

## Service Level Agreement

### Extended Service Plan for Your Mobile Solution

As a customer with Telenor Business, you can expect a high level of service on your mobile solution. While the included Basic Service Level Agreement (SLA) is fully adequate for most customers, we also offer extended Service Level Agreements to customers that want peace of mind 24/7. Should you require our assistance outside of regular business hours or need extended options for reporting faulty phones or signal outages; an extended Service Level Agreement may be the right choice for your company.

### Why Should You Upgrade Your SLA?

When upgrading your Service Level Agreement you get an extended guarantee on the performance of your mobile solution. This can be of particular value if you have replaced or are considering replacing your fixed-line telephony with a pure mobile solution. If you depend on orders placed over the phone, provide service to your customers around the clock, or operate in various time zones, you should consider upgrading your Service Level Agreement.

### Let's Discuss the Details

The Service Level Agreement is available in several levels. Basic (included for free in all our subscriptions), Bronze and Silver. If you are unsure which level to choose, we encourage you to contact our business consultants on +45 72 120 000 to discuss the levels in further detail. Based on your concerns, we will help you determine the best suited level and make sure that you only receive and pay for services that are most advantageous for your organization.

### Benefits of the Extended Service Level Agreement

- Peace of mind and full documentation of your mobile telephony service
- The best suited service level for your organization
- A fixed monthly fee
- Extended options for error reporting
- First priority technical assistance for troubleshooting

### Good to Know

It is important that the person responsible for your mobile telephony solution is the one, who contacts us, should you ever need to report an issue through your Service Level Agreement such as:

- General issues with your mobile phones
- Signal outages or weak reception
- Pure Mobile products (i.e. Multiplan)
- Calls from your zones covered by your SLA

## Service Levels and Fees

Service Level Agreement	Basic (Included in all our mobile subscriptions)	Bronze	Silver
Fee	DKK 0/month	DKK 499/month + DKK 9 per user	DKK 999/month + DKK 9 per user
Activation Fee	DKK 0	DKK 499	DKK 999
Basic Package	None	1 SLA zone	2 SLA zones
Additional Packages	None	1 SLA zone	1 SLA zone
Error Reporting	Weekdays 8am to 8pm Saturday 8am to 4pm Sunday closed	Weekdays 8am to 8pm Saturday 8am to 8pm Sunday closed	24/7
Information During Error Recovery	N/A	Critical errors: 2 hours after the error has been reported and then every 4 hours.	Critical errors: 2 hours after the error has been reported and then every 4 hours.
KPI Targets	None	CSSR = 97% CTSR = 97%	CSSR = 98 % CTSR = 98 %
Reports	None	The first SLA report is free of charge. Subsequent reports may be purchased on request.	Quarterly SLA report included.
Log	None	None	Quarterly log of error recovery durations for each reported error.
Penalty	None	None	None

## Glossary

**SLA Report**

A report that provides a full overview of the KPIs in the SLA zones.

**CSSR (Call Setup Success Rate)**

The amount of mobile calls resulting in a successful connection after pressing the "green handset".

**CTSR (Call Termination Success Rate)**

The amount of correctly terminated mobile calls.

For more information about the Service Level Agreement, please contact us on +45 72 120 000