

# Supplementary Terms and Conditions for Roaming packages

June 2020

## 1. Supplementary contract

The Supplementary Terms and Conditions apply to Telia's Roaming packages, which are an add-on service to Telia's Corporate Fri Tale subscriptions. These Supplementary Terms and Conditions are a supplement to the Standard Terms and Conditions for Telia Danmark's Communication Services (Enterprise) and to the Supplementary Terms and Conditions for Corporate subscriptions. In case of conflict, these Supplementary Terms and Conditions take precedence over the above Standard and Supplementary Terms and Conditions.

## 2. Definitions

The term countries covers the following countries and territories.

## 3. Charging

### 3.1 Charges within the EU

According to the Supplementary Terms and Conditions for Corporate.

### 3.2 Charges outside the EU

Calls are charged per minute, data is charged per 50 KB, SMS are charged at a price each, and MMS are charged as data.

## 4. Roaming packages

### 4.1 General

All packages contain the following:

- 10 hours of voice (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark) with Telia Roaming USA 5 GB and Telia Roaming Asia 5 GB.
- 15 hours of voice (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark) with Telia Roaming World 20 GB.
- 5 GB data Telia Roaming USA and Asia.
- 20 GB data Telia Roaming World.
- Unlimited SMS/MMS (received and made locally and between the included countries as well as to and from Denmark).

The contents of the packages are available every month.

For all Roaming packages applies that non-included consumption is charged according to applicable price lists and when the included data is exhausted, further access to data is stopped unless more data is purchased.

### 4.2 Telia Roaming USA 5 GB

The Telia Roaming USA 5 GB package includes the following countries: USA, Puerto Rico, Saint Croix, Saint John and Saint Thomas.

### 2.3 Telia Roaming Asia 5 GB

The Telia Roaming USA 5 GB package includes the following countries: China, Indonesia, Japan, Kazakhstan, Malaysia, Philippines, Singapore, South Korea and Thailand.

### 2.4 Telia Roaming World 20 GB

The Telia Roaming World 20 GB package includes the following countries: Argentina, Australia, Belarus, Brazil, Canada, Chile, China, Dominican Republic, Ecuador, El Salvador, Georgia, Greenland, Guatemala, Honduras, Hong Kong, Indonesia, Israel, Japan, Kazakhstan, Malaysia, Mexico, New Zealand, Nicaragua, Peru, Philippines, Puerto Rico, Qatar, Russia, Sankt Croix, Sankt Jan, Sankt Thomas, Saudi Arabia, Singapore, South Korea, Thailand, Turkey, Ukraine, United Arab Emirates, Uruguay, USA and Viet Nam.

## 5. Countries included

Telia reserves the right to update the countries included in the different packages.

## 6. Special conditions

### 4.1 50% rule for all non-EU countries

In order to determine whether the Customer is just an occasional visitor to countries outside the EU, Telia will monitor the Customer's data, including usage patterns and networks which the Customer connects to, on a rolling 3-month (90-day) basis.

If, during this period, the SIM card is in countries included in the add-on Roaming package for more than 50% of the time and shows a usage pattern with more than 50% of the Customer's total usage of the SIM card in these countries, Telia will charge a special usage rate for calls, data and SMS/MMS.

Before charging the Customer the special usage rate, Telia will notify the Customer of this, allowing two weeks for the Customer to change this behaviour (mainly actual usage or time spent in Denmark) and so avoid the special usage rate.

If the Customer's behaviour does not change, Telia will charge the Customer the special usage rate from the date on which it notified the Customer.

The same will apply if the Customer's SIM card is inactive for long periods and used mainly for roaming, or the Customer has entered into multiple mobile subscriptions and is using the subscriptions and the associated SIM cards for roaming one after the other.

## 7. Notice of termination

A contract for Roaming packages will run for 12 months, after which it can be terminated with a 30 days notice.