

Prices

Add-on Products and Services – Mobile

All prices are stated in DKK ex. VAT.

Messages	Setup	Subscription	Usage	Unit
Free SMS	0.00	80.00	0.00	
SMS receipts	0.00	9.00	Incl. 500 SMS receipts Usage exceeding this amount will follow the subscription rates	
Call forwarding	Setup	Subscription	Usage	Unit
Conditional Call Forwarding	0.00	0.00	Current minute rate	Per minute
Unconditional Call Forwarding	0.00	16.00	Current minute rate	Per minute
Call transfer	0.00	0.00	Current minute rate	Per minute
Usage	Setup	Subscription	Usage	Unit
Usage Control	0.00	0.00	0.00	
International – CALLS	Setup	Subscription per month	Usage	Unit
International Zone	0.00	28.00	See prices on Telenor.dk	Per minute or part of a minute
Free voice to EU*	0.00	99.00	Unlimited voice and SMS from Denmark EU	Per month

* Business+ 2GB, Business+ 6 GB, Business+ 12GB, Business+ 24GB and Business+ 50GB can subscribe to Free voice to EU. For EU included countries, please visit Telenor.dk.

TRAVEL TALE

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

International – Travel Tale Basic	International calls to DK*	Calls received
The Nordic countries	DKK 0.37/minute	DKK 0.00/minute
The EU	DKK 0,37/minute	DKK 0.00/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
USA/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute

International – Travel Tale Flex Norden/EU	International calls to DK*	Calls received abroad
Nordic and EU, step 1 (0-75 min.)	DKK 19/month	DKK 0.00/minute
Nordic and EU, step 2 (76-150 min.)	DKK 49/month	DKK 0.00/minute
Nordic and EU, step 3 (151-300 min.)	DKK 89/month	DKK 0.00/minute
Nordic and EU, step 4 (301-600 min.)	DKK 159/month	DKK 0.00/minute
Nordic and EU (more than 600 min.)	DKK 0.37/minute	DKK 0.00/minute
The rest of Europe	DKK 4.80/minute	DKK 3.20/minute
USA/Canada	DKK 5.80/minute	DKK 6.80/minute
The world 1	DKK 9.80/minute	DKK 9.60/minute
The world 2	DKK 12.80/minute	DKK 12.80/minute
Ships with MCP coverage	DKK 5.80/minute	DKK 9.00/minute

International – DATA	Setup	Subscription per month	Usage	Unit
Travel Data Basic	0.00	0-29.00	Up to 100 MB in the Nordic countries and up to 100 MB in the EU: DKK 29 per day	Per MB
Travel Data Basic (MBB)	0.00	0-69.00	Up to 200 MB in the Nordic countries and up to 200 MB in the EU: DKK 69 per day	Per MB
Travel Data Flex Norden/EU/USA/Canada	0.00	from 19.00	0-75MB: DKK 19 76-150MB: DKK 59 151-300MB: DKK 99 301-600MB: DKK 139 The standard rate is charged for usage exceeding 600MB.	Per MB exceeding 600
Travel Data Global	0.00	49.00	Nordic countries and the EU: DKK 0,033/MB The rest of Europe: DKK 25/MB USA + Canada: DKK 25/MB World 1 and 2: DKK 45/MB	Per MB

Miscellaneous	Setup	Subscription	Usage	Unit
Extra Data SIM	0.00	49.00	Current data rate	Current data unit
Number reservation	99.00	0.00		Per reservation
Mobile Backup	0.00	7.20	Current data rate	Per 10KB
Barring	See prices on Telenor.dk			
Free to Fixed	0.00	39.20	48 hours of calls	Per month
Business APN	0.00	5.00		Per month
Fixed IP to Mobile broadband (Min. buy is 16 pcs.)	500.00	29.00		Per month

Add-on Products – Multiplan

The prices apply to the following products: Business, Basis & Erhverv Standard.

Discounts are given according to the agreement.

Multiplan	Setup	Subscription	Usage	Unit
Access to Self-Service	0.00	0.00	0.00	
Setup of Extensionplan Speed Dial numbers	0.00	0.00	0.00	
Extensionplan (calls and call forwarding with Extensionplan)	0.00	00.00	0.00	Per minute
			0.00	Call charges from a mobile
			0.00	Call charges from a fixed line
Barringplan (incl. configuration) per company	499.00	0.00		
Barringplan (empty profile) per company	99.00	0.00		
Optional Caller ID Display (subscription per month per user)		5.00		
F2M Plus	Setup	Subscription	Usage	Unit
F2M Plus	0.00	49.00	Current minute rate	Per minute
Conversion back to fixed-line subscription per number	160.00			
Statusplan via the Internet	Setup	Subscription	Usage	Unit
Statusplan per user	0.00	8.00		
Statusplan via Nordic Connect	Setup	Subscription	Usage	Unit
Statusplan Nordic Connect	4,000.00	200.00		
Statusplan per user	0.00	8.00		
Searchplan	Setup	Subscription	Usage	Unit
Personal Searchplan	19.00	24.00	Follows the charge for mobile call forwarding	Per minute
Searchplan Basic — up to 5 members	100.00	240.00	Follows the charge for mobile call forwarding	Per minute
Searchplan Small — up to 10 members	100.00	1,000.00	Follows the charge for mobile call forwarding	Per minute
Searchplan Large — up to 25 members	100.00	1,800.00	Follows the charge for mobile call forwarding	Per minute
Telenor Mobile Switchboard (user licence)	Setup	Subscription	Usage	Unit
T-MOB Licence 1	0.00	299.00		
T-MOB Licence 2	0.00	598.00		
T-MOB Licence 3	0.00	869.00		
T-MOB Licence 4	0.00	1,099.00		
T-MOB Licence 5	0.00	1,349.00		

T-MOB Licence 10	0.00	2,099.00		
T-MOB Licence 20	0.00	3,599.00		
T-MOB Licence 200	0.00	6,999.00		
Mobile Switchboard (partner software)	Setup	Subscription	Usage	Unit
Mobile Switchboard Basic — up to 5 members	100.00	240.00	Current minute rate	Per minute
Mobile Switchboard Plus — up to 10 members	100.00	1,000.00	Current minute rate	Per minute
Mobile Switchboard Super — up to 25 members	100.00	1,800.00	Current minute rate	Per minute
Add-on features for Searchplan and Mobile Switchboard	Setup	Subscription	Usage	Unit
Welcome Greeting	19.00	19.00		
Statistics Small	19.00	69.00		
Statistics Large	19.00	99.00		
Waiting music	19.00	19.00		
IVRplan	Setup	Subscription	Usage	Unit
IVRplan Small	200.00	1,000.00	Current minute rate	Per minute
IVRplan Large	300.00	1,800.00	Current minute rate	Per minute
IVRplan Statistics	19.00	69.00		

The following Multiplan products are not eligible for a discount according to agreement.

2in1 Number	Setup	Subscription	Usage	Unit
2in1 Number	19.00	29.00	Follows the charge for mobile call forwarding	Per minute
PureMobile App	Setup	Subscription	Usage	Unit
PureMobile App Basic	0.00	0.00		
PureMobile App Premium	0.00	19.00		
Switchboard Pro & CallCenter Pro	Setup	Subscription	Usage	Unit
CallCenter Standard setup/education	15,000.00	0.00		
CallCenter Premium setup/education	Offer	0.00		
Telenor hosting basic package	0.00	500.00		
CallCenter Standard (add on to basic package)	0.00	1,000.00		
CallCenter Premium (add on to CallCenter Standard)	0.00	1,000.00		
Switchboard Pro (1 license)	0.00	583.00		
Switchboard Pro (2 licenses)	0.00	1,000.00		
Switchboard Pro (3 licenses)	0.00	1,500.00		
Switchboard Pro (4 licenses)	0.00	2,000.00		

Switchboard Pro (5 licenses)	0.00	2,400.00		
Switchboard Pro (6 licenses)	0.00	2,880.00		
Switchboard Pro (7 licenses)	0.00	3,360.00		
Switchboard Pro (8 licenses)	0.00	3,680.00		
Switchboard Pro (9 licenses)	0.00	4,140.00		
Switchboard Pro (10 licenses)	0.00	4,600.00		
Switchboard Pro (20 licenses)	0.00	9,000.00		
Switchboard Pro (30 licenses)	0.00	12,750.00		
Switchboard Pro (40 licenses)	0.00	16,000.00		
Switchboard Pro (50 licenses)	0.00	18,750.00		
CallCenter (1 license)	0.00	59.00		
CallCenter Pro (1 license)	0.00	205.00		
CallCenter Pro (5 licenses)	0.00	1,000.00		
CallCenter Pro (10 licenses)	0.00	1,950.00		
CallCenter Pro (20 licenses)	0.00	3,800.00		
CallCenter Pro (30 licenses)	0.00	5,550.00		
CallCenter Pro (40 licenses)	0.00	7,200.00		
CallCenter Pro (50 licenses)	0.00	8,750.00		
CallCenter Pro (60 licenses)	0.00	10,200.00		
CallCenter Pro (70 licenses)	0.00	11,550.00		
CallCenter Pro (80 licenses)	0.00	12,800.00		
CallCenter Pro (90 licenses)	0.00	13,950.00		
CallCenter Pro (100 licenses)	0.00	15,000.00		
Office User	0.00	19.00		
CallCenter Wallboard	0.00	320.00		
CallCenter Professional statistics	0.00	950.00		

Add-on Products – Multiplan

The prices apply to the Business+, Fri+ Business.

Multiplan	Setup	Subscription	Usage	Unit
Access to Self-Service	0.00	0.00	0.00	
Setup of Extensionplan Speed Dial numbers	0.00	0.00	0.00	
Extensionplan (calls and call forwarding with Extensionplan)	0.00	00.00	0.00	Per minute from a mobile
			0.00	Per minute from a fixed line
			0.00	Call charges from a mobile
			0.00	Call charges from a fixed line
Barringplan (empty profile) per company	99.00	0.00		
Optional Caller ID Display (subscription per month per user)		5.00		
F2M Plus	Setup	Subscription	Usage	Unit
F2M Plus	0.00	49.00	Current minute rate	Per minute
Conversion back to fixed-line subscription per number	160.00			
Statusplan via the Internet	Setup	Subscription	Usage	Unit
Statusplan per user	0.00	5.00		
Statusplan via Nordic Connect	Setup	Subscription	Usage	Unit
Statusplan Nordic Connect	4,000.00	200.00		
Statusplan per user	0.00	5.00		
2in1 Number	Setup	Subscription	Usage	Unit
2in1 Number	19.00	29.00	Follows the charge for mobile call forwarding	Per minute
Searchplan	Setup	Subscription	Usage	Unit
Personal Searchplan	19.00	29.00	Follows the charge for mobile call forwarding	Per minute
Searchplan Basic — up to 5 members	299.00	119.00	Follows the charge for mobile call forwarding	Per minute
Searchplan Small — up to 10 members	299.00	319.00	Follows the charge for mobile call forwarding	Per minute
Searchplan Large — up to 25 members	299.00	519.00	Follows the charge for mobile call forwarding	Per minute

