

## IMPORTANT INFORMATION about Telia telephony services

In this document, you can read about the conditions you need to be particularly aware of when using Telia's mobile and fixed line services.

- As a subscriber, you are liable for payment for the telephony service. This means that you must pay for all calls, text messages etc. registered from your telephone..
- Read the conditions below carefully and pay special attention to the places highlighted in bold. You should take special note of the supplementary terms and conditions that apply to your subscription.

In this document, you can read about the conditions you need to be particularly aware of when using a mobile subscription.

- The mobile subscription gives you access to a number of Telia benefits. The benefits and their contents are changing all the time. This means Telia can change or stop offering a particular Telia benefit without notice. You can always read about the specific restrictions and rules on the use of the individual benefits at [telia.dk/erhverv](#).
- Take particular note of the limit on the usage of mobile data abroad, see section 10.
- Keep your mobile phone and PIN code in a secure place and only pass the phone to others if you are sure you can control and monitor the usage.
- **If you lose your SIM-card, you must block the card immediately by calling + 45 80 40 40 40 to prevent misuse, see section 8.**
- You can read more about the use of electronic signature in section 3 if you signed your agreement with an electronic pen in the Telia store.
- If a number cannot be transferred for mobile services – because of the Customer's situation – the agreement will continue to apply with the temporary number(s) from Telia.
- You can control and monitor your usage, see section 12, for example:
  - by using Usage Monitoring, your mobile phone is blocked for outgoing calls and content-priced services when the usage exceeds the amount specified by you. Usage Monitoring has a default usage limit of DKK 500.
  - by subscribing to various blocking facilities, such as blocking international calls and text message content services.
- You can set up your mobile phone in various ways, which may involve a risk of unintended usage. You should therefore read the instructions for use for your phone thoroughly before activating the SIM-card. Remember that you can always control and monitor your usage by selecting Usage Monitoring, Blocking etc.
- Telia may choose to reduce speeds or interrupt access to data services without notice if the Customer's data usage exceeds the included MB/GB per month. For example, if the Customer has 10 GB of data per month included in the subscription, any usage in excess of 10 GB will then cause the speed to be reduced or the phone to be blocked for further use of data for the rest of the month.

## STANDARD TERMS AND CONDITIONS FOR TELIA DENMARK TELEPHONY SERVICES (BUSINESS)

June 2016

### 1. Scope of agreement

These Standard Terms and Conditions apply to Telia mobile and fixed line services, and any deviations from these terms must be agreed in writing to take effect. Alongside these General Terms and Conditions, supplementary conditions will apply to products included in the agreement between the Customer and Telia. The conditions of which the Customer should be particularly aware are highlighted in bold. For business customers, exceptions are made to Section 16(1) nos 1), 2), 3) and (2), Section 18, Section 19(1)-(4) and Sections 20–21 of Executive Order No 715 of 23 June 2011 on the provision of Electronic Communications Networks and Services, cf. Section 1(4) of this Order.

### 2. The parties

The agreement is concluded between the Customer and Telia Denmark, a branch of Telia Nätjänster Norden AB, Sweden, CVR. no. 20 36 79 97, Holmlbladsgade 139, 2300 Copenhagen S. The parties have rights and obligations under the agreement. For example, the Customer is liable for payment for the services provided under the agreement. This will also apply if the Customer transfers the subscription to a user.

**The Customer is considered to be a normal end-user, see definition in the Danish Act on Competition and Consumer Relations in the Telecommunications Market, and it is a condition of the agreement that the Customer will not make Telia mobile and fixed line services available to others on a commercial basis. If this is the case, or if Telia has reason to suspect it, Telia may suspend the connection and terminate the agreement without notice or liability.**

**Telia collects and processes information about the Customer for use in connection with delivery and settlement of mobile and fixed line services. Telia stores and processes this data in the course of the customer relationship. Telia stores the Customer's information within the time frames according to the law at any given time.**

### 3. Electronic signature

If the Customer has signed an agreement and any supplements using an electronic signature, the signature is transferred directly to the agreement. If there are supplements to the agreement the Customer signs each of them with an electronic signature.

There is a high level of security associated with the use of electronic signatures at Telia. This means it is not possible for anyone to copy or misuse the signature, and the signature will only appear on the agreement which the Customer has signed in the Telia store. Similarly, the signature will only be stored at Telia in order to subsequently document the contractual relationship.

### 4. Credit rating

Subscription agreements are concluded in writing against presentation of valid photographic ID. The information provided by the Customer in connection with the conclusion of a subscription agreement will be used in connection with the agreed service, for invoicing and possibly for reporting to credit rating agencies.

A customer who has unpaid debts to Telia cannot open a subscription until these debts are paid. During the entire agreement period, the Customer must inform Telia immediately of any changes to the information provided when the agreement was concluded, including any change of address, method of payment etc. If the Customer has not notified a change of address Telia may charge an administration fee for handling returned mail.

Telia reserves the right to run credit checks on the Customer at any time, including obtaining information from credit rating agencies. In this connection, Telia is entitled to set a credit limit for the subscription at its own discretion, and may modify the credit limit granted without notice or liability on the basis of a subsequent credit assessment. Telia may also restrict or block the Customer's use of some services at any time on the basis of a credit assessment.

At any time during the agreement period, Telia may ask the Customer to provide security for its obligations where this is justified by the Customer's circumstances. No interest will be paid on the deposit and the Customer will bear any expenses associated with the lodging of security. The subscription agreement will be considered final when Telia has approved the contract and received any agreed deposits.

## 5. Number porting

On entering into a subscription agreement, the Customer may request the transfer of his/her existing numbers to Telia. Numbers will be transferred to Telia free of charge.

Number porting requires the Customer to authorise Telia to terminate the numbers with the provider that the Customer is moving from. The Customer may ask for the number transfer to be carried out as quickly as possible, regardless of any commitment period, or after the expiry of any notice period with the provider that the Customer is moving from. If the Customer opts to have his/her numbers transferred before the end of the notice period, the Customer may have to pay subscriptions both to Telia and to the existing provider for a transitional period.

When a number is transferred from another provider, only this telephone number is transferred. The type of subscription or services to which the Customer has access will not be transferred from the previous provider.

When an agreement on a mobile subscription is entered into on Standard Terms and Conditions (typically small business customers), special conditions for number porting will apply. Here, the Customer's number will be activated when the agreement is entered into, possibly with a temporary number being allocated. If the Customer has been allocated a temporary number, Telia will not collect a subscription charge for up to six months from the date of commencement of the agreement if the Customer's existing number is transferred with effect from a date after the six months. However, if no valid authorisation has been received from the Customer or if Telia's request to have the number transferred has not been confirmed within two months of the date of commencement of the contract, Telia will start invoicing the subscription against the temporary number that has been allocated. The Customer's right to a temporary number without a subscription charge will then lapse. The number transfer will be deferred until Telia receives authorisation to transfer the number, and the subscription will remain active with the temporary number supplied. The Customer will pay the subscription charge from the 7th month until the number is transferred. If the Customer's existing number is transferred within the first six months after the date of commencement, the subscription charge will be applied to the number from the transfer date. If there has been traffic on the temporary number, Telia will invoice this usage (see price list for the chosen subscription), and this information has been given to the Customer when the agreement was entered into. When transferring an existing number, Telia will change the date of commencement of the comment period so that it does not start until six months after the date of commencement of the subscription, or from the date on which the number was transferred if this was within the first six months. Before the number is transferred, the Customer will receive a text message from Telia with details of the transfer date. The Customer will be bound by the present subscription agreement even if it is not possible to transfer the desired mobile number from the Customer's existing provider. If a number cannot be transferred, the Customer will keep the temporary number that has been allocated.

The Customer should contact Telia Business Customer Service in the event of problems in transferring the Customer's mobile number. In the event of connection errors when a number is transferred, the Customer will be entitled to compensation (amounts shown on telia.dk) in these three cases:

- Unlawful transfer of the Customer's number without the Customer's consent.
- Number transfer not carried out on the date agreed with the Customer.
- No telephone connection for over 24 hours because of an error in transferring the number.

The Customer may not claim compensation if problems in transferring the number are attributable to the Customer.

## 6. Change and reservation of telephone numbers

The Customer may request a change of phone number on payment of an administration charge. Telia may change the Customer's number without the Customer being entitled to compensation if the change is made for legal or essential operational reasons.

The Customer may reserve one or more numbers. The reservation will terminate automatically after three months unless the Customer enters into a subscription agreement for the reserved number or extends the reservation.

Telia may charge an administration fee to the Customer for each reserved number if the Customer transfers reserved numbers which have not been used at the date of the requested transfer. Reserved numbers have to be activated by Telia before they can be transferred to another provider.

## 7. SIM-card

When the agreement has been approved, the customer will receive a SIM-card with a 4-digit PIN code and an 8-digit PUK code. The PIN code should be used to provide extra security for the SIM-card. The PIN code is used to ensure that only the Customer can use the SIM-card. If an incorrect PIN code is entered three times in succession, the SIM-card will be blocked and it can then only be unblocked with the PUK code. If the PUK code is entered incorrectly 10 times in succession, the SIM-card will be permanently blocked, and a new SIM-card must be requested and paid for. PIN and PUK codes and SIM-cards should be kept securely in separate places. If the card is damaged the Customer must destroy it or return it to Telia. Telia will replace damaged SIM-cards for a given cost.

Telia will not be liable for any losses arising when a SIM-card is mislaid, damaged or otherwise defective. The SIM-card belongs to Telia and must be destroyed or returned if requested by Telia. The SIM-card may not be interfered with or copied by anyone other than Telia. This will be regarded as a serious breach of the agreement. Subscription agreements entered into with Telia will not be cancelled as a result of the above.

## 8. Theft, loss etc. of SIM-card

If the Customer loses the SIM-card, the Customer must have the card blocked immediately by calling 80 40 40 40 to prevent misuse. Telia may request written confirmation from the Customer before blocking the phone, and may also require the Customer to report the matter to the police. This will also apply if another person has obtained knowledge of the code unlawfully, or if there is a risk or suspicion of misuse of the SIM-card.

Once Telia has been notified, the Customer will no longer be liable for any subsequent unlawful use of the SIM-card. The Customer will still be liable for payment of the subscription fee, minimum usage and other fixed charges when the card is blocked. A new SIM-card will be supplied for a fee. Blocking is not only important to prevent misuse but also because it affects the amount for which the Customer will be liable if the phone has been misused nevertheless. Telia may charge an administration fee for unblocking the phone. The Customer will always be liable for up to DKK 1,100 of the misuse if the phone was switched on when it disappeared. However, the Customer will not be required to cover any misuse which took place after Telia was requested by the Customer to block the SIM-card. The excess will increase to DKK 8,000 of the misuse if Telia can demonstrate that the PIN code was used and one of the following conditions is fulfilled:

- The unlawful use took place after the Customer became aware that the code had come into the possession of an unauthorised person without the Customer informing Telia of this as soon as possible thereafter.
- The Customer personally disclosed the PIN code to the person who misused the phone.
- The Customer has displayed gross negligence in enabling the SIM-card to be misused.

The Customer will be liable for any misuse up to an unlimited amount if Telia demonstrates that the Customer personally disclosed the PIN code to the other user, and that the Customer was or should have been aware that this would involve a risk of misuse. The extent of the Customer's and Telia's liability in according to Section 62 of the Danish Act on Payment Services and Electronic Money, see section 27.

## 9. Installation and delivery of fixed line services

The subscription for Telia's telephony services requires connection to the public telecommunications network through Telia. The Customer specifies an installation address and Telia then establishes a network termination point. 'Installation address' means an address which identifies the Customer's business premises or permanent place of work. If the installation address is an unusual address (mainly tents, caravans, on-site huts, mooring spaces, market places or the like) or a technical installation (wind turbines, parking meters, well installations, pumps, monitoring and registration installations, antenna poles or the like) delivery and operation will be subject to special payment.

Telia will determine the exact location of the network termination point. Telia is entitled to send an invoice for execution of additional work if the Customer requests:

- a) A position for the network termination point which differs from the position chosen by Telia.

- b) A position for the network termination point or cabling which is financially or technically proportionally difficult (e.g. hidden cabling, positioning of network termination point in wet room and the like).
- c) A change of the position of the network termination point and the cabling.

By agreement, the Customer must allow physical access for Telia in order to establish the network termination point and cabling. If this is not given at the agreed time, Telia is entitled to invoice the Customer for a wasted technician's visit. By agreement with Telia, the Customer must provide for any regulatory electricity supply necessary for connection and operation. These expenses will be paid by the Customer.

The Customer will bear the responsibility for any building repairs, such as painting, plastering or wallpapering, or restoration measures under building regulations that are a necessary consequence of establishing, dismantling or moving installations.

The Customer is not entitled in any way to dispose of (sell, lease, pledge etc.) or interfere with any equipment and installations belonging to Telia or Telia's sub-contractors and co-operation partners. The Customer must at all times maintain the labelling of equipment and installations belonging to Telia or Telia's sub-contractors and partners.

The Customer may only connect equipment which is approved for use on the telecommunications network and which fulfils any special instructions from Telia. We refer also to the Act on Radio and Telecommunications Terminal Equipment and Electromagnetic Conditions (R&TTE). If the Customer's use of the connection, including the Customer's connection of equipment to the connection, causes interference to the telecommunications network, the Customer must immediately stop the behaviour creating the interference.

