

# Supplementary terms and conditions for Touchpoint Experience (TPX)

April 2020

## 1. Supplementary contract

These Supplementary Terms and Conditions apply to Touchpoint Experience (TPX) 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. General

All traffic is generated from IP telephones, softphones (telephone on PC) or mobile phones for which only Corporate subscriptions compatible with the Solution can be used.

## 3. Limitation of liability and rights

The Solution requires all of the Customer's traffic to pass via Telia's telephone network. Telia cannot guarantee the sound quality for calls routed over the Internet. Telia is not liable for any costs or losses caused by the Customer's handling of personal data, such as user-names, passwords, telephone numbers or the like, which could be used for harmful purposes or misused by the Customer or third parties.

## 4. Technical matters and safety

The use of IP telephony via the Solution requires access to the Internet. It is the Customer's responsibility to ensure that security follows Telia's specifications for the technical set-up; see the document "Touchpoint Experience (TPX) Requirements for the Target Environment". If the Customer fails to do so, the Customer will be liable for any misuse.

Where ATA adapters supplied by Telia are used, Telia will configure and test the adapter before dispatch. It is the Customer's own responsibility to ensure that the equipment used is compatible with the ATA adapter.

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 from.

If the Customer suspects that unauthorised persons have obtained access to the Customer's terminal equipment, the Customer must notify Telia of this immediately so the Solution can be blocked. Once the block has been established, the Customer will not be liable for any usage by the unauthorised user.

Telia may use third-party providers of IT services installed on the supplier's server outside Denmark.

Telia follows systematic privacy and security procedures to safeguard its own employees and staff working on a contract basis. All central equipment used for production and delivery of the Solution and its functions is located at Telia's security-classified data centres in Denmark.

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.

### 4.1 Use of equipment not supplied by Telia

If the Customer uses equipment for use of the Solution that is not provided by Telia, the Customer is responsible for ensuring that the equipment used is protected by updated software and security packages. If this is not complied with, Telia is entitled to block the Customer's access to the Solution.

The customer bears the responsibility for the equipment working together with the solution, just as Telia cannot guarantee the functionality or service of the equipment and provide assistance in connection with any errors associated with the equipment.

## 5. Data traffic

The mobile app and softphone require a data connection and use of these services may cost data usage on the mobile or PC unless the data connection is established via wi-fi. The Customer should therefore check whether the device used for the mobile app or softphone is supported by a subscription which includes data. The price for data 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 price for data abroad will be governed by the prices in the country in which the Customer is located. See current prices at [telia.dk](http://telia.dk).

## 6. Support

Telia supports the programs and configurations which relate to the Solution covered by the Contract. Telia is entitled to collect payment for special support services.

Telia does not undertake to support programs and programming languages which are not relevant to the Solution, nor to provide specific support for operating systems or Internet connections from another provider.

## 7. Notice of termination

The Solution cannot be terminated in the period stated in the Contract. After that, subscriptions and services can be terminated on 3 months' notice.

Termination of underlying traffic subscriptions for the Solution will cause associated subscriptions to be terminated at the same time.

For technical reasons, it is not possible for the Customer to downgrade a Smartphone/Softphone/Combi profile to a Limited profile.