Telenor Mobile Switchboard (user licence)	Setup	Subscription	Usage	Unit
T-MOB Licence 1	0.00	299.00		
T-MOB Licence 2	0.00	598.00		
T-MOB Licence 3	0.00	869.00		
T-MOB Licence 4	0.00	1,099.00		
T-MOB Licence 5	0.00	1,349.00		
T-MOB Licence 10	0.00	2,099.00		
T-MOB Licence 20	0.00	3,599.00		
T-MOB Licence 200	0.00	6,999.00		
Mobile Switchboard (partner software)	Setup	Subscription	Usage	Unit
Mobile Switchboard Basic — up to 5 members	299.00	119.00	Current minute rate	Per minute
Mobile Switchboard Plus — up to 10 members	299.00	319.00	Current minute rate	Per minute
Mobile Switchboard Super — up to 25 members	299.00	519.00	Current minute rate	Per minute
Add-on features for Searchplan and Mobile Switchboard	Setup	Subscription	Usage	Unit
Welcome Greeting	19.00	19.00		
Statistics Small	19.00	69.00		
Statistics Large	19.00	99.00		
Waiting music	19.00	19.00		
IVRplan	Setup	Subscription	Usage	Unit
IVRplan Small	299.00	319.00	Current minute rate	Per minute
IVRplan Large	299.00	519.00	Current minute rate	Per minute
IVRplan Statistics	19.00	69.00		
PureMobile App	Setup	Subscription	Usage	Unit
PureMobile App Basic	0.00	0.00		
PureMobile App Premium	0.00	19.00		
Switchboard Pro & CallCenter Pro	Setup	Subscription	Usage	Unit
CallCenter Standard setup/education	15,000.00	0.00		
CallCenter Premium setup/education	Offer	0.00		
Telenor hosting basic package	0.00	500.00		
CallCenter Standard (add on to basic package)	0.00	1,000.00		
CallCenter Premium (add on to CallCenter Standard)	0.00	1,000.00		
Switchboard Pro (1 license)	0.00	583.00		
Switchboard Pro (2 licenses)	0.00	1,000.00		
Switchboard Pro (3 licenses)	0.00	1,500.00		

Switchboard Pro (4 licenses)	0.00	2,000.00		
Switchboard Pro (5 licenses)	0.00	2,400.00		
Switchboard Pro (6 licenses)	0.00	2,880.00		
Switchboard Pro (7 licenses)	0.00	3,360.00		
Switchboard Pro (8 licenses)	0.00	3,680.00		
Switchboard Pro (9 licenses)	0.00	4,140.00		
Switchboard Pro (10 licenses)	0.00	4,600.00		
Switchboard Pro (20 licenses)	0.00	9,000.00		
Switchboard Pro (30 licenses)	0.00	12,750.00		
Switchboard Pro (40 licenses)	0.00	16,000.00		
Switchboard Pro (50 licenses)	0.00	18,750.00		
CallCenter (1 license)	0.00	59.00		
CallCenter Pro (1 license)	0.00	205.00		
CallCenter Pro (5 licenses)	0.00	1,000.00		
CallCenter Pro (10 licenses)	0.00	1,950.00		
CallCenter Pro (20 licenses)	0.00	3,800.00		
CallCenter Pro (30 licenses)	0.00	5,550.00		
CallCenter Pro (40 licenses)	0.00	7,200.00		
CallCenter Pro (50 licenses)	0.00	8,750.00		
CallCenter Pro (60 licenses)	0.00	10,200.00		
CallCenter Pro (70 licenses)	0.00	11,550.00		
CallCenter Pro (80 licenses)	0.00	12,800.00		
CallCenter Pro (90 licenses)	0.00	13,950.00		
CallCenter Pro (100 licenses)	0.00	15,000.00		
Office User	0.00	19.00		
CallCenter Wallboard	0.00	320.00		
CallCenter Professional statistics	0.00	950.00		

Telenor's Conference Number

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

Add-on Products – Mobil Kontrol

Mobil Kontrol, "Erhverv" Agreement	Setup	Subscription	Usage	Unit
Company solution	300.00	2,000.00	0.00	Per month
End-user licences	0.00	49.00	Current data rates	MB of data
Mobil Kontrol, Business Agreement	Setup	Subscription	Usage	Unit
Company solution	300.00	2,000.00	0.00	Per month
End-user licences	0.00	49.00	Current data rates	MB of data
Mobil Kontrol, MobilDeal Agreement	Setup	Subscription	Usage	Unit
Company solution	300.00	150.00	0.00	Per month
End-user licences	0.00	49.00	Current data rates	MB of data

Mobil Kontrol, add-on services	Setup			Unit
Mobil Kontrol installation	2,500.00			Per course
Basic training package	6,000.00			Per course
Extended training package	10,000.00			Per course
Super-user course	12,000.00			Per course
Microsoft Active Directory integration	10,000.00			Per installation
Integration with Open Source user administration system	10,000.00			Per installation
Special configuration, consultancy hours (per hour)	1,250.00			Per hour

Discounts and requirements

Mobil Kontrol is an add-on product which in terms of discount is close to its main product, which means that the discount rate granted for Mobil Kontrol is the same as the standard discount rate obtained for the main product. However, the discount is only granted on the end-user licences.

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

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

Cloud services

Microsoft licence	Business+ subscription		Stand-alone for other business subscriptions
	500MB/2GB/6GB	12GB/24GB	
Office 365 Small Business (P1) **	DKK 25/month	DKK 25/month	DKK 25/month
Office 365 Small Business Premium (P2) **	DKK 65/month	DKK 0 for 24 months* and then DKK 65/month	DKK 65/month
Office 365 Midsize (M) **	DKK 70/month	DKK 0 for 24 months* and then DKK 70/month	DKK 70/month
Office 365 Business Essential	DKK 28/month	DKK 28/month	DKK 28/month
Office 365 Business	DKK 65/month	DKK 65/month	DKK 65/month
Office 365 Business Premium	DKK 70/month	DKK 0 for 24 months* and then DKK 70/month	DKK 70/month
Office 365 Enterprise (K1)	DKK 22.50/month	DKK 22.50/month	DKK 22.50/month
Office 365 Enterprise (E1)	DKK 45/month	DKK 45/month	DKK 45/month
Office 365 ProPlus	DKK 95/month	DKK 95/month	DKK 95/month
Office 365 Enterprise (E3)	DKK 135/month	DKK 135/month	DKK 135/month
Office 365 Enterprise (E4)	DKK 145/month	DKK 145/month	DKK 145/month
MS Exchange Online – plan 1	DKK 22.50/month	DKK 22.50/month	DKK 22.50/month
MS Exchange Online – plan 2	DKK 45/month	DKK 45/month	DKK 45/month
MS Exchange Online Archiving for E and M plans	DKK 17.50/month	DKK 17.50/month	DKK 17.50/month
MS Lync Online Plan 2	DKK 31/month	DKK 31/month	DKK 31/month
MS Lync Online Plan 3	DKK 55/month	DKK 55/month	DKK 55/month
MS Sharepoint Online plan 1	DKK 22.50/month	DKK 22.50/month	DKK 22.50/month
MS Sharepoint Online plan 2	DKK 45/month	DKK 45/month	DKK 45/month
MS SharePoint Online Storage for Small Business (100GB) **	DKK 115/month	DKK 115/month	DKK 115/month
MS Sharepoint Online Storage (100GB)	DKK 115/month	DKK 115/month	DKK 115/month
MS Sharepoint Online Storage (1TB)	DKK 1,150/month	DKK 1,150/month	DKK 1,150/month
MS Project Pro for Office 365	DKK 145/month	DKK 145/month	DKK 145/month
MS Project Online	DKK 195/month	DKK 195/month	DKK 195/month
MS Project Online with Project Pro for Office 365	DKK 345/month	DKK 345/month	DKK 345/month
MS Visio Pro for Office 365	DKK 75/month	DKK 75/month	DKK 75/month
MS Yammer Enterprise	DKK 17.50/month	DKK 17.50/month	DKK 17.50/month
MS Power BI for Office 365 with SharePoint Online (Plan 2) with Yammer	DKK 235/month	DKK 235/month	DKK 235/month
MS Power BI for Office 365 Add-On for SharePoint (Plan 2)	DKK 195/month	DKK 195/month	DKK 195/month
MS Power BI for Office 365 Add-On for E3/E4	DKK 115/month	DKK 115/month	DKK 115/month

** These products are discontinued by Microsoft. Not selling to new customers; to existing customers only during a limited period.

OneDrive	FRI+ Business	Business+	Stand-alone for other business subscriptions
	1GB, 5GB, 10GB, 20GB	2GB, 6GB, 12GB, 24GB, 50GB	
OneDrive for Business with 1TB storage space	Included	Included	Not possible

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

* If the customer at the time of purchase of Business+ 24 GB or 50 GB has received TIDAL free for 24 months, the price of TIDAL is DKK 0 per month for the initial 24 months, after that standard price apply. The choice of either having free Office 365 or TIDAL cannot be cancelled or changed after purchase.

Terms

Terms of Add-on Products and Services mobile

1 General

Mobile add-on products require a mobile main subscription with Telenor. Add-on products may be set up by contacting the sales department or Customer Service. The standard notice period is 30 days, unless otherwise stipulated in the special terms below. Notice of termination must be given in writing to Telenor Customer Service Business.

An add-on product only takes effect on the date when the product is added to your mobile subscription. When the product has been added, you will be invoiced for the add-on product.

2 Voicemail

You will be charged the ordinary telephone rate when calling and listening to the Voicemail and for call forwarding to your Voicemail. If minutes are included in your main subscription, these minutes may be used for calls to your Voicemail. Your unread messages will be stored for 168 hours (seven days) and your read messages will be stored for 72 hours (three days). You will receive an SMS when you have a new Voicemail message and you may then press 1 to listen to your message. When listening to your message, you will be informed of the date and time when the message was received. Instructions are available in English. Up to 50 messages may be stored on your Voicemail. You can change your personal message. You may obtain a security code. In case of frequent visits abroad, a Voicemail with a personal number will ensure that you can always listen to your messages from abroad. Voicemail with a personal number may be ordered via Customer Service Business. If you wish to set up your Voicemail to forward all messages to an email address, you must log in to Self-Service on telenor.dk.

3 Free SMS

SMS messages cannot be used commercially or be resold to a third party. Messages sent in Denmark to Danish mobile numbers are included in Free SMS. MMS and content-charged SMS messages, SMS messages sent from abroad, SMS receipts and SMS messages sent to international telephone numbers are not comprised by Free SMS and will be charged separately. Fri+ Business and Business+ include Free SMS, and it is available as an add-on for the Business subscription and Business Basic.

4 Call Forwarding

Call Forwarding is the possibility of conditionally or

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

5 Call Transfer

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

6 Usage Control

Usage Control is a free service. Only usage of telephone calls, SMS messages, MMS messages and data is included in the usage. Various quarterly charges, fees, discounts and the like are not included in the Usage Control amount. You must specify the monthly maximum amount which your usage cannot exceed. If the maximum amount is exceeded, the telephone will automatically be blocked within 24 hours for all outgoing calls, SMS messages, MMS messages etc. You will still be able to receive calls, SMS messages and MMS messages after your telephone has been barred. Free minutes and free SMS messages cannot be used when your telephone has been barred because you have exceeded the maximum amount of your usage control.

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

been exceeded. You are responsible for the amount charged to the account until the barring comes into force. Consequently, the maximum amount is intended as a guide only.