Telia may cause breaks, disruption or changes to the telecommunications network and services that prevent fulfilment of the subscription agreement, without warning or compensation to the Customer, where these are due to actions by Telia's sub-contractors and partners and such breaks, disruption or changes are judged necessary for technical, maintenance and operational reasons.

The delivery of fixed line services may include products and extra services resold by Telia from other providers. Telia will transfer the Customer's existing products and extra services from the Customer's previous supplier unless these are terminated before the transfer to Telia. If the Customer does not terminate these before changing to Telia, Telia reserves the right to invoice these products/extra services.

Telia is entitled to postpone a delivery date if this is necessary for technical reasons, due to circumstances at the Customer or due to delay at sub-contractors or partners.

#### **10. Coverage and roaming**

The Customer may use its mobile subscription wherever there is network coverage. The Customer can obtain information about the current network coverage in Denmark at [telia.dk](#). Depending on the Customer's physical position or local conditions, network coverage may not be as stated by Telia.

**In some areas of coverage in Denmark, the Customer will switch between the Danish and Swedish or between the Danish and German mobile networks. The Customer may then risk roaming on the Swedish or German mobile network even though the Customer is in Denmark. The Customer's usage will be charged based on the roaming prices, for further information visit [Telia.dk](#). It is the Customer's responsibility to determine which provider's network is being used for a particular call.**

The Customer can use the mobile service abroad via a foreign provider's network if Telia has entered into a roaming agreement with the foreign provider. Roaming abroad is governed by the regulations, prices and conditions defined for the individual services in the mobile network in question. Telia is not liable for the coverage, quality, security, range of services, customer data etc. in foreign mobile networks.

**Abroad Telia has set a limit called data control which ensures** that the cost of data services used abroad in the course of a month does not exceed DKK 360 excl. VAT per month. Since 1<sup>st</sup> of July 2010, it has been a statutory requirement for all customers to be set up by default with data control abroad.

When 80% of the limit has been reached, the Customer will receive a text message requesting them to log into Self Service or contact Customer Service if they want to continue to use data abroad. The data service will be disconnected when the limit is reached unless the Customer asks for the limit to be raised and for the data service to be maintained. If the data service has been disconnected, the Customer can re-activate the data service, change the limit or cancel data control altogether via text message or alternatively through Self Service or by contacting Customer Service. When the data service has been disabled, the Customer will receive a text message stating that the service has been de-activated, and when the service is requested again, the Customer will receive a text message that it has been activated.

The Customer may see the monetary limits which may be selected on [telia.dk](#).

The following data services are not comprised by data control:

- MMS'
- Data traffic via WLAN
- Data traffic via APN for businesses
- M2M data traffic

All customers wanting to disable/enable this service may do so by logging into Self Service at [telia.dk](#) or by calling Customer Service on 80 40 40 30. From abroad call +45 26 26 26 26.

#### **10.1 Handling of traffic on the network and products**

Handling of traffic on the network and products

Telia uses normal traffic prioritisation services to provide you with the best possible user experience, including general traffic management and handling traffic at peak load periods.

In mobile networks, traffic is divided, managed and prioritised solely to provide for efficient routing and the best possible quality of traffic in relation to capacity, available technology and frequency resources (2G, 3G, 4G), and acceptable delay, interference and packet loss for a given type of traffic. Signal traffic is prioritised over other traffic, voice traffic is prioritised over data traffic, and all data traffic is treated alike. To this end, we apply principles defined and internationally standardised in 3GPP TS 36.331, TS 36.304 etc.

In fixed, cable-based networks, traffic is divided, managed and prioritised solely to provide for efficient routing and the best possible quality of traffic in relation to capacity, available technology and acceptable delay, interference and packet loss for a given type of traffic. Signal traffic takes the highest priority, as this is a requirement for troubleshooting and fault correction. Voice traffic is prioritised over other data traffic. To this end, we apply principles defined and internationally standardised in the RFC standards from the IETF (Internet Engineering Task Force).

Volume restrictions:

The more data you use, the quicker you will reach the limit on the volume of data included in your subscription. If your data usage exceeds the included volume, the speed will be reduced to 120 Kbit/s. This means that you can still use the Internet, but with severe limitations. The assumption is that a higher speed is synonymous with a better user experience. At a speed of 120 Kbit/s, some data-intensive services may then be more or less unavailable, and less data-intensive services may seem slower.

You can find out more about this under the specific products, and at [www.telia.dk/bredbaandsfakta](#).

**Speed restrictions:**

Your broadband speed says something about the capacity that you, the user, have available under your subscription. This has a bearing on how fast you can access websites, download data etc. The higher the capacity/speed you have chosen, the faster you will find your access to the Internet.

Your speed/capacity will always be affected by how many concurrent users there are, and how many services/applications are being used. This means that, the more users are using the same Internet access, the slower your access to services and applications may seem.

You can find out more about this under the specific products, and at [www.telia.dk/bredbaandsfakta](http://www.telia.dk/bredbaandsfakta).

**11. Data usage in the Nordic and Baltic countries, the EU and North America**

Telia divides data usage in the Nordic and Baltic countries, the EU and North America into three services, see sections 11.1, 11.2 and 11.3.

The applicable service is defined in the Customer's contract.

Telia.dk contains prices for data usage in the rest of the world.

**11.1 Surf Abroad – Nordic/Baltic countries and EU**

Surf Abroad allows the Customer to surf in the Nordic and Baltic countries, the EU. In the Nordic/Baltic countries and the EU, the Customer pays the prices set by law, currently DKK 0.37 excl. VAT per MB. When the Customer is approaching and has reached the daily usage limit of 50 MB, Telia will send a text message on the purchase of additional data. When the usage limit has been reached, the Customer's browser will also be automatically directed to the Telia website where additional data may be purchased. Additional data may be purchased in packets of 100 MB at DKK 29 excl. VAT or 400 MB at DKK 99 excl. VAT. The packets are valid until midnight Danish time. When a purchased packet is almost or completely used up, the Customer will receive a text message with an offer to buy more data.

Surf Abroad applies to all networks in the Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria.

Data purchased by the Customer on top of the daily usage limit will not be included in the monthly usage monitoring. If the Customer does not choose to purchase extra data, Telia will block the Customer's access to data usage for the rest of the day. At midnight Danish time, the Customer's data usage will be reset to zero and the Customer may use data again.

**11.2 SurfAbroad – USA/Canada**

SurfAbroad allows the Customer to surf in the USA/Canada; the prices can be found at telia.dk. When the Customer is approaching and has reached the daily usage limit of 50 MB, Telia will send a text message on the purchase of additional data. When the usage limit has been reached, the Customer's browser will also be automatically directed to the Telia website where additional data may be purchased. Additional data may be purchased in packets of 100 MB at DKK 49 excl. VAT or 400 MB at DKK 189 excl. VAT. The packets are valid until midnight Danish time. When a purchased packet is almost or completely used up, the Customer will receive a text message with an offer to buy more data.

Surf Abroad applies within selected networks in the USA, Canada, Puerto Rico and the US Virgin Islands.

Data purchased by the Customer over and above the daily usage limit will not be included in the monthly usage monitoring. If the Customer does not choose to purchase extra data, Telia will block the Customer's access to data usage for the rest of the day. At midnight Danish time, the Customer's data usage will be reset to zero and the Customer may use data again.

**11.3 WorkLikeHome**

WorkLikeHome provides the Customer with free calls, texts and MMS messages and a volume of data that can be used in Denmark, the Nordic and Baltic countries and, depending on the Customer's WorkLikeHome selection, also in the EU and/or the USA and Canada. The service applies to calls made and texts and MMS messages sent from Denmark to a country in the zones which are included in the Customer's subscription and calls made from one of these countries to Denmark or between the countries.

Receiving a call, a text or an MMS message is free. However, the free calls, texts and MMS messages will not apply to content-priced and special services and special and premium-rate numbers. The service applies only to roaming and international calls, texts and MMS messages sent to and from the included territories. Included data will apply in the selected territories, and will not be transferred to the next month if it has not been used in the current month. If more than the included data allowance is used in Denmark, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period.

For a period of 90 consecutive days, there may be a maximum of 45 days with recorded usage outside Denmark in the countries included in the service. If the service is used on more than 45 days, Telia reserves the right to charge for the additional usage at the applicable rates. If a call lasts more than 2 hours, DKK 0.60/min will be charged.

WorkLikeHome applies within all networks, depending on the Customer's choice of zones, in the following countries:

**Nordic/Baltic countries (Zone 1):**

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

**EU (Zone 2):**

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria. Countries in the Nordics and the Baltic are also included in the EU package.

**North America (Zone 4):**

USA, Canada, Puerto Rico and the US Virgin Islands.

**12. Extra services**

As an addition to the mobile subscriptions, the Customer may register for the following extra services. Registration may be completed by contacting Customer Service on 80 40 40 30.

**12.1 Itemised invoice**

The Customer can opt to receive an itemised invoice free of charge instead of the usual (rate-based) invoice. The itemised invoice shows the usage for every single call, including details of the number called, the date and time, duration and price. For data usage, access points (APNs) are shown instead of numbers. If the Customer has registered for the Payment Service (Betalingservice - BS), Telia may provide the itemised invoice via a link to a web page of invoices on the BS summary itself. The Customer may opt to receive both a normal (rate-based) and an itemised invoice. In this case, Telia may charge an administration fee. The same applies if the Customer requires a copy of the invoices.

**12.2 Status**

The Customer may obtain details of the current call balance via Self-Service at telia.dk. The Customer may also call #28 for details of usage in the current and previous months. These are updated at least once a day for calls within Denmark. For calls abroad, the details will be updated no more than 31 days after the call was made. The service does not require registration.

#### 12.3 Usage monitoring

Usage monitoring allows the Customer to set an upper limit on usage. When the limit is reached, a block is put on usage. Usage Monitoring is protected by a code, to be used to define, change or cancel the usage limit. **The code is personal, and the Customer must take care to store it with the necessary security to prevent unintended usage.** When the Customer registers for Usage Monitoring, a usage limit of DKK 500 is automatically set. This may, however, be changed or cancelled by the Customer. The usage limit is calculated from the Customer's total usage of calls, text messages, MMS and data. Any subscription or payment for donations, collections etc. is not included in the usage limit. **Nor are donations, collections etc. covered by the block on usage when the upper limit is reached.** When blocking under Usage monitoring is activated, the phone is blocked for outgoing calls, text messages, MMS and data traffic. This also applies to subscriptions with free or included minutes, text messages, MMS and data. The time interval for the information on which the block is based is the same as that specified under Status. Further information on Usage monitoring may be viewed on telia.dk and it is possible to register/deregister on Self Service. The service is free.

#### 12.4 Blocking

By registering for the 'Blocking' service, the Customer can use a code to prevent the mobile service from being used. The Customer can use the code both to establish and to remove the block. Telia offers various blocking options. Further information on the different blocking options may be viewed on telia.dk, and it is possible at the same time to register/deregister on Self-Service. The service is free.

#### 12.5 Stopping third-party forwarding

Stopping third-party forwarding is a service whereby Telia stops a specific automatic forwarding function established in Telia's area of coverage, at the request of the Customer. If forwarding is established in another telecommunications provider's network, Telia will pass the request on to the provider concerned. The service is free.

#### 12.6 Number withheld

The Customer may choose to prevent the number from being displayed when a call is made. However, this does not apply to text and MMS messages. The choice can be made either per call or permanently, and the Customer can also prevent the number being displayed in calls received. The service is free but Telia may charge an administration fee for any changes requested by the Customer in excess of two per year. The number will not be withheld, however, if the Customer sends text messages or MMS messages.

#### 12.7 Blocking display of the connected number

The Customer can prevent the calling subscriber from seeing a connected number irrespective of whether this is different from the number which the calling subscriber has called. The service is free.

#### 12.8 Secret/unlisted number

The Customer can choose to be given a secret number free of charge. This means that the Customer's mobile number cannot be obtained through public number databases. Alternatively, the Customer can choose an unlisted number, which means that neither the Customer's name/address nor the mobile number may be obtained through public number databases. For Customers with a secret or unlisted number, Telia establishes permanent blocking of number display, except for calls to 112. This blocking does not prevent number display for text messages and MMS.

#### 12.9 MMS inbox on telia.dk

As an addition to the agreement, the Customer has access to an MMS inbox via Self Service at telia.dk. All of the Customer's incoming MMS messages, i.e. messages sent to the Customer's phone number, will be copied and saved in the MMS inbox until the Customer actively deletes them. The Customer will be automatically registered for the MMS inbox when the subscription is established. It is not possible to deregister for the MMS inbox. It is free of charge to register for or use the MMS inbox. It is not possible to send MMS messages from the MMS inbox.

### 13. Mobile data services

The subscription includes a standard mobile data service delivered via GPRS/EDGE/3G (GPRS stands for General Packet Radio Service; EDGE stands for Enhanced Data for Global Evolution; 3G and 4G are the names for third-generation and fourth-generation mobile telephony). To be able to use data through 4G the Customer must use a 4G-compatible SIM-card and hardware. **The Customer will be charged for the total data volume received and sent through the subscription. In Denmark, there is a charge per session with an initial charge for 10 KB, and per 1 KB thereafter.**

A data session includes control and signal data, which are included in the total data volume. The volume of data for which the Customer is invoiced may be larger than the volume displayed by the Customer's applications. IT applications that communicate using the IP protocol add control and signal data to the Customer's actual data volume. This means that the volume of data actually transmitted may be larger than the volume registered by the Customer's applications. Data may be lost during data transmissions. The Customer will be charged for this retransmission at the applicable prices.

