

## Prices

### Content and assumptions

The following standard prices apply to Broadband Business. All prices and amounts are stated in DKK ex. VAT.

Broadband Business	Binding	Subscription per month	Registration	Shipment
Broadband up to 10/1Mbit	<b>6 months</b>	<b>179.00</b>	<b>99.00</b>	<b>79.20</b>
Broadband up to 20/2Mbit	<b>6 months</b>	<b>219.00</b>	<b>99.00</b>	<b>79.20</b>
Broadband up to 30/5Mbit	<b>6 months</b>	<b>239.00</b>	<b>99.00</b>	<b>79.20</b>
Broadband up to 50/10Mbit	<b>6 months</b>	<b>289.00</b>	<b>99.00</b>	<b>79.20</b>

## Services included

**Wi-Fi router with automatic configuration**

Add-on services	Subscription per month	Registration
DSL Line service	<b>15.00</b>	<b>0.00</b>
Global IP	<b>30.00</b>	<b>0.00</b>
Global IP + incl. Reverse DNS	<b>200.00</b>	<b>995.00</b>

# Subscription Terms

## 1 Scope of the agreement

The following specific Subscription Terms apply to broadband subscriptions and the related Telenor services. These Subscription Terms apply in addition to the general subscription terms applicable to all broadband subscriptions with Telenor.

## 2 The parties

The parties to this broadband subscription agreement are you and Telenor.

You are not entitled to let IP addresses be taken over by a third party or in any other way to let others dispose of the Internet connection without Telenor's written consent. Consequently, the subscription may not be used for traffic for anyone other than you or your business/employees.

You are liable for payment of the services supplied under the subscription agreement. When concluding the broadband subscription agreement, you will receive product specifications for the chosen broadband subscription and be informed of any other special terms applying to this subscription.

## 3 Conclusion and registration

You may request registration of a subscription by contacting Telenor by telephone, email, in person or in writing. When concluding an agreement, you are obliged to state your correct name, address, telephone number, CVR number and email address, which information will then form the basis of the contractual relationship.

If this information is changed, you must inform Telenor immediately.

Telenor reserves the right to reject you at any time if you are registered as a defaulter with a credit rating agency or other registers of relevance to Telenor.

## 4 Prices and payment

Invoicing is made in arrears on a monthly basis unless otherwise agreed in the customers' special terms.

Payment terms:

PBS: Invoice date + 22 days. Payment Card:

Invoice date + 15 days. Cash: Invoice date + 20 days.

Telenor may charge specific fees and charges for add-on services, one-time services etc. Information about current prices may be obtained by contacting Telenor or at [www.telenor.dk/erhverv](http://www.telenor.dk/erhverv).

## 5 Delivery

In cooperation with our network operator, we will determine whether it is possible to establish the broadband connection. If so, you will be informed of the time of delivery in the form of a written order confirmation.

## 6 Security of the broadband connection

When you order a broadband subscription, a username and password for connection to the Internet will be sent to you. This information is personal and may not be disclosed to a third party. You are responsible for any misuse of such information by a third party.

## 7 Establishment of a physical connection to the Internet

If you have an analogue fixed-line telephone (PSTN), you may choose a "do-it-yourself" solution. If the broadband connection is to be established by a technician, you are obliged to give the network operator designated by Telenor access to the installation address in order to install the required broadband socket. The network operator will determine the appropriate location of the broadband socket. If a broadband socket already exists at the address, this will be used. If you wish to place the broadband socket in another location, this may be agreed with the engineer. Telenor will subsequently charge you for this based on the price applicable from time to time at [www.telenor.dk](http://www.telenor.dk). In some cases, it will be necessary to run new cables along exterior walls or the like. Installation will take place on work days during the hours of 8:00 AM and 4:00 PM. The subscriber must be present at the address for the installation.

If it is not possible for the subscriber to be present at the address at the stated time, Telenor must be informed no less than 48 hours prior to the visit. If the subscriber fails to do so in time, or if the subscriber is not at the address when the engineer arrives, a fee will be charged.

You are not entitled to interfere with the network operator's equipment and

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installations.

Telenor is only obliged to provide support for services delivered by Telenor, including installation of broadband. The specific services for which support is offered are shown on [www.telenor.dk](http://www.telenor.dk).

## **8 Special terms governing broadband equipment**

When a broadband subscription is created, Telenor will submit broadband equipment (splitter, router/modem etc.) to you. Unless otherwise agreed in writing, Telenor has the right of ownership to all equipment delivered, and you are not entitled to dispose of (sell, lease, pledge etc.) such equipment or to interfere with it. If you fail to comply with the above, the broadband connection will be closed immediately and a claim for compensation may be raised. In case of theft, force majeure and the like, you or your insurance must cover Telenor's loss.

Telenor reserves the right to claim compensation for defective equipment if the defect is attributable to abnormal use of the equipment. On expiry of the subscription agreement, you must return the equipment to Telenor within 14 days.

Telenor reserves the right to charge a fee if you fail to return the equipment within 14 days. Also, you are liable for compensation and will be charged for any missing/defective equipment. You are advised to keep the receipt for returned equipment for 12 months.

## **9 Special terms governing broadband on shared raw copper lines**

Telenor will, as a starting point, endeavour to deliver DSL via shared raw copper lines. It is a condition for delivering broadband on shared raw copper lines that an analogue telephone (PSTN) has already been established at the delivery address. It is also a condition that no services are supplied on the line outside of the frequency band on which PSTN has been established.