7 Surf Control International

With Surf Control International, you are guaranteed that your data usage will never exceed DKK 360 ex. VAT per month. Your data connection will be temporarily blocked when you have used data for DKK 360 ex. VAT in the current bill period. You will receive an SMS describing how you may continue using data abroad. Surf Control International applies in all countries outside of Denmark. Surf Control International is free of charge. You automatically have Surf Control International and may deselect it or change the limit to for example DKK 800 ex. VAT or DKK 4,000 ex. VAT by calling Customer Service on +45 72 120 000. Surf Control International will not have any impact on your usage of regular calls or SMS messages, but it will not be possible to send MMS messages. Only your data usage abroad will be temporarily barred. You will still be able to surf when you get home. M2M customers are exempted from Surf Control International. If you would like to activate Surf Control International, you must contact Customer Service. Read more about Surf Control International at www.telenor.dk

Terms of Mobil Kontrol Add-on Products

8 The product

Your IT administrator will have a right of use to Mobil Kontrol through a web-based user interface. Consequently, Mobil Kontrol is not aimed at the individual end-users, but a central administrator in the company.

9 Requirements

It is necessary that one mobile subscriber is chosen to be used for invoicing of the setup fee and the subscription fee in order to obtain access and administration of "Mobil Kontrol".

It is mandatory that the mobile subscriber for "Mobil Kontrol" have a Telenor Voice subscription within either portfolio: Business+, Fri+ Business, Fixed-Price, Business. The "Mobil Kontrol" add-on solution is automatically added to each End-user with a Voice subscription when the End-user is registered by the administrator for "Mobil Kontrol"

10 Termination

This add-on subscription may be terminated by giving a notice of at least 90 days, however, at the earliest with effect six months after setup of the add-on subscription.

11 Payment and invoicing

Subscription fees for access to Mobil Kontrol are charged on a monthly basis from the setup date when your Mobil Kontrol administrator received a welcome email from the Mobil Kontrol system.

Subscription fees to be paid by end-users are charged from the date when the Mobil Kontrol administrator has registered the end-user in the Mobil Kontrol system.

Invoicing of Mobil Kontrol follows your main subscription for mobile telephony. Invoices are issued monthly in arrears.

Setup and subscription fees for Mobil Kontrol and subscription fees for end-users with an agreement with Telenor are invoiced directly via Telenor. End-users using Mobil Kontrol who do not have or use a Telenor mobile subscription will be invoiced separately by a Telenor Key Partner on behalf of Telenor.

12 Delivery

Delivery usually takes place within one week of commencement of the agreement. When Mobil Kontrol may be accessed by your IT administrator, the Mobil Kontrol system will send an automatically generated email with login information. When the email with login information has been sent, delivery is considered to have taken place.

Mobil Kontrol clients may then be rolled out to registered end-users' smartphones by the Mobil Kontrol administrator pushing the client or by each end-user obtaining the client via an SMS.

13 Mobil Kontrol administrator

You must appoint a Mobil Kontrol administrator to register end-users after commissioning and up to 10 new co-administrators for Mobil Kontrol.

Your Mobil Kontrol administrator will provide first-line support for Mobil Kontrol for your own end-users. Thus, Telenor will not provide support to end-users in connection with Mobil Kontrol, but will only provide second-line support to your Mobil Kontrol administrator.

14 Equipment and installation

Use of Mobil Kontrol requires a computer with a web browser and Internet access in order to access the Mobil Kontrol interface for administration of your smartphones.

Mobil Kontrol belongs to Telenor. You may not, without Telenor's consent, sell, offer for lease, pledge or in any other way dispose of or interfere with the access to Mobil Kontrol which Telenor makes available to you.

If required for the operation of Mobil Kontrol, Telenor may give you binding instructions for the use of Mobil Kontrol.

15 Use of Telenor's Mobil Kontrol

Use of Telenor's Mobil Kontrol solution is in every respect at your own risk, and Telenor assumes no liability for transactions made by you or your end-users via Mobil Kontrol.

It is furthermore your responsibility that you do not register and/or manage other mobile numbers than the numbers controlled by you. You may not, without Telenor's prior consent, register any mobile numbers which you do not control.

If you register mobile numbers which are not related to Telenor DK, you will be liable for any inquiries which may be required to third parties, including other mobile operators.

16 Terminals and operating systems

Mobil Kontrol supports different terminals with different operating systems. See www.telenor.dk for more information.

When the Mobil Kontrol client is launched on the end-user terminals, it will require use of a small amount of data on each terminal when the Mobil Kontrol client is downloaded. Furthermore, data will be used every time the terminal contacts the Mobil Kontrol system, e.g. for synchronisation purposes.

17 Liability in damages

Telenor will not be liable for unauthorised persons' access to your data and/or systems and will not be liable for interruptions, service suspensions etc. if such interruption, service suspension or error is attributable to you, e.g. due to wrongful use.

18 Suspension of the connection

Without prior notice and at Telenor's discretion, Telenor will be entitled to suspend your access to Mobil Kontrol if you use Mobil Kontrol in a manner contrary to these terms or contrary to Danish law.

A justified suspension of the access to Mobil Kontrol will not lead to a reduction of the subscription fee for the relevant period.

Terms of International Mobile Products

19 International Zone

International Zone is an add-on product that gives you lower minute rates for international calls from Denmark. With International Zone, you only pay for the international part of a call. For information on the zone division of the individual countries, see www.telenor.dk

Calls made with International Zone are charged per minute. The notice of termination is 60 days.

20 Free voice to EU

Free voice to EU is an add-on which gives the customer free voice calls and SMS from Denmark to EU destinations.

Calls and SMS from Denmark to countries outside EU are charged according to standard tariffs applicable from time to time. For included countries in EU visit Telenor.dk.

If Telenor observes that there for a period of more than 30 consecutive days mainly is consumed calls and SMS to the EU countries or an abnormally high consumption is seen compared to similar customers' consumption, Telenor reserves the right to block the supplementary service for calls and SMS made from Denmark to EU countries. Calls to special and premium rate numbers abroad is not included and charged at the normal rate.

Free voice to EU applies for a maximum duration of three consecutive hours. Conversations exceeding this limit will be charged the standard minute price.

21 Travel Data Global

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

In case of usage exceeding DKK 360 ex. VAT per month abroad, Surf Control International will be activated.

Travel Data Global cannot be combined with subscriptions in the Business+ and Erhverv 30 GB.

22 Travel Tale

Add-on products for employees with regular stays abroad. With Travel Tale, you can use your Multiplan functionality abroad. You will have attractive roaming prices all over the world. There are three available Travel Tale subscriptions: Travel Tale Basic, Travel Tale Flex Norden/EU.

If the subscription expires before the end of the binding period, the subscription fee must be paid during the notice period. The Travel Tale subscriptions are binding for three months. The notice of termination is 90 days. If the subscription expires before the end of the binding period, the

subscription fee must be paid during the notice period.

The minutes used are settled monthly. If the subscription is invoiced quarterly, the minutes used are settled at the end of the quarter and then invoiced.

When Travel Tale is combined with either Statusplan or Searchplan (as an actively roaming member), please note that there may be situations where Statusplan or Searchplan will not receive information from the visited network abroad. For a Statusplan customer, it will look like the mobile phone is turned off, although it is actually turned on. For a Searchplan member, this will mean that calls are not received from the Searchplan.

Travel Tale cannot be combined with subscriptions in the Business+ range and Erhverv 30 GB. Read more at www.telenor.dk

23 Travel Data Basic

Travel Data Basic offers a lower price for a daily amount of data via the mobile phone. With Travel Data Basic, the user may use 100MB in the Nordic countries and 100MB in the EU, respectively, per day at a price of DKK 29. When the 100MB per day have been used, the user will be notified by SMS. If the data used per day exceeds the amount allowed under Travel Data Basic, this usage is charged at the standard rate per MB. No subscription fee is charged for Travel Data Basic.

Travel Data Basic cannot be combined with subscriptions in the Business+ range and Erhverv 30 GB. Travel Data Basic can be combined with Extra Data SIM.

24 Travel Data Basic (MBB)

Travel Data Basic (MBB) offers a lower price for a daily amount of data via Mobile Broadband. With Travel Data Basic, the user may use 200MB in the Nordic countries and 200MB in the EU, respectively, per day at a price of DKK 69. When 200MB per day have been used, mobile data will be blocked on your subscription. You may unblock data usage by sending an SMS to Telenor. You will then pay the standard rate for any additional MB used on that day. No subscription fee is charged for Travel Data Basic.

25 Travel Data Flex

Travel Data Flex offers the user favourable prices for data usage in the Nordic countries, the EU and the USA and Canada. The subscription includes 600MB per month. The minimum monthly payment is DKK 19, which allows usage of up to 600MB per month in the Nordic countries, the EU and/or the USA and Canada without additional payment. Travel Data Flex is divided into four

steps, meaning that the monthly price will be adjusted according to the current usage. The steps and prices are shown in the table on page 4. When the 600MB have been used in the relevant month, the user will be informed by SMS.

Data usage exceeding 600MB in the Nordic countries and the EU is charged at a standard rate per MB, and DKK 25 per MB in the USA. Other zones are charged at the standard rate.

The binding period is three months. The notice of termination is 90 days. If the subscription expires before the end of the binding period, the subscription fee must be paid during the notice period.

Travel Data Flex cannot be combined with subscriptions in the Business+ range and Erhverv 30 GB. Travel Data Basic can be combined with Extra Data SIM.

Terms of Mobile Add-on Products and Services

26 Mobile backup (see OneDrive for Business)

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

27 Double SIM Calls

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

28 Extra Data SIM

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

It is possible to use Extra Data SIM abroad combined with products with included data roaming.

Extra Data SIM cannot be combined with mobile data and mobile broadband main subscriptions, Mobile Data Company add-on subscription.

29 Number reservation

As a Telenor Business Customer, you may reserve individual numbers or number series. The numbers must be put into use within a period of 12 months; otherwise they will be released. If a number series has been put into use, it will not be released without your consent.

30 Barring

You may subscribe to the following Barring Services: Barring for Content-Charged Services, Adult Content, Parental Lock, GPRS/3G, Individual Barring, Barring – Calls and SMS, MMS Barring, International Barring. Cancellation of the barring requires a written notice from the IT/Telephony department responsible for the solution.

31 Free to Fixed

With Free to Fixed you get 48 hours of included talk time.

Additional talk time follows the minute price of your main subscription. Call charges are not included in Free to Fixed but follow your main subscription. SMS, MMS, WAP, GPRS, calls to premium rate services and international calls are not included in Free to Fixed and are charged on the basis of your main subscription. Included talk time may only be used for calls in Denmark to fixed-line numbers in Denmark; all other calls to e.g. a mobile number, your Voicemail etc. follow the minute rate of your main subscription. If you do not use all of your 48 hours of talk time, any unused hours will be automatically transferred to the next month. However, you may only have up to 96 hours of talk time at your disposal per month.

Free to Fixed is only offered for subscriptions with no minutes included – Business 0 hours 0GB, Business subscription and Business Basic. Free to Fixed has a binding period of three months. No discount is granted for the subscription under the Telenor discount agreements.

32 Data usage charging

Telenor's mobile data services (GPRS, HSDPA etc.) may be used to obtain mobile Internet access etc.

It is a requirement for the use of Telenor's mobile data services that the company's terminal equipment is designated for this use and has been set up properly.

