



# Terms for Mobile, Mobile Internet and Internet

- BusinessFirst, BusinessGo, Mobile Internet  
Business & Erhverv Internet

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# General terms for mobile, mobile internet and internet

## 1. General

The general terms and conditions regulate terms that apply to mobile, mobile Internet and Internet subscriptions. The terms apply to companies and assumes the customer has a valid CVR number.

## 2. Credit rating and credit maximum

Telenor performs credit assessments of customers based on credit information from, banks, credit agencies and such like. Telenor may also stipulate that a credit maximum be set to the agreement. The customer is liable for any consumption, even if this exceeds the set credit maximum. In the event of a credit limit being exceeded, Telenor has the right to immediately discontinue the service. Telenor reserves the right to make ongoing credit assessments of its customers and, as a result, to demand either payment in advance or that a credit maximum be set, even after the Agreement has been entered. If one of the following criteria is met, Telenor may refuse to enter into an agreement or demand advance payment and / or the implementation of a credit maximum:

1. The customer has no permanent address in Denmark, the Faroe Islands or Greenland but for example Poste Restante address or an address on the public register or such like
2. The customer's payment obligation to Telenor has been breached, and the breach is the reason why Telenor has blocked the customer's agreement
3. The customer has an overdue debt to Telenor
4. The customer is registered with an independent credit information agency with a negative comment / payment experience
5. The customer's call consumption and other telephone costs are estimated to significantly exceed similar customers' consumption, or the consumption shows a very significant or sudden increase compared to earlier consumption
6. Telenor has a reasonable presumption that the customer's payment obligations will not be fulfilled in time.
7. The customer has no valid CVR-Number (VAT Number)

Telenor may also choose to set a general credit maximum for all its customers, after which an increase or removal of this can be applied for. Before entering into the agreement, the customer may contact Telenor to clarify whether Telenor requires a credit limit or not. Telenor reserves the right, at any time, to reject a customer who is registered as a bad payer in a credit rating agency or other registries Telenor find relevant.

## 3. Termination

There is a 30-day notice period. Termination must be made in writing to Telenor or via OneScreen Business. Notwithstanding the above, business subscriptions may be terminated within the commitment period with the above notice of termination against payment of the current list price for the subscription for the remaining commitment period. Unless otherwise agreed, termination must be in writing or via the customer's self-service.

## 4. Non-compliance

In the event of a breach by the customer, Telenor may terminate the agreement with immediate effect. A material breach is considered, amongst other things the following cases:

1. The customer fails to pay any amounts due to Telenor within the deadline stated in the reminder letter mentioned in paragraph 10.
2. Telenor has the right to terminate the customer's subscription should the customer repeatedly default on its payment obligations.

3. The customer does not immediately disconnect equipment, internal networks, or such like that cause interference in Telenor's networks after Telenor has sent an order to this effect.
4. The customer fails to notify Telenor and the National Population Register of a change of address.
5. The customer fails to take measures to remedy any disturbances, or such like to the traffic on Telenor's network, after Telenor has submitted an order to this effect.
6. The customer connects equipment that does not comply with current public regulations and possibly additional requirements as set by Telenor.
7. Telenor is barred from accessing its own equipment and installations for the purpose of troubleshooting.
8. The customer shows gross negligence, or intentionally sends or distributes any type of spam.
9. The customer shows gross negligence or intentionally spreads a virus. This applies to all types of viruses, known and unknown at the time of entering into the agreement.
10. If the customer provides Telenor with incorrect information.

## 5. Transfer - subscription

Within the subscription's commitment period, individual subscriptions can be transferred to a third party if the new owner has a valid CVR number, can be credit approved by Telenor, and that Telenor accepts. Transfers of subscriptions to customers without a CVR number can only take place if the subscription is simultaneously converted to a Telenor private subscription, and if the new owner can be credit approved by Telenor.

When transferring an Internet subscription, the line is not moved to another address. Transfer takes place using a special transfer form. Telenor reserves the right to invoice a transfer fee to the person who takes over the subscription. If the customer wants to change the delivery address, the subscription must be terminated and re-created with a new address.

## 6. Changes

Telenor may at any time change these terms and conditions as well as agreements and any additional conditions that are covered by the customer's contract. Significant changes will be notified. Telenor can choose to notify changes directly to the customer (for example via a text on the customer's bill / PBS overview, an invoice insert, sms, mms or e-mail) or via Telenor's website at [www.telenor.dk](http://www.telenor.dk).

In the event of minor changes, Telenor may also choose to place advertisements in the daily press and / or on [telenor.dk](http://telenor.dk). If the change is to the customer's advantage, it will not necessarily be notified and does not give the customer the right to terminate the agreement.

## 7. Customer data

Agreements with Telenor may be entered into by adults or companies (legal persons), unless otherwise stated in the terms of the individual service. At the conclusion of the agreement, the customer must provide the company's name, address and CVR number. The person entering into an agreement with Telenor on behalf of a company must be able to document a power of attorney for this. Telenor may require documentation to the accuracy of all information.

Telenor can choose to send the customer product information via sms, mms, e-mail, letter or similar. If the customer has given permission, Telenor can send the customer marketing material about products via sms, mms, or e-mail.

### **Use of anonymised data**

Telenor uses anonymised data to optimize customer experience, ensure development of new products and provide services to third parties. The data mentioned above is anonymised and in no way personally identifiable.

## 8. Rejection and outages

Telenor's network is subject to certain limits set by the National IT and Telecom Agency for rejection and outage. Rejection for calls during a busy hour for call attempts does not exceed 5%. Outage rate for calls during a busy hour does not exceed 5%.

## 9. Emergency calls in Denmark

Emergency calls to the public alarm centres can be made free of charge via Telenor's network. Calls to the emergency number 112 can be made regardless of whether the Telenor card is inserted in the mobile phone. However, there may be limitations to this with some mobile phones.

The alarm centre may be able to see your location when you call 112. This depends on which mobile phone you have and which settings you have chosen on the mobile phone at the time of the 112 call. Read about 112 and how the alarm authorities collect and process personal information in connection to this at [Hovedstadens Beredskab](#).

## 10. SIM

SIM covers both physical SIM cards and eSIMs (Digital). The customer receives a SIM when creating their subscription. Together with the SIM, the customer receives an 8-digit security code called "PUK code". Once the customer has activated the SIM using the PUK code, the customer can enter a personal 4-digit security code, called "PIN code", which must be used every time the customer turns on the phone. Telenor recommends always using a PIN code.

The SIM and security codes must always be stored separately and under safe conditions. Interference with the SIM or attempts to do so is not permitted. Should the physical SIM become damaged or lost, Telenor Customer Service must be notified immediately.

The customer is liable for losses due to others' unauthorized use of SIM. The SIM is Telenor's property and must be destroyed immediately after Telenor has made a claim to this effect, and at the end of the subscription period. Likewise, the eSIM must be deleted from the mobile phone once the subscription expires.

## 11. Transferring a number

The customer can transfer their number from another operator to Telenor. In connection with the number transfer, the customer must give Telenor power of attorney to terminate the subscription with the other operator. Note that a possible non-cancellation period may start on the day Telenor receives the number from the previous telecom operator. Should the customer not have the right to dispose of the number, and the number can therefore not be transferred to Telenor, the customer will be assigned another Telenor number and thus use the selected subscription.

## 12. Transferring an internet connection (SBBU)

SBBU is an abbreviation of "Skift af BredBåndsUdbyder", which means the process of switching your broadband provider. It means that if you want to switch your internet provider, you can give Telenor power of attorney to cancel your internet subscription with your current provider. That makes the switch easier for you, as well as minimizes the risk of either having to pay for two internet subscriptions at the same time or having a period without internet.

As the legal owner of an internet connection with a fixed address, you can choose to give Telenor power of attorney to cancel your internet subscription with your current internet provider. Telenor will, as far as possible, coordinate the date of the switch with the provider you're changing away from, in order to minimize the period where you either risk having to pay for two internet subscriptions at the same time or having a period without internet. It is possible for both the current internet provider and Telenor to charge for the day, as the current subscription is terminated on the same day as the activation date at Telenor. You have to select a requested activation date when ordering your internet connection at Telenor, and afterwards you will receive a confirmed activation date. If the requested activation date within the commitment period or subscription period at your current internet provider, they are allowed to charge you for the rest for the commitment period or subscription period.

If you have other services/subscriptions that depend on your current internet subscription, please be aware that these will also end when you cancel your current subscription.

Should the customer not have the right to dispose of the internet connection, and it can therefore not be transferred to Telenor, will the internet subscription at Telenor be created without SBBU. This also applies if you have not completed and send the power of attorney to Telenor within the given time frame.

If the switch of internet provider through SBBU causes you to have more than 24 hours without internet, you might be entitled to a compensation.

You're entitled to a compensation if you have received a confirmed activation date and one of the following scenarios happen:

- The technician doesn't show up
- There are network- or IT technical related challenges that caused you to not being able to go online
- The company that owns the network connection changes the activation date on the same day or the day before your original activation date

You're not entitled to a compensation if the delay is caused by

- External circumstances, such as frost in the ground, restrictions due to a pandemic (such as the ones we have seen related to covid-19) etc.
- You're not at home to let the technician in on the activation date

If you're entitled to a compensation, the compensation will either be financial or in the form of internet via a different internet technology. It is your responsibility to contact Telenor if you want compensation.

## 13. Secret telephone numbers

Telenor is obliged to pass on any directory enquiry data registered in the customer database to everyone who makes a request to this effect, including, for example, providers of directory enquiry services such as [krak.dk](#) or [118.dk](#).

Telenor will basically create the number as an *omitted number*, and let the customer choose to change this to either a *secret number* (name and address passed on), *secret address* (name and number passed on) or *visible number* (name, number and address passed on).

Transmission of number information data will, however, cf. current legislation, always take place for 112 purposes.

