

Supplementary Terms and Conditions for Telia Internet DSL and Telia Internet Fibre

August 2019

1. Supplementary contract

These Supplementary Terms and Conditions apply to Telia Internet DSL and Telia Internet Fibre 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. Service Level Agreement

Telia Internet is supplied with a Basic SLA. The Customer can always upgrade to a higher SLA level for an additional payment.

3. Delivery requirements for xDSL connections

Carrier medium: the xDSL connection is provided via copper cable in one of the following ways (in order of priority):

1. Existing PSTN
2. Carrier line
3. New PSTN or carrier line
4. ISDN2 line converted to PSTN*

* Telia Denmark does not offer provision of xDSL on ISDN2.

The above installation methods depend on the availability of a free copper cable at the installation address and the connection to the local telephone exchange. The basis for the installation is that the Customer's existing PSTN will be used as a carrier medium for xDSL.

Note that there will be extra charges for the delivery of xDSL using the solutions listed as priority 2-4. Costs for these, both one-time-cost and subscription charges, will be borne by the Customer and are stated in the current price list.

4. Information from the Customer

As a condition for delivery of Telia Internet, there must be full details of installation addresses, and the name, contact number and e-mail address of the contact person for every location.

Attached to the Contract is a site/access summary to be completed together with Telia's Account Manager.

5. Transfer of existing xDSL line/provision of new line

If the Customer has xDSL connections from other suppliers, these can be converted to a connection supplied by Telia. Telia will handle termination with the other supplier, and the conversion will be carried out without an engineer's visit.

It is up to the Customer to connect the equipment sent by post to the installation address.

Any termination of the non-termination period with the previous supplier will not affect the arrangement between Telia and the Customer.

Note that the transfer of xDSL lines will involve downtime on the conversion date. Connections that handle critical applications, such as Dankort terminals, should therefore be set up as new lines. When new lines are set up, it is the Customer's responsibility to terminate the existing connection with the previous provider.

6. Installation by a technician

xDSL connections to the Internet will normally be supplied for 'do-it-yourself' installation.

There may be cases where a line installation is required. In these cases, Telia will inform the Customer before the order is executed.

Line installation will be carried out on workdays between 07.30 and 16.00. For a line installation, cabling will be laid up to 10 metres from the network termination point to the position of the data socket (KAP).

Installation of equipment may be selected and implemented when the line installation has been completed and approved. The equipment must be installed and positioned in the immediate vicinity of the data socket (KAP). It is expected that contact persons named in the site/access summary will be able to advise on the correct positioning of the data socket (KAP).

Costs for installing lines and equipment will be borne by the Customer and are stated in the current price list.

7. Possible restrictions on xDSL provision

The xDSL connection will be established over the telecommunications network leased from third-party suppliers.

The situations listed below may mean a longer delivery time, inability to achieve the desired capacity, increased installation costs or refusal of the delivery: (the list is not exhaustive):

- Where there is no free raw copper cable available between the location and the local telephone exchange
- Where the distance between the location and the local telephone exchange is too long
- Where there is no free raw copper connection to the location (this may entail increased costs to the customer to establish the connection).
- Where installation of the connection requires additional installation work. The costs of this will be borne by the Customer, subject to acceptance.
- Where an alarm circuit is connected to the PSTN line
- Where xDSL is already established on the specified PSTN line
- Where xDSL has previously been refused on the specified PSTN line
- Where the phone-number does not match the specified installation address
- Where the phone-number is part of an ISDN30 number series or an ISDN2 subscription
- Where Dankort (based on x.21) is running on the same PSTN line
- Where the installation address is wrong

If the desired capacity cannot be provided for technical reasons, the capacity may be renegotiated or cancelled entirely at the specific location. The rest of the Contract will be unaffected.

8. IP addresses

Telia will allocate IP addresses to the Customer in accordance with the Customer's documented needs. Telia reserves the right to change allocated IP addresses and to introduce restrictions on allocation and use in accordance with the directives issued by Réseaux IP Européens (RIPE).

On termination of the Contract, the allocated IP addresses shall be returned to Telia.

9. Notice of termination

The Contract may be terminated on three months' notice after the end of the non-termination period.

The Customer may give written notice of termination of part of the Contract relating to a connection or Connection Access Point if the Actual Delivery Date does not fall within three months of the Agreed Delivery Date for reasons that may be attributed to gross negligence or deliberate intent on the part of Telia.

The Customer may give written notice of termination of part of the Contract relating to a connection or Connection Access Point if Telia does not meet the agreed service level in essential areas over a period of six consecutive calendar months and Telia has been notified of this in writing.