Telia cannot guarantee the speed of mobile data transmissions. In the case of roaming, the Customer may obtain information on providers with which Telia has roaming agreements. **Note that blocking where there is a usage limit does not mean that a data session that has already been established will be terminated. A Customer may therefore be charged an amount over the selected maximum for usage-based invoicing.**

**If the included MB/GB are exceeded, Telia reserves the right to reduce the speed or block further use of data for the rest of the month, without notice or liability.**

#### 14. Content and payment services

Use of content and payment services will be charged to the Customer's telephone bill. The Customer may purchase ringtones and games, take part in competitions and donation campaigns delivered directly to the mobile phone via text, MMS and/or data, and content in electronic media (e.g. TV, radio and Internet). The Customer may also purchase physical products and services such as train and bus tickets and magazines, and make purchases from vending machines. The services cost an amount on top of what the Customer normally pays to send text and MMS messages and to use data. The price is displayed where the services are advertised by the service provider.

The Customer is liable for payment for the content-priced services supplied to the mobile phone. This also applies if the Customer passes the phone on to other people, including minors. 'Services supplied to the mobile phone' are content-priced services delivered to the mobile phone via text, MMS or data. For products and services not delivered to the mobile phone there are different liability rules than for services delivered to the phone. Here, the Customer will be liable for unlawful misuse if the Customer has engaged in behaviour giving rise to liability under the general rules of Danish law.

Telia does not allow access to erotic content supplied via codes 1600-1699.

The Customer may also block content-priced services through Self-Service. In the event of questions or problems relating to the content-priced services, the Customer can obtain more information at telia.dk or contact Telia on telephone 80 40 40 30. Telia may refer questions and complaints concerning the content of the services to the content providers. Questions or complaints concerning the charges for the services should, however, be addressed to Telia. The Customer can obtain information about the individual content providers from telia.dk.

The Customer's access to information and content services (service 900 numbers) may be restricted

#### 15. Technical changes and faults

Telia may make technical changes to its network and its products at any time for operational reasons or as a result of official requirements. Some adverse conditions may cause disruption resulting in calls being rejected, terminated etc. Telia will endeavour to correct faults in its own systems and installations as quickly as possible, and will forward the fault report as quickly as possible to another operator if a fault or disruption may be traced to such operator.

#### 16. Correction of faults

Telia will initiate fault correction on receipt of a fault report. If it is found that the fault is caused by breakdown, disruption or the like of transmission paths and equipment at another operator, Telia will forward the fault report to such operator. If the fault is due to faults and defects in the Customer's equipment or use thereof, Telia may charge a fee for fault detection and correction.

In connection with fault detection and correction, the Customer must ensure that Telia is given access to equipment and installations at the installation address as soon as possible.

To the extent necessary, the Customer must also participate in fault detection and correction of its own equipment and installations at the installation address. If the Customer does not give Telia free access at the agreed time, Telia is entitled to invoice the Customer for a wasted technician's visit.

## 17. Prices

All prices are as stated in the price list in force at any time for the chosen product or in a customer-specific framework agreement.

Telia is entitled to collect setup, subscription and usage charges. **In addition to charges for outgoing calls, texts, MMS or data, the Customer will also pay to receive calls abroad and download MMS messages or data (such as synchronising of email).** Furthermore, Telia may collect charges for extra services and one-time services.

## 18. Payment

Telia will send an invoice in Danish for all services provided under this contract. Telia will charge a payment administration fee for Customer payments via Giro card or via the Payment Service (BS). If the Customer pays via BS, Telia may provide invoice information on the BS summary page and not send a separate invoice. Telia may send an electronic invoice if the Customer has accepted this. Telia may then charge an administration fee for sending a copy of the invoice. This amount will be payable on the date given on the invoice. Telia may, however, change the payment date to immediate payment if the financial risk to Telia has increased.

At the conclusion of the agreement, a setup fee will be charged. Subscription fees will be charged in advance on a monthly basis. Usage and other payments are normally charged afterwards. Extra services may be entirely or partially payable in advance. Usage payments for roaming will be charged when a statement is received from the relevant operators. **The Customer should be aware that it may take some time for such a statement to be provided.** Smaller amounts in Telia's favour may be carried forward to the next invoicing period at Telia's discretion. In the case of late payment, Telia may charge administration fees plus interest on the amount due at the current interest rate as laid down in the Danish Interest Act. In the event of default on payment, Telia may report this to a credit rating agency. The Customer will be liable to pay for every service provided under the agreement. This will also apply if it is agreed that the invoice should be sent to a different payment address. If the invoice is not paid in this case Telia may send a reminder both to the Customer and to the agreed payment address.

## 19. Breach by the Customer

Telia may interrupt the connection to mobile and fixed line services if the Customer is in material breach of its obligations under the Terms and Conditions. Material breach includes, but is not limited to, instances where:

- The Customer does not pay after a prior reminder procedure. Requests for security are not met in time.
- The Customer does not report a change of address.
- The Customer's CVR number is or becomes invalid.
- Payment is not made in time or the agreed maximum credit is exceeded.
- The Customer does not meet Telia's requirement for adequate security. The Customer provides false information when this subscription agreement is entered into and subsequently fails to report changes, including changes of address.
- The Customer causes disruptions in the network, including connection of equipment that does not comply with the Act on Radio and Telecommunications Terminal Equipment and Electromagnetic Conditions (R&TTE).
- There is reasonable doubt as to the Customer's ability or willingness to pay on time, and the Customer does not pay the amount outstanding immediately.
- There is a sudden and substantial increase in usage.
- There is a suspicion of misuse as described in section 8.
- The Customer uses the mobile service or Telia's services in general to send spam or uses it in some other way which violates the rights of Telia or third parties

Telia may choose to reduce speeds or interrupt access to data services without notice if the Customer's data usage exceeds the included MB/GB per month. If, for example, the Customer has 10 GB of data per month included in the subscription, any usage in excess of 10 GB will then cause the speed to be reduced or the phone to be blocked for further use of data for the rest of the month.

**This interruption does not constitute termination of the subscription agreement and will not entail any reduction in subscription payments, any minimum usage or other fixed costs in the period in which the Customer has been in breach of the subscription agreement.**

For subscriptions with calls included, the included minutes/hours will be forfeited in the period in which the Customer has been in breach of the subscription. Any unused minutes will not be refunded on termination of the subscription agreement. If the Customer remedies the situation that caused the interruption, including payment of the amount due, Telia may choose to restore the connection, possibly with a restriction on usage. Telia may charge an administration fee for restoring the connection. Telia may inform credit rating agencies if the Customer does not meet the terms of payment.

## 20. Termination

### 20.1 Termination by Telia

If the Customer's access to the service is interrupted because of breach of the agreement, Telia may terminate the subscription agreement with one month's notice. If the subscription ends due to termination or breach, Telia will determine the outstanding amount and refund or collect the difference. **Note that the Customer will be liable in all cases for the subscription, minimum usage and other fixed payments during the commitment period.**

A Customer who has not paid a debt that is due cannot enter into a new subscription agreement with Telia before the outstanding amount has been paid. If Telia decides to stop providing mobile telephony or the mobile product covered by the agreement, Telia may terminate the agreement with two months' notice. If Telia's right to provide the product is withdrawn, Telia may terminate the agreement with simultaneous effect.

### 20.2 Termination by the Customer

The subscription agreement cannot be terminated for the number of months covered by the agreement. The non-termination period will start from the date of commencement of the agreement, cf. Agreement, unless agreed otherwise. The Customer may terminate the agreement with three months' notice. The Customer may only terminate the agreement after the end of the non-termination period. The notice period for extra services is 30 days. If the Customer chooses to port its telephone number, Telia will treat this as termination of this agreement. If the Customer cannot comply with the provisions of this agreement on the non-termination period and notice of termination because the number has been transferred to another telecommunications company, the Customer will remain liable for all fixed payments to Telia for the remainder of the non-termination period and/or notice period.

**Notice of termination of the subscription and/or extra services may be given orally to Customer Service on 80 40 40 30 or in writing by sending a notice to Customer Service.**

Changing a subscription type will not trigger a new commitment period unless a prolonging of the subscription is agreed upon, including a discount or similar for the new agreement period, unless the subscription do to purchase of new hardware. Telia may also claim compensation if the Customer terminates the agreement before the end of its term. This compensation will cover any discount on mobile subscriptions, discount on extra services, contributions for purchase of hardware and mobile traffic expected by Telia with reference to the agreement and agreement period accepted by the Customer. Telia may also claim compensation for any extra costs it may have incurred as a result of the Customer terminating the contract before the end of its term. The minimum compensation will be DKK 500.

## 21. Liability

### 21.1 Liability of the Customer

The Customer is liable in accordance with the general rules of Danish law.

### 21.2 Liability of Telia

Telia is liable in accordance with the general rules of Danish law. However, Telia is only liable for the Customer's direct losses but never for indirect losses, including but not limited to operating losses, lost profits, loss of data, production losses, losses when an agreement with a third party lapses etc. Telia's liability is also limited to an amount equal to the amount that the Customer has paid to Telia within the last 12 months under the subscription agreement. Telia is liable for losses incurred by the Customer as a result of incorrect registration, accounting errors etc. in Telia's systems, see section 12 of the Danish Act on Certain Payment Instruments, reproduced below.

Telia is only liable for losses or damage caused by technical problems, interruptions, disruption to the mobile network or deficiencies in service that may be attributed to gross negligence or deliberate acts or omissions on the part of Telia. If faults arise in Telia's public mobile network that cause the connection to be broken, Telia may, depending on the situation and at the Customer's request, grant a reasonable discount against the subscription charge, but only if the amount exceeds DKK 25 excl. VAT. Interruptions due to a lack of coverage or local overloading of the network will not entitle the Customer to a discount against the subscription charge.

Telia is not liable for errors, failures, disruptions etc. that are attributable to other telecommunications providers, producers, suppliers or service providers. **Nor will Telia be liable for any damage and losses suffered by the Customer from connecting to the Internet, including viruses and downloads of dialler programs.** This applies to both terminals and usage. The Customer may obtain protection against unintended usage by subscribing to, for example, Usage Monitoring or Blocking. Telia is not liable for any mobile phones purchased by the Customer from distributors or other telecommunications providers; nor is Telia liable if these phones can be used after the number has been transferred, for example using operator unlock codes.

Telia is not obliged to comply with the subscription agreement, the present subscription terms and the associated services if it is prevented from doing so by circumstances beyond Telia's control, including but not limited to fire, war or military action, civil unrest, strikes, lockouts, natural disasters including lightning strikes and floods, or serious failures or disruptions in technical or IT systems, which Telia could not have avoided or overcome without unreasonable cost, or which could not have been taken into account when the subscription agreement was entered into. Telia is not liable where unauthorised persons listen in to calls or read text messages, MMS messages or emails.

## 22. Transfer

The Customer may not transfer the subscription agreement to a third party without Telia's consent. Telia requires written acceptance from both the Customer and the third party, and any outstanding debt must be paid before the transfer is made. Telia may also obtain a credit assessment of a third party. Telia may charge an administration fee to the Customer for transferring the contract to the new customer. Telia may transfer the subscription agreement to a third party or a new ownership structure without notice.

## 23. Amendment of terms and conditions and prices

Telia may implement changes to the Customer's advantage without notice. Similarly, the Customer must accept minor amendments to the disadvantage of the Customer. In connection with major amendments of terms and prices to the disadvantage of the Customer, Telia must give notification of such amendments by letter or email, on an invoice, payment overview or in national newspapers or similar. Such information will be provided at reasonable notice prior to the date of commencement of the amendment. All amendments can be found at [telia.dk](#)

Telia reserves the right to make changes to prices and terms with immediate effect if Telia receives notification of and is ordered to make changes to prices and terms for fixed line related products and extra services resold by Telia for another provider.

## 24. Customer Service Business

Customer Service Business can be contacted free of charge on 80 40 40 30 (from abroad +45 26 26 26 26). Emails should be sent to [mobilerhverv@telia.dk](mailto:mobilerhverv@telia.dk). Written communications should be sent to Telia, Customer Service, Holmbladsgade 139, 2300 Copenhagen S. Customer Service can also be contacted if the Customer wishes to complain. Telia will endeavour to process complaints as quickly as possible. If there is disagreement between the Customer and Telia as to the usage claimed, an appeal may be submitted to the Telecommunications Complaints Board (Teleankenævnet) at [teleanke.dk](#)

## 25. Applicable law and venue

Any dispute arising out of this agreement must be settled in accordance with Danish law.

## 26. Entry into force

These terms and conditions enter into force on 24 June 2016.

## 27. Reproduction of Section 61(1) and Section 62(1)-(9) of the Danish Act on Payment Services and Electronic Money

**Section 61** The payer's provider shall be liable to the payer for any losses resulting from unauthorised payment transactions, see section 57, unless stated otherwise in section 62. In the event of an unauthorised transaction, the payer's provider shall immediately refund the amount to the payer.