## 14. Technical changes, operational disturbances, error correction, liability, etc.

Telenor remedies faults at its own facilities and installations as soon as possible and in general within normal working hours (Monday-Friday from 08.00 to 15.30). The customer must ensure that Telenor or a third party designated by Telenor can access their own facilities and installations at the installation address as soon as possible for the purpose of troubleshooting and error correction. The customer is obliged to participate to the extent necessary for troubleshooting and error correction in the customer's facilities and installations at the installation address.

For service announcements and errors due to Telenor's network, the customer can contact Telenor's Customer Service. Telenor is solely responsible for interruptions in its own telecommunications network and equipment.

1. Telenor is not responsible for interruptions, disturbances, or changes in other operators' telecommunications networks.
2. Measures deemed necessary for technical, maintenance or operational reasons may lead to disruptions or interruptions in Telenor's network.

Telenor is not responsible for disturbances, interruptions, etc., if the disturbance, interruption or fault can be attributed to the customer's conditions, for example by connecting faulty equipment or performing incorrect operations. In this case, Telenor reserves the right to invoice the usual fixed fee as well as demand payment for troubleshooting and work to re-establish a fault-free connection. Any expenses in connection with this are irrelevant to Telenor.

Telenor reserves the right at any time to introduce changes that are deemed necessary for the satisfactory operation of Telenor's network. This applies to both Telenor's mobile and broadband networks.

Adverse conditions can in some cases result in calls being rejected, calls being interrupted, or data transfers not being made.

Telenor may reject calls from telephones or SIMs that give rise to disruptions in Telenor's network. Faults with connected equipment that give rise to disturbances or inconveniences for the operation of the network must be remedied immediately.

Telenor may claim any costs for troubleshooting covered by the customer unless the error can be attributed to Telenor's equipment or actions. Telenor's liability for damages is in all cases limited to DKK 10,000.00 annually, regardless of the extent of damage that may have occurred during the year.

## 15. Connecting the customer's own equipment and telecommunications network

The responsibility for the customer's equipment lies with the customer. Telenor is responsible for the customer's subscription and traffic to the network termination point or NT box.

The customer must ensure that the connection to Telenor's fixed network (including the telecommunications network and the access network) is used in a way that does not cause interruptions or such like to the traffic on these networks or to the Internet. If such disturbances occur, the customer must immediately take necessary measures to bring the disturbances to an end. This may be - but is not limited to - regulating the amount of inbound and outbound traffic or subscribing to additional connections to Telenor's access and / or telecommunications network. Equipment that is connected to Telenor's fixed network must comply with the statutory executive order on telecommunications terminal equipment, as well as any special instructions from Telenor. The customer must ensure that equipment that is connected is intended to be able to be connected to the public telecommunications network and that the equipment is used in accordance with its purpose. If equipment or internal networks, etc. that are connected to Telenor's access and telecommunications networks, give rise to disturbances in the network, the customer is obliged to disconnect them immediately.

Telenor reserves the right to disconnect a connection if the connected equipment causes interference on the network. Telenor also reserves the right to invoice the usual fixed fee as well as demand payment for troubleshooting and work to re-establish a fault-free connection.

For internet, Telenor can only guarantee that the connection works if the equipment is connected directly to the main socket at the installation address. Telenor cannot guarantee the use of third-party equipment. Telenor reserves the right to deliver new equipment should the previously delivered equipment no longer meet access requirements. If delivered, the customer must replace the equipment and return the old equipment to Telenor.

## 16. Terms for content-charged services

A content-charged service is a service or product that the customer buys via sms or app, for example.

### **It can be:**

Apps, mobile games, donations, contests, polls, etc.  
Train tickets, bus tickets, parking, etc.

Content-charged services are offered by Telenor and several other content providers. The customer pays for the service via their mobile subscription. The customer is responsible for the payment, even if the customer gives the phone or other device with the same payment possibilities to a third party. However, this does not apply if the customer's SIM has been

misused or stolen. However, it is a prerequisite that the customer is not intentionally or through fraudulent conduct, to blame for this misuse.

### **Ordering the services**

The customer typically buys a content-charged service by sending an sms with a specific code to a four-digit number (for example 1212) or via the Internet / apps. Once the service is delivered, the amount is charged to the customer's next phone bill. The amount for the content-charged service is included in the customer's balance in connection with, for example, consumption control. The price of a content-charged service must appear where the service is advertised. Depending on the customer's subscription, the customer may be charged for data traffic. After the purchase, the customer receives an sms as a receipt, where the price is shown, just as it will appear on the customer's consumption overview in the OneScreen Business self-service.

It is the customer's own responsibility to ensure that the customer's device supports the ordered service and that there are sufficient funds on the device, and that the customer stores it properly. If the customer orders a content-charged service from a third party, the customer is liable for the payment, even if the submitted service(s) are rejected by the customer's device. Telenor assumes no responsibility for the content of content-charged services provided by third parties.

### **Undo**

As a consumer, the customer has a 14-day right of withdrawal. When ordering content-charged services, the customer will be informed that the right of withdrawal lapses when the service is accepted. To exercise the right of withdrawal, the customer must refrain from downloading or accepting the service. The customer must then contact the service provider of the service to attain a refund.

### **Barring and abuse**

If the customer gives their device to others - for example children - there is a certain risk that they could use it to order content-charged services. The customer is responsible for this consumption. If the customer suspects misuse, the customer can contact Telenor Customer Service on 72 120 000. It is possible to block only the content-charged services and not normal sms and mms.

The customer can choose to use a PIN code on their phone, so that the risk of the customer's mobile phone being used unjustifiably is reduced.

### **Changes to terms**

In accordance with the general terms and conditions, Telenor is entitled to change the terms for content-charged services with 30 days' notice.

### **Registration and use of data**

Telenor transfers information about the customer's mobile number to the provider of the content-charged service.

### **Customer service**

The customer can have questions answered about content of content-charged services offered by Telenor from the Customer Service on 72 120 000. If the service is offered by a third party, the customer must contact the service provider.

### **Complaints**

Should the customer wish to complain about a registered consumption or service offered by Telenor, they must contact Telenor Customer Service on 72 120 000. Should the customer wish to complain about a service provided by a third party, they must contact the service provider.

## 17. Payment terms

The customer is responsible for all amounts registered in connection with the customer's subscriptions and connections. The payment terms are as follows: PBS: Invoice date + 22 days. Payment card: Invoice date + 15 days. Cash: Invoice date + 20 days.

The customer has accepted that the following provisions in Act no. 652 of 08/06/2017 on payments have been deviated from: Chapter 5 and section 80, section 82, subsection 3, and §§ 97, 98, 100-102, 104, 111, 112, 117-119 and 125.

If an invoice is paid later than the stated due date, Telenor will give notice thereof and default interest will be charged, in accordance with the applicable provisions of the Danish Interest Act (renteloven). By the first notice of late payment there will be added a compensation fee in accordance with the Danish Interest Act, as with following notices of late payment a reminder will be added.

The notification of late payment will contain a new deadline for payment. If this is not paid by the due date, Telenor reserves the right to terminate the customer's connection or terminate the agreement without further notice.

If Telenor has disconnected the customer due to non-payment, reconnection cannot take place until the balance due to Telenor, including compensation fees, reminder fees and default interest, has been paid in full. Automatic reconnection will take place when the overdue balance is paid unless the customer before payment of the outstanding balance requests in writing that there will be no reconnection during the period until the termination takes effect. In the event of reconnection after blocking, a fee will be charged, which can be found on the current fee overview on [www.telenor.dk](http://www.telenor.dk).

In the case of reconnecting after disconnection of the customer's connection, quarterly charges will be calculated for the period in which the disconnection of the customer's connection has taken place. After interruption, the case is transferred to debt collection. If the overdue balance is not paid immediately thereafter, Telenor is entitled to report to the credit information bureau in accordance with the Private Registers Act, etc. The collection costs for the further processing of the case are borne by the customer.

Telenor reserves the right to set a credit maximum as a condition for recovery, cf. 4.

Should the customer wish to enter into a payment agreement, for example by postponing payment of an invoice or dividing an invoice amount over several months, the customer can contact Telenor's DebtorService. The customer will be charged a fee in connection with the conclusion of such agreements.

## 18. Registration for Betalingsservice (payment service)

If the subscription is not paid for via Betalingsservice, an invoice fee will be charged per invoice. It is possible to sign up for Betalingsservice at the dealer or via a bank. Please note that it can take up to seven weeks before Betalingsservice has processed the registration, and that until the payment via Betalingsservice takes effect, the customer is obliged to pay the invoice fee per invoice.

The invoice must be paid by the customer until payment appears in the payment summary. Fees for Payment via Betalingsservice and paper invoices can be found at [www.telenor.dk](http://www.telenor.dk).

## 19. Registration for automatic payment via payment card

Telenor offers a payment solution called "Payment via credit card". This is a service that ensures the customer's bills are automatically paid from your credit card on the payment deadline date. The customer can register "payment via credit card" via the self-service system "OneScreen Business". The customer can at any time revoke their consent for Telenor to make "Payment via credit card". This is done via OneScreen Business or by contacting Telenor customer service. The customer can also change their credit card data at any time.



In connection with registration for "Payment via credit card", permission is given for the customer's card data to be registered with NetAxept. Upon registration, it is also accepted that Telenor deducts an amount from the customer's payment card monthly.

When the customer registers, their e-mail address and mobile number are also registered. To benefit from "Payment via credit card", it is a condition that the customer allows Telenor to send invoices and other messages via e-mail or sms. It is the customer's own responsibility to update their email address and telephone number. The customer can find a copy of their bills on the self-service system "OneScreen Business".

The payment solution is free if you pay with a Dankort or Visa/Dankort. When using other payment cards, a fee may be charged. It is the customer's own responsibility to keep their credit card data up to date, and to ensure they are updated if the customer receives a new credit card.

If the customer needs to reject a single payment, this is possible via "OneScreen Business". It is important that this is done before the due date of the invoice.

If Telenor cannot debit the bill amount from the registered payment card, Telenor is entitled to send the customer a reminder incl. Reminder fee, cf. the fee overview applicable, which can be found on telenor.dk.

