

# Supplementary Terms and Conditions for Customer Service packages

August 2019

## 1. Supplementary contract

These Supplementary Terms and Conditions apply to Telia's Customer Service packages and are a supplement to the Standard Terms and Conditions for Telia Denmark's Communication Services (Enterprise). In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

## 2. Customer Service packages – general

The service is a solution designed to offer the Customer extended customer service. In the service Telia has defined a number of contact persons to be included with each Customer Service package. Beyond this number, the Customer can purchase extra contact persons at a price defined by Telia.

The Customer can have one of three Customer Service packages:

- Support Basic (included as standard)
- Support Plus (add-on)
- Support Unlimited (add-on)

## 3. Notice of termination

A contract for a Customer Service package cannot be terminated for three months; after this it can be terminated by the Customer on one month's notice.

Notice of termination from the Customer must be sent to Telia in writing from the contact person linked to the Customer.