

# Prices

## Contents and Conditions

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

Product	Commitment	Contract per month	Setup	Delivery
Business Internet Light	12 months	219.00	119.00	79.20
Business Internet Medium	12 months	239.00	119.00	79.20
Business Internet Advanced	12 months	299.00	119.00	79.20
Business Internet Heavy	12 months	329.00	119.00	79.20
Business Internet Supreme	12 months	649.00	119.00	79.20

Services included
Static IP address
Wi-Fi router with automatic installation

Additional services	Contract per month	Setup
All-Inclusive Telephone	79.00	0.00
Global IP (2 Fixed IP addresses)	30.00	0.00
Global IP+ (Any number of IP addresses in one IP range)	200.00	995.00
DSL Line Service	15.00	0.00
Special Configuration	0.00	100.00

# Conditions

## Conditions for Telenor Broadband Business

### 1 The Conditions of the Agreement

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

### 2 The parties

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

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

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

### 3 Contracting and setup

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

If these change, the customer must inform Telenor immediately.

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

### 4 Prices and payment

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

Credit:

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

On payment with a card, there is no administration fee if Dankort (Dancard) or VISA-Dankort is used. Telenor can demand specific fees for additional services, one off services or an administration fee for a paper invoice etc. Information regarding the

relevant fees can be found at any time by contacting Telenor, or by checking the website [www.telenor.dk/erhverv](http://www.telenor.dk/erhverv).

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

### 5 Deliveries

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

### 6 Establishment of the physical connection to the Internet

The customer's broadband connection is initially established by the customer as a D-I-Y solution. This means that the customer must undertake the necessary installations themselves at the installation address, including the physical setup of the supplied equipment.

In some cases, an engineer's visit will be required, which will be assessed on during order placement. Even though an order is placed as a D-I-Y solution, it sometimes becomes apparent later on that it is necessary for an engineer to visit - the customer will be invoiced for the visit. If the broadband installation is to be conducted by an engineer, the customer has a duty to give the Telenor authorised net engineer access to the installation address so that it the necessary points can be installed. The internet engineer will decide the exact placement of the internet terminal. If there is a previous internet point at the address, this will be used. In some cases it will be necessary to lay new cables against the walls of the house or similar. The installation will take place on weekdays between 8.00am and 4.00pm. It is the responsibility of the customer to ensure that the internet provider has access to the property. If it is not possible for the internet provider to gain access to the property at the time proposed, Telenor must be given 48 hours' notice. If notice is not given, or Telenor cannot gain access to the property on arrival, the customer will be invoiced and charged a

fee for an unsuccessful engineer visit. The customer must not tamper with the internet provider's equipment and installations. Only Telenor can provide support for the services provided by Telenor, including installation of broadband.

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

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

The equipment delivered by Telenor is approved by the Ministry for Business and complies with existing standards for wireless routers.

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

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

Telenor can only guarantee that the connection works if the equipment is connected directly to the main point at the installation address. You must ensure that the connection to the internet is used in a way that does not cause disturbances, discontinuations etc. If such interruptions occur, you must immediately take the appropriate action. This could be to regulate the amount of incoming traffic or to contract for extra connection to the internet. Telenor cannot take responsibility for the use of the equipment by a third party. Telenor reserves the right to send new equipment if the equipment sent previously no longer lives up to the relevant demands for access. If this is sent, you are required to change the equipment and send the old equipment back to Telenor.

### **9 Operational reliability**

The internet service's technical properties and the nature of the internet mean that there can be fluctuations in the speed of the broadband. Fluctuations can occur as a result of changes in the quality of the line and as a result of the influence between down- and upload when there is heavy use of the connection. You can find out more about the expected speed at <http://speedtest.telenor.dk>. Telenor reserves the right in certain circumstances to limit the internet service due to operational or reliability reasons.

### **10 Upgrading and Downgrading**

You can up- and downgrade your broadband connection within the product range that Telenor offers, if it is technically possible. A change will take place as quickly as possible. A change of speed can lead to a change of technology, and in some cases, a change in router as well. This can mean that the change may take some weeks. Telenor will send a new router to you if it is necessary, and you should return the old equipment in the same way that you would if you were terminating your contract.

### **11 Correction of faults**

Telenor commits to correcting faults found on their own equipment and installations as quickly as possible. Correction of faults normally occurs during normal working hours (Monday to Friday 8.00am to 4.00pm). If you are obviously to blame for unnecessary fault repairs, Telenor reserves the right to invoice you for the unnecessary work. If the engineer cannot gain access to the property in connection with repairing the fault, Telenor reserves the right to invoice you for the costs associated with this. If your equipment does not work, it is your responsibility to contact Telenor Support and report the fault as soon as possible.

