

Basic subscriptions

Fixed-Line	
Fixed-line PSTN ¹	
Registration ⁶	760.00
Subscription per month	105.60
ISDN2 Basic ²	
Registration ⁶	760.00
Subscription per month	135.20
ISDN2 Business ^{2,3}	
Registration ⁶	760.00
Subscription per month	175.20
FlexISDN including 8 channels ^{2,5}	
Registration ⁶	10,400.00
Subscription per month	560.00
Extra channel per month	71.20
Change of number of channels per. piece	400.00
Installation	
Technician visit, initial charge ⁴	396.00
Net termination point PSTN/ISDN	160.00
Work carried out as per account rendered, price per quarter or part of a quarter ⁷	120.50
Failure to be available for technician visit	556.00
Usage ⁸	
Calls to a fixed line per minute	0.096
Calls to Telenor mobile net per minute	1.00
Calls to another mobile per minute	1.00
Call charge/Call attempt charge	0.20

All prices are stated in DKK ex. VAT.

¹ If no telephone point exists at the address, a visit by a technician is required.

² ISDN2 and FlexISDN must be installed by a technician.

³ ISDN2 Business includes subscriptions for Handset Change, Terminal Address, Caller ID Display, Call Waiting and Extended Service.

⁴ A technician visit will take place Monday to Friday between 7:30 AM and 4:00 PM.

⁵ The FlexISDN subscription include Caller ID Display and 24-Hour Service.

⁶ By transfer of an existing subscription from another operator, no registration fee is payable for the subscription if the subscription is transferred with the same content. If the subscription content is changed in connection with the transfer, any charges will be invoiced according to the Prices and Terms.

⁷ Any use of materials will be charged separately.

⁸ Telenor Fixed-Line is charged per minute. Calls to specially rated numbers and fax and data calls are charged per second. Prices for calls to national fixed-line numbers do not include special services and special numbers. Price lists for calls to special services, special numbers and international numbers may be obtained from Telenor or found at www.telenor.dk.

Add-on subscriptions

	Registration	Subscription per month
Extra Number ¹	0.00	6.40
Handset Change	0.00	10.40
Terminal Address	0.00	10.40
Smart Ring Tone ²	20.00	12.80
Change of Smart Ring Tone	20.00	
Transfer of Smart Ring Tone	20.00	
Line Hunt		
Per dialling number	400.00	4.00
Per secondary number	120.00	4.00
Direct Through Transfer		
Of 10 numbers	400.00	40.00
Of 100 numbers	400.00	332.80
Of 1,000 numbers	2,000.00	2,666.40
Of 10,000 numbers	2,000.00	12,500.00

All prices are stated in DKK ex. VAT.

¹ The first Extra Number is free of charge. An Extra Number may only be used for ISDN2. It is possible to have up to seven Extra Numbers per ISDN2.

² May only be used with Telenor Fixed-Line PSTN.

Alarm packages

	Registration	Subscription per month
Alarm Package – Standard Service	1,996.00	119.20
Error reports are handled Mondays to Fridays from 8:00 AM to 4:00 PM.		
Alarm Package – Extended Service	1,996.00	239.20
Error reports are received Mondays to Fridays from 8:00 AM to 8:00 PM (service period).		
Alarm Package – 24-Hour Service	1,996.00	279.20
Error reports are received 24/7.		
<p>Telenor does not sell alarms, but payment is charged for an alarm package if an alarm is installed on the fixed-line connection supplied by Telenor.</p> <p>The alarm packages comprise the Alarm Net product installed on the fixed-line connection. In addition, the Alarm Package comprises a service agreement for the alarm and the fixed-line connection. This means that the alarm package replaces any service agreement purchased for the fixed-line connection.</p>		

Self-Service

	Registration	Subscription per month
Call Waiting ⁴	0.00	12.80
Regular Number ⁴	0.00	12.80
Do Not Disturb ³	0.00	12.80
Speed Dial ³	0.00	12.80
Hidden Caller ID ⁴	0.00	0.00
Three-Way Call ⁴	0.00	12.80
Call Forwarding, Fixed Number ^{2,3}	0.00	12.80
Call Forwarding, Remote ²	0.00	12.80
Call Forwarding, Selected Number		
All calls ²	0.00	12.80
No answer ²	0.00	12.80
Line busy ²	0.00	12.80
Caller ID Display ³	0.00	12.80
Caller ID Display Plus ¹	0.00	16.00

All prices are stated in DKK ex. VAT.