Mobile data services are charged on the basis of the amount of data sent or received (data traffic) measured in MB. Data usage in Denmark is calculated per 10KB. In the Nordic countries and the EU, data usage is calculated per 1KB, and in all other zones, per 10KB; subject to a minimum

of 50KB per time/session with mobile Internet access.

Terms of Travel Add-on Package

1 General

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

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

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

2 Travel package

The Travel package is for subscribers with extensive travel activity. Here you may use the products Travel Tale Basic, Voicemail with personal number, International Zone and Travel Data Global. The Travel package cannot be combined with subscriptions in the Business+ and Erhverv 30 GB.

Terms of Multiplan Add-on Products

Termination and binding period

All Multiplan products under the following agreements are subject to a notice period of 30 days:

"Erhverv", Fri+ Business, Business+, Business, Basic, Association and Business.

1 Extensionplan

Extensionplan comprises special rates for the company's telephones under the following agreements: "Mobile to Mobile", "Mobile to Fixed-Line" and "Fixed-Line to Mobile". By default, charging within the Extensionplan will be activated based on usage charging (per minute). If fixed-line numbers are comprised by the Extensionplan, it is a requirement that the company has concluded an agreement with Telenor regarding Fixed-Line or Direct Line.

It is a requirement that the company has Extensionplan in order to subscribe for the other Multiplan products.

1.1. Speed Dial in Extensionplan

The company may choose to register a Speed Dial

number for each user within the Extensionplan. The Speed Dial number can be 3-8 digits but cannot be any of the following: 110, 112 and 911 or numbers beginning with "0" (zero). A Speed Dial number cannot be a portion of another Speed Dial number. If Speed Dial numbers are chosen for the users in the Extensionplan, an Escape Code must be chosen which needs not be the same for all users. The Escape Code is used to distinguish between Speed Dial calls and calls to ordinary long numbers (eight digits). There are three options when choosing an Escape Code:

1. Dial "0" (zero) to make a call to someone outside the group. When choosing Speed Dial, this configuration is automatically implemented.
2. Dial "0" (zero) to make a call to someone within the group.
3. Without dialling "0" (zero). Dial the long number (eight digits). When not choosing Speed Dial, this configuration is automatically implemented. All users call dialling long numbers but still at the low rate. You are responsible for setting up PABX and bear any costs related to this. When a mobile telephone is used abroad, extension numbers cannot be used. If a call is made to another user included in the Extensionplan and this user is located abroad, the extension number may be used.

If external extension numbers are set up, e.g. to suppliers, the current mobile rate will be applied to such numbers. Data and fax calls within the Extensionplan follow the rates for internal telephony. High Speed Data is excluded and is charged at the current rate.

1.3 Fault repair

In case of faults related to Extensionplan, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

2 Self-Service

With Multiplan Self-Service, it is possible to manage the company's Multiplan products. Multiplan Self-Service will log all activities undertaken. The company is responsible for the editing, including financial consequences, performed via the company's own use of Self-Service. This includes purchase of additional products. Telenor's security module for Multiplan Self-Service stores information locally on the company's machine in connection with login and logout. This information does not include information about the user. This Internet technology is called Cookies. It is possible to edit via Self-Service 24 hours a day. However, Telenor does not guarantee operating support outside normal working hours (8:00 a.m. to 4:00 p.m.) on weekdays. The company must state a unique user name for each login profile. It must also state a unique email address for each user. On setup, a

login will be forwarded to the email address stated. This login will be valid for 14 days from receipt and the user must log in within this period and create a password. This password must be used together with the user name every time the user logs into the system. Telenor reserves the right to inform the company's administrator of any changes and additions to Multiplan by email.

Multiplan Self-Service (including Telenor Mobile Switchboard) may be used with the following web browsers:

- Internet Explorer
- Firefox
- Google Chrome
- Safari
- Opera

2.1 Fault repair

In case of faults related to Extensionplan, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

3 Barringplan

Unless otherwise stipulated in the contract, the Barringplan bars all outgoing calls for the numbers covered by the Barringplan. If the Barring function for incoming calls is activated, it will not be possible to use the conditional call forwarding function. The contract must state the numbers to which calls must be enabled and the numbers from which it must be possible to receive calls. These numbers may be specified using number intervals. It is possible to bar specific numbers within a number interval.

The basis for the Barringplan is that it is always possible to make calls within the Extensionplan. If you wish to bar numbers within the Extensionplan, this must be actively specified in the contract. The company may establish an empty Barringplan profile, thus enabling the company to define its list of barred numbers itself via Multiplan Self-Service. If you choose an empty Barringplan, do not complete the barring list in the contract. Telenor does not guarantee barring of outgoing calls when the telephone is used abroad. The barring of incoming calls will remain effective.

3.1 Fault repair

In case of faults related to Extensionplan, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

4 F2M Plus

F2M Plus can be set up for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you wish to transfer an existing fixed-line number to F2M Plus and it is included in a number series, the entire number series in question must be converted to F2M Plus. If

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numbers which you do not wish to have activated are included in the series, these numbers must be reserved (frozen) on your account for later activation. A subsequent activation can only take place as Direct Line, F2M Plus, Searchplan and IVRplan. The number series is comprised by your agreement binding period with Telenor.

Telenor does not guarantee that F2M Plus supports receipt of SMS messages from other telephony providers.

4.4 Fault repair

In case of faults related to Extensionplan, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

5 Statusplan

It is a condition for the Statusplan product that the company uses Telenor's Mobile Switchboard and has Internet access or has acquired separate partner software.

5.1 Technical matters

All matters relating to the acquisition of partner software are to be settled directly with the supplier certified by Telenor.

If version 1 of the Statusplan is used, you are responsible for opening up for reception of status information sent from Telenor. If version 2 of the Statusplan is used, you have direct access to receiving status information from Telenor by way of the partner software.

5.2 Statusplan menu

Users with mobile telephones receive an STK menu on setup. This menu is to be used for administration of the Statusplan. If you have an old SIM card which does not support STK, the card must be replaced. A SIM card replacement will be invoiced according to the rate applicable from time to time for SIM card replacements. SMS messages sent via the Statusplan menu are charged at the SMS rate applicable from time to time, depending on your subscription. It can't be guaranteed that newer smartphones support the STK menu.

5.4 Fault repair

Reporting of faults in connection with partner software or subsequent changes in the IT installation must take place directly to the software supplier/technician. Faults in connection with SIM cards, Statusplan menu or interruptions of the Statusplan solutions must be notified via the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

Please note that the Telenor Hotline and its partner cooperate to repair any faults.

5.4 Invoicing

The Statusplan subscription and setup are

invoiced by Telenor. If partner software is used to display the Statusplan, partner software licences, installation and service agreement are invoiced directly by the supplier certified by Telenor.

6 2in1 Number

Group Searchplan can be set up for an existing mobile number or a new mobile number from Telenor's number series.

2in1 Number can also be set up for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you wish to transfer an existing fixed-line number to 2in1 Number and it is included in a number series, the entire number series in question must be transferred to Telenor and may subsequently only be set up as 2in1 Number, Searchplan, IVRplan, F2M Plus or Direct Line. If numbers which you do not wish to have activated are included in the series, these numbers must be reserved (frozen) on your account for later activation. The number series is comprised by your binding agreement with Telenor.

Setup of 2in1 Number and use of the Searchplan menu on the mobile telephone (possible to register as "active" and "passive") may require that some of the company's SIM cards are replaced. The replacement will be subject to payment of the price applicable from time to time for SIM card replacements. SMS messages sent via the Searchplan menu are charged at the SMS rate applicable from time to time, depending on your subscription. It can't be guaranteed that newer smartphones support the Searchplan menu.

It may take up to four hours to set up 2in1 Number from the time Telenor starts the activation. 2in1 Number may be set up on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of your telephony may be expected on the implementation day.

Self-Service is required for the company to set up 2in1 Number. Independent "administrator" rights must be assigned for Self-Service for this Group Searchplan.

When setting up 2in1 Number, the opening hours will be set at 24 hours a day. The administrator may subsequently adapt the opening hours to the company's and/or the user's needs via the Self-Service function.

For the Voicemail included in this service, the PIN code and the number for the Voicemail are available via Self-Service.

Addition and deletion of members are primarily used in connection with setup of the member list

for 2in1 Number. The day-to-day administration of the member to answer calls made to 2in1 Number is handled via Active/Passive, either via Multiplan Self-Service or the Searchplan STK Menu.

Reference is made to "Getting off to a good start" at telenor.dk for setting up a Group Searchplan. No charge is payable for the internal search process taking place for the member of 2in1 Number. If the member receives a call directly on the mobile phone outside 2in1 Number, the Call Forwarding rate applicable from time to time will apply if this function is activated. If Call Forwarding is activated for a number outside of the Company's Extensionplan, such call will be charged at the rate applicable from time to time.

Combining 2in1 Number with a fixed-line telephone as a member is not recommended. If you choose to do so, the fixed-line telephone must not have a call forwarding function as that will cause 2in1 Number not to work.

6.1 Welcome Greeting

Welcome Greeting allows the administrator to record unique welcome greetings for 2in1 Number via Multiplan Self-Service. Alternatively, a sound file may be uploaded.

An audio file can be no more than 5 MB and/or have a playback exceeding 4 minutes.

6.2 Waiting Music

Waiting Music allows the administrator to upload sound files and music, which is used for queuing calls on 2in1 Number.

Waiting Music is delivered with a standard music playlist. It is free and always accessible.

An audio file can be no more than 5 MB and/or have a playback exceeding 4 minutes.

The administrator may also choose to set up a unique music playlist. In addition to the Telenor music playlist, a maximum of three music playlists may be set up with a maximum of 10 tracks (sound files) on each list. Only one music playlist may be active at a time. If the administrator chooses to set up an individual music playlist, it is important to point out that the administrator (the company) will be liable to pay expenses for any Koda and Gramex rights for any music used. Telenor cannot at any time be held responsible for the music playlist used by the administrator as Waiting Music.

6.3 Fault repair

In case of faults related to 2in1 Number, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

7 Searchplan

Group Searchplan can be set up for an existing mobile number or a new mobile number from Telenor's number series.

Group Searchplan can also be set up for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you wish to transfer an existing fixed-line number to Searchplan and it is included in a number series, the entire number series in question must be transferred to Telenor and may subsequently only be set up as Searchplan, IVRplan, F2M, F2M Plus or Direct Line. If numbers which you do not wish to have activated are included in the series, these numbers must be reserved (frozen) on your account for later activation. The number series is comprised by your binding agreement period with Telenor.

Setup of a Group Searchplan and use of the Searchplan menu on the mobile telephone (possible to register as "active" and "passive") may require that some of the company's SIM cards are replaced. The replacement will be subject to payment of the price applicable from time to time for SIM card replacements. SMS messages sent via the Searchplan menu are charged at the SMS rate applicable from time to time, depending on your subscription. It can't be guaranteed that newer smartphones support the Searchplan menu.

It may take up to four hours to set up a Group Searchplan from the time Telenor starts the activation. Group Searchplans may be set up on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of your telephony may be expected on the implementation day.

Self-Service is required for the company to set up a Group Searchplan. However, independent "administrator" rights must be assigned for Self-Service for this Group Searchplan. Please note that the same "administrator" may be permitted to edit both the Searchplan and the Extensionplan.

When setting up a Group Searchplan, the opening hours will be set at 24 hours a day. The administrator may subsequently adapt the opening hours to the company's needs via the Self-Service function.

