor cannot at any time be held responsible for the music list that the administrator uses for Waiting Music.

Statistics

Statistics contains 6 modules that provide an overview of performance on Søgeplan and for members. Data is available for 60 days back in time except for 'Outgoing calls per member', where data is available for 30 days back in time.

IVRplan

An IVRplan can be set up for an existing mobile number or a new mobile number from Telenor's number series. If the Customer wishes to transfer an existing fixed-line number to the IVRplan, and this is part of it is included in a number series, the entire number series must be transferred to Telenor and may then only be set up as Søgeplan, IVRplan, F2M, Direct Line or SIP Trunk. If there are numbers in the series that the Customer does not want activated, these must be reserved (frozen) in the Customer's account for later activation. The number series is covered by the binding agreement in the Customer's agreement with Telenor. If the specified main number for the IVRplan is used today on Telenor Direct Line, it is the Customer's responsibility to re-programme the Customer's PABX, so that calls to the fixed number from the PABX are routed out to Direct Line.

In Call Management Self-Service, the administrator can upload sound files that are stored in a sound library. A sound file can be no more than 5 MB and/or have a playback exceeding 4 minutes.

The IVRplan solution will in principle be configured as defined when ordering the solution. The company's administrator can subsequently use Call Management Self-Service at any time to adjust and publish changed Opening Hours, Welcome Greetings, Key Menus and Messages. Calls can be forwarded to numbers both inside and outside the Company's Lokalnummerplan on the basis of a Key Menu. If a call is forwarded to a number outside the Company's Lokalnummerplan, such call will be charged at the current rate.

When porting a number from another operator, interference on the Customer's telephony can be expected on the actual day of implementation. In order to have an IVRplan, the Customer must have Self-service. However, independent 'administrator' rights for Self-Service for IVRplan must be assigned. Please note that the same 'administrator' may be permitted to edit the IVRplan, the Søgeplan and the Lokalnummerplan. It is a prerequisite for the success of the implementation of an IVRplan, that the 'administrator' has acquainted him/herself thoroughly by using the manuals and video guides found in Call Management Self-Service.

The following add-on products are included in the IVRplan and cannot be deselected:

IVRplan Statistics

IVRplan Statistics is an add-on product included in the IVRplan. Administration of IVRplan Statistics is handled via Call Management Self-Service. IVRplan Statistics contains 2 modules which provide an overview of performance in the IVRplan. Data is available for 60 days back in time.



Telenor Mobile Switchboard

In order to have the Telenor Mobile Switchboard (T-MOB) product, the Customer must have Group Søgeplan and Internet access. Telenor Mobile Switchboard is a product which enables the Customer to transfer calls via a web-based switchboard application. A user licence is required for Telenor Mobile Switchboard. Administration is handled exclusively via Call Management Self-Service. Therefore, the Customer is required to have at least one administrator for Self-Service. If the company's Lokalnummerplan includes more than 1,000 numbers, it is only possible to do static searches in the list of contacts of the Telenor Mobile Switchboard. Any changes of the user name (first and last name) in the list of contacts in Telenor Mobile Switchboard must be made via Call Management Self-Service. It is possible to change the call forwarding (conditional or unconditional) for all mobile numbers in the company's Lokalnummerplan via the Telenor Mobile Switchboard. Call forwarding will be charged at the current minute rate.

Message

Outlook 2003 does not support the use of special characters. Consequently, it is recommended not to use special characters in the standard templates made, if messages are to be sent as emails from Outlook 2003.

Calendar integration

The Telenor Mobile Switchboard includes calendar integration. In order to use this function, the Customer must use Microsoft Exchange, which supports the EWS protocol.

The following Exchange server versions are supported:

- Exchange2010
- Exchange2010_SP1
- Exchange2010_SP2
- Exchange2013
- Exchange2013_SP1
- Exchange Online

Support for future Exchange versions, including Exchange Online, depends on that Microsoft does not change the API.

In order to synchronise calendar appointments, users must be set up on the Exchange server with a mailbox with an associated valid email address. The synchronisation requires the use of a system account on the Exchange server that plays an 'Application Impersonation' role. 'Delegation mode' and 'on-behalf-of' are not supported. The password is always stored encrypted in the Telenor network. Note - if the password is changed for the account on the Exchange server, this change must also be made on the server setup page in Call Management Self-Service under 'T-MOB Administration'.

Communication must be open to the Exchange server's EWS endpoint. There is only support for HTTPS. It should also be open for outbound HTTPS communications from the Exchange server to Telenor's 'Microsoft Synchronization Service' (MSS) - mss.telenor.dk. To enable calendar appointment synchronisation, the administrator must ensure that the Call Management Self-Service server setup page has been completed, along with the user synchronisation setup. In addition, the user's email address must be set up correctly in the Telenor Mobile Switchboard (T-MOB) Phone Book, and the calendar display must be set to 'Exchange' under settings. Telenor stores calendar appointments for a maximum of 24 hours after the appointment have occurred. Calendar appointments are synchronised 10 days ahead. If there are more than 1,000 numbers in the company's Lokalnummerplan the calendar integration cannot be used.



User

For each user of the Telenor Mobile Switchboard, the user must be signed up for a subscription containing Statusplan and Call Transfer (included in the RenMobil App). The user must be registered as a member of the Searchplan's main numbers, which the user must operate with Telenor Mobile Switchboard. In addition, the user must have been registered with access to Telenor Mobile Switchboard. This is done via Call Management Self-Service. Outgoing calls from Telenor Mobile Switchboard are charged via the receptionist's mobile subscription and follow the applicable rate at any time for the receptionist's mobile subscription.

Training

Onsite training can be ordered from a sales representative, depending on the customer's needs and wishes. Customers can pay for a visit by an Onsite consultant for fine tuning and a review of the Call Management solution they have purchased. Two Safety-packages (Tryghedspakker) are available, with either a ½-day or a full-day visit by the consultant.

1. ½-day Safety-packages (Tryghedspakke): DKK 2,000 excl. VAT
2. 1-day Safety-packages (Tryghedspakke): DKK 3,500 excl. VAT

The price of both packages includes transport.





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