### **12 Change of address**

You can order a change of broadband contract address in Denmark on payment of a change of address fee. If it is not possible to establish a broadband connection in your new installation address, the contract will be terminated. On moving, it cannot be guaranteed that the current broadband speed can be delivered at the new address as the speed is dependent on what technology is connected at the new installation address. If there is no notice of change of address, Telenor can demand a fee for manually finding the new address. Telenor will send bills to the old address until the notice regarding change of address is received. After the change of address you are still bound to ensure payment of bills in the usual way. On moving during the initial binding period, the contract remains binding and the paid contract fee is non-refundable, even if a new broadband connection cannot be established in the new address. You must give plenty of notice of a change of address,

and at the latest 14 days before the moving date to avoid a demand for compensation for down time (time when you are unable to access the internet). If you do not give sufficient notice of change of address, you will not be fully credited for the down time, but will receive a proportion of the notified time before the change of address.

## 13 Neglect by the customer

In the case that you significantly neglect your contract, Telenor has the right to terminate or limit your access to your internet connection.

The following conditions are considered significant neglect:

- Unauthorised access to systems connected to the internet (hacking)
- Misuse of your connection, currently, or potentially, with or without your knowledge, for example, spreading a virus, spam phishing etc.
- Use of equipment that does not carry the CE-mark and continue to do so after being asked by Telenor to disconnect it or to switch it off.
- After being asked to do so by Telenor, you do not disconnect equipment or an internal net that due to fault or similar in the equipment or the internal net leads to disturbances in Telenor's net.

Disconnection of your broadband connection will not lead to a decrease in your contract payments in the relevant period.

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

## 14 Change of name on the broadband contract

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

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

## 15 Terminations

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

only occur on payment of the remaining sum for the whole binding period.

The agreement can be terminated with 30 days' notice to date of payment, the earliest the binding period expires. Previously paid contractual payments cannot be refunded. Termination must be sent to Telenor by letter or e-mail. The address can be found by contacting Telenor Customer Service or at [www.telenor.dk](http://www.telenor.dk).

## 16 Change of contract terms and prices

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

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

## 17 Fixed IP address

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

## 18 Limits on broadband speed

Your broadband speed says something about how much capacity you have available in your contract. This affects how quickly you can get to web pages, download data etc. The faster/larger capacity you have chosen in your contract, the quicker you will experience that your access to the internet is.

Your speed/capacity can be affected by how many other users there are and how many programmes/applications are running. This means that the more users that are using the same internet access, the slower your services and applications become.

## 19 Using anonymous data

Telenor uses anonymous data to optimize customer experience, ensure the development of new products, and provide services to third parties. Data as mentioned above are by no means personally feasible.

## 20 Use of capacity and connection quality data

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

**Condition for Telephone via Broadband****1 The scope of the contract**

The following specific contract applies to Telenor's delivery of telephone services via broadband in Denmark. The contract covers access to Telenor's telephone product, but it is not possible to use the prefix telephony together with Telenor's telephone contract.

Telenor will ensure that you will be listed with "Oplysningen" (Information) (118) and "De Gule Sider A/S" (Yellow Pages). If you wish to be listed in paper based telephone books, you must approach the relevant publishers and pay for this privately. For activation of services such as call blocking and setting account limits, you must approach Telenor directly.

**2 Entering into and formation of the contract**

Entering into a contract for broadband telephone requires that you either have an existing broadband connection with Telenor, or that you order a broadband connection at the time of placing an order for telephony. Delivery of telephony presupposes that it is technically possible to establish a broadband connection at the delivery address. Furthermore, it is a demand that the broadband connection has the required technology.

**3 Transfer of telephone number**

If you wish to transfer your telephone number from another operator to Telenor, we must have authority to terminate your contract. If the number cannot be transferred, for example if you have not got the right of disposal over it, you will be given a Telenor number instead.

This also applies if you do not fill in the authorisation form correctly and within the deadline given. You will be given a deadline to fill out the authorisation form before you are given a Telenor phone number.

**4 Prices and payment**

Telephony via broadband contracts is invoiced one month in advance, but use is paid one month in arrears. Credit:

PBS: Invoice date + 22 days. Card payment: Invoice date + 15 days. Cash: Invoice date + 20 days. Telenor reserves the right to demand payment for use from earlier periods. Upon paper invoicing and cash payment there is an administration fee of 39.20 DKK excluding VAT. For PBS payment there is an administration fee of 7.80 DKK excluding VAT. On payment with a card, there is no administration fee if Dankort (Dancard) or VISA-Dankort is used. Furthermore, Telenor can demand specific fees and charges for additional services, one off services and administration fees

for paper invoices etc. Information about these can be found at any time by consulting Telenor or at [www.telenor.dk/erhverv](http://www.telenor.dk/erhverv). If an invoice is not paid, a reminder letter will be sent. After two reminder letters, the case will be referred to a legal debt collector, or Telenor's internal legal department, and the broadband connection closed. The contractual relationship will remain binding.

**5 Use of the service**

Telenor also reserves the right to terminate calls if Telenor believes that it is most likely that the call is a wrong number.

**6 Deliveries**

Telenor will investigate the possibility of establishing a telephone connection, and, if it is possible, you will receive a delivery date in the form of a written confirmation.

**7 Establishment of the connection**

Telenor will deliver the necessary equipment for the establishment of telephony to you. Your existing internet connection point will be used to connect the necessary equipment. You must not tamper with the internet provider's equipment and installations. The idea is that only one telephone point is required. Old fashioned dial telephones, fax machines and certain older fixed internet telephones cannot be used.