For the Voicemail included in this service, the PIN code and the number for the Voicemail are available via Self-Service.

Addition and deletion of members are primarily used in connection with setup of the member list for Group Searchplan. The day-to-day administration of the members to answer calls made to Group Searchplan is handled via

Active/Passive, either via Multiplan Self-Service or the Searchplan STK Menu.

Reference is made to "Getting off to a good start" at telenor.dk for setting up a Group Searchplan.

A maximum of 10 members may make calls on Group Searchplan at a time. For Group Searchplan (Large), where up to 25 members may be connected, the priority list will be activated if more than 10 members are active and available. This means that the first 10 active and available members on the list will be offered the call.

No charge is payable for the internal search process taking place between the members of a Group Searchplan. If a member receives a call directly on the mobile phone outside the Group Searchplan, the Call Forwarding rate applicable from time to time will apply if this function is activated. If Call Forwarding is activated for a number outside of the Company's Extensionplan, such call will be charged at the rate applicable from time to time.

It is not recommended to combine the Group Searchplan and fixed-line telephones as members. If you choose to do so, the fixed-line telephone must not have a call forwarding function as that will cause the Group Searchplan not to work.

7.1 Personal Searchplan

When setting up a Personal Searchplan the opening hours will be set at 24 hours a day. The administrator may subsequently adapt the opening hours to the company's needs via the Self-Service function. Reference is made to "Getting off to a good start" at www.telenor.dk for setting up a Personal Searchplan.

7.2 Fault repair

Contact the Telenor Hotline in case of faults related to the Group Searchplan or the Personal Searchplan. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

8 Welcome Greeting

Welcome Greeting is a product that allows the administrator to record unique welcome greetings for Searchplan via Multiplan Self-Service. Alternatively, a sound file may be uploaded.

Welcome Greeting is an add-on product for Personal Searchplan, Group Searchplan or Mobile Switchboard. Welcome Greeting may be ordered via Multiplan Self-Service.

An audio file can be no more than 5 MB and/or have a playback exceeding 4 minutes.

8.1 Fault repair

In case of faults related to Welcome Greeting,

contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

9 Statistics

Statistics is an add-on product for Personal Searchplan, Group Searchplan or Mobile Switchboard. Statistics may be ordered and administered via Multiplan Self-Service. Statistics is subject to 30 days' notice.

Statistics Small comprises three modules which provide an overview of the Searchplan performance. Data are available 60 days back in time.

Statistics Large comprises six modules which provide an overview of the Searchplan performance and the performance on members. Data are available 60 days back in time apart from "Outgoing calls per member" where data are available 30 days back in time.

9.1 Fault repair

In case of faults related to Statistics, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

10 Waiting music

Waiting Music is an add-on product for Personal Searchplan, Group Searchplan or Mobile Switchboard. Waiting Music is a product that allows the administrator to upload sound files and music, which is used for queuing calls on Searchplan. Waiting Music may be ordered via Multiplan Self-Service.

Waiting Music is delivered with a standard music playlist. It is free and always accessible.

An audio file can be no more than 5 MB and/or have a playback exceeding 4 minutes.

The administrator may also choose to set up a unique music playlist. In addition to the Telenor music playlist, a maximum of three music playlists may be set up with a maximum of 10 tracks (sound files) on each list. Only one music playlist may be active at a time. If the administrator chooses to set up an individual music playlist, it is important to point out that the administrator (the company) will be liable to pay expenses for any Koda and Gramex rights for any music used. Telenor cannot at any time be held responsible for the music playlist used by the administrator as Waiting Music.

10.1 Fault repair

In case of faults related to Waiting Music, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

11 Telenor Mobile Switchboard

11.1 General

It is a condition for the Telenor Mobile Switchboard

product that the company has Group Searchplan, Statusplan and Internet access.

Telenor Mobile Switchboard is a product which enables the company to transfer calls via a web-based switchboard application.

A user licence is required for Telenor Mobile Switchboard. Administration is handled exclusively via Multiplan Self-Service. Therefore, it is a requirement that the company has at least one administrator for Self-Service.

If the company's Extensionplan 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 of the Telenor Mobile Switchboard must be made via Multiplan Self-Service.

It is possible to change the call forwarding (conditional or unconditional) for all mobile numbers in the company's Extensionplan via the Telenor Mobile Switchboard. Call forwarding will be charged at the current minute rate.

11.2 Position

It is possible to determine the position of all mobile numbers in the company's Extensionplan via the Telenor Mobile Switchboard, provided that the mobile numbers subscribe to Statusplan. The function has been deactivated by default (no information is displayed). Each user must activate the function via the mobile phone's Statusplan menu in order to display this information in the Telenor Mobile Switchboard feature.

11.3 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.

11.4 Calendar integration

The Telenor Mobile Switchboard includes calendar integration. A prerequisite is that the company uses Microsoft Exchange which supports 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 synchronize calendar appointments is a requirement that users are created on the Exchange server with a mailbox with an associated valid email address.

The synchronization requires the use of a system account on the Exchange server that has an "Application Impersonation" role. "Delegation mode" and "on-Behalf-of" is not supported. The password is always stored encrypted in Telenor's 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 on Multiplan selfcare under "T-MOB Administration".

Communication must be open to the Exchange servers EWS endpoint. This is only supported for HTTPS. There must also be open to outbound HTTPS communications from the Exchange server to Telenor "Microsoft Synchronization Service" (MSS) - mss.telenor.dk.

To enable synchronization of calendar appointments the Administrator must ensure that the server setup page on Multiplan selfcare is filled out together with the user synchronization. In addition, the user's e-mail address must be correctly set up in the Phonebook in Telenor Mobile Switchboard (T-MOB), and calendar display must be set to "Exchange" under settings.

Telenor holds calendar appointments for a maximum of 24 hours after the appointment have occurred. Synchronization of calendar appointments is carried out 10 days in the future.

If there are more than 1,000 numbers in the company's Extensionplan the calendar integration will not work.

11.5 User

It is presupposed that each user of the Telenor Mobile Switchboard subscribes to Statusplan and Call Transfer.

The user must be registered as a member of the Searchplan main numbers which the user is to operate with the Telenor Mobile Switchboard. In addition, the user must be registered with access to the Telenor Mobile Switchboard. This is done via Multiplan Self-Service.

Outgoing calls from Telenor's Mobile Switchboard are charged via the receptionist's mobile subscription and at the rate applicable for the said person's mobile subscription from time to time.

11.6 Training

Onsite training is a mandatory part of the setup of a Telenor Mobile Switchboard and further training may be ordered from a sales representative

depending on your requirements.

11.7 Fault repair

In case of faults related to the Telenor Mobile Switchboard, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

11.8 Invoicing

Telenor Mobile Switchboard user licences are invoiced to a Group Searchplan main number chosen by the company.

12 Optional Caller ID Display

Setup and administration are handled exclusively via Self-Service. Therefore, it is a requirement that the company has at least one administrator for Self-Service.

It is only possible to display numbers that are included in the company's Extensionplan. Companies with several Extensionplans (Sub-PNI) must set up Optional Caller ID Display for each Extensionplan/PNI. It is not possible to combine numbers for display with users from different Extensionplans. Display of other numbers than the caller's own number only applies to outgoing calls. When sending SMS/MMS messages, the user's own mobile number will be displayed as the sender.

On setup, users of Optional Caller ID Display receive an STK menu to be used for administration at user level. If you have an old SIM card which does not support STK, the card must be replaced. A SIM card replacement will be invoiced according to the rate applicable from time to time for SIM card replacements. It can't be guaranteed that newer smartphones support the STK menu.

For users with Double SIM Calls, it will only be possible to use Optional Caller ID Display on the main card.

Optional Caller ID Display is only supported in Denmark. If a user of Optional Caller ID Display is abroad, that user will not be able to use the service, unless the user also has Travel Tale. In case of calls abroad made from Denmark, Optional Caller ID Display will be supported, meaning that the number selected will be displayed to the receiver (the foreign number).

12.1 Fault repair

In case of faults related to Optional Caller ID Display, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

13 Mobile Switchboard (partner software)

The Mobile Switchboard requires separate partner

switchboard software. All matters relating to the acquisition of partner switchboard software must be settled directly with the supplier certified by Telenor.

The Mobile Switchboard may be delivered in three different models depending on the company's needs: Mobile Switchboard (Basic) which includes the following three Multiplan modules: Switchboard, Group Searchplan (Basic) and Statusplan. Mobile Switchboard (Plus) which includes the following three Multiplan modules: Switchboard, Group Searchplan (Small) and Statusplan. Mobile Switchboard (Super) which includes the following three Multiplan modules: Switchboard, Group Searchplan (Large) and Statusplan.

Please note that the Setup of Mobile Switchboard may take up to four hours from the time Telenor starts the activation. Mobile Switchboard may be set up on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of your telephony may be expected on the implementation day. If the fixed-line number stated is currently used for Telenor Direct Line, it is your responsibility to have its PABX reprogrammed so that calls to the fixed-line number from the PABX are routed to the Direct Line.

13.1 Training

Onsite training is a mandatory part of the setup of a Telenor Mobile Switchboard and further training may be ordered from a sales representative depending on your requirements.

13.2 Fault repair

As the Mobile Switchboard uses the functionalities included in the Group Searchplan function, it is a condition that you are familiar with and use the tools available for Group Searchplan via telenor.dk.

In case of faults, you must assess whether they are attributable to Telenor or a partner. In case of faults related to Telenor, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

Please note that the Telenor Hotline and its partner cooperate to repair any faults.

13.3 Invoicing

The Mobile Switchboard subscription and setup are invoiced by Telenor. Partner software licences, installation and service agreement are invoiced directly by the supplier certified by Telenor.

14 IVRplan

IVRplan can be set up for an existing fixed-line number or from Telenor's fixed-line number series "72xxxxxx". If you wish to transfer an existing

fixed-line number to IVRplan and it is included in a number series, the entire number series in question must be transferred to Telenor and may subsequently only be set up as IVRplan, Searchplan, F2M Plus or Direct Line. If numbers which you do not wish to have activated are included in the series, these numbers must be reserved (frozen) on your account for later activation. The number series is comprised by your binding agreement period with Telenor.

With Multiplan Self-Service, the administrator may upload sound files stored in a sound library. An audio file can be no more than 5 MB and/or have a playback exceeding 4 minutes.

When creating an IVRplan the solution is "empty" and waits for the administrator to define and subsequently publish the different Opening Hours, Welcome Greetings, Menu Selections and Messages. In this connection it is therefore important that ingoing calls to the main number (the number for which IVRplan has been set up) may already be handled on setup. Therefore, a reference number is required for setting up an IVRplan. All calls are forwarded to this number from IVRplan until the administrator has published IVRplan for the first time.

Calls may be forwarded to numbers in and outside the Company's Extensionplan according to a Menu Selection.

If Call Forwarding is activated for a number outside of the Company's Extensionplan, such call will be charged at the rate applicable from time to time.

Please note that it may take up to four hours to set up IVRplan from the time Telenor starts the activation. IVRplan may be set up on weekdays between 8:00 a.m. and 4:00 p.m. In case of number porting from another operator, interruptions of your telephony may be expected on the implementation day. If the main IVRplan number stated is currently used for Telenor Direct Line, it is your responsibility to have its PABX reprogrammed so that calls to the fixed-line number from the PABX are routed to the Direct Line.