The customer can object to a completed payment directly to their bank. If the customer wishes to use this option, the customer must contact their bank no later than 8 weeks after payment has been completed.

## 20. Responsibility

As a customer, you are responsible according to the general rules of Danish law. You must be aware of the security risks associated with the use of the equipment covered by the agreement, including the possibility of third-party illegal intrusion. If a third-party, via the delivered equipment, has gained unauthorized access to your data and / or systems, Telenor is not responsible for your direct or indirect losses in the form of operating losses, lost profits, etc. Telenor is not responsible for you or a third party carrying out actions that may be liable via the equipment provided.

Telenor is only responsible for data in its own mobile network and equipment. We have no influence over, or control over, the Internet or your own network (including your intranet). We are therefore not responsible for any damage and loss that you may suffer because of the connection to and use of the Internet.

## 21. Liability for damages

Telenor is liable for damages in accordance with the general rules of Danish law. Telenor is in no case liable for lost profits, operating losses, or other indirect losses, unless the loss is due to Telenor's intentional or grossly negligent actions. When a conversation ends, it is your responsibility to disconnect. Telenor is not liable for losses due to interruptions, disturbances or changes to the telecommunications network or the telecommunications service in connection with any measures that are necessary due to technology, maintenance and operation or are imposed by supervisory authorities, unless Telenor has failed to limit any disadvantages.

## 22. Choice of law

Any dispute that may arise because of this agreement must be settled in accordance with Danish law.

## 23. Disputes and right of appeal

Disputes over registered consumption and such like should in the first instance be resolved between the customer and Telenor's Customer Service. In the event of a disagreement between the customer and Telenor's Customer Service, the dispute may be brought before Telenor's Accounting Complaints Board, which has been established in accordance with the Executive Order on the provision of electronic communications networks and services in force at any given time.

During the period in which Telenor's Invoice Complaints Board processes the complaint, Telenor suspends the collection of the disputed bill. Telenor's Accounting Complaints Board will, as a rule, decide in the case, no later than three months after the complaint has been submitted.

The decision of the Complaints Appeals Board can be appealed to the Telecommunications Appeals Board, Axeltorv 6, 1609 Copenhagen, if the disagreement between Telenor and the customer concerns the consumption that Telenor has registered. The Telecommunications Appeals Board may decide to process complaints from commercial end-users concerning other than the registered consumption, if the complaint does not differ from a complaint concerning a private agreement on telecommunications services.

## 24. Force majeure

If a Party is prevented, in whole or in part, from fulfilling its obligations under the Frame Agreement due to circumstances beyond the Party's control (force majeure), that Party shall immediately notify the other Party in writing. The Party's obligations are then suspended until the time when the Party, after the cessation of the obstacle, is again able to fulfil its obligations.

# Product specific terms

## – Mobile & mobile internet

### Mobile subscriptions - BusinessFirst

Subscription	BusinessFirst Mobil 5 GB	BusinessFirst Mobil 40 GB	BusinessFirst Mobil 100 GB	BusinessFirst Mobil 1000 GB
Subscription charges	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>
Subscription-commitment	6 months	6 months	6 months	6 months
Subscription-commitment w/hardware <sup>1</sup>	Not possible	36 months	36 months	36 months
Data	5 GB for use in DK and Go Europe countries	40 GB for use in DK and Go Europe countries	100 GB for use in DK  50 GB for use in Go Europe countries  5 GB in Go World countries	1000 GB for use in DK  100 GB for use in Go Europe countries  20 GB in Go World countries
Calls, sms & mms, when you are in Denmark	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers
Calls, sms & mms <sup>2</sup> , when you are abroad	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries  Unlimited from Go World countries to DK and other Go World countries	Unlimited from Go Europe countries to DK and other Go Europe countries  Unlimited from Go World countries to DK and other Go World countries
Calls, sms and mms to abroad from Denmark			20 hours from DK to countries belonging to Go Europe	20 hours from DK to countries belonging to Go Europe
Extra Data SIM	Option	Option	Option	Included
Smart number	Option	Option	Option	Included
Call Management	Included <sup>3</sup>	Included <sup>3</sup>	Included <sup>3</sup>	Included <sup>3</sup>
Consumption to/from abroad, not incl. in subscription	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>
Consumption for special services and 90 numbers	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>

<sup>1</sup> hardware means phone, tablet or similar.

<sup>2</sup> mms in countries other than Denmark is settled as data consumption.

<sup>3</sup> this presupposes that the customer has most of his subscriptions associated with BusinessFirst mobile subscriptions. See further under section 59 Call Management.

Mobile subscriptions - BusinessGo

Subscription	BusinessGo	BusinessGo (with commitment)	BusinessGo (with commitment)
Subscription charges	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>
Subscription-commitment	None	24 months	36 months
Subscription-commitment w/hardware <sup>1</sup>	Not possible	Not possible	Not possible
Data	25 GB for use in DK and Go Europe countries	25 GB for use in DK and Go Europe countries	25 GB for use in DK and Go Europe countries
Calls, sms & mms, when you are <b>in Denmark</b>	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers
Calls, sms & mms <sup>2</sup> , when you are <b>abroad</b>	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries
Calls, sms and mms to abroad <b>from Denmark</b>	Option	Option	Option
Ekstra Data SIM	Option	Option	Option
Smart number	Option	Option	Option
Call Management	Not possible	Not possible	Not possible
Consumption to/from abroad, not incl. in subscription	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>
Consumption for special services and 90 numbers	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>

<sup>1</sup> hardware means phone, tablet or similar.

<sup>2</sup> mms in countries other than Denmark is settled as data consumption.

<sup>3</sup> this presupposes that the customer has most of his subscriptions associated with BusinessFirst mobile subscriptions. See further under section 59 Call Management.

Mobile internet Business

Subscription <sup>1</sup>	Mobilt internet 2 GB	Mobilt internet 20 GB	Mobilt internet 50 GB	Mobilt internet 200 GB	Mobilt internet 1000 GB	Mobilt internet 1000 GB <sup>2</sup>
Subscription	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>
Subscription-commitment	None	None	None	None	None	None
Subscription-commitment w/hardware	12 months	12 months	12 months	12 months	12 months	12 months
Data	2 GB for use in Go Europe countries incl. Denmark	20 GB for use in Go Europe countries incl. Denmark	50 GB for use in Go Europe countries incl. Denmark	200 GB for use in DK  50 GB in Go Europe countries	1000 GB for use in DK  100 GB in Go Europe countries	1000 GB for use in DK  <b>Cannot be used abroad</b>
Sms & mms, when you are in Denmark	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers	Unlimited from DK to Danish numbers
Sms & mms <sup>3</sup> , when you are abroad	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	Unlimited from Go Europe countries to DK and other Go Europe countries	<b>Cannot be used abroad</b>
Consumption to / from abroad, not incl. in subscription	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>	<a href="#">See telenor.dk</a>

<sup>1</sup> Expected speed in DK: Download 17-71 Mbit/s and upload 5-43 Mbit/s (applicable via 4G data connection)

<sup>2</sup> Subscription cannot use 5G. Subscription can only be used in Denmark.

<sup>3</sup> mms in countries other than Denmark is settled as data consumption.

## 25. Subscription commitment

Subscription commitment for a mobile or mobile internet subscription is shown in the tables above. The commitment period starts on the day on which the subscription becomes active with Telenor. When buying a new phone or other devices at a discount, the customer must create a subscription to the purchased phone or device. The associated subscription will thus be non-cancellable according to hardware commitment as described in the tables above.

## 26. Change of subscription

If you choose to convert from one BusinessFirst mobile subscription to another BusinessFirst mobile subscription within the commitment period, the remaining commitment will be transferred to the new subscription. If you convert from BusinessFirst mobile subscription to BusinessGo mobile subscription, the commitment period will be renewed on BusinessGo. It is not possible to convert from BusinessFirst to BusinessGo.

## 27. Included services in mobile subscriptions

For the customer's mobile subscription, the following services are included; Answering machine, Group call, Call divert, Call waiting, Local number plan, Show Number, Unconditional and Contingent Call forwarding.

## 28. Consumption included

### **Voice, sms & mms messages in Denmark**

All mobile subscriptions include unlimited voice sms and mms from Denmark to Danish numbers: calls from mobile to mobile, calls from mobile to landline, calls from mobile to voicemail, call forwarding to mobile, call forwarding to landline and call forwarding to voicemail. Receipt of sms messages as well as sms receipts are included. However, content-charged services and calls to service numbers as well as to 90 numbers are not included and are charged separately. See more on telenor.dk and paragraph 16 in the Terms for content-charged services.

All Mobile Internet Business subscriptions include unlimited sms messages from Denmark to Danish numbers. Content-charged services are not included, however - read more paragraph 16 in Terms for content-charged services.

### **Go Europe and Go World**

Go Europe includes several European countries and Go World includes several countries around the World. The customer can at any time find an overview of the countries covered by Go Europe / Go World on telenor.dk.

### **Voice, sms & mms messages in Go Europe and Go World countries**

All mobile subscriptions include unlimited voice and sms messages from Go Europe countries to other Go Europe countries, including Denmark, as well as receiving calls in Go Europe countries - regardless of where. Selected mobile subscriptions also include voice and sms messages from Go World countries to other Go World countries, including Denmark, as well as receiving calls in Go World countries - regardless of where – you can see more in the table above. However, this does not apply to content-charged numbers and special services, which are charged separately.

mms messages sent from Go Europe and Go World countries are charged as data usage. Receipt of mms messages in Go Europe and Go World countries is also charged as data consumption.

Mobile Internet subscriptions, which can be used abroad, include unlimited text messages sent from Go Europe countries to Denmark and Go Europe countries. sms to countries outside Go Europe / Go World is charged according to the current foreign prices, which are also available on telenor.dk.