**8 Particular points regarding telephony-equipment**

At the same time as the formation of the telephony contract, Telenor will send equipment which is to be used both for the broadband and telephony connection (splitters, router/modem etc.).

Telenor is the owner of all equipment delivered, and you cannot act as though you own it (sell, rent or pawn etc.) the equipment, or attempt to do so. Disregard of this will cause immediate closure of your connection and demand for compensation. In the event of burglary or force majeure etc., it is you or your insurance that must cover Telenor's losses.

In the case of defective equipment, you must, in agreement with Telenor send it to Telenor who will rectify the fault. Telenor has the right to demand payment for this service if the defect has in some way been caused by you. On termination of telephony, the equipment should not be returned unless the broadband connection is cancelled at the same time. Telenor reserves the right to demand a fee if you have not returned the equipment within 14 days. You will be invoiced for any missing/defective equipment. We recommend that you retain the receipt for returned equipment for 12 months.





## 9 Connection of your equipment and network for personal use

You must ensure that the connection is used in a way that does not cause interruptions or breakdowns for traffic in the net or on the internet. If such disruptions occur, you must immediately contact the necessary organisations to stop the disruptions.

This can be, but is not limited to, regulating incoming amounts of traffic or contacting us for more connections. Connected equipment must meet the applicable Danish regulations, including being CE marked. You must ensure that the equipment that is connected is appropriate to be connected to the public network, and that the equipment used is in accordance with its aim. If equipment or internal net that is connected seems to be causing disturbances in the net due to faults etc., you have a duty to immediately disconnect it. Telenor reserves the right to disconnect the service, if there is equipment connected that is causing disturbances in the net.

## 10 Rectification of faults

Usually the rectification of faults occurs during normal office hours (Monday to Friday 8.00am to 4.00pm). See Telenor's opening hours at [telenor.dk](http://telenor.dk). If it can be shown that the fault can be attributed to breakdown, interference etc in transmission and equipment of another operator, Telenor will send the fault details to them. If you send unnecessary fault messages to Telenor, Telenor reserves the right to invoice you for this. If seeking advice and help regarding faults, you must ensure that Telenor or their subcontractors have access to the installations and equipment at the installation address as soon as possible. If necessary you could be asked to help look for faults in your own equipment and installation at the installation address. Telenor reserves the right to undertake necessary changes to Telenor's network and teleservices to secure a suitable service or to meet regulatory requirements. Telenor endeavours to inform you about changes with suitable notice if Telenor believes that the change has a significant effect on your use of the service. If your equipment does not work, you must contact Telenor Support and report the fault as soon as possible. In the case of defective equipment, you must, in agreement with Telenor send it to Telenor who will rectify the fault.

## 11 Change of address

Within the Danish borders, you can order a move of the telephone contract at the same time as moving the broadband contract, or upon the formation of a new broadband contract at the new address on payment of a moving fee. If it is not possible to establish a telephony connection at

your new installation address, the telephony contract will be terminated. This applies whether Telenor cannot establish broadband at the relevant address, or whether Telenor can establish broadband but not telephony. In this case if you still require a telephone service, you will need to draw a new telephone contract with another supplier. This would be at your own expense. During the moving of the telephone connection period, there is a risk of an offline period (down time).

You must give plenty of notice of a change of address, and at the latest 14 days before the moving date to avoid a demand for compensation for down time (time when you are unable to access the internet). If you do not give enough notice, you will not be fully credited for the down time, but credited proportionally for the notice time given. Premiums paid in advance for the moving period where the connection had to be offline will not be refunded.

## 12 Termination periods

You can cancel telephony via broadband by giving 30 days' notice.

## Services to Telephony via Broadband

- **Caller Display**  
When you receive a call you can see the number that is calling you, either in the display on the telephone or on a separate number display.  
Read More at [telenor.dk](http://telenor.dk)
- **Call waiting**  
If you are already talking to someone, a noise will sound to make you aware that another person is calling. You can then choose to change to the other phone call or cancel it.  
Read More at [telenor.dk](http://telenor.dk)
- **Send your phone line elsewhere**  
You can send your phone line to another place, for example your mobile phone.  
Read More at [telenor.dk](http://telenor.dk)
- **Reject anonymous calls**  
Running text: "You can choose to reject automatically calls from telephones who do not show their telephone number."  
Read More at [telenor.dk](http://telenor.dk)

## 13 Account Limit

You can set a limit for your account. This limits how much you can use your account in one billing period. When your use reaches the set amount, your account will automatically be frozen to outgoing traffic. The account will be automatically reopened when the next bill period begins. You must

be aware that there can be a delay between the last call made and when that call is registered. This means that there can be some use over the chosen limit, which you are responsible for. Read More at [telenor.dk](https://telenor.dk)

### **14 Call blocking**

You can block your account for all ingoing and outgoing calls, for calls to international numbers and/or calls to information and content services (900 numbers). Read More at [telenor.dk](https://telenor.dk)