**Section 62** The payer's provider shall be liable to the payer for any losses resulting from unauthorised use of a payment instrument by others, unless stated otherwise in subsections (2)-(6). The payer shall only be liable under subsections (2)-(6) if the transaction has been correctly registered and booked. In the event of unauthorised use of a payment instrument, the payer's provider shall immediately refund the amount to the payer. However, the payer shall have unlimited liability for losses arising because the payer has acted fraudulently or has intentionally failed to fulfil his obligations under Section 59.

(2) Unless a more comprehensive liability arises out of subsections (3) or (6), the payer shall be liable up to DKK 1,100 for losses resulting from unauthorised use of the payment instrument by others if the personalised security features of the payment instrument have been used.

(3) Unless a more comprehensive liability arises out of subsection 6, the payer shall be liable up to DKK 8,000 for losses resulting from unauthorised use of the payment instrument by other persons if the payer's provider demonstrates that the personalised security features of the payment instrument have been used, and

1. that the payer has failed to inform the payer's provider as soon as possible after becoming aware that the payment instrument has been lost or that the personalised security feature has come to the knowledge of the unauthorised person,
2. that the payer has passed the personalised security feature to the person having carried out the unauthorised use, without the matter being covered by subsection 6, or
3. that the payer has made the unauthorised use possible by gross negligence.

(4) The payer shall be liable up to DKK 8,000 for losses resulting from unauthorised use of the payment instrument by other persons, where the payment instrument has been read physically or electronically, and the unauthorised person has then used a false signature and the payer's provider demonstrates

1. that the payer or someone to whom the payer has passed the payment instrument has failed to inform the payer's provider as soon as possible after becoming aware that the payment instrument has been lost, or
2. that the payer or someone to whom the payer has passed the payment instrument has made the unauthorised use possible by gross negligence.

(5) Where the payer is liable under subsections 3 and 4, the payer's total liability may not exceed DKK 8,000.

(6) The payer shall have unlimited liability for any losses arising as a result of unauthorised use of the payment instrument by other persons where the security feature of the payment instrument has been used and the payer's provider demonstrates that the payer has disclosed the personalised security feature to the person responsible for the unauthorised use, and that this happened in circumstances where the payer realised or should have realised that there was a risk of misuse.

(7) Apart from subsections 2-6, the payer's provider shall be liable for unauthorised use that takes place after the provider has been informed that the payment instrument has been lost, that an unauthorised person has obtained knowledge of the personalised security feature, or that the payer wants the payment instrument to be blocked for other reasons.

(8) Apart from subsections 2-6, the payer's provider shall be liable for unauthorised use if the provider has not taken appropriate measures, see section 60(1) no 2.

(9) Apart from subsections 2-6, the payer's provider shall also be liable if the recipient of the payment knew or should have known that unauthorised use was made of the payment instrument.

# SUPPLEMENTARY TERMS AND CONDITIONS FOR TELIA DENMARK'S TELEPHONY SERVICES (BUSINESS)

June 2016

## Supplementary Terms and Conditions for 4Business Simple

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business Simple subscription, which is a business subscription with a commitment period of 12, 24 or 36 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Included minutes/hours for use in Denmark

The subscription includes 1 hour's call time per month unless agreed otherwise, e.g. in connection with an prolonging. The included minutes/hours may only be used within Denmark for calls to all normal Danish mobile and fixed line numbers. When the included minutes/hours has been used up, the subsequent minutes will be charged according to the applicable price list. The included minutes/hours will not be carried forward to the next month if they have not been used in the current month. Special services, content services and payment services, international calls etc. will be charged at the normal rates. If a call lasts more than 2 hours, DKK 0.60/min will be charged.

### 3. Free inter-company calls for use in Denmark

The subscription includes the free inter-company calls service. The free inter-company calls service allows you to call free of charge for 1 hour within Denmark to all numbers on the same contract. If you call a number on the same contract for more than 1 hour, the subsequent minutes will be charged according to the applicable price list. The inter-company call functionality does not work across contracts or legal owners. The inter-company call functionality also applies to any temporary numbers. The call time under the free inter-company calls service does not affect the included minutes/hours under the subscription.

### 4. Free texts and MMS messages for use in Denmark

The subscription includes free texts and MMS messages. This means that texts and MMS messages can be sent free of charge with the following restrictions: Normal texts and MMS messages may only be sent within Denmark and only to Danish mobile numbers. Texts and SMS messages sent abroad, content-priced services, special services etc. will be billed by usage according to the applicable price list. Text messages or MMS messages may only be used for normal communication from person to person.

#### This means that they may not be used for the following:

- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

In the event of misuse or the suspicion of misuse, Telia may block the ability to send texts and MMS messages and subsequently terminate the subscription without notice or liability. A Customer who has misused the service and has had the subscription terminated cannot re-register for the subscription. Note that the service will also be blocked for the use of free texts and MMS messages when the usage-limiting block under Usage Monitoring takes effect. When the usage limit is raised, free text messages and MMS messages will work once more.

## Supplementary Terms and Conditions for 4Business Basic

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business Basic subscription, which is a business subscription with a commitment period of 12, 24 or 36 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Included minutes/hours for use in Denmark

The subscription includes 5 hours' call time per month. The included minutes/hours may only be used within Denmark for calls to all normal Danish mobile and fixed line numbers. When the included minutes/hours has been used up, the subsequent minutes will be charged according to the applicable price list. Included minutes/hours will not be carried forward to the next month if they have not been used in the current month. Special services, content services and payment services, international calls etc. will be charged at the normal rates. If a call lasts more than 2 hours, DKK 0.60/min will be charged.

### 3. Free inter-company calls for use in Denmark

The subscription includes the free inter-company calls service. Free inter-company calls allows you to call all numbers on the same contract for up to an hour free of charge. If you call a number on the same contract for more than 1 hour, the subsequent minutes will be charged according to the applicable price list. The inter-company call functionality does not work across contracts or legal owners. The inter-company call functionality also applies to any temporary numbers. The call time under the free inter-company calls service does not affect the included minutes/hours under the subscription.

### 4. Free texts and MMS messages for use in Denmark

The subscription includes free texts and MMS messages. This means that texts and MMS messages can be sent free of charge with the following restrictions: Normal texts and MMS messages may only be sent within Denmark and only to Danish mobile numbers. Texts and SMS messages sent abroad, content-priced services, special services etc. will be billed by usage according to the applicable price list. Texts or MMS messages may only be used for normal communication from person to person.

#### This means that they may not be used for the following:

- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

In the event of misuse or the suspicion of misuse, Telia may block the ability to send texts and MMS messages and subsequently terminate the subscription without notice or liability. A Customer who has misused the service and has had the subscription terminated cannot re-register for the subscription. Note that the service will also be blocked for the use of free texts and MMS messages when the usage-limiting block under Usage Monitoring takes effect. When the usage limit is raised, free text messages and MMS messages will work once more.

### 5. Included data for use in Denmark

The subscription includes 1 GB of data per month unless agreed otherwise, e.g. in connection with an prolonging. The included data may only be used within Denmark. See front page for further details. If more than the included data allowance is used, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found on telia.dk. Telia will charge for data traffic when the Customer uses a network abroad. Special services, content services and payment services etc. will be charged at the normal rates. Included data will not be carried forward to the next month if it has not been used in the current month.

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## Supplementary Terms and Conditions for 4Business Economy

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business Economy subscription, which is a business subscription with a commitment period of 12, 24 or 36 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Free calls for use in Denmark

The Free Calls service includes calls to Danish numbers, on all networks. The free calls may only be used within Denmark for calls to all normal Danish mobile and fixed line numbers. Free Calls includes calls at DKK 0 per minute and no connection charge. Special services, content services and payment services, international calls etc. will be charged at the normal rates. If a call lasts more than 2 hours, DKK 0.60/min will be charged. Telia reserves the right to block further calls and terminate the subscription immediately in the event of harassment or systematic misuse.

#### The following usage may be regarded as misuse:

- Extensive use of group calls (i.e. calls to several people at the same time)
- Commercial use, including marketing
- Connection of terminals, boxes or other equipment used to generate calls automatically and not intended for normal use from person to person.

### 3. Free texts and MMS messages for use in Denmark

The subscription includes free texts and MMS messages. This means texts and MMS messages can be sent free of charge with the following restrictions: Normal texts and MMS messages may only be sent within Denmark and only to Danish mobile numbers. Texts and SMS messages sent abroad, content-priced services, special services etc. will be billed by usage according to the applicable price list. Texts or MMS messages may only be used for normal communication from person to person.

#### This means that they may not be used for the following:

- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

In the event of misuse or the suspicion of misuse, Telia may block the ability to send texts and MMS messages and subsequently terminate the subscription without notice or liability. A Customer who has misused the service and has had the subscription terminated cannot re-register for the subscription. Note that the service will also be blocked for the use of free texts and MMS messages when the usage-limiting block under Usage Monitoring takes effect. When the usage limit is raised, free texts and MMS messages will work once more.

### 4. Included data for use in Denmark

The subscription includes 2 GB of data per month unless agreed otherwise, e.g. in connection with an prolonging. The included data may only be used within Denmark. See front page for further details. If more than the included data allowance is used, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found on telia.dk. Telia will charge for data traffic when the Customer uses a foreign network. Special services, content services and payment services etc. will be charged at the normal rates. Included data will not be carried forward to the next month if it has not been used in the current month.

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## Supplementary Terms and Conditions for 4Business Nordic

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business Nordic subscription, which is a business subscription with a commitment period of 12, 24 or 36 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. WorkLikeHome Nordic

The subscription includes the WorkLikeHome Nordic service. WorkLikeHome Nordic gives you free calls, texts and MMS messages and a volume of data that you can use in Denmark and the rest of the Nordic and Baltic countries. The service applies to calls made and texts and MMS messages sent from Denmark to a country in Zone 1 and calls made from one of these countries to Denmark or between the countries.

It does not cost anything to receive a call, a text or an MMS message. However, the free calls, texts and MMS messages will not apply to content-priced and special services and special and premium-rate numbers. The service applies only to roaming and international calls, texts and MMS messages made/sent to and from Zone 1. Included data will apply in Zone 1 only, and will not be carried forward to the next month if it has not been used in the current month. If more than the included data allowance is used, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found on telia.dk. Special services, content services and payment services etc. will be charged at the normal rates. Included data will not be carried forward to the next month if it has not been used in the current month.

#### The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

**For WorkLikeHome Nordic, a maximum of 45 days may be spent in the countries covered by the service over three consecutive months. So, for a period of 90 days, there may be a maximum of 45 days with recorded usage outside Denmark in the countries included in the service. If this is not complied with, Telia reserves the right to block usage under the subscription. If a call lasts more than 2 hours, DKK 0.60/min will be charged.**

Telia reserves the right to block further calls and terminate the subscription immediately in the event of harassment or systematic misuse.

#### The following usage may be regarded as misuse:

- Extensive use of group calls (i.e. calls to several people at the same time)
- Commercial use, including marketing
- Connection of terminals, boxes or other equipment used to generate calls automatically and not intended for normal use from person to person.
- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

## Supplementary Terms and Conditions for 4Business Nordic+

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business Nordic+ subscription, which is a business subscription with a commitment period of 12, 24 or 36 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. WorkLikeHome Nordic+

The subscription includes the WorkLikeHome Nordic+ service. WorkLikeHome Nordic+ gives you free calls, texts and MMS messages and a volume of data that you can use in Denmark and the rest of the Nordic and Baltic countries, including 1 GB of data in the EU. The service applies to calls made and texts and MMS messages sent from Denmark to a country in Zone 1 and calls made from one of these countries to Denmark or between the countries.

It costs nothing to receive a call, a text or an MMS message. However, the free calls, texts and MMS messages will not apply to content-priced and special services and special and premium-rate numbers. The service applies only to roaming and international calls, texts and MMS messages made/sent to and from Zone 1. Included data will apply in Zones 1 and 2 only, and will not be carried forward to the next month if it has not been used in the current month. If more than the included data allowance is used, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found at telia.dk. Special services, content services and payment services etc. will be charged at the normal rates. Included data will not be carried forward to the next month if it has not been used in the current month.

#### The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

#### EU (Zone 2):

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria. Countries in the Nordics and the Baltic are also included.

**For WorkLikeHome Nordic+, no more than half of the time may be used in the countries covered by the service over three consecutive months. So, for a period of 90 days, there may be a maximum of 45 days with recorded usage outside Denmark in the countries included in the service. If this is not complied with, Telia reserves the right to block usage under the subscription. If a call lasts more than 2 hours, DKK 0.60/min will be charged.**

Telia reserves the right to block further calls and terminate the subscription immediately in the event of harassment or systematic misuse.

#### The following usage may be regarded as misuse:

- Extensive use of group calls (i.e. calls to several people at the same time)
- Commercial use, including marketing
- Connection of terminals, boxes or other equipment used to generate calls automatically and not intended for normal use from person to person.
- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

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## Supplementary Terms and Conditions for 4Business EU

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business EU subscription, which is a business subscription with a commitment period of 12, 24 or 36 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. WorkLikeHome EU

The subscription includes the WorkLikeHome EU service. WorkLikeHome EU gives you free calls, texts and MMS messages and a volume of data that you can use in Denmark, the Nordic and Baltic countries and the EU. The service applies to calls made and texts and MMS messages sent from Denmark to a country in Zones 1 and 2 and calls made from one of these countries to Denmark or between the countries.