If you terminate or supplement the PSTN service with services outside of the above-mentioned frequency band, Telenor's network operator will typically be entitled to terminate the individual agreement governing delivery of broadband on shared raw copper lines, to take effect at the same time as when the subscription for the PSTN service is terminated or changed. In such event, the relationship between you and Telenor will

continue to be binding in accordance with the agreement made.

If your PSTN, and, thus, broadband connection, is closed by the network operator due to non-payment or the like, the relationship between you and Telenor will continue to be binding as described above.

## **10 Connecting your equipment and telecommunication network for your own use**

You must ensure that your broadband connection is used in a way which does not disrupt, disconnect or in any other way interfere with the traffic in the broadband network or on the Internet. In case of such disruptions, you must immediately take remedial action, including, e.g., adjusting incoming traffic volumes or subscribing to additional connections to the broadband network.

Equipment connected to the broadband network must meet the requirements for equipment applicable from time to time on the Danish telecommunication market. You must ensure that any equipment connected is intended for connection to the public telecommunication network and that the equipment is used according to its purpose.

## **11 Operational reliability**

The technical properties of the Internet service and the special nature of the Internet mean that the transmission speed via the broadband connection may fluctuate. Fluctuations may, among other things, be caused by varying copper quality and the impact of download/upload when the connection is very busy. Also, some of the bandwidth is used for information which is not directly visible. This is called overhead and may take up up to 15% of your bandwidth.

In specific circumstances, Telenor reserves the right to temporarily limit the possibilities of using the Internet service due to operational and security-related considerations.

## **12 Upgrade and downgrade**

You are entitled to upgrade and downgrade the broadband connection with the product range offered by Telenor, if technically possible.

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Upgrades will be effected as soon as possible, while downgrades will be effected at the end of the period of the invoice most recently submitted. Downgrades are defined as a change to a bandwidth costing less than your existing bandwidth.

Telenor reserves the right to charge a fee for downgrades based on the price applicable from time to time at [www.telenor.dk](http://www.telenor.dk).

When changing from one broadband technology to another, Telenor reserves the right to charge a fee based on the price applicable from time to time at [www.telenor.dk](http://www.telenor.dk).

Conversion requires new equipment at your premises and in some cases at the exchange. For this reason, conversion may take a few weeks. Telenor will send new equipment to you, and you must return the old equipment in accordance with the same guidelines as apply when the subscription is terminated.

## **13 Fault repair**

Telenor is obliged to repair faults in its own equipment and installations as quickly as possible. Fault repair will normally take place within normal working hours (Mondays to Fridays from 8:00 AM to 4:00 PM).

If you have clearly caused Telenor to undertake unnecessary fault repair, Telenor reserves the right to invoice you for such unnecessary fault repair.

In the event that an engineer is not able to obtain access to your premises for fault repair, Telenor reserves the right to re-invoice you for any costs incidental to this.

## **14 Change of address**

You may request that the broadband subscription be moved within Denmark's borders against payment of a fee, see [www.telenor.dk](http://www.telenor.dk). If it is not possible to establish a broadband connection at your new installation address, the subscription agreement will be terminated, provided that the connection is moved after the binding period.

If you fail to notify Telenor of a change of address, Telenor is entitled to charge a fee for manual retrieval of the new address. Telenor will send invoices to the old address until receipt of notice of a change of address. After having changed your address, you will continue to be

obliged to ensure that invoices are paid.

In case of change of address within any binding period, the agreement will continue to be binding even if a broadband connection cannot be established at the new address. If it is not possible to move a broadband connection, any excess subscription fee charged will not be refunded.

## **15 Assignment of the subscription agreement**

Your assignment of the Subscription agreement to a third party will be subject to Telenor's consent and will only comprise the owner of the subscription. The broadband connection cannot be moved to another address. A special assignment form must be used for this purpose. Telenor reserves the right to charge an assignment fee from the assignee. If you wish to change the delivery address, the subscription must be terminated and registered again using the new address.

## **16 Termination**

The subscription agreement is non-terminable for the term agreed between Telenor and you when the agreement was concluded. For this reason, the connection may only be terminated during the binding period on payment for the remaining part of the binding period.

The agreement may be terminated subject to a 30-day notice to expire at the end of an invoicing period; however, not earlier than at the end of the binding period. Any prepaid subscription fee will not be refunded. Notice must be given to Telenor by letter or email. The address may be obtained from Telenor's Customer Service or at [www.telenor.dk](http://www.telenor.dk).

## **17 Change of subscription terms and prices**

Telenor reserves the right to change the specific subscription terms and prices subject to the same notice as applies to Telenor's general subscription terms.

The product-specific terms apply in addition to the general subscription terms. In the event of inconsistencies, the product-specific terms take precedence over the general subscription terms.

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**Registration for a subscription**

For the current registration fee, see [www.telenor.dk](http://www.telenor.dk).

**Subscription fee**

For the current subscription fee, see [www.telenor.dk](http://www.telenor.dk).

**Free traffic**

Unless otherwise indicated in the order confirmation, the subscription is a flat-rate

subscription. This means that the amount of data downloaded and uploaded is not subject to a usage charge.

**Fixed IP address**

A fixed IP (Internet Protocol) address means that the router will have the same IP address when you are online. If the exchange is upgraded or the like, you may be given a new fixed IP address.

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