¹ Caller ID Display Plus consists of Caller ID Display and Call Waiting.

² The minutes spent on this service will be charged at the current minute rates.

³ May only be used with Telenor Fixed-Line.

⁴ May be used with Telenor Fixed-Line and ISDN2. If it is connected to the main number via an ISDN2 connection, it may be connected to the Extra Number free of charge.

Self-Service discounts		
A discount is granted on the following Self-Services based on the number of services.		
	Number of services	Discount rate in %
	0-1	No discount
	2	31,25%
	3	47,92%
	4	56,25%
	5	65,00%
	6	70,83%
	7	75,00%
	8	78,13%
	9	80,56%
	10	82,50%

Call Forwarding, Fixed Number
 Call Forwarding, Selected Number – All calls
 Call Forwarding, Selected number – No answer
 Call Forwarding, Selected Number – Line busy
 Caller ID Display
 Call Waiting
 Do Not Disturb
 Regular Number
 Speed Dial
 Three-Way Call

Service agreements

Standard Service agreement	
<p>Standard Service is included in all subscriptions. Error reports are received Mondays to Fridays from 8:00 AM to 5:00 PM.</p> <p>Error reports are handled Mondays to Fridays from 8:00 AM to 4:00 PM. The error may be expected to be resolved as quickly as possible after registration of the error report.</p>	
Extended Service ¹	
Registration	0.00
Subscription per month	45.00
<p>Error reports are received Mondays to Fridays from 8:00 AM to 8:00 PM (service period).</p> <p>In case of major errors, the error may be expected to be resolved within 10 hours during the service period.</p> <p>In case of minor errors, the error may be expected to be resolved on the next working day during the service period.</p> <p>Extended Service requires a minimum term of 12 months.</p>	
24-Hour Service ²	
Registration	0.00
Subscription per month	90.40
<p>Error reports are received 24/7.</p> <p>In case of major errors, the error may be expected to be resolved within four hours.</p> <p>In case of minor errors, the error may be expected to be resolved by the day after registration of the error report.</p> <p>24-Hour Service requires a minimum term of 12 months.</p>	
Immediate Service	
Immediate Service, Daytime ³	1,200.00
Immediate Service, Nighttime ⁴	1,600.00
<p>Purchased as a one-time service and implies that the error report is moved forward in the error queue.</p> <p>Errors may be reported 24/7, and error recovery will be commenced within three hours of receipt of the error report. The error may be expected to be resolved as quickly as possible after registration of the error report.</p>	

All prices are stated in DKK ex. VAT.

¹ Extended Service is included in ISDN2 Business.

² 24-Hour Service is included in FlexISDN. With ISDN2 Business, the subscription price is DKK 45.00 per month.

³ Invoiced if Immediate Service is ordered Monday to Friday between 8:00 AM and 4:00 PM.

⁴ Invoiced if Immediate Service is ordered at all other times than those that apply to Immediate Service, Daytime.

Classification of major and minor errors	
Major	Minor
Connection disconnected Cannot receive calls Cannot make calls The solution is out of service	Cable faults Line interference Periodic failure

Other prices

General	
Call specification, price for one, on request	31.20
New number	380.00
Replacement of NTab box	400.00
Transfer	
Fixed-Line PSTN/ISDN2	396.00
FlexISDN	5,200.00
Alarm package	556.00
Reference to a new number	
The first three months	0.00
Conversion	
To Fixed-Line/ISDN2	360.00
To FlexISDN	6,000.00
Late payment ¹	
First reminder letter	80.00
Subsequent reminder letters	80.00
Debt collection ⁴	80.00
Re-opening after non-payment	
After blocking of telephone	160.00
After hotline	160.00
Re-registration ²	280.00
Error recovery	
Technician visit, error recovery ³	396.00
Failure to be available for technician visit	556.00
Unfounded error recovery	737.00
Change of termination	
Within 30 days after termination, same address	160.00
Within 30 days after termination, other address	380.00
Transfer ownership ⁵	
Transfer of ownership of an existing landline (PSTN/ISDN) to a third party	233.92

All prices are stated in DKK ex. VAT.