It costs nothing to receive a call, a text or an MMS message. However, the free calls, texts and MMS messages will not apply to content-priced and special services and special and premium-rate numbers. The service applies only to roaming and international calls, texts and MMS messages made/sent to and from Zones 1 and 2. Included data will apply in Zones 1 and 2 only, and will not be carried forward to the next month if it has not been used in the current month. If more than the included data allowance is used, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found on telia.dk. Special services, content services and payment services etc. will be charged at the normal rates. Included data will not be carried forward to the next month if it has not been used in the current month.

#### The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

#### EU (Zone 2):

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria. Countries in the Nordics and the Baltic are also included in the EU package.

**For WorkLikeHome EU, a maximum of 45 days may be spend in the countries covered by the service over three consecutive months. So, for a period of 90 days, there may be a maximum of 45 days with recorded usage outside Denmark in the countries included in the service. If this is not complied with, Telia reserves the right to block usage under the subscription. If a call lasts more than 2 hours, DKK 0.60/min will be charged.**

Telia reserves the right to block further calls and terminate the subscription immediately in the event of harassment or systematic misuse.

#### The following usage may be regarded as misuse:

- Extensive use of group calls (i.e. calls to several people at the same time)
- Commercial use, including marketing
- Connection of terminals, boxes or other equipment used to generate calls automatically and not intended for normal use from person to person.
- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

## Supplementary Terms and Conditions for 4Business USA

### 1. Supplementary agreement

These Terms and Conditions apply to the 4Business USA subscription, which is a business subscription with a commitment period of 12, 24 or 36 months, and are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. WorkLikeHome EU & North America

The subscription includes the WorkLikeHome EU & North America service. WorkLikeHome EU & North America gives you free calls, texts and MMS messages in Denmark, the Nordic region (excl. Iceland), the Baltic countries, the EU, the USA and Canada, and a data allowance of 30 GB which can be used throughout the Nordic and Baltic countries, including 2 GB that can be used throughout the EU and North America. The service applies to calls made and texts and MMS messages sent from Denmark to a country in Zone 1, 2 or 4 and calls made from one of these countries to Denmark or between the countries. It costs nothing to receive a call, a text or an MMS message. However, the free calls, texts and MMS messages will not apply to content-priced and special services and special and premium-rate numbers. The service applies only to roaming and international calls, texts and MMS messages made/sent to and from Zones 1, 2 and 4. Included data will apply in Zones 1, 2 and 4 only, and will not be carried forward to the next month if it has not been used in the current month. If more than the included data allowance is used, the upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found on telia.dk. Special services, content services and payment services etc. will be charged at the normal rates. Included data will not be carried forward to the next month if it has not been used in the current month.

#### The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

#### EU (Zone 2):

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria.

#### North America (Zone 4):

USA, Canada, Puerto Rico and the US Virgin Islands.

**For all WorkLikeHome variants, a maximum of 45 days may be spent in the countries covered by the service over three consecutive months. So, for a period of 90 days, there may be a maximum of 45 days with recorded usage outside Denmark in the countries included in the service. If this is not complied with, Telia reserves the right to block usage under the subscription. If a call lasts more than 2 hours, DKK 0.60/min will be charged.**

#### The following usage may be regarded as misuse:

- Extensive use of group calls (i.e. calls to several people at the same time)
- Commercial use, including marketing
- Connection of terminals, boxes or other equipment used to generate calls automatically and not intended for normal use from person to person.
- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

## Supplementary Terms and Conditions for Business Value 49

### 1. Supplementary agreement

These Terms and Conditions apply to the Telia Business Value 49 subscription, which is a business subscription; they are a supplement to the Standard Terms and Conditions for Telia Denmark's mobile subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Included call time

Telia Business Value 49 includes 75 minutes' call time per month, which the Customer can use within Denmark to all normal Danish mobile and fixed line numbers. When the included 75 minutes of call time have been used up, the subsequent minutes will be charged according to the applicable price list. Included hours/minutes will not be carried forward to the next month if they have not been used in the current month. Special services, content services and payment services, international calls etc. will be charged at the normal rates.

### 3. Free inter-company calls

When the subscription is set up, the Customer receives the free inter-company calls service within the same contract. The free inter-company call service allows you to call free of charge for 1 hour at a time within Denmark to all numbers on the same contract with these types of subscription. If the Customer calls a number on the same contract for more than 1 hour, the subsequent minutes will be charged according to the applicable price list. The inter-company call functionality does not work across contracts or legal owners. The inter-company call functionality also applies to any temporary numbers. The call time under the free inter-company calls service does not affect the included minutes under the subscription.

## Supplementary Terms and Conditions for Business Connect+

### 1. Supplementary agreement

These Terms and Conditions apply to the Business Connect+ subscription, which is a business subscription with a commitment period of 12, 24 or 24 months; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Free calls

The Free Calls service includes free calls to Danish numbers when you are connected to Telia's network in Denmark. Free Calls includes calls at DKK 0 per minute and no connection charge. Content services, special services, international calls etc. will be charged at list price.

Telia reserves the right to block further calls and terminate the subscription immediately in the event of harassment or systematic misuse.

The following usage may be regarded as misuse:

- a) Extensive use of group calls (i.e. calls to several people at the same time)

- b) Commercial use, including marketing
- c) Connection of terminals, boxes or other equipment used to generate calls automatically and not intended for normal use from person to person.

### 3. Free texts/MMS messages for normal use

The subscription includes free texts and MMS messages. Texts and MMS messages can be sent free of charge with the following restrictions: Normal texts and MMS messages may only be sent within Denmark and only to Danish mobile numbers. Texts and SMS messages sent abroad, content-priced services, special services etc. will be billed according to usage. Texts or MMS messages may only be used for normal communication from person to person. This means that they may not be used for the following:

- Harassment, spam and the like.
- Automatically generated and/or transmitted text messages/MMS messages, computer-generated or transmitted text messages/MMS messages, transmission of a series of identical text messages/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

In the event of misuse or the suspicion of misuse, Telia may block the ability to send texts or MMS messages and subsequently terminate the subscription without notice or liability. A Customer who has misused the service and has had the subscription terminated cannot re-register for the subscription. Note that the service will also be blocked for the use of free texts and MMS messages when the usage-limiting block under Usage Monitoring takes effect. When the usage limit is raised, free texts and MMS messages will work once more.

### 4. Included data

The subscription includes 500 MB of data for use within Denmark. If the Customer's data usage within Denmark exceeds the included data volume, the Customer's upload and download speeds will be reduced to 120 Kbit/s. Alternatively, more data may be purchased for an extra charge. Extra data will apply only in the current billing period. Further information on this can be found at [telia.dk](#). Telia will charge for data traffic when the Customer uses a foreign network. Payment for content-charged and special services is not included in the price. Included data will not be carried forward to the next month if it has not been used in the current month.

### 5. Roam Like Home

The subscription includes the Roam Like Home service. Roam Like Home means that the included minutes and texts can also be used for calls made and texts sent from Denmark to a country in the Nordic or the Baltic countries where Telia Company has a network, and for calls made from these networks to Denmark or within the countries. Receiving a call is free provided that the Customer is on one of Telia Company's networks in the Nordic and Baltic countries. The Customer can use the included minutes and texts, and when these are used up, calls and texts will cost the same per minute or per text as normal calls and texts from Denmark to a Danish number. However, the Danish rate and the included minutes do not apply to content-priced and special services and special and premium-rate numbers.

The service applies only to international calls and texts made/sent to Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

## Supplementary Terms and Conditions for Mobiz/TP Mobiz

### 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. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard 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 agreement.

Mobiz may be delivered in a variant called Mobiz Flatrate, where no call charge will be payable for each call made. The same conditions apply as for Mobiz, with this addition: Mobiz Flatrate is a variant of Mobiz available as a monthly subscription including 100 or 300 minutes of call time monthly per subscription for calls within Denmark to all normal Danish mobile and fixed line numbers. When the included minutes of call time have been used up the subsequent minutes will be charged according to the applicable price list. Included minutes will not be carried forward to the next month if they have not been used in the current month. Special services, content services and payment services, international calls etc. will be charged at the normal rates. An agreement on Mobiz Flatrate requires all of the Customer's subscriptions to be gathered under this agreement.

### 2. Mobiz Flatrate Nordics

Mobiz Flatrate Nordics variants with free calls or 3000 and 1000 minutes of call time included specifically require the subscription to include the Roam Like Home service. Roam Like Home means that the included minutes can also be used for calls from Denmark to a country in the Nordic or Baltic region (Sweden, Norway, Finland, Estonia, Latvia and Lithuania), and for calls made from these countries to Denmark or another country in the Nordic or Baltic region. It is free of charge to receive a call in the Nordic and Baltic countries. When the included minutes have been used up, calls cost the same per minute as normal calls from Denmark to a Danish number. However, the Danish rate and the included minutes do not apply to special services and special and premium-rate numbers.

### 3. Mobiz Flatrate EU

Mobiz Flatrate EU variants with free calls or 3000 or 1000 minutes of call time included allow the included minutes to be used for calls between countries that Telia has grouped into Zone 1 (the Nordic and Baltic countries) or Zone 2 (which includes all other EU member states). It costs nothing to receive a call via roaming in countries covered by Zone 1 or 2.

#### The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

#### EU (Zone 2):

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria.

The included minutes do not apply to calls to special services and special and premium-rate numbers. When the included minutes have been used or if a call lasts more than two hours, the current price per minute for calls from Denmark to a Danish fixed line or mobile number will be charged.

For the Mobiz Flatrate EU variants, for a period of 90 days, there may be no more than 45 days with registered usage outside Denmark in the countries in which the included minutes can be used. If this is not complied with, Telia reserves the right to block usage under the subscription.

### 4. Extra services

The Customer can set up the following extra services to a Mobiz subscription, payable separately by the Customer according to the applicable price list:

#### 4.1 Fixed Line Calls

When the Customer registers for Fixed Line Calls, a discount on Telia's standard prices is given when calls are made from the Customer's (the company's) mobile phones to all external fixed line numbers in Denmark. The discount does not include use of 90/900-service numbers and calls to special services Telia may terminate the service with one month's notice.

#### 4.2 Inter-company call

Inter-company call requires the Customer (company) to be CVR registered.

With inter-company all, the company can connect a number of Mobiz subscribers and so set up a inter-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 inter-company call. All connected numbers must be in the same inter-company call group and must have the same version of inter-company call. The fixed line numbers must be connected to a contract for Telia fixed network telephony, and it is not possible to connect numbers that have the Telia 1010 key themselves (operator pre-dial).

Inter-company call offers the connected numbers at special pricing terms for voice telephony in Denmark excl. Greenland and the Faroe Islands. Data, fax, text and similar services are not included.

The special pricing terms will take effect no later than 30 days after Telia's approval and setup of the subscriptions. Refer to the pricing terms for inter-company call in effect at any given time. The company can change the numbers registered to its inter-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 inter-company call.

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

#### 4.3.1 Mobile Surf Denmark

Mobile Surf is an extra service to Mobiz/TP Mobiz subscription which includes a given data volume for use within Denmark in a month. When the included number of MB/GB have been used up, the Customer can purchase extra data packages or continue with reduced speeds (120 kbit/s). Prices for the specific data packets can be obtained from the Customer's agreement or by contacting Telia Customer Service.

#### 4.3.2 Mobile Surf Nordics

Mobile Surf Nordics is an extra service to Mobiz/TP Mobiz which includes a given data volume for use within the Nordic countries in a month. When the included number of MB/GB have been used up, the Customer can purchase extra data packets. If the Customer chooses not to purchase extra data packets, access to the network will be stopped. Prices for the specific data packets can be obtained from the Customer's agreement or by contacting Telia Customer Service.

The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

#### 4.3.3 Mobile Surf EU

Mobile Surf EU is an extra service to Mobiz/TP Mobiz which includes a given data volume for use within the EU in a month. When the included number of MB/GB have been used up, the Customer can purchase extra data packets. If the Customer chooses not to purchase extra data packets, access to the network will be stopped. Prices for the specific data packets can be obtained from the Customer's agreement or by contacting Telia Customer Service.

EU (Zones 1 and 2, except Denmark):

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria. Nordic and Baltic countries are also included in the EU but the product may not be used in Denmark.

#### 4.4.1 Free SMS/MMS Nordics

The Customer may purchase an extra service allowing text messages and MMS messages in Denmark to be sent free of charge to standard-rate numbers within the following countries: Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

Content-priced services, special services etc. will be settled according to usage. Texts or MMS messages may only be used for normal communication from person to person. This means that they may not be used for the following:

- Harassment, spam and the like.
- Automatically generated and/or transmitted text messages/MMS messages, computer-generated or transmitted text messages/MMS messages, transmission of a series of identical text messages/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

In the event of misuse or the suspicion of misuse, Telia may block the ability to send texts or MMS messages and subsequently terminate the subscription without notice or liability. A Customer who has misused the service and has had the subscription terminated cannot re-register for the subscription. Note that the service will also be blocked for the use of free texts and MMS messages when the usage-limiting block under Usage Monitoring takes effect. When the usage limit is raised, free texts and MMS messages will work once more.

#### 4.4.2 Free SMS/MMS EU

It is possible to purchase the Free SMS/MMS EU extra service for all types of Mobiz Flatrate Nordics and Mobiz Flatrate EU subscriptions. This extra service allows the Customer to send texts and MMS messages free of charge between countries which Telia has grouped into Zones 1 and 2. Content-priced services, special services etc. will be settled according to usage.