### **Data in Denmark, Go Europe, and Go World**

Data included in the subscription appears from the individual mobile and mobile internet subscription according to the above tables. When the included data has been used up, an sms will be sent notifying the relevant number. After this, the speed of the data connection is reduced to 64/64 Kbit/s in Denmark, while the international tariff applicable at any given

time is settled abroad – you can read more on [telenor.dk](http://telenor.dk). If a user requires more data than is included in the subscription, they can purchase additional data. This extra data package can be used in whole or in part in both Denmark and Go Europe countries depending on the size of the package. The user is automatically informed when the limit for consumption of the purchased data package is approaching and when the user has used up 100%. Excess data from the purchased data package is not transferred to the next billing period. If the customer does not want the opportunity for users to be able to purchase additional data, the customer can block any possibility of purchase. See more about this on [www.telenor.dk](http://www.telenor.dk)

#### **Voice, sms & mms messages sent from Denmark to Go Europe / Go World countries**

Calls, text messages and mms messages from Denmark to Go Europe / Go World countries are included in selected mobile subscriptions according to the table above. For all applicable international rates go to [telenor.dk](http://telenor.dk).

## 29. Purchase of additional products

It is possible to purchase additional products. See further information at [www.telenor.dk](http://www.telenor.dk) or under Product-specific terms - Additional services for Mobile and Mobile Internet.

## 30. Limitations

sms & mms may not be used commercially, passed on or sold to third parties.

Free sms in this product is targeted sending sms messages from personalized mobile devices - i.e., message exchange between persons, personal sending of messages to sms services and the like. Use of free sms in the present product for commercial purposes, in mechanical installations, with a view to resale to 3rd parties or similar is considered abuse.

Abuse is considered a breach of contract and may result in immediate suspension of the product as well as charging for sms consumption corresponding to the price Telenor would have charged for a subscription with sms consumption charging, at the applicable tariffs at the time the abuse took place.

Mobile SIM must not be used in a mobile internet dongle, tablets, computers or similar as well as in connection with M2M (Machine to Machine).

BusinessFirst mobile subscriptions can use most of the Call Management functionality abroad. However, it is not possible to use short numbers between colleagues from abroad. Here, the user must instead use the full 8-digit number with a prefixed country code.

BusinessGo cannot be combined with Call Management. If you want to make use of Call Management functionalities on a BusinessGo subscription, it must be converted to a BusinessFirst mobile subscription.

## 31. Surfkontrol Udland (Surf control abroad)

All subscriptions that can be used abroad automatically have the service “Surfkontrol Udland” with a data ceiling of DKK 360 excl. VAT per month, which ensures that data consumption does not exceed the set ceiling. The data ceiling can be changed at any time – you can read more about this on [telenor.dk](http://telenor.dk).

## 32. WiFi calls

WiFi calls are a service that allows you to make calls via a mobile phone connected to a WiFi network connected to the Internet. The ability to make WiFi calls is included in all Telenor's mobile subscriptions. WiFi calls are charged in the same way as a call made via a mobile network.

## 33. Misuse

At the conclusion of the agreement or later, Telenor may require documentation that the customer's domicile address is in Denmark, or that the customer has another permanent connection to Denmark, which entails frequent or longer stays in

Denmark – for example, full-time work in Denmark or other situations resulting in frequent or prolonged physical stays in Denmark. If the customer cannot document this, Telenor is entitled to charge a special consumption rate for consumption of roaming in Go Europe and Go World countries.

The customer is entitled to use the mobile service during periodic trips in Go Europe and Go World countries at the same rate as if the consumption had taken place in Denmark, provided that the customer's subscription to the mobile service provides access to consumption in Go Europe and Go World countries.

In the event of misuse or abnormal consumption of the mobile service in Go Europe and Go World countries (e.g. use of the mobile service in Go Europe and Go World countries for other than periodic travel in Go Europe and Go World countries), Telenor is entitled to charge a special consumption rate for the customer's consumption of roaming in Go Europe and Go World countries (hereinafter referred to as Go Europe and Go World countries additional services) - after prior notice of the customer as described below.

Matters that, among other things, are considered abuse or abnormal consumption of the mobile service in Go Europe and Go World countries by the customer:

3. Consumption of the mobile service in Go Europe and Go World countries, for purposes other than periodic travel in Go Europe and Go World countries.
4. Consumption of Telenor's mobile services - registered over a period of at least 4 months - shows that the customer's consumption is not mainly in Denmark and that the customer is not residing in Denmark for most of the time.
5. The customer's associated SIM is inactive for long periods and, in addition, is primarily used for roaming.
6. The customer has an agreement on several mobile subscriptions and the subscriptions, and the associated SIMs are used successively for roaming.

Telenor will notify the customer if abuse in accordance with the above is registered. Telenor is entitled to charge Go Europe and Go World countries surcharges from the time Telenor notified the customer, if the customer does not change consumption patterns, within two weeks thereafter, and that actual consumption in Denmark or stay in Denmark is registered. Telenor ceases to charge Go Europe and Go World countries supplements when the customer's consumption pattern, registered over a period of at least 4 months, documents that the customer mainly has consumption in Denmark. Or that the customer mostly resides in Denmark.

Consumption abroad is settled based on statements received from foreign operators. Telenor assumes no responsibility for coverage, quality, security, provision of services, etc. on foreign mobile networks. Furthermore, Telenor assumes no responsibility for foreign mobile operators 'use of Telenor subscribers' data.

## 34. Technology for Mobile and Mobile Internet

The customer has access to Telenor's network at the maximum speed supported by Telenor, where the network is accessed, and via available network technologies. Not all subscriptions provide access to the use of 5G. See more under the individual subscriptions on telenor.dk under Mobile and Mobile Internet, respectively.

Telenor provides mobile services via 2G, 4G and 5G network technologies. However, it is a prerequisite for the use of Telenor's services that the customer uses equipment that supports the individual network technology.

Information on coverage and development of Telenor's network - including updating to new technologies and phasing out old ones - can be found at Telenor.dk.

In addition to network technology and equipment used, the perceived speed depends on the type of subscription and several other factors, such as location, distance to the mast and the load on the network at that time. Telenor can therefore not guarantee a specific data rate. In areas without 5G / 4G coverage, the 2G network is used. Voice telephony generally has the highest priority on the network, while data traffic has a lower priority.



## 35. Telenor's coverage area

Prior to signing a subscription, the customer can familiarize themselves with the scope of coverage by reviewing the coverage card.

In accordance with the requirements of a publicly issued mobile license, Telenor meets at least the following requirements for coverage: Telenor covers 95% of the geographical area measured throughout the country and 98% of the population. Telenor does not guarantee coverage at specific locations or individual addresses, as the strength of the radio signal depends on the nature of the landscape (topography).

## 36. Use of a Telenor SIM abroad

The Telenor subscription provides, unless otherwise described in the subscription terms, the possibility of using the mobile abroad (international roaming). Use of SIM abroad with a Telenor subscription is subject to Telenor's current price list for international roaming and the terms of the foreign mobile operator in question in general. The current price list can be found on [telenor.dk](http://telenor.dk).

# Product specific terms

## – Additional services for Mobile and Mobile Internet

### Additional Services

Additional services	Mobile and Mobile Internet	Subscription per month	Setup fee
Fixed IP to MBB 1 pcs	Mobile Internet	See telenor.dk	See telenor.dk
Business APN	Mobile Internet	See telenor.dk	See telenor.dk
Calls to Go Europe <sup>1</sup>	Mobile subscriptions	See telenor.dk	None
Calls to Go World <sup>1</sup>	Mobile subscriptions	See telenor.dk	None
Data DK 1000 GB	BusinessGo	See telenor.dk	None
Data DK Go Europe 50 GB	BusinessGo	See telenor.dk	None
Data Go World 20 GB	BusinessGo	See telenor.dk	None
Extra Data SIM <sup>1</sup>	Mobile subscriptions	See telenor.dk	None
Smart number <sup>1</sup>	Mobile subscriptions	See telenor.dk	None
SafeZone	Mobile and Mobile Internet	See telenor.dk	None

<sup>1</sup> Selected subscriptions include one or more of these additional services, see more in the overview under **Product specific terms for Mobile and Mobile Internet**.

### 37. Fixed IP to MBB

Fixed IP gives the customer a so-called "static" IP address. The IP number that the computer provides is assigned with Fixed IP to MBB, the same as the IP number that the device in question uses to access the Internet.

This means that other computers or websites on the web receive the "correct" IP address. In some cases, this is necessary to make VPN connections etc. work.

The so-called APN must be changed on the device in question, be it a mobile, dongle, router, or tablet. As a starting point, the APN at Telenor is called "internet.static.telenor.dk" (Without the "" characters) for Fast IP for Mobile Internet.

If you are in doubt about how to change the APN, check the manual for your mobile, dongle, tablet, or router.

### 38. Business APN

Business APN gives the customer a so-called "public" IP address. The IP number that the computer provides has been assigned with Business APN, the same as the IP number that the device in question uses to access the Internet.

This means that other computers or websites on the web get the "right" IP address. In some cases, this is necessary to make VPN connections etc. work.

The customer must change the so-called APN on his device. As a starting point, the customer's APN at Telenor is called "internet". It must be changed to the "public" (Without "" characters) for Business APN.

The IP address changes from time to time when the customer accesses the Internet, which may mean that the setup also needs to be changed from time to time.

## 39. Calls to Go Europe

With this additional service for mobile subscriptions, the customer can make calls and send both sms & mms messages from Denmark to numbers belonging to Go Europe countries. The product has a "fair-use" limit of 20 hours talk time per month as well as 1000 sms and 1000 mms. The additional service can be ordered via OneScreen Business and can be terminated at any time with 30 days' notice. Calls beyond the "fair-use" limit or to countries outside Go Europe are charged in accordance with the tariffs in force at any given time, which can be found on telenor.dk, where reference is also made to a list of applicable countries in Go Europe.

