

Supplementary Terms and Conditions for Mobiz/TP Mobiz

June 2017

1. Supplementary agreement

These Supplementary Terms and Conditions apply to the subscription types Mobiz and TP Mobiz ("Mobiz"), and are a supplement to the General Terms and Conditions for Telia Denmark's telephony services (business). In case of conflict, these Supplementary Terms and Conditions take precedence over the General Terms and Conditions.

With Mobiz, the Customer will pay a call charge per call made. This call charge will apply whether or not a connection to the recipient is established. Other prices are given in the price list in the Customer's contract.

2. Mobiz subscriptions

2.1 Mobiz Flatrate

The Mobiz Flatrate subscription type includes 100 or 300 minutes of call time per month for use in Denmark and in zones 1 and 2.

2.2 Mobiz Flatrate EU

The Mobiz Flatrate EU subscription type includes free calls, 3000 or 1000 minutes of call time per month for use in Denmark and in zones 1 and 2.

2.3 Mobiz and Mobiz Fixed Line Calls

The Mobiz and Mobiz Fixed Line Calls subscription types do not include any call time, and are billed according to usage (pay-as-you-go).

2.4 Per-minute rates

For all types of Mobiz Flatrate subscriptions, usage will be charged per minute as of July 1 2017.

3. Extra services

With a Mobiz subscription, the Customer can purchase the following extra services:

3.1 Fixed Line Calls

When the Customer registers for Fixed Line Calls (Fastnetskald), a lower per-minute rate will be given compared to Telia's standard prices when calls are made from the Customer's mobile phones to all external fixed line numbers in Denmark. The discount does not cover service 90 numbers and calls to special services. Telia may terminate the service with one month's notice.

3.2 Intra-company Call

If the subscription includes Intra-company Call (Fri Kollegakald), the Customer can call free for one hour at a time to all colleagues on the same Agreement within Denmark. If the Customer calls a number on the same Agreement for more than 1 hour, the subsequent minutes will be charged according to the applicable price list. The Intra-company Call functionality does not work across Agreements or legal owners. The Intra-company Call functionality also applies to any temporary numbers. Call time on Intra-company Call does not count towards any inclusive minutes.

With Intra-company Call, the company can connect a number of Mobiz subscribers and so set up Intra-company Call. From one to an unlimited number of mobile numbers and from one to an unlimited number of fixed line numbers can join a Intra-company call. All connected numbers must be in the same Intra-company Call group and must have the same version of Intra-company Call. The fixed line numbers must be connected to an agreement for Telia fixed network telephony, and it is not possible to connect numbers that have the manual Telia 1010 (operator pre-dial).

Intra-company Call offers the connected numbers at special pricing terms for voice telephony in Denmark. Data, fax, text and similar services are not included.

The Intra-company Call solution can only be fully implemented for the Customer at the stated prices when all Services have been transferred from the current providers and hence moved to Telia.

The special pricing terms will take effect no later than 30 days after Telia's approval and set-up of the subscriptions. Refer to the pricing terms for Intra-company Call in effect at any given time. The company can change the numbers registered to its Intra-company Call service at any time. The changes will take effect no later than 30 days after Telia has received a written order from the company.

Telia may charge an administration fee for any changes to numbers connected to Intra-company Call.

A Intra-company Call group may be shut down immediately if its conditions for maintenance are not fulfilled.

3.3 Free SMS/MMS EU

It is possible to purchase Free SMS/MMS EU for all types of Mobiz Flatrate subscriptions. Free SMS/MMS EU allows texts and MMS messages to be sent free of charge in and between countries in zones 1 and 2.

3.4. Probiz

Probiz is a collective term for several different services with which the Customer can choose to extend its Mobiz subscription. However, Probiz cannot be combined with the subscription type TP Mobiz. Agreements on Probiz must be entered into and paid by the same legal entity. Refer to special price list and product information for Probiz.