Self-Service is required for the company to set up IVRplan. However, independent "administrator" rights must be assigned for Self-Service for this IVRplan. Please note that the same "administrator" may be permitted to edit the IVRplan, the Searchplan and the Extensionplan. In order for the implementation of the IVRplan to be successful, the "administrator" must have acquainted himself thoroughly with the IVRplan via the manuals and video guides available from the IVRplan Self-Service.

14.1 Training

Onsite training is mandatory when setting up IVRplan. Further training must be ordered through the seller, depending on your requirements.

14.2 Fault repair

In case of faults related to IVRplan, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

15 IVRplan Statistics

IVRplan Statistics is an add-on product for IVRplan. IVRplan Statistics may be ordered and administered via Multiplan Self-Service. IVRplan Statistics is subject to 30 days' notice. IVRplan Statistics comprises two modules which provide an overview of the IVRplan performance. Data are available 60 days back in time.

16 PureMobile App

PureMobile App is available in two versions – a Basic version and a Premium version.

The Basic version is available to all Telenor Business Mobile customers with Extensionplan.

16.1 PureMobile App Basic

PureMobile App Basic contains the following functionalities:

- Telenor Extensionplan/company directory (name, number and Speed Dial number)
- Mobile call forwarding
- Searchplan Active/Passive

16.1.1 Operating systems (OS)

PureMobile App is available for the following operating systems:

- iOS
- Android
- Windows Phone

Two rolling versions of PureMobile App for each of the above OS are supported – the most recent OS version and the previous version.

Reference is made to the product matrix applicable from time to time for information on differing functionalities in the OS.

16.1.2 Fault repair

In case of faults related to PureMobile App Premium, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

If Telenor discovers that you are not using the most recent software version of PureMobile App Premium and/or one of the current OS versions, Telenor reserves the right to suspend fault repair until you have confirmed that the software has been updated to the most recent version of the app and/or a current OS version.

16.1.3 Invoicing

Downloading and using PureMobile App Basic is free.

16.1.4 Termination and binding period

PureMobile App Basic is not subject to a binding period.

16.2 PureMobile App Premium

PureMobile App Premium contains the following functionalities:

- Telenor Extensionplan/company directory (name, number and Speed Dial number)
- Statusplan
- Calendar status
- Mobile call forwarding
- Call transfer*
- Searchplan Active/Passive
- OneNumber
- Optional Caller ID Display
- Voicemail*
- Telenor's Conference Number

* The following features are not available on Windows Phones

You must have a subscription for the Mobile App Premium add-on, and the company's Extensionplan must be set up with Statusplan V2.

To use the Searchplan in PureMobile App Premium, users must be members of one or more Searchplans.

To use OneNumber in PureMobile App Premium, users must have a subscription for OneNumber.

Calls to Telenor's Conference Number are charged at the rate applicable from time to time for the users' mobile subscription.

16.2.1 Operating systems (OS)

PureMobile App Premium is available for the following operating systems:

- iOS
- Android
- Windows Phone

Two rolling versions of PureMobile App Premium for each of the above OS are supported – the most recent OS version and the previous version.

Reference is made to the product matrix applicable from time to time for information on differing functionalities in the OS.

16.2.2 Calendar sharing

Users must have PureMobile App Premium to be able to view and share calendar status.

To make users' calendar status available, the following is required:

- Users must allow PureMobile App Premium access to the smartphone calendar.
- Users must indicate calendar(s) to be shared through PureMobile App Premium.

To ensure that the calendar status is updated correctly, users must use push settings for calendar synchronisation on their smartphones.

16.2.3 Voicemail

Use of Voicemail in PureMobile App Premium follows the general terms and conditions for the supplementary service Voicemail, which requires a Telenor mobile subscription. Reference is therefore made to these terms.

In PureMobile App Premium you can play, forward or delete Voicemail messages. If a Voicemail message is deleted in PureMobile App Premium, the message is also deleted in the supplementary service Voicemail.

16.2.4 Fault repair

In case of faults related to PureMobile App Premium, contact the Telenor Hotline. Faults are repaired on weekdays between 8:00 a.m. and 4:00 p.m.

If Telenor discovers that you are not using the most recent software version of PureMobile App Premium and/or one of the current OS versions, Telenor reserves the right to suspend fault repair until you have confirmed that the software has been updated to the most recent version of the app and/or a current OS version.

16.2.5 Invoicing

Downloading PureMobile App Premium is free. Telenor will charge you for the subscription and setup of PureMobile App Premium per end-user.

16.2.6 Termination and binding period

PureMobile App Premium is subject to a 90-day binding period and 30-day notice of termination.

16.3 User data

Use of PureMobile App requires an underlying Extensionplan requiring a registered owner, a payer and optionally one or more users. Extensionplan contains information about users and telephone numbers as the basic part of the service.

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

- Name
- Phone number
- Call History
- Mobile status (busy / free / off)
- Business Contacts in Extensionplan

- Calendar information (if enabled in RenMobil App Premium)

16.3.1 Using and sharing of user data

Name and phone number is used as identification of the user. Call History provides the user with an overview of all previous calls. Mobile status and calendar information is used in regards to the user's availability to other contacts in the company Extensionplan.

User data is also used to ensure quality of service. Telenor will not pass these user data.

16.3.2 Secure encryption of user data

All users of PureMobile App are assigned a unique token from Telenor's network when the service is created. This token is used in all subsequent communication with Telenor network including Extension plan.

All data and all data communication in PureMobile App is encrypted. On the phone, data is placed in a private App folder that only RenMobil App can access. Data is encrypted with the phone's default encryption. All data communication between PureMobile App and Telenor's network is encrypted with Transport Layer Security (TLS) with a minimum of 256-bit encryption key. Voicemail messages in PureMobile App Premium are not further encrypted.

Voicemail messages (WAV files) forwarded from PureMobile App Premium as either e-mail or otherwise are not encrypted in addition to the encryption used for the transport itself.

17 Switchboard Pro

17.1 General

To use Switchboard Pro it is a prerequisite that the company has group Searchplan, Status Plan and access to the internet.

17.2 Delivery

Switchboard Pro is delivered in Telenor's own Hosting center.

17.3 Installation

Installation of Switchboard Pro is performed remote and without onsite visits unless otherwise agreed and the cost is covered for this purpose.

The basic setup covers a maximum of 5 agents and set up of visualization of up to 4 Search Plans. At the same time, the purchased number of concurrent agent licenses is also setup.

In addition, the following is setup:

- AD synchronization for the number of users contained in the solution.
- Calendar display and mobile status for the purchased number of licenses.

- Standard E-mail sending for call transfer.
- SMS sending for call transfer (if add has been purchased) - Remember this requires an extra SIM card.
- Name on Search Plans if this has been noted.
- Call history on incoming calls for call transfer.
- Search criteria's for all users setup in the solution.

When the solution has been setup it is tested for commissioning.

17.4 Calendar Integration

Switchboard Pro contains calendar integration. To use the calendar integration, it is a prerequisite that the company uses either Microsoft Exchange or Google Calendar.

17.4.1 Microsoft Exchange

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 is not changing the used API.

In order to synchronize calendar appointments is a requirement that users are created on the Exchange server with a mailbox which is associated with a valid email address.

The synchronization requires the use of a system account on the Exchange server that has an "Application Impersonation" role. "Delegation mode" and "on-Behalf-of" is not supported. The password is always stored encrypted in Telenor's network. Note - if the password is changed for the account on the Exchange server, then the password also needs be changed in Switchboard Pro.

Communication must be open to the Exchange servers EWS endpoint. There is only support for HTTPS. The Exchange server should also be open for outbound HTTPS communications towards Telenor's hosting center.

To enable synchronization of calendar appointments the administrator needs to ensure that the user's e-mail addresses are correctly set up in the Phonebook in Switchboard Pro.

Telenor holds calendar appointments a maximum of 7 days back in time. Synchronization of

calendar appointments is carried out 30 days ahead in time.

17.4.2 Google Calendar

To use Google Calendar a connection to Google Apps for Work is needed via Google Apps Administrator.

Support for future versions of Google calendar depends on that Google is not changing the used API.

In order to synchronize calendar appointments is a requirement that users are created in Google Apps with a mailbox which is associated with a valid email address.

The synchronization requires a system account in Google Apps that have "Google Apps Administrator" rights. The password is always stored encrypted in Telenor's network. Note - if the password is changed for the account at Google, then the password also needs be changed in Switchboard Pro.

There must be created AIP Client Access in Google Apps with the following settings:

- Client Name:
525833805983-
dto3fut87tt0u18206lmujlam3cens5q.apps
.googleusercontent.com
- API-areas:
<https://www.googleapis.com/auth/calendar>

To enable synchronization of calendar appointments the administrator needs to ensure that the user's e-mail addresses are correctly set up in the Phonebook in Switchboard Pro.

Telenor holds calendar appointments a maximum of 7 days back in time. Synchronization of calendar appointments is carried out 30 days ahead in time.

17.5 PC client

The following is the minimum requirement for the PC running Switchboard Pro:

- Windows 7 (32 / 64bit), Windows 8.x, Windows 10
- Latest Windows updates
- Core i3 processor or equivalent
- 4 GB RAM
- .Net Framework 4.6.2 (Not client profile)
- Net card with IP address + IP connection to the Internet
- Screen resolution at minimum 1280x1024
- "Miralix Auto Update Service" is installed on the client PC together with "Miralix client programs", which automatically updates the client software

- Open to TCP port 3008 outbound
- Using the client on a PC that is connected to a wireless network is not recommended
- "C:\AppData\Miralix" **shall** be waived when scanning files (NB: The path may vary depending on the drive used for the Miralix programs)
- To run "MiralixView": Browser with Flash in the newest version. Mozilla Firefox or Microsoft Internet Explorer recommended

17.6 Mobile Client

The following is the minimum requirements to the operating system on the mobile phone in order to use the supplied Mobile Client (Miralix InShare):

- Google Android - version 4.x, 5.x, 6.x or 7.x
- Apple iPhone iOS - version 8.x, 9.x and 10.x

17.7 Education

Onsite training is a mandatory part when commissioning Switchboard Pro and additional training is ordered through the account manager depending on the customer needs and wants.

17.8 Troubleshooting

For errors related to Switchboard Pro contact Telenor Hotline. Error correction will occur on weekdays between the hours. 8:00 to 16:00.

17.9 Software maintenance and service windows

Software maintenance is included in Switchboard Pro. Scheduled service windows will be in the period Sunday to Monday (22:00 to 06:00), Monday to Tuesday (22:00 to 06:00), Wednesday to Thursday (22:00 to 06:00) or Thursday to Friday (22:00 to 06:00). All scheduled service windows are notified via Telenor Operating Information.

17.10 Changes to the solution

All changes to the commissioned solution are charged on an hourly basis. The following is defined as changes, but not limited to:

- New employee
- Outgoing employee
- New agents
- Additional licenses
- New call transfer user
- Training of new agents
- Re-installing the software on new computers
- Head set noise
- Various user errors

17.11 Billing

Telenor invoices the subscription and the creation of Switchboard Pro and subscription for the

number of concurrent licenses (users) for Switchboard Pro.

17.12 Termination and binding

Switchboard Pro can be terminated by giving a notice of at least 30 days, however, at the earliest with effect 12 months after the delivery date.

18 CallCenter Pro

18.1 General

To use CallCenter Pro it is a prerequisite that the company has Telenor SIP Trunk, Status Plan and access to the internet.