## 40. Calls to Go World

With this additional service for mobile subscriptions, the customer can make calls and send sms & mms messages from Denmark to numbers belonging to Go Europe and Go World countries. The product has a "fair-use" limit of 20 hours talk time per month as well as 1000 sms and 1000 mms. The additional service can be ordered via OneScreen Business and can be terminated at any time with 30 days' notice. Calls beyond the "fair-use" limit or to countries outside Go Europe and Go World countries are charged according to the current rates, which can be found on telenor.dk, where reference is also made to a list of current countries in Go World.

## 41. Data DK 1000 GB

With this additional service for BusinessGo, the customer can use up to 1000 GB of extra data per month in Denmark. The additional service can be ordered via OneScreen Business and can be terminated at any time with 30 days' notice.

## 42. Data DK Go Europe 50 GB

With this additional service for BusinessGo, the customer can use up to 50 GB of extra data per month in Go Europe including Denmark. The additional service can be ordered via OneScreen Business and can be terminated at any time with 30 days' notice. Data consumption in Go Europe in addition to what is included is charged in accordance with the tariffs in force at any given time, which can be found on telenor.dk, where reference is also made to a list of applicable countries in Go World.

## 43. Data Go World 20 GB

With this additional service for BusinessGo, the customer can use up to 20 GB data extra per month in Go World countries as well as make calls and send sms from Go World countries to Denmark and other Go World countries. Receipt of calls and sms in Go World countries are also included in this additional service.

Data consumption in Go World in addition to what is included shall be charged in accordance with the rates applicable at any given time – see more <https://www.telenor.dk/erhverv/shop/mobilabonement/roaming/>. The additional service can be ordered via OneScreen Business and can be terminated at any time with 30 days' notice.

## 44. Extra Data SIM

It is possible - in addition to each mobile subscription - to order one additional data SIM. For some BusinessFirst mobile subscriptions, this is included for free - see further in the form under the subscription overview. Data SIM uses the available data, which is included in the customer's main subscription. The same terms apply to data used via additional data SIM as on the customer's main subscription, and the speed also follows the main subscription. When the customer changes from a subscription which includes an extra data SIM to a subscription where it is not included, the customer also loses the right to have extra data SIM free of charge and will therefore switch to paid extra data SIM. Upon termination of mobile subscription or conversion to a mobile internet subscription, the customer loses the right to an additional data SIM.

## 45. Smart number

With Smart number, the customer can connect a mobile subscription with Telenor to smartwatches with an eSIM. For some BusinessFirst mobile subscriptions, this is included for free - see more about this in the form under the subscription overview. With Smart number, calls and text messages can be received on the mobile phone and the connected watch, even when the devices are in two different locations. Both devices share the same talk time and data included in the mobile subscription to which Smart Number was added. Smart number cannot be used to activate eSIM on mobile phones and does not work abroad if used on an Apple Watch. If the customer blocks his mobile number, the device with Smart Number will be automatically blocked. Smart numbers are ordered via OneScreen Business and can be terminated at any time with 30 days' notice.

## 46. SafeZone

SafeZone requires that the customer has a mobile or mobile broadband subscription with Telenor.

SafeZone gives protection from cyberattacks, stopping threats before they reach the Customer's network or endpoints. The service blocks malware, phishing, and ransomware for devices connected to the mobile network. SafeZone is a simple and effective supplement to the Customer's other security solutions such as firewall, anti-virus, etc.

SafeZone is based on Cisco Umbrella and have the following features:

- Updated daily in real time
- Blocking 35 million suspicious websites
- Reduces risk of devices being misused as botnets
- Reduces risk of devices being exploited for crypto mining
- Reduces risk to Command and Control (C&C)

The service is active when the user surfs on Telenor's mobile network. Mobile phones connected to a Wi-Fi network will not be protected by SafeZone.

Equivalent, the Customer's main subscription SafeZone protects the Customer's use of data on Ekstra Data SIM cards.

The Customer's administrator can turn SafeZone off and on in OneScreen Business.

SafeZone is compatible with eSIM (digital).

SafeZone is not compatible with Business APN and Fixed IP.

The Customer agrees and accepts that SafeZone is an effective defence against cyberattacks, but that there may be security threats that are not blocked by SafeZone. Telenor cannot be held responsible for direct or indirect financial losses caused by unwanted traffic that may have reached the Customer. Telenor is not responsible for investigating the source of the unwanted traffic.

The Customer is responsible for other security measures, including for example, but not limited to, installation of antivirus and firewall etc.

Telenor is not responsible for damage to the Customer's property that is directly or indirectly related to unwanted traffic directed at the Customer's own security solutions, for example firewalls, software applications, equipment, etc.

Notice of termination is 30 days, unless otherwise agreed. Termination can be done in writing or by calling Telenor Customer Service. However, active licenses expire without notice if the Customer no longer has a mobile subscription with Telenor.

SafeZone is charged per month, and the Customer is charged for the number of active licenses.

# Product specific terms

## - Internet

### Internet

Purchasing internet presupposes that Telenor can provide internet at the installation address. Telenor's internet is delivered either via fiber or mobile networks. Depending on technologies associated with the installation address, the range of speeds and prices may vary.

The customer can find available speeds and current prices on the internet [Telenor.dk/erhverv](https://Telenor.dk/erhverv)

#### Product overview

Product	Infrastructure	Commitment	Speed	Subscription per month	Setup fee
Erhverv 5G internet	Telenor	12 months	Up to 1000/92 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 1000 Mbit	TDC	12 months	1000/1000 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 300 Mbit	TDC	12 months	300/300 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 2500 Mbit	TDC	12 months	2500/2500 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 1000 Mbit	Energy companies	12 months	1000/1000 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 500 Mbit	Energy companies	12 months	500/500 Mbit	Telenor.dk	Telenor.dk
Erhverv Fiber Internet 200 Mbit	Energy companies	12 months	200/200 Mbit	Telenor.dk	Telenor.dk

## 47. Establishment of physical connection to the Internet

The Internet connection is established either as Do-it-yourself, Well-started (with a technician) or Excavation work. Upon creation, the customer will be informed about which method we can offer at the customer's address.

- Do-it-yourself means that the customer must make the necessary installations at the delivery address, including the physical setup of the equipment delivered.
- Well-started means that the customer's internet must be established by a technician, who is paid by the customer according to current prices.
- Excavation work means that the establishment of an internet requires work outside the customer's home, for example in the form of laying pipes and cables. In addition, a technician will make the final installations indoors. Both the excavation work and the technician are paid by the customer according to current prices.

In some cases, a technician or excavator may be required, even if Do-It-Yourself has been ordered. In the event of any changes in relation to the originally stated delivery method, the customer will be contacted with a view to accepting the change. If the change is not accepted, the customer can cancel the order.

Technician visits and excavation work are independent services, paid by the customer according to current prices. If the Internet connection is to be established during a technician's visit or excavation work, the customer is obliged to give the

network operator designated by Telenor access to the installation address, so that it is possible to install the necessary equipment. If it is not possible for the network operator to gain access to the residence during the agreed period, Telenor must be notified at least 48 hours before the visit. If this does not happen in time, or the network operator cannot access the residence when they arrive, a fee will be invoiced for an unsuccessful technician visit and billed at the current price.

The network operator determines the exact location of the network termination point. If a network termination point has previously been established at the address, this is used. In some cases, it will be necessary to run new cables along the house wall - If this means an additional cost, the customer will be contacted by Telenor, who will consult with the customer on whether the establishment should continue against own payment. The fees applicable at any time can be viewed at [www.telenor.dk/erhverv/gebyrer](http://www.telenor.dk/erhverv/gebyrer).

## 48. Subscription commitment

Subscription commitment for Erhverv Internet can be seen in the tables above. The commitment period starts on the day when the subscription becomes active with Telenor. Change of subscription If the Customer choose to convert to another subscription within the commitment period, the remaining commitment will be transferred to the new subscription.

## 49. Change of subscription

If the Customer choose to convert to another subscription within the commitment period, the remaining commitment will be transferred to the new subscription.

## 50. Specifically for Internet equipment

As part of the Customers agreement with Telenor, the Customers can borrow the equipment needed for the delivery of Telenor's internet. Telenor has ownership of all delivered equipment, and the Customer cannot dispose of (sell, rent, pledge, etc.) the equipment or interfere with this. Violation of ownership will result in immediate shutdown of the Customers Internet connection and a possible claim for damages. In case of theft, force majeure, etc., it is the Customer or the Customers insurance that must cover Telenor's losses. Telenor reserves the right to charge compensation for defective equipment where the defect has arisen due to not normal use of the equipment. Telenor cannot guarantee the use of third-party equipment. Telenor reserves the right to send new equipment if the previously sent equipment no longer meets Telenor's requirements. If this is sent, the Customer undertake to replace the equipment and return the old one to Telenor.

Telenor can only guarantee that the connection works if the equipment has sufficient signal to the nearest mobile mast. You must ensure that the connection to the Internet is used in a way that does not cause disturbances, interruptions, etc. If such disturbances occur, you must take appropriate action immediately. Is no 5G coverage, but only 4G coverage, the expected speed is 17-200 Mbit download and 5-50 Mbit upload.

Upon termination of the subscription agreement, the Customer will be informed whether Telenor wants the loan equipment back. The equipment must be returned in proper condition. If the equipment is damaged and this is due to the Customer's negligence, the Customer will be charged compensation for the damage.

If Telenor wishes the loan equipment to be returned, this must be done within 28 days from the termination of the subscription. The equipment can be returned in person in Telenor's stores or by shipment with a carrier. The customer pays any shipping costs himself. All damages and loss that may occur during shipping, the Customer will be charged compensation for, regardless of whether you are at fault for these.

If the equipment is not returned within 28 days from the end of the subscription, Telenor will convert the claim for return of the equipment into a claim for compensation corresponding to the estimated value of the equipment at the time of expiry of the deadline (but not more than DKK 2600 ex vat.).

The Customer will not be charged compensation for damage to the equipment resulting from, for example, lightning, fire, theft or other accidental damage while the equipment is in the Customer's home.