The Nordic and Baltic countries (Zone 1):

Denmark, Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

EU (Zone 2):

The Azores, Belgium, Bulgaria, Ceuta, Cyprus (Greek part), the Canary Islands, France, French Guiana, the Faroe Islands, Gibraltar, Greece, Guadeloupe, the Netherlands, Ireland, Iceland, Italy, Croatia, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Poland, Portugal, Réunion, Romania, Saint Martin, San Marino, Switzerland, Slovakia, Slovenia, Spain, the United Kingdom (England, Wales, Scotland and Northern Ireland), the Czech Republic, Germany, Hungary and Austria.

Texts or MMS messages may only be used for normal communication from person to person and may not be used for the following

- Harassment, spam and the like.
- Automatically generated and/or transmitted texts/MMS messages, computer-generated or transmitted texts/MMS messages, transmission of a series of identical texts/MMS messages to the same recipient, etc.
- Commercial use, such as marketing, bulk mail etc.

In the event of misuse or the suspicion of misuse, Telia may block the ability to send text messages or MMS messages and subsequently terminate the subscription without notice or liability. A Customer who has misused the service and has had the subscription terminated cannot re-register for the subscription. Note that the service will also be blocked for the use of free texts and MMS messages when the usage-limiting block under Usage Monitoring takes effect. When the usage limit is raised, free texts and MMS messages will work once more.

#### 4.5. 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 for by the same legal entity. Refer to special price list and product information for Probiz.

Telia cannot deliver Probiz unless a specific mobile coverage and capacity requirements at the Customer's premises are met and economically and technically feasible.

To analyse this the Customer will be required to give Telia access to the Customer's premises to carry out the necessary measurements and registrations. 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. Setup 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.

#### 4.6 Status

Status is an extra service to a Telia Mobiz subscription. Status can operate as a standalone extra service or it can be combined with Probiz. Status requires the Customer (company) to be CVR registered. Agreements on Status and the associated subscriptions must be entered into and paid for by the same legal entity. For further information please have a look at the Status section at [telia.dk](#).

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.

Status is set up as an extra service to Mobiz. Termination of the associated Mobiz subscription will cause the associated Status agreement to be terminated at the same time. The Customer can terminate the agreement on Status without also terminating the Mobiz subscription agreement. Status may be terminated by the Customer with 30 days' notice.

#### 4.7 Link

Link is an extra service to Mobiz which 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 for 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 carry out the necessary measurements and recordings.

The coverage analysis is an indicative analysis of Telia's mobile coverage for each of the Customer's locations. 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 inter-company call unlimited or Telia ISDN30, see special terms and conditions for inter-company call and Telia ISDN30. The Customer's PBX must also support mobile integration. Details of the Customer's appointed contact person(s) and super user(s) should be stated in an appendix to the agreement. The Customer is responsible for informing Telia in writing of any subsequent changes to these. 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 chooses the Telia Voicemail service, the Customer is responsible for setting up and maintaining the voicemail machine for fixed line numbers. This is handled via the Web Administration tool which Telia provides to the Customer's super user(s). If the Customer opts for a third-party voicemail service, the Customer will be responsible for implementing and maintaining it. The Customer is responsible for any upgrades and reprogramming of the Customer's PBX. Telia will coordinate the implementation of Link with the Customer's PBX service provider. However, Telia will not be liable for any delays in implementation attributable to deliveries from the Customer's PBX service provider.

If the Customer subscribes to the Backup solution, all mobile calls will be routed outside the PBX as normal mobile calls and charged at the Mobiz rates in effect at the time when this solution is activated following registration by Telia (typically if the PBX is out of use or when all lines are occupied). 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 which 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 a 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.

#### 4.8 Nordic Calls

Nordic Calls allows the Customer to call at a fixed low rate and receive calls free of charge while using Telia networks when roaming in the Nordic countries and the Baltic countries. The prices for Nordic Calls only apply where Telia is used as the network operator in the Nordic countries and the Baltic countries.

When other providers are used calls will be charged by the second at the prices applicable to Zone 2.

The Customer must have international coverage to roam abroad. However, the Danish rate will not apply to content-priced and special services and special and premium-rate numbers. The additional service does not apply to calls made from Denmark.

#### 4.9 Mobiz Flatrate EU as an extra service

Customers with a Mobiz Flatrate Nordics subscription can purchase Mobiz Flatrate EU as an extra service with the same number of included minutes as in the Mobiz Flatrate Nordics subscription. The Terms and Conditions for Mobiz Flatrate EU (cf. Section 3) also apply to Mobiz Flatrate EU as an extra service.

When Mobiz Flatrate EU is purchased as an extra service to Mobiz Flatrate Nordics, Free Texts/MMS EU is included, cf section 4.4.2.

#### 5. Termination

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

## Supplementary Terms and Conditions for Touchpoint Plus

### 1. Supplementary agreement

These Terms and Conditions apply to Touchpoint Plus subscriptions and extra services; they are a supplement to the Standard Terms and Conditions for Telia Denmark's mobile subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

Touchpoint Plus is a cloud-based communications solution comprising switchboard functions, mobility, status (busy/available), instant messaging and Unified Communication, see the product description for Touchpoint Plus. All traffic is generated from IP telephones, softphones (telephone on PC) or mobile telephones for which only certain subscriptions of the type TP IP or TP Mobiz may be used.

### 2. Delivery

'Installation address' means an address which identifies the Customer's business premises or permanent place of work. If the installation address is an unusual address (mainly tents, caravans, on-site huts, mooring spaces, market places or the like) or a technical installation (wind turbines, parking meters, well installations, pumps, monitoring and registration installations, antenna poles or the like) delivery and operation will be subject to special payment.

By agreement with Telia, the Customer must provide for free access for Telia to establish relevant installations in relation to the agreement. If free access is not given at the agreed time, Telia is entitled to invoice the Customer for a wasted technician's visit. In accordance with agreement with Telia, the Customer will ensure any regulatory electricity supply necessary for connection and operation. Any expenses for this will be paid by the Customer.

Telia is entitled to postpone the delivery date if this is necessary for technical reasons, due to circumstances at the Customer or due to delay at sub-contractors or partners.

### 3. Technical conditions and security

Information about technical interfaces, specifications and quality measures may be obtained from Telia Customer Service Business.

The Customer's administrator may establish different barrings in the Touchpoint Plus user interface for telephony calls. Note that these blocks do not work if Touchpoint Plus is temporarily out of service or if a mobile telephone is used outside Denmark. If the Customer wants specific telephony blocking for use abroad the Customer's administrator may contact Telia Business Customer Service.

Touchpoint Plus enables users to flexibly establish redirection based on a number of criteria through a web module. This functionality replaces the function where users may establish redirection through the telephone's own settings. The users will be able to set their redirected call so that it is answered by an advanced Touchpoint Plus voicemail which users may use freely from Telia's network in Denmark.

SMS Service allows text messages to be sent free of charge from Touchpoint Plus Softphone and Touchpoint Plus Web to ordinary Danish mobile numbers. It is not permitted to use the product for sending automatically generated text messages or for bulk mail. Telia reserves the right to block the use of SMS Service without notice if the above provisions are not observed.

The use of IP telephony through Touchpoint Plus requires Internet access, which may be supplied by Telia or another provider.

If the Customer uses IP telephones not supplied through Telia, the Customer is responsible for ensuring that the terminal equipment used is protected by updated software and a security package. If not, Telia is entitled to block the Customer's access to the service.

Calls to 112 made from an IP telephone or softphone via PC are always directed to the emergency service in Copenhagen without information as to where the call is made. Telia therefore recommends that the emergency call is made from a mobile phone, if possible.

If the Customer suspects people outside the company to have obtained unauthorised access to the Customer's terminal equipment, the Customer must notify Telia of this immediately allowing the service to be blocked. The Customer will then not be liable for any usage by such unauthorised persons.

Telia may use third party suppliers of IT services installed on the supplier's server. In this case, the service will be operated in the EU country where the server is located. Telia complies with systematic privacy and security procedures in respect of its own employees and employees working on a contractual basis. All central equipment used for production and delivery of the service and its functions is located at Telia's security classified data centres and the customer data and voice traffic are located and run through Sweden.

User access and physical access rights at the facilities of Telia's data centre are stated for each individual employee at Telia in accordance with their occupation. Validity and use are monitored continuously.

### 4. Support

Telia supports the programs and configurations which concern the service covered by the contract. Telia is entitled to collect payment for special support services.

Telia does not support programs irrelevant to the service. Telia does not support various programming languages and does not provide special support for operating systems. Telia does not support faults in Internet connections at another provider.

Telia will initiate fault correction on receipt of the fault report. In connection with fault detection and correction, the Customer must ensure that Telia is able to obtain access to equipment and installations at the installation address as soon as possible. If necessary, the Customer must also participate in fault detection and correction of own equipment and installations at the installation address. If the Customer does not give Telia free access at the agreed time Telia is entitled to invoice the Customer for a futile technician visit.

If a breakdown is due to faults and defects in the Customer's equipment, the use thereof, or the use of another provider's Internet connection, Telia may charge a fee for fault detection and correction.

### 5. Termination

An agreement on Touchpoint Plus cannot be terminated during the period stated in the concluded agreement. Beyond that subscriptions may be terminated in accordance with the current rules on termination. The commitment period for all Touchpoint Plus extra services follows the commitment period in the Customer's agreement. Termination of the associated TP IP and TP Mobiz subscription will cause the associated agreement on services to be terminated at the same time.

## Supplementary Terms and Conditions for Mobile Broadband

### 1. Supplementary agreement

These Terms and Conditions apply to Telia Data subscriptions under the name 4Business Mobile Broadband, which are business subscriptions and constitute a supplement to the General Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Scope

A Mobile Broadband subscription gives access to the use of data traffic on Telia's GPRS/EDGE/3G and 4G networks

### 3. Limitation

With a Mobile Broadband subscription, the Customer should be aware that, depending on the product, there may be a usage limit on data traffic. See specific limit for the subscription at telia.dk. If usage exceeds the GB limit, the speed will be automatically reduced to 120 Kbit/s until the start of the next invoicing period.

### 4. Coverage/speed

Telia cannot guarantee the speed of data transmissions via Mobile Broadband subscriptions. The Customer should be aware that the speed depends on factors such as the number of concurrent users, the mast location and obstacles to coverage. Further information about this can be obtained at Telia.dk. The Customer can use its subscription wherever there is coverage. The Customer can obtain details of coverage by contacting Telia or from telia.dk. Depending on the Customer's physical position or local conditions, coverage may not be as stated by Telia. Where there is no 4G or 3G coverage, the Customer's connection will switch to the GPRS/EDGE network, and the Customer will experience lower speeds.

### 5. 4G

When the Customer is outside Telia's 4G coverage, there will be 3G and GPRS/EDGE coverage, as described in section 4. With 4G coverage it is not possible to send text messages. Roaming is not possible with 4G coverage, but roaming is possible with 3G coverage or on the GPRS/EDGE network.

### 6. 200 MB of data per day in the Nordics and the Baltic countries

The subscription includes an additional 2 GB of data per month, up to a maximum of 200 MB per day, for free use in the Nordics and the Baltic countries. Included data will not be carried forward to the next month if it has not been used in the current month. The service is available in Sweden, Norway, Finland, Estonia, Latvia and Lithuania.

### 7. Termination

Termination of Mobile Broadband is covered by section 20.2.

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## Supplementary Terms and Conditions for Extra SIM/Dual SIM

### 1. Supplementary agreement

These Terms and Conditions apply to Extra SIM/Dual SIM, and are a supplement to the Standard Terms and Conditions for Telia Denmark's mobile subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

Extra SIM is a service under a Telia subscription which allows an additional data SIM-card to be installed. The extra SIM-card can be used for data and text messages, but not for voice calls. Usage of the extra SIM-card will be included in the Customer's total data usage associated with the Customer's Mobile Broadband subscription, enabling use of the included data from both the subscription and the extra SIM-card. The same conditions apply to data usage as with the Customer's subscription. The Customer will always have access to data usage on both SIM-cards, at the same time and independently of each other.

See current prices at telia.dk.

### 2. Termination of Extra SIM

Extra SIM may be terminated by the Customer with 30 days' notice. The Customer may terminate the agreement on Extra SIM without also terminating the subscription agreement.

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## Supplementary Terms and Conditions for M2M

### 1. Supplementary agreement

Business customers may choose to subscribe to the M2M (machine to machine) service. M2M is a mobile data service providing encrypted communication between two devices. Extra services in general are subject to the Terms and Conditions set out below, which are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

### 2. Scope

2.1 The M2M service includes a subscription and usage-priced minutes and MB, and a pre-activated SIM-card for use in the Customer's M2M solution. The service does not include customer-facing equipment such as modems, routers or the like.

2.2 It is the Customer's responsibility to manage and configure its own M2M devices and the operation of these

### 3. Delivery

3.1 Telia may, at its own discretion, test the interaction between Telia's IP backbone and the Customer's router, VPN router or similar equipment to assure delivery of the agreed service. The date of the test should be agreed with the Customer.

3.2 The Actual Delivery Date may differ from the Agreed Delivery Date as a result of fault correction arising from the testing or of retesting.