CallCenter Pro is available in 2 variants - Standard and Premium.

18.2 Delivery

CallCenter Pro is delivered in Telenor's own Hosting center.

18.3 Installation

Installation of CallCenter Pro is performed remote and without onsite visits unless otherwise agreed and the cost is covered for this purpose.

For CallCenter Pro (Standard) a basic setup is delivered with a maximum of 5 queues and help is provided for installing clients. Telenor SIP Trunk is delivered based on the agreement between Telenor and the customer. Once setup has been completed the solution is tested for commissioning including the Telenor SIP Trunk. A part of the basic setup 6 hours of training is delivered and on-site attendance on the go-live day.

For CallCenter Pro (Premium) setup, training and go-live is delivered according to the specific agreement between Telenor and the customer. Telenor SIP Trunk is delivered based on the agreement between Telenor and the customer. Once setup has been completed the solution is tested for commissioning including the Telenor SIP Trunk.

18.4 Calendar Integration

CallCenter Pro contains calendar integration. To use the calendar integration, it is a prerequisite that the company uses either Microsoft Exchange or Google Calendar.

18.4.1 Microsoft Exchange

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 is not changing the used API.

In order to synchronize calendar appointments is a requirement that users are created on the Exchange server with a mailbox which is associated with a valid email address.

The synchronization requires the use of a system account on the Exchange server that has an "Application Impersonation" role. "Delegation mode" and "on-Behalf-of" is not supported. The password is always stored encrypted in Telenor's network. Note - if the password is changed for the account on the Exchange server, then the password also needs to be changed in CallCenter Pro.

Communication must be open to the Exchange servers EWS endpoint. There is only support for HTTPS. The Exchange server should also be open for outbound HTTPS communications towards Telenor's hosting center.

To enable synchronization of calendar appointments the administrator needs to ensure that the user's e-mail addresses are correctly set up in the Phonebook in CallCenter Pro.

Telenor holds calendar appointments a maximum of 7 days back in time. Synchronization of calendar appointments is carried out 30 days ahead in time.

18.4.2 Google Calendar

To use Google Calendar a connection to Google Apps for Work is needed via Google Apps Administrator.

Support for future versions of Google calendar depends on that Google is not changing the used API.

In order to synchronize calendar appointments is a requirement that users are created in Google Apps with a mailbox which is associated with a valid email address.

The synchronization requires a system account in Google Apps that have "Google Apps Administrator" rights. The password is always stored encrypted in Telenor's network. Note - if the password is changed for the account at Google, then the password also needs to be changed in CallCenter Pro.

There must be created AIP Client Access in Google Apps with the following settings:

- Client Name:
525833805983-
dto3fut87tt0u18206lmujlam3cens5q.apps
.googleusercontent.com

- API-areas:
<https://www.googleapis.com/auth/calendar>

To enable synchronization of calendar appointments the administrator needs to ensure that the user's e-mail addresses are correctly set up in the Phonebook in CallCenter Pro.

Telenor holds calendar appointments a maximum of 7 days back in time. Synchronization of calendar appointments is carried out 30 days ahead in time.

18.5 PC client

The following is the minimum requirement for the PC running the CallCenter client and the CallCenter Pro client:

- Windows 7 (32 / 64bit), Windows 8.x, Windows 10
- Latest Windows updates
- Core i3 processor or equivalent
- 4 GB RAM
- .Net Framework 4.6.2 (Not client profile)
- Net card with IP address + IP connection to the Internet
- Screen resolution at minimum 1280x1024
- "Miralix Auto Update Service" is installed on the client PC together with "Miralix client programs", which automatically updates the client software
- Open to TCP port 3008 outbound
- Using the client on a PC that is connected to a wireless network is not recommended
- "C:\AppData\Miralix" **shall** be waived when scanning files (NB: The path may vary depending on the drive used for the Miralix programs)
- To run "MiralixView": Browser with Flash in the newest version. Mozilla Firefox or Microsoft Internet Explorer recommended

18.6 Mobile Client

The following is the minimum requirements to the operating system on the mobile phone in order to use the supplied Mobile Client (Miralix InShare):

- Google Android - version 4.x, 5.x, 6.x or 7.x
- Apple iPhone iOS - version 8.x, 9.x and 10.x

18.7 Education

Onsite training is a mandatory part when commissioning CallCenter Pro and additional training is ordered through the account manager depending on the customer needs and wants.

18.8 Troubleshooting

For errors related to CallCenter Pro contact Telenor Hotline. Error correction will occur on weekdays between the hours. 8:00 to 16:00.

18.9 Software maintenance and service windows

Software maintenance is included in CallCenter Pro. Scheduled service windows will be in the period Sunday to Monday (22:00 to 06:00), Monday to Tuesday (22:00 to 06:00), Wednesday to Thursday (22:00 to 06:00) or Thursday to Friday (22:00 to 06:00). All scheduled service windows are notified via Telenor Operating Information.

18.10 Changes to the solution

All changes to the commissioned solution are charged on an hourly basis.

The following is defined as changes, but not limited to:

- Opening hours
- Questions regarding call flows
- New call flow
- Corrections to existing call flow
- Cleaning up call flows
- Changes to Skill sets
- Answer on Public Holidays
- New main number
- New employee
- Outgoing employee
- New agents
- Additional licenses
- New call transfer user
- Training of new agents
- Re-installing the software on new computers
- Head set noise
- Adjusting the sound level on speakers
- Various user error

18.11 Billing

Telenor invoices the subscription and the creation of CallCenter Pro and subscription for the number of concurrent licenses (users) for CallCenter Pro.

18.12 Termination and binding

CallCenter Pro can be terminated by giving a notice of at least 30 days, however, at the earliest with effect 12 months after the delivery date.

Terms of Telenor's Conference Number

1 General

Telenor's Conference Number is a conference service for conference calls. Each meeting may include up to 20 participants. In order to set up a meeting, an eight-digit meeting code is required. The meeting code may be any combination of eight digits. During a meeting, it is possible to block new participants from the meeting. It is also

possible to unlock the meeting and allow participants to participate in the meeting.

2 Conference number

To reach Telenor's Conference Number from Denmark, call +45 90 950 000.

To reach Telenor's Conference Number from abroad, call +45 60 650 000. This applies to both Danish users and users with international telephone numbers.

3 The Conference Table

It is possible to register as a user of the Conference Table via www.telenor.dk. When setting up a user profile, the user must enter an email address, a telephone number and a five-digit meeting code. This code is unique for the user, and the five digits will be the first digits in a seven-digit meeting code, which is generated for the participants invited to the meeting.

The Conference Table is a virtual Conference Table where it is possible to share files, chat, activate recording of conversations and request speaking time and ask questions.

If a meeting is recorded or if files are uploaded, these will be available to the person who has set up the meeting up to 24 hours after the meeting was ended via www.telenor.dk. After this time, files will be deleted without notice for security reasons and cannot be restored.

When a user profile is set up and participants are added to a meeting, it is recommended to use mobile numbers in order to allow SMS notifications prior to a meeting. In addition to SMS notifications, it is also possible to set up email notifications in order for each participant to be notified of a meeting. SMS messages and email notifications are free of charge and are available in Danish and English.

4 Usage packages

Each caller pays for calls to Telenor's Conference Number via his/her subscription. The call will be charged per minute.

The usage package Free Usage includes free calls to Telenor's Conference Number at a fixed, monthly subscription fee. Please refer to the price section for current rates for calls and usage packages. The usage packages may only be used for calls from Denmark.

5 Fault repair

In case of faults related to Telenor's Conference Number, contact Telenor Customer Service Business. Faults are repaired on weekdays between 8:00 a.m. and 8:00 p.m. and Saturdays between 8:00 a.m. and 4:00 p.m.

Terms of Mobile Data Add-on Products and Services

1 General

Mobil Data 3GB, 10GB, 25GB cannot be combined with Business+ and Erhverv 30 GB subscriptions.

2 Max Price

With Max Price, you may surf via your mobile phone without having to worry about the price. Regardless of the amount of data used in one day, you will as a maximum pay DKK 20 ex. VAT. All customers have a default subscription for Max Price unless another data product has been chosen. Please note that Max Price also applies to EU data roaming traffic. Data Roaming usage outside EU countries will be charged at standard prices. Standard prices are available on telenor.dk. For a list of EU countries visit Telenor.dk.

3 Mobile Data 3GB, Mobile Data 10GB, and Mobile Data 25GB

The Mobile Data products are available with different amounts of data included:

- 3GB
- 10GB
- 25GB

The speed is as follows:

Mobile Data 3GB: 17-71/5-43Mbit/s

Mobile Data 10GB: 17-71/5-43Mbit/s

Mobile Data 25GB: 17-71/5-43Mbit/s

If you use more than the amount of data included, you will not be charged for usage exceeding included usage in Denmark. However, the speed will be reduced to 256/256kbit/s when you have used the data included. For usage in EU countries, you will be charged standard price for any usage above the included GB.

4 Usage exceeding included usage

Products including usage, with or without speed limitation, will not be charged per MB. When the included usage has been reached, an amount will be charged for usage per MB depending on the specific product. If your usage in a month exceeds the included usage, Telenor reserves the right to disconnect, limit or terminate the subscription without liability and notice. Usage in a month is calculated on the basis of the total traffic on uploads and downloads.

5 Mobile Data Basic

Mobile Data Basic gives access to use of packet-switched and circuit-switched data, also called 3G/GPRS and High Speed Data.

6 Mobile Fax

Fax is invoiced on the basis of the number of

minutes and seconds in which the service is used. Mobile Fax may be combined with Extensionplan.

7 Mobile Data Company

The company needs to choose or must have chosen a Mobile Data Company package in order for you to be eligible for this product. You will pay for a Mobile Data Business package and a price for the amount of MB exceeding the amount included in the business usage package. Unused MB in a company usage package cannot be transferred to a subsequent month. Company package users must purchase Mobile Data Basic as an add-on product.

8 MDA Barring

You are responsible for ensuring that the information required to set up your MDA solution is correct. If such information is incorrect, it may take up to two working weeks for Telenor to implement and launch the MDA solution. You and Telenor will subsequently agree on a time schedule, commissioning time and technical matters related to the installation no later than four weeks after the signing of the contract. Telenor is entitled to postpone the delivery date if required due to technical reasons or due to delay on the part of sub-suppliers, including suppliers of teleservices, without being liable to compensate you.

8.1 Changes

If you subsequently request changes to the technical setup of the MDA solution, including for instance IP addresses etc., it may take up to two working weeks for Telenor to implement these changes in the MDA solution.

8.2 Equipment and software

You are obliged to pay all costs (setup and operation costs) to any supplier of data equipment or other equipment. Telenor has the copyright to, ownership of and any other right to software delivered pursuant to the agreement. Software delivered together with a service may only be used together with this service from Telenor and cannot be copied or further distributed.

The right to use such software will expire at the same time as this agreement expires between the Parties. You are obliged to comply with the licence terms for third-party developed software distributed by Telenor or referred to by Telenor via the name of the software, links or in any other way. Telenor assumes no liability for errors and/or defects related to this software. Consequently, claims concerning this software cannot be made against Telenor. Support of third-party developed software will not be handled by Telenor.