Telia cannot undertake to provide the Customer with Probiz unless Telia finds this economically and technically feasible based on a specific mobile coverage and capacity requirements analysis of the Customer's premises. For the purposes of this analysis, the Customer will be required, on closer consultation, to give Telia access to the Customer's premises to take the necessary measurements and records. If the Customer has no fixed premises, Telia will supply Probiz to the Customer with the coverage and quality offered by Telia's mobile network; see Telia's current coverage summary.

A condition for delivery of Probiz is that the Customer enters into the agreement and signs these two agreement appendices: "Detailed implementation details for the contract" and "Super-user registration". "Detailed implementation details for the contract" (appendix to the Customer's agreement) states the Customer's main number, the individual mobile numbers and the selected services under Probiz to be connected to the individual mobile numbers. The Customer is personally responsible for setting up and then maintaining the selected services under Probiz: Local Number, Search Group, Queue Control and Automatic Call Diversion. Set-up and maintenance are handled via the Web Administration facility which Telia provides to the Customer's super-users. Telia can offer personal guidance to super-users the first time, on request.

If the Customer moves or makes other changes to existing premises which affect Probiz, a new "mobile coverage and capacity requirements analysis" must be carried out. Any costs to Telia for the provision of the same functionality and quality of Probiz as before the change will be payable by the Customer.

3.5 Status

Status can operate as a standalone extra service or it can be combined with Probiz. Status requires the Customer to be CVR-registered. Agreements on Status and the associated subscriptions must be entered into and paid by the same legal entity.

The Customer can only have Status activated for mobile numbers which the company has been allocated by Telia.

Status can only be supplied if the Customer's switchboard supports it. The Customer, together with the supplier of the switchboard, is responsible for implementing the Status protocols defined by Telia.

3.6 Link

Link comprises a number of standard services and some special services with which the Customer (company) can choose to extend Link. Link requires the Customer (company) to be CVR-registered. Agreements on Link and the associated subscriptions must be entered into and paid by the same legal entity. Refer also to the product information for Link at telia.dk.

Telia can provide the Customer with Link if Telia finds this economically and technically feasible based on a specific analysis of the Customer's premises etc. For the purposes of this analysis, the Customer will be required, on closer consultation, to give Telia access to the Customer's premises to take the necessary measurements and records.

If the Customer has no fixed premises, Telia will supply Link to the Customer with the coverage and quality offered by Telia's mobile network; see Telia's current coverage summary on telia.dk.

In order for Link to be supplied, the Customer must combine its mobile and fixed network subscriptions with Telia into either Mobiz with Intra-company Call unlimited or Telia ISDN30; see special terms and conditions for Intra-company Call and Telia ISDN30. The Customer's PBX must also support mobile integration. Depending on the Customer's PBX, the available PBX functions may or may not be the same for both fixed line and mobile users.

If the Customer subscribes to the Backup solution, then when this solution is activated following registration by Telia (typically when the PBX is out of use or when all lines are occupied), all mobile calls will be sent outside the PBX as normal mobile calls and charged at the Mobiz rates in effect at the time. If the Customer's staff are abroad, including in the Faroe Islands and Greenland, they will not be covered by Link, and the Customer's mobile calls will be charged at the Mobiz roaming prices in effect at the time.

If the Customer's staff activate Number Withheld or the Customer opts for secret or unlisted numbers in Telia's network, mobile calls will be routed outside the PBX and charged at the Mobiz rates in effect at the time. Calls to 112 will be routed outside the PBX.

If the Customer moves or makes other changes to existing premises that affect Link, a new coverage analysis will be carried out. Any costs to Telia for providing the same functionality and quality of Link as before the change will be payable by the Customer.

Link requires Telia ISDN30, and termination of Telia ISDN30 will cause the associated Link contract to be terminated at the same time. The Customer may terminate the agreement on Link without also terminating the Telia ISDN30 subscription agreement.

4. Notice of termination

An agreement for Mobiz subscriptions and associated extra services cannot be terminated in the period stated in the Agreement. After that, subscriptions and extra services can be terminated on 3 months' notice. Termination of Mobiz subscriptions will cause associated extra services to be terminated at the same time.