### 4. Specifications etc.

5.1 Telia may make changes to the approved requirement specifications for the M2M service at any time. Such changes will take reasonable account of the Customer's needs, without compromising the purpose of the intended change. Efforts should be made to carry out the changes in such a way that any possible disruption of the Customer's operations is limited

### 5. Equipment

5.1 Equipment may only be connected if it complies with the rules laid down by the Danish National IT and Telecom Agency or equivalent authority.

5.2 The Customer must immediately disconnect equipment from the access point at Telia's request if the equipment disrupts IP networks or the Internet or causes damage, or in case of disputes over the infringement of rights under section 8. Equipment must be disconnected in accordance with Telia's specific instructions.

### 6. Confidentiality etc.

6.1 At Telia's request, the Customer must provide all details of equipment connected directly to the M2M solution and any other information that is necessary or appropriate to safeguard the operation of the M2M service or Telia's discharge of its obligations to the Customer or other customers. Telia will keep such details and other information of a clearly confidential nature secret and may not disclose them to third parties unless such disclosure is required by law or to assure proper performance of the agreement.

### 7. Intellectual property rights etc.

7.1 The Customer may not use intellectual property rights or technical solutions related to the M2M service in a manner or to an extent beyond what is expressly stipulated in the agreement.

7.2 With the restriction set out in section 8.3, Telia will compensate the Customer for the expenses incurred as a result of claims from third parties arising out of infringement of intellectual property rights caused by the Customer's use (as agreed) of the M2M service. However, it is a precondition for this liability that the Customer:

- a) Immediately informs Telia of any alleged infringement.
- b) Does not compromise Telia's legal position in any way by giving any concessions or entering into any settlements concerning the alleged infringement.
- c) Authorises Telia to conduct any negotiations and take any procedural steps in connection with the alleged infringement and gives Telia all reasonable support that Telia requests.

7.3 Telia accepts no liability for any (possible) infringement of third party rights due to the Customer's modification of the M2M service. The Customer must indemnify Telia for any third-party claims resulting from such matters.

7.4 This section completely covers Telia's obligations towards the Customer in the event of infringements of intellectual property rights.

## **8. Limitations of liability**

8.1 With the limitations stated below, Telia is liable for damages to the Customer in accordance with the general provisions of Danish law on losses caused by negligence on the part of Telia.

8.2 Telia is not liable for:

- a) The Customer's use of the M2M service or, unless expressly agreed otherwise in the agreement, for ensuring that the results achieved meet the Customer's needs.
- b) Costs, expenses or losses resulting from the Customer's failure to meet its obligations under the agreement.
- c) Violation of laws, official regulations or international conventions, including those concerning privacy, register law, telecommunications law or legislation on the exchange of information on technical and personal matters in connection with the Customer's use of the M2M service.
- d) Loss of information, EDB files or data in connection with the Customer's use of the M2M service.
- e) Indirect losses incurred by the Customer, including operational losses, loss of profit, expected savings, compensation or penalty payments to third parties etc. even where Telia has been informed of the risk of such losses.

8.3 The Customer must indemnify Telia against all third party claims and against any expenses or costs that Telia may be obliged to pay to third parties or which Telia itself may incur as a result of the Customer's breach of the agreement or any of the circumstances set out in section 9.2.

## **9. Correction of faults etc.**

9.1 In order to assure correct provision of the M2M service, Telia may take any step and give any instruction to the Customer which Telia finds necessary or appropriate to prevent or correct faults or shortcomings in the internal network or an M2M service. The Customer undertakes to follow such instructions immediately.

## **10. Maintenance**

10.1 It may be necessary for Telia to take all or parts of the IP network out of operation to carry out maintenance work, reconfigurations etc. Where Telia considers them necessary, such activities will where possible be performed in a reserved time window between 00.00 and 06.00 (Danish time) on Mondays.

10.2 Planned temporary interruptions at other times may sometimes be necessary for specific maintenance purposes. In such cases, reasonable notice of a planned interruption will be sent to the Customer.

10.3 Planned interruptions to the M2M service pursuant to sections 11.1 and 11.2 and interruptions to the provision of the M2M service for reasons relating to the Internet or internal network will not count towards any calculation of non-availability of the M2M service unless the Customer has concluded a Service Level Agreement (SLA) on this with Telia.

## **11. Termination**

Termination of M2M is covered by section 20.2.

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# Supplementary Term and Conditions for Intranet access through Mobile LAN Access

## **1. Supplementary agreement**

Business customers may choose to subscribe to the extra service Intranet Access via Mobile LAN Access. Access to the extra service will only be maintained as long as the Customer's mobile subscription is effective. Extra services in general are subject to the Terms and Conditions set out below, which are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

## **2. Scope**

2.1 Mobile LAN Access includes an access between the Customer's mobile terminal and the Customer's private network. If the Customer wants to change the setup Telia will charge an administration fee equal to the setup fee.

2.2 It is the Customer's responsibility to establish and configure its own side of the Mobile LAN Access, unless the Customer has Telia Datanet.

2.3 If the Customer does not have Telia Datanet, access to the Intranet requires the Customer to be in possession of other necessary terminal equipment such as mobile telephone, PC, firewall, router, LAN and the necessary software. Telia recommends the use of VPN.

2.4 If the Customer's network has internet access this access can be used via Mobile LAN Access.

## **3. Definitions**

3.1 Mobile LAN Access is provided via an encrypted VPN link over the public Internet to the Customer's own VPN termination point. "Access Point" (APN) is a reference to the external network (here, the Customer's router, VPN router or similar equipment) in the form of a domain name and an IP address on the public Internet at which Mobile LAN Access is to terminate. From here there must be access to the Customer's own network. "Agreed Delivery Date" means the date on which Mobile LAN Access is to be supplied according to the Agreement. "Actual Delivery Date" means the day when Telia actually delivers Mobile LAN Access to an agreed APN with the functionality and technical capability stated in the Agreement. "IP Network" means the part of the overall data service managed or controlled by Telia. "Equipment" means any form of equipment, particularly VPN routers, including software and cables, not owned by Telia but used in connection with the Customer's use of Mobile LAN Access. "Internal Network" means the network connecting the APN to the Customer's LAN.

## **4. Contact person**

4.1 The Customer must ensure that the contact person named in the Agreement is authorised to represent the Customer in all matters concerning the Agreement and its performance. Any change of contact person must be notified to Telia in writing.

4.2 The contact person is the only person empowered to authorise the setup and/or change of users of the Customer's Mobile LAN Access with Telia.

## 5. Delivery

5.1 Telia may, at its own discretion, test the interaction between Telia's IP backbone and the Customer's router, VPN router or similar equipment to assure delivery of the agreed service. The date of the test should be agreed with the Customer.

5.2 The Actual Delivery Date may differ from the Agreed Delivery Date as a result of fault correction arising from the testing or of retesting.

5.3 If the Actual Delivery Date differs from the Agreed Delivery Date for reasons attributable to Telia, the Customer may only claim a reduction in the agreed fee equal to 5% of the agreed setup charge per working day or part of a day.

## 6. Specifications etc.

6.1 Telia may make changes to the approved requirement specifications for the Mobile LAN Access at any time. Such changes will take reasonable account of the Customer's needs, without compromising the purpose of the intended change. Efforts should be made to carry out the changes in such a way that any possible disruption of the Customer's operations is limited.

## 7. Equipment

7.1 Equipment may only be connected if it complies with the rules laid down by the Danish National IT and Telecom Agency or equivalent authority.

7.2 The Customer must immediately disconnect equipment from the APN at Telia's request if the equipment disrupts IP networks or the Internet or causes damage, or in case of disputes over the infringement of rights under section 8. Equipment must be disconnected in accordance with Telia's specific instructions.

## 8. Confidentiality etc.

8.1 At Telia's request, the Customer must provide all details of equipment connected directly to the Mobile LAN Access solution and any other information that is necessary or appropriate to safeguard the operation of the Mobile LAN Access or Telia's discharge of its obligations to the Customer or other customers. Telia will keep such details and other information of a clearly confidential nature and may not disclose them to third parties unless such disclosure is required by law or to assure proper performance of the agreement.

## 9. Intellectual property rights etc.

9.1 The Customer may not use intellectual property rights or technical solutions related to Mobile LAN Access in a manner or to an extent beyond what is expressly stipulated in the Agreement.

9.2 With the restriction set out in section 8.3, Telia will compensate the Customer for the expenses incurred as a result of claims from third parties arising out of infringements of intellectual property rights caused by the Customer's use (as agreed) of Mobile LAN Access. However, it is a precondition for this liability that the Customer:

- a) Immediately informs Telia of any alleged infringement.
- b) Does not compromise Telia's legal position in any way by giving any concessions or entering into any settlements concerning the alleged infringement.
- c) Authorises Telia to conduct any negotiations and take any procedural steps in connection with the alleged infringement and gives Telia all reasonable support that Telia requests.

9.3 Telia accepts no liability for any (possible) infringement of third party rights due to the Customer's modification of Mobile LAN Access. The Customer must indemnify Telia for any third-party claims resulting from such matters.

9.4 This section completely covers Telia's obligations towards the Customer in the event of infringements of intellectual property rights.

## 10. Limitations of liability

10.1 With the limitations stated below, Telia is liable for damages to the Customer in accordance with the general provisions of Danish law on losses caused by negligence on the part of Telia.

10.2 Telia is not liable for:

- a) The Customer's use of Mobile LAN Access or, unless expressly agreed otherwise in the Agreement, for ensuring that the results achieved meet the Customer's needs.
- b) Costs, expenses or losses resulting from the Customer's failure to meet its obligations under the agreement.
- c) Violation of laws, official regulations or international conventions, including those concerning privacy, register law, telecommunications law or legislation on the exchange of information on technical and personal matters in connection with the Customer's use of Mobile LAN Access.
- d) Loss of information, IT files or data in connection with the Customer's use of Mobile LAN Access.
- e) Indirect losses incurred by the Customer, including operational losses, loss of profit, expected savings, compensation or penalty payments to third parties etc. even where Telia has been informed of the risk of such losses.

10.3 The Customer must indemnify Telia against all third party claims and against any expenses or costs that Telia may be obliged to pay to third parties or which Telia itself may incur as a result of the Customer's breach of the agreement or any of the circumstances set out in section 9.2.

## 11. Correction of faults etc.

11.1 In order to assure correct provision of the Mobile LAN Access, Telia may take any step and give any instruction to the Customer which Telia finds necessary or appropriate to prevent or correct faults or shortcomings in the internal network or a Mobile LAN Access. The Customer undertakes to follow such instructions immediately.

## 12. Maintenance

12.1 It may be necessary for Telia to take all or parts of the IP network out of operation to carry out maintenance work, reconfigurations etc. Where considered necessary, such activities will be performed in a reserved time window between 00.00 and 06.00 (Danish time) on Mondays.

12.2 Planned temporary interruptions at other times may sometimes be necessary for specific maintenance purposes. In such cases, reasonable notice of a planned interruption will be sent to the Customer.

12.3 Planned interruptions to Mobile LAN Access pursuant to sections 11.1 and 11.2 and interruptions to the provision of Mobile LAN Access for reasons relating to the Internet or internal networks will not count towards any calculation of non-availability of Mobile LAN Access unless the Customer has concluded a Service Level Agreement (SLA) on this with Telia.

## Supplementary Terms and Conditions for Probiz Basic

### 1. Supplementary agreement

These Terms and Conditions apply to the extra service Probiz Basis, which the Customer can choose to add to its Telia business subscription; they are a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

## 2. Availability

Telia cannot undertake to provide the Customer with Probiz Basic unless Telia finds this technically and economically 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 details of the Customer's premises to carry out the necessary measurements. If the Customer has no fixed premises, Telia will supply Probiz Basic to the Customer with the coverage and quality offered by Telia's mobile network, see Telia's current coverage summary.

## 3. Delivery

A condition of supplying Probiz Basic is that the Customer must fill in an authorisation for "Cancellation of subscription for transfer of number" with another provider, specifying that the Customer's main fixed line number is to be forwarded to one of the Customer's mobile numbers. The Customer is personally responsible for setting up and then maintaining the selected services under Probiz Basic: Local Number, Search Group, Queue Control and Automatic Call Diversion. Setup and maintenance are handled via the Web Administration facility which Telia provides to the Customer's super users.

## 4. Prices

Refer to the separate price list for Probiz Basis sent out when the contract is signed. Calls to colleagues within the same contract are free. Calls will therefore be forwarded free to mobile numbers within the same contract. If the Customer opts to forward the fixed line number or search group to an external number which is not part of the contract, this will be billed at the following rates:

- Forwarding to another mobile network: 60 øre per minute
- Forwarding to a fixed line number: 60 øre per minute

Forwarding is only possible to internal numbers.

## 5. Changes

If the Customer moves or makes other changes to existing premises which affect Probiz Basic, a new "mobile coverage and capacity requirements analysis" must be carried out. Costs incurred for the provision of the same functionality and quality of Probiz Basic as before will be charged to the Customer.

## 6. Termination

Probiz Basis will be set up as an extra service to a Telia business subscription. Termination of the associated Telia business subscription will cause the associated agreement on Probiz Basic to be terminated at the same time. The Customer may terminate the agreement on Probiz Basic without also terminating the subscription agreement. Probiz Basic may be terminated by the Customer with 30 days' notice.