8.3 Liability in damages

After signing of the agreement, you will obtain access to the company's internal network via MDA

and the public Internet at the same time. Your network is thereby exposed to a potential safety risk. You are responsible for setting up and maintaining a proper safety solution to minimise this risk. Telenor offers an add-on product to your subscriptions which will bar the user's access to the Internet and the use of MMS messages via packet-switched data (GPRS and 3G). However, the user may still have access to the Internet if the user's GSM terminal supports use of WLAN, circuit-switched data or similar technologies. Telenor will not be responsible for any indirect damage or loss caused by use of the product. Telenor's liability in damages is limited to DKK 100,000.00 per calendar year, regardless of the extent of damage suffered during the year.

9 Limitations

Telenor reserves the right to implement measures against or completely block IP telephony services. This applies to mVoIP, video, SMS and other types of messages which allow you to talk, video talk or forward SMS/messages via the mobile data network made available by Telenor on your mobile phone. The only exception is Mobile Data 25GB where mVoIP is allowed.

Terms of Other Add-on Services

1 User Training

Telenor offers user training in the form of courses either by telephone or through visits to the company. Contact the sales consultant for further information.

Terms of Telenor Services in the Cloud

1 General

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

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

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

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

On termination of Telenor mobile subscriptions, the Telenor Services in the Cloud linked to the relevant mobile subscription will automatically be

terminated, subject to the above-mentioned notice for Telenor Services in the Cloud.

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

2 Microsoft Office 365

Microsoft Office 365 with Telenor offers access to Microsoft Office 365 products ("O365").

Telenor provides support for O365 if you have any general questions on setup, e.g. creation of users, passwords and the general use of O365. Otherwise you are responsible for the setup of your O365. This includes, but is not limited to, migration of emails, calendar, contact details, migration of files to SharePoint, setup of user groups with rights, setup of DNS (domains), use of Microsoft Office products, training in the use of Office 365 etc.

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

2.1 Requirements

To be able to purchase O365, you must meet the following requirements:

- You must appoint an O365 administrator responsible for purchasing O365 licences or for terminating one or more Office 365 licences. Telenor must be provided with the administrator's email address.
- After signing this agreement, you must accept and comply with Microsoft's terms on the use of O365 applicable from time to time. These terms are available at Microsoft's website: <http://office.microsoft.com/dk/business>.

2.2 Payment terms

Telenor issues invoices monthly in arrears

You will be invoiced from the day when the O365 user administration login is sent from Telenor to the email address designated by you.

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

If you fail to pay for the Business+ subscription, and it is terminated, the O365 licences will also be terminated.

2.3 Ordering of O365

If you wish to order O365 licences, you must contact Telenor. Telenor will set up the account and send you the login details to your O365 user administration, after which time the licences will be ready for use.

However, if you order O365 when setting up new Business+ mobile subscriptions, you will only receive the O365 user administration login within seven days of the time when your first SIM card has become active and your Business+ subscription can be used.

In addition to O365 being included in a number of subscriptions (see telenor.dk), you may also order O365 as a stand-alone product. When purchasing O365 as a stand-alone product, you will be charged Telenor's price for O365 applicable from time to time from the day when the O365 product is set up. When ordering O365 as a stand-alone product, you will be bound by the Prices and Terms for O365 as a stand-alone product (see [this link](#)).

2.4 Termination and expiry of licences

If you terminate a Business+ subscription, the O365 licence associated with the mobile subscription will also be terminated. If you terminate all your Business+ subscriptions, all O365 licences will also be terminated.

If you wish to continue with the O365 licences as a stand-alone product, you must state this in your notice of termination to Telenor. You will then be charged Telenor's price for O365 applicable from time to time from the day when the termination of the Business+ subscription takes effect.

The notice period for the individual O365 licence is current month + 30 days.

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

If you change from a Business+ subscription where O365 is included for 24 months without charge to a subscription where O365 without charge for 24 months is not included, you must pay for O365 from the date when the new subscription takes effect.

If mobile subscriptions include an O365 licence without charge, you may choose whether to continue your O365 licences at the recommended prices or to terminate the licences when the period during which O365 is without charge expires. If you do not wish to continue O365, the licences

must be terminated subject to the applicable notice period.

2.5 Disclosure of required information to business partners

When taking out a subscription, you authorise Telenor to disclose all required information to Telenor's business partners, Wunderman, Tapstorm and Microsoft. Telenor will disclose the information provided by you on setup: CVR number, company name, address and name, mobile number and email address of contact. Our business partners will use the information to set you up in their respective systems to give you access to O365. In addition, the names and email addresses of the users to which O365 is allocated will be disclosed. If you have given your permission for Telenor to send promotion material to you, this will not be passed on. Telenor, Wunderman and Tapstorm do not have access to the data stored by the users via O365.

2.6 Other terms

It is not possible to combine the different types of O365. This means that all users must have the same type of O365 licence. In addition, it is not possible to migrate your O365 from one type of O365 licence to another.

An example: If you have Small Business Premium, you cannot change to Midsize. If you wish to change to another plan, the current plan must be closed and a new one opened. You are responsible for backing up all data etc. and installing it again in the new plan. Telenor cannot be held responsible for this.

O365 is included in the subscription for the first 24 months for Microsoft Business Premium for the number of SIM cards purchased for the Business+ 24GB or 50GB package.

2.7 O365 Support

O365 support is open on all weekdays from 8 a.m. to 5 p.m. You can contact Telenor Customer Service via telenor.dk or tel. +45 72 120 000. The O365 support will as far as possible be offered in Danish, but may at peak hours be offered in Swedish or English.

3 OneDrive for Business

With the Business+ 2GB, 6GB, 12GB, 24GB and 50GB subscriptions and MBB 1GB, 5GB, 15GB and 25GB, you have OneDrive for Business included in your subscription. OneDrive for Business is online storage space in the cloud. The Telenor Business General Terms and the Prices and Terms for Mobile Broadband apply in addition to these Terms. In case of discrepancy, these Terms take precedence over other terms.

When your telephone number becomes active in Telenor's network, Telenor will send you an email

containing information on how to activate OneDrive for Business. During the activation process, you must set up a Microsoft account.

The program may only be used for company purposes. The activation must be performed by a Telenor customer with one or more of the above-mentioned subscriptions. OneDrive for Business is protected by copyright. If the copyright is infringed, Telenor will be entitled to suspend your access to OneDrive for Business, just as you may be held liable in damages to Microsoft. When you start to use OneDrive for Business, you accept Microsoft's terms of use.

When taking out a subscription, you authorise Telenor to disclose all required information to Telenor's business partners, Wunderman, Tapstorm and Microsoft. Telenor will disclose the information provided by you on setup: CVR number, company name, address and name, mobile number and email address of contact. Our business partners will use the information to set you up in their respective systems to give you access to OneDrive for Business. In addition, the names and email addresses of the users to which OneDrive for Business is allocated will be disclosed. If you have given your permission for Telenor to send promotion material to you, this will not be passed on. Telenor, Wunderman and Tapstorm do not have access to the data stored by the users on their OneDrive for Business.

Go to www.onedrive.live.com/about/da-dk/ on the PC where you wish to install OneDrive for Business. Then, log on using your Microsoft account. You may download apps for OneDrive for Business. There is a special app for OneDrive for Business. The OneDrive for Business application uses current data traffic for which you are charged. Please note when using OneDrive for Business abroad that data usage there is more expensive.

Your access to OneDrive for Business storage space via a Telenor subscription will be suspended if you terminate your subscription or change to a subscription not comprising OneDrive for Business. If you change your subscription, the allocated space and content will be deleted 65 days after the change taking effect. If you terminate your subscription, the allocated space and the content will be deleted 35 days after the expiry of the notice period. During the notice period, Telenor will send reminders advising the company's administrator to take backups. Telenor will lock the storage space for editing 30 days before it is deleted and will send another backup reminder five days before it is deleted. You are responsible for backing up your data before terminating a subscription. Telenor cannot be held responsible for this.

4 TIDAL

With the Business+ 24GB or 50GB subscription, you may choose to have TIDAL included for 24 months instead of O365. You must make this choice when the agreement is made, and it cannot be cancelled or changed later.

With TIDAL, it is possible to listen to music against payment of a fixed amount per month. TIDAL may be purchased for a Telenor mobile subscription or a mobile broadband subscription, but not if you only have a broadband subscription. TIDAL is accessed via a PC desktop client and/or a mobile client. Music from TIDAL may only be used by you or your employees, including members of your household or your employees' household. Data traffic may be included when accessing and using TIDAL on Telenor's network in Denmark, depending on the subscription. When using TIDAL abroad, data traffic is not included.

In order to use TIDAL, you must allow Telenor to disclose the company name and telephone numbers to Telenor's business partner, Aspiro, which is in charge of the operation of TIDAL. Telenor will not pass on your consent to be contacted. In special circumstances, including with regard to operation, safety or misuse, Telenor is entitled to close down access to TIDAL.

Music from TIDAL is protected by copyright. If you infringe third-party rights, e.g. if the music from TIDAL is wrongfully used by other persons than members of your household and/or members of your employees' household, or if it is used commercially, Telenor is entitled to close down access to the TIDAL service and you may be held liable for damages.

TIDAL may be terminated by giving a notice of current month + 30 days. However, during the first 30 days of the subscription period, TIDAL may be terminated with one day's notice.

5 Special conditions for mobile usage in the EU

At the time of contract entry or at a later date, Telenor can require the Customer to produce documented proof that the Customer has a registered address in Denmark, or that the Customer has other close links to Denmark that entail frequent or extended stays in the country—e.g. full-time employment in Denmark or other circumstances that require the Customer to be physically present in Denmark frequently or for extended periods. If the Customer is unable to produce such documentation, Telenor will be entitled to block the Customer's access to international mobile services within the EU.

The Customer is entitled to use the mobile service on periodic trips in the EU, charged at the same rate as if the data usage occurred in Denmark, provided that the Customer's mobile service subscription includes access to data usage in the EU.

The Customer's misuse or irregular use of the mobile service in the EU (e.g. using the mobile service in the EU for other purposes than periodic trips in the EU) will entitle Telenor to charge a special user charge for the Customer's roaming in the EU (hereinafter referred to as an "extra EU charge"), following advance notification of the Customer as described below.

Circumstances regarded as misuse or irregular use of the mobile service by the Customer in the EU, among other things:

1. Use of the mobile service in the EU for other purposes than periodic trips in the EU.
2. The Customer's use of Telenor's mobile services—registered over a period of at least four months—shows that either usage is not primarily in Denmark and that the Customer does not primarily reside in Denmark.
3. SIM cards associated with the Customer are inactive for long periods of time, in addition to being primarily used while roaming.
4. The Customer has concluded several mobile subscription contracts and the subscriptions and associated SIM cards are successively used while roaming.

Telenor will inform the Customer should it notice any misuse that falls under the above. If the Customer does not change its consumption pattern within two weeks of being informed by Telenor of its misuse, Telenor will be entitled to apply an extra EU charge, in addition to registering the Customer's actual data usage or stay in Denmark. Telenor will cease to apply extra EU charges once the Customer's consumption pattern, registered over a period of at least four months, can evidence that the Customer has primarily used the mobile service within Denmark, or that the Customer has primarily resided in Denmark. If the Customer's mobile service subscription includes one or more data packages, Telenor is entitled to apply an extra EU charge for the Customer's use of mobile data in the EU that exceeds the limit for a reasonable amount of data usage in the EU (fair use limit).

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