## 51. Delivery

In collaboration with Telenor's network operator, Telenor is investigating the possibility of establishing the broadband connection at the customer's address. If possible, the customer will be informed of the delivery time in the form of a written order confirmation. Purchase of broadband presupposes that Telenor has the option of delivering broadband at the installation address. Depending on technologies associated with the installation address, the range of speeds may vary. In some cases, Telenor may not provide all the bandwidths at the installation address.

## 52. Prices and fees

Internet subscriptions are billed monthly in advance, while consumption is paid monthly in arrears. Information on the applicable fees at any time can be obtained by contacting Telenor or visiting [telenor.dk](http://telenor.dk). Telenor reserves the right to change these fees.

## 53. Included services in Erhverv Internet

Fixed static IP address and WiFi router with automatic setup are included in all Erhverv Internet subscriptions, except Erhverv 5G Internet. Fixed IP (Internet Protocol) address means that the router will have the same IP address when the customer is online. In the case of a central upgrade the customer may risk being issued a new fixed IP address.

## 54. Changes of subscription

The customer can upgrade and downgrade their broadband connection within the product range offered by Telenor, if technically possible. Any changes will be made as quickly as possible. A change of speed can lead to a change of technology and in some cases therefore also a new router. This may mean that the shift could take a few weeks. Telenor will send a new router to the customer if necessary, and the customer must return the old equipment according to the same guidelines as for termination of their subscription.

## 55. Yearly price increases

Telenor reserves the right to raise the customer's net prices once a year - corresponding to the price increase that Telenor's suppliers impose on Telenor. The customer's price increase will not exceed 10% p.a. and will be announced no later than one month before it takes effect. This can be done on the invoice and does not give the customer the right to terminate.

## 56. Speed limitations

The customer's broadband speed says something about what capacity is available in the subscription. This influences how fast the customer can access websites, download data, etc. The greater the capacity / speed the customer has chosen in the subscription, the faster the customer's access to the Internet will be. Speed / capacity can be affected by how many concurrent users there are and how many services / applications are being used. This means that the more users who use the same Internet access, the slower their access to services and applications will be.

## 57. Operational reliability

The technical characteristics of the Internet service as well as the special nature of the Internet mean that there may be fluctuations in the broadband speed. Fluctuations can possibly occur due to changes in line quality or due to the influence between down- and upload because of high traffic loads on the connection. Further information about the expected speed can be found at <http://speedtest.telenor.dk>. Telenor reserves the right in special cases to temporarily limit the possibilities for using the Internet service due to operational and security conditions.

## 58. Regarding broadband equipment in particular

In conjunction with the creation of a broadband subscription, Telenor delivers broadband equipment (splitter, router / modem, etc.). Telenor has, unless otherwise agreed in writing, the ownership of all delivered equipment, and the customer may not dispose of (sell, rent, mortgage, etc.) the equipment or intervene in this. Failure to do so will result in immediate shutdown of the customer's broadband connection and risk possibly claims. In the event of theft, force majeure, etc. it is the customer or the customer's insurance that must cover Telenor's losses. Telenor reserves the right to charge compensation for defective equipment where the defect has occurred due to abnormal use of the equipment. The customer will receive an invoice with Telenor's compensation claim. The equipment provided by Telenor is approved by the Danish Business Authority and complies with existing standards for wireless routers. Physical conditions at the installation address may mean that the specified product specifications for the equipment cannot be complied with. Telenor does not assume responsibility for the customer not being able to achieve the range and speed of the wireless equipment specified in the equipment's product specification due to physical conditions at the installation address.

## 59. Liability

By downloading material from the Internet or by opening files received by e-mail, the customer may run the risk of infecting their hardware and software with potential viruses. Telenor cannot be held responsible for the customer's loss because of downloading material from the Internet or by opening files received on e-mail, infecting the customer's hardware or software with viruses.

Telenor can likewise not be held liable for any other use of product, service or service than anticipated, or losses resulting from a breach or lapse of an agreement with a third party, intangible infringements arising from the use of information found on the Internet. Telenor is not liable for damages should the customer seek technical assistance or other forms of support from a third party.

Telenor does not assume responsibility for losses because of unauthorized access to the customer's data and / or systems. In the event of a temporary termination or termination of a subscription, because of a breach of agreement entered between the customer and Telenor, the customer does not acquire any claim against Telenor. Telenor is not responsible for loss of data etc. in connection with the customer's use of the subscription agreement and related services.

Telenor is not responsible for the customer's visit to a given website causing a file to be downloaded with or without the Customer's knowledge, which subsequently causes the computer to dial highly priced telephone numbers abroad.

## 60. The Parties

The parties to this broadband subscription agreement are the customer and Telenor. The customer may not, without written permission from Telenor, let IP addresses take over or otherwise give others access to the Internet. The subscription may thus not be used to mediate traffic for anyone other than the customer or their company / employee.

## 61. Use of capacity and connection quality data

Telenor monitors the customer's broadband connection quality and capacity load to be able to optimize the customer experience, ensure development of new products and provide services that support the customer.

## 62. Regarding the network

Customers who misuse the e-mail system to send or relay hosting mail, spam, etc. are liable for any costs incurred by Telenor. Telenor is entitled to take all necessary precautions in connection with securing the operation of Telenor's network. This may include - but is not limited to - blocking traffic from networks that are deemed to compromise the security of Telenor's networks.

It is the customer's responsibility to check that all material placed on Telenor's servers complies with applicable Danish and international copyright law and thereby does not infringe the rights of third parties.



Telenor does not undertake to control the customer's use of the resources made available to the customer. The customer therefore assumes all responsibility for all information they make available through the use of networks and servers provided by Telenor.

## 63. Relocation

The customer can order the relocation of the broadband subscription in Denmark against payment of a relocation fee. If it is not possible to establish a broadband connection at the new installation address, the subscription agreement will end. When moving, it cannot be guaranteed that current speeds can also be delivered to the new address, as the speed depends on which technologies are associated with the new installation address. In the absence of notification of a change of address, Telenor may charge a fee for manually finding the new address. Telenor will send invoices to the old address until the notification of change of address has been received. The customer is, even after a change of address, obliged to ensure payment of all bills in the normal way. In the event of a move within a commitment period, the contract will remain committed, and the paid subscription fee will therefore not be refunded, even if a broadband connection cannot be established at the new address.

In connection with the relocation of the Internet, you must be aware that if you have telephony via the Internet, Telenor cannot provide telephony to your new address.

## 64. Error correction

Telenor undertakes to correct errors within its own facilities and installations as soon as possible. Error correction generally takes place during normal working hours (Monday to Friday 08:00 to 16:00). If the customer is clearly to blame for unnecessary error correction for Telenor, Telenor reserves the right to invoice the customer for this unnecessary error correction. If the network operator is unable to access the residence in connection with carrying out error correction, Telenor reserves the right to re-invoice the customer for costs incurred as a result.

When troubleshooting and correcting errors, the customer must ensure that Telenor or partners have access to equipment and installations at the installation address as soon as possible. To the extent necessary, the customer must also participate in troubleshooting and correcting errors in their own equipment and installations at the installation address.

Telenor strives to inform the customer of changes with appropriate notice if Telenor deems that the change has a material effect on the use of the service. If the customer's equipment does not work, the customer must contact Telenor Support and report the error as soon as possible. In the event of defective equipment, the customer must, by agreement, send it to Telenor, which will then rectify the defect. If the customer's equipment does not work, it is the customer's duty to contact Telenor Support and report the error as soon as possible.

Telenor is in no way responsible for the customer's setup, installation and subsequent setup of equipment being correct. Telenor is solely responsible for ensuring that there is a connection on the line and that the equipment sent works correctly. If the customer chooses to contact Telenor for telephone support and instructions for setup, the customer will not be released for payment should the setup of the equipment be unsuccessful. Telenor may charge a fee for support when the support is a result of a self-inflicted error on behalf of the customer.

## 65. Customer's misuse

If a customer materially breaches the agreement, Telenor is entitled to interrupt or restrict access to the customer's broadband connection.

The following matters are considered, amongst other things, to be material breaches:

1. Unauthorized access to systems connected to the Internet (hacking)
2. Abuse of the customer's connection current or potential and with or without the customer's knowledge for example spreading viruses, spam, phishing etc.
3. The customer uses equipment that is not CE marked and fails to stop or disconnect the equipment at the request of Telenor.

4. The customer fails to disconnect equipment or internal networks at the request of Telenor, which due to faults or such like in the equipment or internal network gives rise to disturbances on Telenor's network

Disconnection of the customer's broadband connection does not result in a reduction in the subscription fee for the period in question. When the customer's connection is disconnected in accordance with the above, Telenor may terminate the broadband agreement without notice.

## 66. Product Specific Terms – Erhverv 5G Internet

Erhverv 5G Internet subscription can only be used for data and is blocked for voice calls, SMS and MMS, as well as content-rated services. The subscription can only be used in Denmark, on a Danish network. The amount of data included is stated in your contract/agreement/order confirmation. It is Customers own responsibility to check that Customer has access to 4G/5G at the address where Customer wish to use the subscription. The speed of the product depends on several different factors such as distance to the nearest cell tower, number of all users, location of router, and how many physical elements the signal must penetrate. For example, concrete walls and double glazing have a negative effect on the signal.

- If there is 5G coverage at the usage address, the expected speed over the mobile network is 17-1000 Mbit download and 5-92 Mbit upload. If there is no 5G coverage, but only 4G coverage, the expected speed is 17-200 Mbit download and 5-50 Mbit upload.

# Product specific terms

## – Additional services for Internet

### Additional Services

Product	Subscription per month	Setup fee
Global IP <sup>1</sup>	See telenor.dk	See telenor.dk
Global IP+ <sup>2</sup>	See telenor.dk	See telenor.dk
DSL Line Service <sup>3</sup>	See telenor.dk	See telenor.dk
Special configuration	See telenor.dk	See telenor.dk
WiFi 6-router <sup>4</sup>	See telenor.dk	See telenor.dk
WiFi repeater	See telenor.dk	See telenor.dk

<sup>1</sup> 2 pcs. Fixed IP-addresses.