¹ To this is added the default interest specified in the Danish Interest Rate Act (*renteloven*) from time to time.

² If the subscription has been closed in connection with the debt collection process.

³ The price applies to a technician visit from Monday to Friday between 7:30 AM and 4:00 PM.

⁴ The charge will be charged directly by the collection agency used by Telenor.

⁵ Transfer of ownership requires approval from Telenor.

1 General

An agreement concerning Telenor Fixed-Line includes connection to Telenor's fixed-line telecommunication network via an agreement concerning Preset Provider Code 1015 (manual entry), Automatic Preset Provider (Preset Provider) or Fixed-Line subscription with access to basic telephony services and related services in Denmark. It is also possible to subscribe for special services.

2 Transfer of fixed-line subscription

The customer may transfer a fixed-line subscription from another operator to Telenor. The customer has the right to dispose of the telephone number. On transfer from another operator, the subscription with this operator will automatically be terminated when the customer is transferred to Telenor. However, the customer should note that a binding period with the previous operator may apply. In case of such binding period, the customer may be charged for subscription fees both from the previous operator and from Telenor for the same period.

3 Connection

If the customer is not connected to the public telecommunication network already, the customer must designate an installation address where Telenor will arrange for the set-up of a so-called network termination point. If a network termination point already exists at the address, this point will be used. Telenor will determine the exact location of the network termination point; however, the location must to the widest possible extent be based on the customer's request. If the customer wishes to place the network termination point or a wiring connection at a location which is not financially and technically appropriate (e.g. hidden cabling, placing of the network termination point in wet areas etc.), such service will be invoiced. If the customer at a later time wishes to change the location of the network termination point and the wiring connection, such services will be invoiced. According to agreement with Telenor, the customer must ensure that Telenor or a third party appointed by Telenor has unlimited access to set up the network termination point and the wiring connection. If unlimited access is not provided at the agreed time and date, Telenor is entitled to invoice the customer for lost time and transport. According to agreement with Telenor, the customer will provide for any power supply required by law for the connection and its operation. Any expenses incurred in this regard shall be paid by the customer.

4 Installations

The customer must not dispose of physical installations

by sale, rental, pledging or the like. The customer must not interfere with such installations.

5 The customer's equipment

The responsibility for the customer's equipment – including PABX and internal networks – lies with the customer. Telenor is responsible for the customer's subscription and traffic until the network termination point or the NT box. The customer must ensure that the connection to Telenor's fixed-line network is used in a way which does not interrupt, suspend or in any other way interfere with the traffic in the telecommunication network. If such interruptions etc. occur, the customer must immediately take action e.g. to adjust the amount of incoming and outgoing traffic or subscribe to additional connections to Telenor's additional connections to Telenor's telecommunication network. Equipment connected to Telenor's telecommunication network must be approved pursuant to the order in force from time to time concerning telecommunication terminal equipment, currently Order no. 132 of 4 March 2003 on Radio and Telecommunication Terminal Equipment and Electromagnetic Conditions (*bekendtgørelse nr. 132 af 4. marts 2003 om radio- og teleterminaludstyr og elektromagnetiske forhold*), and any special directions from Telenor. Where equipment or a telecommunication network for one's own use (internal networks), which are connected to Telenor's telecommunication network, give rise to interruptions in the telecommunication network, the customer is obliged immediately to disconnect the connection.

6 Termination

A binding period of at least six months applies to all subscriptions. After this period, they may be terminated giving 30 days' notice. If the subscription is part of an agreement, the binding period and notice provided in the agreement apply to the subscription. Automatic Preset Provider 1015 is not subject to a binding period.

7 Special terms of Automatic Preset Provider 1015

Automatic Preset Provider is established on existing fixed-line connections and installations and will either be installed as preset provider 1015 or by reprogramming the customer's switching system.

The customer or the customer's sub-supplier will do any reprogramming at their own risk.

The customer bears the costs of reprogramming and the traffic routed through TDC. Please note that calls made to 902xxxxx - 905xxxxx must not be routed to Telenor. Since calls to the emergency call centre are kept in TDC's network, 112 must be omitted from the programming.