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## Supplementary Terms and Conditions for Spotify Premium

### 1. Supplementary agreement

These Terms and Conditions apply to the streaming service Spotify Premium as an extra service to selected products; they are a supplement to the Standard Terms and Conditions for Telia Denmark's mobile subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions. The products for which Spotify Premium is an extra service can be viewed at [telia.dk](#).

### 2. Payment

Spotify Premium is payable in advance with the mobile subscription.

### 3. Included

Spotify Premium may be included in selected products for a period of 6, 12 or 24 months. At the end of the campaign period of 6, 12 or 24 months, the Customer will automatically be switched to Spotify Premium as a paid service. The Customer will receive a text notification of this change five days before the campaign ends. If the Customer does not wish to keep Spotify Premium, it is the Customer's responsibility to de-activate the service before the end of the campaign period.

### 4. Activation

The Customer will receive service text messages as an integral part of the service. The Customer will first receive a link to activate, then up to three service text messages after 14, 30 and 45 days. The charge for Spotify Premium will be payable whether or not the service is activated.

### 5. Termination

Spotify Premium may be terminated by the Customer with 30 days' notice. If the Customer terminates the mobile subscription the Spotify Premium service will be removed.

### 6. Data traffic

Spotify Premium requires a data connection. The Customer should therefore check whether the device using Spotify Premium has a subscription including data. The use of Spotify Premium streaming may cost data usage on the mobile phone and the Customer will be charged accordingly. The cost of data traffic in Denmark will be governed by the prices and terms and conditions for data usage applicable to the Customer's mobile subscription at any given time. The cost of data traffic abroad will be governed by the prices in the country in which the Customer is located. See current prices at [telia.dk](#).

### 7. Other

The use of Spotify Premium is subject to the conditions from SPOTIFY AB in effect at any given time. See the applicable conditions at [spotify.com/dk](#).

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## Supplementary Terms and Conditions for HBO

### 1. Supplementary agreement

These Terms and Conditions apply to the streaming service HBO as an extra service to selected products, and are a supplement to the Standard Terms and Conditions for Telia Denmark's mobile subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions. The products for which HBO is an extra service can be viewed at [telia.dk](#).

### 2. Payment

HBO is payable in advance with the mobile subscription.

### 3. Included

HBO may be included in selected products for a period of 3, 6, 12 or 24 months. At the end of the campaign period of 3, 6, 12 or 24 months, the Customer will automatically be switched to HBO as a paid service. If the Customer does not wish to keep HBO, it is the Customer's responsibility to de-activate the service before the end of the campaign period.

### 4. Activation

The Customer will receive a link to activate via email, then up to three service emails. The charge for HBO will be payable whether or not the service is activated.

### 5. Termination

HBO may be terminated by the Customer with 30 days' notice. If the Customer terminates the subscription the HBO service will be removed.

**6. Data traffic**

HBO requires a data connection. The Customer should therefore check whether the device used together with HBO is supported by a subscription which includes data. The use of HBO streaming may cost data usage on the telephone. The Customer will pay for the data traffic which takes place with streaming. The price for data traffic in Denmark will be governed by the prices and terms and conditions for data usage applicable to the Customer's subscription at any given time. The price for data traffic abroad will be governed by the prices in the country in which the Customer is located. See current prices at [telia.dk](#).

**7. Other**

The use of HBO is subject to the conditions from HBO Nordic AB in effect at any given time. See applicable conditions at [hbonordic.com](#).

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## Supplementary Terms and Conditions for Storytel

**1. Supplementary agreement**

These Terms and Conditions apply to the streaming service Storytel as an additional service to selected products, and are a supplement to the Standard Terms and Conditions for Telia Denmark's mobile subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions. The products for which Storytel is an extra service can be viewed at [telia.dk](#).

**2. Payment**

Storytel is payable in advance with the mobile subscription.

**3. Included**

Storytel must be purchased as a separate service and may be used together with all types of mobile subscriptions for business. If the Customer has received Storytel free of charge during a campaign period, it is the Customer's own responsibility to de-activate the service at the end of the campaign period to avoid paying for Storytel in the future.

**4. Activation**

The Customer will receive a link to activate via email, with the necessary codes.

The charge for Storytel will be payable whether or not the service is activated.

**5. Termination**

Storytel may be terminated by the Customer with 30 days' notice. If the Customer terminates the subscription Storytel will be removed.

**6. Data traffic**

Storytel requires a data connection. The Customer should therefore check whether the device used together with Storytel is supported by a subscription which includes data. The use of Storytel may cost data usage on the telephone. The Customer will pay for the data traffic which takes place with streaming. The price for data traffic in Denmark will be governed by the prices and terms and conditions for data usage applicable to the Customer's subscription at any given time. The price for data traffic abroad will be governed by the prices in the country in which the Customer is located. See current prices at [telia.dk](#).

**7. Other**

The use of Storytel is subject to the conditions from Storytel.dk A/S in effect at any given time. See the current conditions at [storytel.dk/medlemsvillkor](#).

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## Supplementary Terms and Conditions for BlackBerry®

**1. Supplementary agreement**

Under the Customer's mobile subscription, they can choose to subscribe to the extra service Telia BlackBerry®, which is a supplement to the Standard Terms and Conditions for Telia Denmark's telephony services. In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions. The BlackBerry® extra service cannot be set up as part of Telia's prepaid subscriptions and extra services. In order to use the BlackBerry® extra service, the Customer must choose to have either BIS (BlackBerry Internet Solution) or BES (BlackBerry® Enterprise Solution) from Telia.

**2 BIS (BlackBerry Internet Solution)**

BIS provides the Customer with access to the Internet on the Customer's BlackBerry® mobile phone.

**3 BES (BlackBerry® Enterprise Solution)**

BES provides the Customer with a centralised link between the Customer's corporate network, communications software, applications and BlackBerry® mobile phones. BES interacts with the organisation's existing infrastructure, including messaging and collaboration software (file-sharing etc.), calendar and contact information, Internet and intranet access, customised applications etc.

In order to use BES, the Customer must have installed a BlackBerry Enterprise Server on the Customer's IT network at its own expense and risk, and the Customer must pay for a server/licence package from Research in Motion Ltd. (RIM), which is the developer behind BlackBerry®.

Telia accepts no liability for the Customer's dealings with RIM or for the installation, configuration, upgrading and operation of the BlackBerry Enterprise Server on the Customer's IT network. Nor does Telia bear any liability for the server software installed from RIM. Telia will not provide any support for BES, including support for its installation on the Customer's IT network. It may be necessary for Telia to send information concerning the Customer to RIM to enable the setup, operation, fault correction etc. of BES. **The Customer must therefore consent to Telia giving information such as the Customer's name, company name, email, telephone number, telephone type, SIM-card, BlackBerry Enterprise Server etc. to RIM.**

**3. Termination**

The Customer may cancel this Telia BlackBerry® extra service with 30 days' notice.

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## Insurance conditions

If you have Mobile Insurance, you should be aware of the following:

- Your insurance is tied to your Telia subscription. You will therefore lose your insurance if this is terminated.
- The insurance covers just one mobile phone per Telia subscription.
- If you change your Telia subscription to one without insurance, it will still be charged separately per month. The price of Mobile Insurance depends on the make and model of phone. You can view the prices in the Telia webshop or your local Telia store.
- The insurance covers the latest mobile phone you purchased from Telia. It is not possible to insure two phones within the same subscription.

### The insured item

The Mobile Insurance only applies where the Insured purchases a mobile phone from Telia, and the Customer establishes a valid Telia subscription at the same time. The subscription and the insurance also have to be in effect on the date of the claim.

### Cover

The insured item is covered against sudden and unexpected damage caused by an external event. The damage must be linked to claim data.

### Compensation

The insurance covers the cost or repairs to the insured item. If it cannot be repaired, the damaged mobile phone will be replaced with an equivalent phone without reference to colours or special editions. If it is not possible to supply an equivalent mobile phone, it will be replaced where possible with a phone of the same make and as far as possible with equivalent technical specifications.

### Excess

For each eligible claim, an excess amount will be payable as follows:

List price of mobile phone incl. VAT	Excess
DKK 0-2,500	DKK 350
DKK 2,501-7,500	DKK 400

The excess amount will be collected directly from the Insured.

The insurance covers 1 claim per year counting from the date of commencement.

### **1. The Insured**

The person whose name is given on the certificate/purchase agreement, who has an active subscription and an active Telia insurance, and can prove that he/she purchased the phone.

### **2. Insurer etc.**

The insurance is arranged and administered by Mondux Affinity ApS, CVR-no 33247931, Borupvang 2B, 2750 Ballerup, Denmark, in collaboration with Telia. The insurer is Alpha Insurance A/S, Harbour House, Sundkrogsagde 21, 2100 Copenhagen, Denmark, CVR-no 2106440 (the "Insurer").

### **3. Geographical coverage**

The insurance covers damage to the insured item all over the world. Repairs will be arranged on return to Denmark if the Insured is abroad at the time of the events causing the damage that is covered.

### **4. Period of cover**

The insurance takes effect on the date of purchase of the insurance, which is given in the certificate/purchase agreement. The insurance will remain in place until it is terminated, cf. section 6.

### **5. Insurance premium**

The premium is stated on the certificate/purchase agreement and is payable each month to Telia.

### **6. Termination**

The insurance can be terminated at any time on 30 days' notice. Notice of termination must be given in writing and sent to mobilprivat@telia.dk or faxed to 80 40 40 32, or sent by post to Telia, Holmbladsgade 139, 2300 Copenhagen S Att. Mobile Private Customer Service. The insurer may cancel the insurance at any time by sending the Insured written notice of 30 days to the end of a month. If the premium is not paid on time, the insurer may terminate the insurance in accordance with the rules in Sections 12-17 of the Danish Insurance Contracts Act.

### **7. Making a claim**

A claim should be made by contacting Mondux on 70 27 27 27 (option 2) as soon as possible after becoming aware of the events that caused the damage. The Insured should then hand in the phone to a Telia store as quickly as possible.

#### **Remember:**

The Insured must be able to present proof of purchase of the insured item and the item itself, as requested by Mondux. Only repairers approved by Mondux may carry out repairs to the insured item. If the claim is not covered by the insurance, any costs associated with examining the insured item will be charged to the Insured.

### **8. Exceptions**

- The following are not covered by this insurance
- Extra equipment – including, but not limited to, chargers, rechargeable batteries and hands-free sets.
- Electrical or mechanical faults with the insured item (malfunctions).
- Damage caused by unauthorised interference, modifications to the insured item, or use of it contrary to the manufacturer's instructions.
- Loss of data, faults with the SIM-card, other consequential damage caused by the insured item, or faults of a cosmetic nature.
- Damage caused by fire.
- Theft or loss of any kind, including products forgotten or mislaid.
- Any claim arising from the fact that a product has been forgotten or mislaid.
- Compensation for lost use of the insured item arising from damage, or for any waiting time pending repair.
- Damage and faults caused by a virus, or which are software-related.
- Cosmetic damage, such as scratches and dents that do not significantly affect the functionality or use of the insured item.
- Normal wear and tear.

### **9. Standard Terms and Conditions**

#### **9.1. Force majeure**

The insurer is not liable for damage directly or indirectly caused by or associated with natural disasters, war, conflict situations, civil war, military exercises, revolution, civil unrest, terrorism, atomic or nuclear processes, actions taken by public authorities, confiscation, strikes, lock-outs or other similar events.

#### **9.2. Required action**

All reasonable steps should be taken to protect the insured item against damage. Careless handling of the insured item may result in an adjustment to or refusal of insurance cover.

#### **9.3. Conflicts and applicable law**

If the Insured is unhappy with this insurance cover, they can contact the Administrator. Appeals must be submitted on a special appeal form, which can be request from the Danish Insurance Complaints Board or the Insurance Information Service, Amaliegade 10, 1256 Copenhagen K, tel. 33 43 55 00. Conflicts relating to the insurance contract may be brought before the Danish courts. The insurance contract is governed by Danish law.

#### **9.4. Handling of personal data**

The insurer, the Administrator and Telia will process personal data which is relevant and necessary to taking out and administering the present non-life insurance in accordance with the rules in the Danish Personal Data Act. The insured can contact the Administrator at any time to gain access to or request corrections to inaccurate personal data.

#### **9.5. Indemnity**

Where payment has been made in accordance with the present terms and conditions, the insurer must collect the relevant sum from third parties. The party to whom the insurer has made payment will transfer their right to the insurer and must undertake to do their utmost to safeguard this right.

#### **9.6. Double insurance**

If insurance has been taken out against the same risk with another insurance company, and this company has stipulated that the cover will lapse if insurance has also been taken out with another company, the same provision will apply to the present insurance, such that compensation in matters affecting both companies will be paid proportionally by both.

#### **9.7. Cooling-off period**

Under Section 34 of the Danish Insurance Contracts Act, this agreement may be cancelled within 14 days of signature. This period will start from the date on which the Insured received the conditions of insurance. However, the cooling-off period will end no sooner than the date on which the Insured has been informed in writing of the right to cancel. For example, if you received the conditions of insurance on Monday 1st, you have up to Monday 15th to cancel. If this period ends on a Saturday or Sunday or a holiday, you can cancel on the next working day.

If the agreement is to be cancelled, the Insured must inform the Telia store where the mobile phone was purchased before the end of the cooling-off period.