<sup>2</sup> Optional number of IP addresses in an IP range.

<sup>3</sup> Provides commenced error correction within 4 hours from created error message - only on fiber via TDC. Applies only if the fault is on the line itself and not the router or other equipment.

<sup>4</sup> Can only be selected on a Fiber connection.

### 67. WiFi 6-router

The Customers can opt for a WiFi 6 router for your fiber internet subscription instead of our standard router. This gives the Customer an "Icotera i4882" router for an extra monthly fee. The WiFi 6 router provides maximum utilization of the WiFi connection in the Customers home with improvement of both signal strength and range.

### 68. WiFi Repeater

With a subscription to a WiFi repeater, the Customer get the opportunity to boost the signal and extend the range of their WiFi. The repeater is only compatible with the router the customer has received from Telenor.

### 69. WiFi 6-router & WiFi Repeater

The same rules for broadband equipment also apply to the WiFi 6-router and repeater. Telenor has the ownership of these. Infringement entails claims for compensation. In the event of theft, force majeure, etc. it is the customer or the customer's insurance that must cover any losses incurred by Telenor. Telenor reserves the right to charge compensation for defective equipment where the defect has arisen from the abnormal use of the equipment. The customer will receive an invoice with Telenor's compensation claim. Telenor cannot guarantee full signal strength. Walls, especially concrete, can significantly degrade the signal, just as other wireless networks and other noise can come into play. Other electronic devices, wireless signals, etc. may also affect the stability of the wireless network.

### 70. Termination period

The Customers can terminate additional services with 30 days' notice. Upon termination, the customer must pay for the return of any equipment. Alternatively, it can be handed in at the nearest Telenor Store. Please note that the return of equipment does not in itself count as a termination of the subscription.

# Product specific terms

## – Call Management

### 71. Call Management products

By Call Management products is meant the following solution products from Telenor:

#### **Local number plan**

A service that collects all the customer's telephone numbers and makes it possible to connect them with the Call Management services.

#### **Call Management Self-service**

A self-service portal for setting up the Call Management solutions

#### **BarringPlan**

A service that can prevent the use of tolled numbers and calls to or from specific numbers or abroad.

#### **F2M**

A service that allows the Customers to link mobile subscriptions with landline numbers

#### **RenMobil App**

An app for managing the Customers number in the company's Local Number Plan

#### **Hunting Plan**

A service that allows a call to a single number can be delivered and answered by several different employees

#### **IVRplan**

The main number functionality with read-out key selection menus makes it possible to send calls across the company

#### **Telenor Mobile Switchboard**

A web-based application for a receptionist to handle calls and locate the right available employee

All Call Management products have no commitment and can be terminated with immediate effect. Call Management is a set of services that are included in the BusinessFirst mobile subscription. It is a prerequisite that at least half of the customer's mobile phones have a BusinessFirst mobile subscription, to be entitled to be included in Call Management. If Telenor identifies customers who do not comply with this, Telenor reserves the right to discontinue any Call Management main number solutions (IVRplan and Hunting Plan) without notice.

#### **Tariffs for consumption**

The Call Management products IVRplan and Group Hunting Plan offer the ability to forward incoming calls. Calls that are forwarded to telephone numbers on networks in Denmark are not charged. This does not apply to call forwarding for special services and 90 numbers. However, it is possible to insert an overflow number (the number a call is forwarded to if, for example, a hunting plan is closed or there are no members available), which does not belong to a network in Denmark. These numbers can be with another operator in countries other than Denmark and these are charged as talk from DK to abroad. Applicable rates can be found at: <https://www.telenor.dk/erhverv/hvorfor-telenor/roaming/>.

### **Error correction**

Error reporting of SIM, Call Management products, or operational disruptions in status display on mobile phones occurs via the Telenor Multiplan Hotline. Error corrections will occur on weekdays between 8 a.m. to 4 p.m. If Telenor identifies that a customer does not use the latest available software version of RenMobil App and / or one of the current OS versions, Telenor reserves the right to delay the error correction, until it is confirmed by the customer that a software update has been made to the latest version of the app and / or a valid OS version. Error messages concerning partner software or later IT installation changes must be made directly to the software supplier / installer. Telenor Multiplan Hotline and partner work together to solve any errors.

### **Local number plan**

Local number plan includes special assessment between the customer's telephones on the agreement: "Mobile to Mobile", "Mobile to Landline" and "Landline to Mobile". Assessment within the Local Number Plan will by default be activated based on a consumption assessment (per minute). Should a landline numbers be included in the Local Area Plan, it is assumed that the customer has entered into an agreement with Telenor on Landline or Direct Line. It is a prerequisite that the customer has a Local Number Plan to be able to subscribe to the other Call Management products.

#### **Short number in the Local number plan**

The customer can choose to create each user with a short number that can be called within the Local Number Plan. The short number can be 3-8 digits but must not be one of the following: 110, 112, and 911 or a short number that start with "0". A short number cannot be a subset of another short number. If short numbers are selected for the users in the Local Number plan, an Escape code must be selected, which can be individual for the users. The escape code is used to distinguish between calls made to short numbers and to regular long numbers (8 digits). There are three options for choosing Escape Code:

1. Press "0" (zero) to call out of the group. When selecting a short number, this setup is implemented automatically.
2. Press "0" (zero) to call into the group.
3. Without the use of "0" (zero). Dial with long number (8 digits).

When a short number is deselected, this setup is implemented automatically. All users call via long numbers but at a lower rate. The customer is responsible for setting up PABX and bears all costs thereby. It is not possible to make calls via extension numbers when the mobile phone is used abroad. If a call is made to another user who is included in the Extension Plan and the latter is abroad, the call can be made using the extension number. If external extension numbers are created, for example for suppliers, these are charged at the current mobile rate. Data and fax calls made within the Extension Number Plan follow tariffs for internal telephony. High Speed Data is exempt and is charged at the current rate.

### **Call Management Self Service**

Call Management Self-service provides access to manage the customer's selected Call Management products. Call Management Self-service will log all activities performed. The customer is responsible for the edits, including any financial consequence made through the customer's own use of Self-Service. Including the purchase of additional products. Telenor's security module for Call Management Self-Service makes use of storing information locally on the customer's machine in connection with Log-in and log-out. The information does not contain information about the user. This Internet technology is commonly referred to as Cookies. Edits can be made via Self-service 24 hours a day. However, Telenor cannot guarantee operational support outside normal working hours (8.00 to 16.00) on weekdays. The customer must enter a unique username per login profile. A unique e-mail address must also be provided per user. Upon creation, a login will be sent to the specified email address. This login is valid for 14 days from receipt, and within this period the user must log in and create a password. This password must be used together with the username every time the system is to be logged on. Telenor reserves the right to inform about changes and additions to Call Management via e-mail to the customer's administrator.

Call Management Self-service (including Telenor Mobile Switchboard) can be used with the following WEB Browsers:

- Internet Explorer
- Firefox
- Google Chrome
- Safari
- Opera

### **BarringPlan**

BarringPlan blocks, unless otherwise stated in the contract, all outgoing calls for the covered numbers. If Incoming call barring is activated, conditional forwarding will not be possible. The contract must state which numbers must be able to be called, as well as which numbers it must be possible to receive calls from. This can be done using number ranges. It is possible to block specific numbers within a number range.

The starting point in the BarringPlan is that the Customer can always call within the Local Number Plan. The customer has the option of creating an empty BarringPlan profile, so that your company can define its block list via Call Management Self-Service. If an empty BarringPlan is selected, the block list does not have to be filled in on the contract. Outgoing call barring is not guaranteed when using the phone abroad. Incoming call barring is maintained.

### **F2M**

F2M (Fixed to Mobile) can be created on an existing landline number or from Telenor's landline number series "72xxxxx". If an existing landline number is to be transferred to F2M, and this is part of a number series, the entire number series must be converted to F2M. If numbers are included in the series that do not want to be activated, these must be reserved (frozen) in the customer's account for later activation. Subsequent activation can only take place as Direct Line, F2M, Hunting Plan and IVR Plan. There is no guarantee that F2M will support the reception of sms from any other telecommunications providers.

### **RenMobil App**

The RenMobil App includes the following functionality:

- Telenor Local number plan / company telephone directory (name, number, and short number)
- Status plan
- Calendar status
- Mobile call forwarding
- Call diversion
- Hunting Plan Active / Passive
- Optional View Number
- Voice mail
- Telenor's Meeting Telephone

To use the Hunting plan in the RenMobil App, it is a prerequisite that the user is a member of one or more Hunting plans. Charging for calls to Telenor's Meeting Telephone follows the current tariff for the user's mobile subscription.

### **Optional Show Number**

It is only possible to display numbers that are part of the customer's Local Number Plan. Customers with several Local Number Plans (Under PNI) must create Optional Show Number per Local number plan / PNI. It is not possible to combine numbers with users from different Local Number Plans. Display of numbers other than your own number is only valid for outgoing calls. When sending sms / mms, the user's own mobile number will appear as the sender. Administration of the Optional View Number is done on a user level via the RenMobil App. For users with Dual SIM Voice, it will only be possible to use Optional Show Number on the main card. With Optional Show Number Telenor can only guarantee that it is supported in Denmark. For calls from Denmark to abroad, the Optional Show Number will be supported, and it will therefore be the selected number that is displayed to the recipient (the foreign number).

### **Answering Machine**

Using the Answering Machine in the RenMobil App follows the general terms and conditions for the additional product Answering Machine, which presupposes a mobile subscription with Telenor. In the RenMobil App, it is possible to play, forward or delete Voicemail messages. If an Answering Machine message is deleted in the RenMobil App, the message is also deleted in the Answering Machine. Voicemail messages (WAV files) that are forwarded from the RenMobil App as either e-mail or otherwise are not additionally encrypted, other than the encryption used in the actual transport.

### **Operating Systems (OS)**

The RenMobil App is available on iOS and Android phones. RenMobil App is supported on two rolling versions for each of the mentioned OS - latest OS version and the previous release.

### **Calendar sharing**

To make the user's calendar status available, it is a prerequisite that the customer is a user of the RenMobil App. The user must allow the RenMobil App to access the calendar on the user's smartphone. The user must specify calendar(s) for sharing via the RenMobil App. To ensure that the calendar status is updated correctly, the user must apply push settings to the calendar synchronization on their smartphone.

### **User data**

Use of the RenMobil App presupposes an underlying Local Number Plan which requires a registered owner, a payer and possibly one or more users. The extension number plan contains information about users and telephone numbers as the foundation of the service.

The RenMobil App collects and stores the following data to provide the service:

- Name
- Number
- Call history
- Mobile status (busy / free / off)
- Company contacts in Local Number Plan
- Calendar information (if enabled in the RenMobil App)

### **Use and sharing of user data**

Name and telephone number are used to identify the user. Call history gives the user an overview of all previous calls. Mobile status and calendar information are used to show the user's availability to the other contacts in the customer's Local Area Schedule. User data is used at the same time to ensure quality across the service. Telenor does not deliver this user data to others.

### **Secure encryption of user data**

All users of the RenMobil App are assigned a unique token from Telenor's network when the service is created. This token is used for all subsequent communication across Telenor's network, including the Local Area Plan. All data and all data communication in the RenMobil App are encrypted. On the phone, data is placed in a private App folder that only the RenMobil App can access. Data is encrypted with the phone's standard encryption. All data communication between RenMobil App and Telenor's network is encrypted with Transport Layer Security (TLS) with a minimum of a 256-bit encryption key. Voicemail messages in the RenMobil App are not encrypted beyond that.

## Hunting Plan

Hunting Plan is available in 2 variants: Group Hunting Plan and Personal Hunting Plan.

### Group Hunting Plan

Group Hunting Plan can be created on an existing mobile number or a new mobile number from Telenor's Number Series. If an existing landline number is to be transferred to Group Hunting Plan, and this is part of a number series, the entire number series must be moved to Telenor and can subsequently only be created as Hunting Plan, IVRplan, F2M Plus or Direct line or SIP Trunk. If any numbers are included in the series that the customer does not want to activate, these must be reserved (frozen) in the customer's account for later activation. The number series is covered by the customer's contract with Telenor. Sms' sent via the Hunting Plan menu are charged at the current rate for sms - depending on the customer's subscription.

A Group Hunting Plan creation can take up to 4 hours from the time Telenor starts activation. Group Hunting Plans are created on weekdays between 8:00 am and 4:00 pm. When number porting from another operator, disruption can be expected on the customer's telephony on the actual day of implementation. A Group Hunting plan requires the customer to have Self-Service. However, "administrator" self-service rights must be created for a Group Hunting Plan— it should be noted that it can be the same "administrator" who can edit both Hunting Plan and in the Local Number Plan.

When creating the Group Hunting Plan, the opening hours will be set to 24 hours a day. The administrator can subsequently adjust the opening hours according to the customer's needs via Self-Service. For the included Voicemail, the PIN and voicemail number are available via Self-Service.

Adding and deleting members is used primarily in connection with the creation of the member list on the Group Hunting plan. The daily operation of which members are to answer calls on the Group Hunting Plan is handled via Active / Passive either via Call Management Self-service or RenMobil App.

Simultaneous calls on the Group Hunting Plan is limited to 10 concurrent calls. If more than 10 members are connected, the priority list will be activated if there are more than 10 active and available members. This means that it will be the first 10 active and vacant members on the list that will be offered the call. The internal search process that takes place between the members of a Group Hunting Plan is not assessed. It is not recommended to combine Group Hunting Plan with landline phones as members. If this is selected, there must be no forwarding on the landline telephone, as the Group Hunting Plan will then not work.

### Personal Hunting Plan

When creating a personal Hunting Plan, the opening hours will be set to 24 hours a day. The administrator can subsequently adapt the opening hours to the customer's needs via Self-service. Please refer to "Getting started" on [telenor.dk](http://telenor.dk) for setting up a personal Hunting Plan.

Included additional products in the Hunting Plan.

The following additional products are included in the Hunting Plan products and cannot be deselected:

#### Welcome note

The welcome greeting allows the administrator to record unique greetings on the Hunting plan product via Call Management Self-Service. Alternatively, an audio file can be uploaded. The audio file has a maximum file size of 5 MB and / or a maximum playback length of 4 minutes.

#### Queue music

Queue Music allows the administrator to upload audio files and music used for the queue on the Hunting Plan product. Queue music comes with a standard playlist. This is free and will always be available. An audio file can have a maximum file size of 5 MB and / or have a maximum playback length of 4 minutes. The Administrator can also choose to create a unique music list. In addition to the Telenor music list, a maximum of 3 lists can be made with a maximum of 10 tracks (audio files) in each list. Only one music list can be active at a time. If the administrator chooses to design their own music list, it is important to point out that it is the responsibility of the administrator (company) to bear the costs of any Koda and Gramex rights that may apply to the music used. At no time can Telenor be held responsible for the music list that the administrator uses for Queue music.



### **Statistics**

Statistics contains 6 modules providing an overview of performance on the Hunting group, and for members. Data is available 60 days back in time except for "Outgoing calls per member", where data is available 30 days back in time.

### **IVRplan**

An IVRplan can be created on an existing mobile number or a new mobile number from Telenor's Number Series. If an existing landline number is to be transferred to Hunting Plan, and is part of a number series, the entire number series must be moved to Telenor and can subsequently only be created as Hunting Plan, IVRplan, F2M Plus, Direct line or SIP Trunk. If numbers are included in the series that the customer does not wish to activate, these must be reserved (frozen) in the customer's account for later activation. The number series is covered by the customer's contract with Telenor. If the specified main number for IVRplan is currently used on Telenor Direct Line, it is the customer's responsibility to have the customer's PABX reprogrammed so that calls to the fixed number from the PABX are routed to Direct Line.

On Call Management Self-Service, the administrator can upload audio files stored in an audio library. An audio file can have a maximum file size of 5 MB and / or have a maximum playback length of 4 minutes.

The IVRplan solution will be configured as ordered in connection with the ordering of the solution. The company administrator can subsequently via MP Self-Service at any time adjust and publish changed Opening Hours, Welcome Greetings, Key Menus and Messages. You can forward to numbers both inside and outside the company's Local Number Plan according to the Key Menu

When number porting from another operator, a disruption to the customer's telephony can be expected on the actual day of implementation. It is required for the IVRplan that the customer has Self-service. However, "administrator" rights must be created for Self-service for the IVR plan – however, it can be the same "administrator" who can edit in IVR plan, Hunting Plan and Local number plan. It is a prerequisite for the implementation of the IVRplan to be successful that the "administrator" has thoroughly studied IVRplan via manuals and video guides available on the IVRplan Self-Service.

The following add-on product is included in IVRplan and cannot be deselected:

#### **IVRplan Statistic**

IVRplan Statistics is an additional service to IVRplan. Administration of the IVRplan Statistics is handled via Call Management Self-service. The IVRplan Statistics contain 2 modules that provide an overview of performance of the IVRplan. Data is available 60 days back in time.

### **Telenor Mobile Switchboard**

It is a prerequisite for the product Telenor Mobile Switchboard (T-MOB) that the customer has a Group Hunting Plan and has Internet access. Telenor Mobile Switchboard is a product that allows the customer to switch calls via a WEB based switching application. A user license is required for the Telenor Mobile Switchboard. Administration of these is handled exclusively via the Call Management Self-service. It is therefore a prerequisite that the customer has at least one administrator for the Self-Service. If there are more than 1,000 numbers in the customer's Local Number Plan, only static searches can be used in the contact list within the Telenor Mobile Switchboard. Change of username (first name and last name) in the contact list in Telenor Mobile Switchboard must be done via the Call Management Self-service. It is possible to change forwarding (conditional or unconditional) for all mobile numbers in the company's Local Number Plan via the Telenor Mobile Switchboard.

#### **Message**

Outlook 2003 does not support special characters. Therefore, it is recommended that you do not use special characters in the standard message templates that are created if the messages are sent as e-mail via Outlook 2003.

#### **Calendar integration**

Calendar integration is possible within the Telenor Mobile Switchboard. To be able to use the function, it requires that the customer uses Microsoft Exchange which supports the EWS protocol.

**The following Exchange server versions are supported:**

- Exchange2010
- Exchange2010\_SP1
- Exchange2010\_SP2
- Exchange2013
- Exchange2013\_SP1
- Exchange Online

Support for future Exchange versions, including Exchange Online, depends on the API used not being modified by Microsoft.

To be able to synchronize calendar appointments, it is a requirement that the users are created on the Exchange server with a mailbox with an associated valid e-mail address. The synchronization requires the use of a system account on the Exchange server that has an "Application Impersonation" role. "Delegation mode" and "on-behalf-of" are not supported. The password is always stored encrypted in Telenor's network. Note - if the password is changed for the account on the Exchange server, this change must also be made on the server setup page on Call Management Self-service under "T-MOB Administration".

Communication to the Exchange server's EWS endpoint must be open. Only HTTPS support is available. Outgoing HTTPS communication from the Exchange server to Telenor's Microsoft Synchronization Service (MSS) - mss.telenor.dk must also be open. To enable the synchronization of calendar appointments, the administrator must ensure that the server setup page on Call Management Self-Service is filled in, together with the setup of user synchronization. In addition, the user's e-mail address must be correctly created in the Phonebook in Telenor Mobile Switchboard (T-MOB), and the calendar display must be set to "Exchange" under settings. Telenor stores calendar appointments for a maximum of 24 hours after they have occurred. Calendar appointments are synchronized 10 days in advance. If there are more than 1,000 numbers in the company's Local Numbering Plan, the calendar integration cannot be used.

**User**

For the individual user of the Telenor Mobile Switchboard, it is assumed that the user subscribes to a subscription containing the Status Plan and Switching (included in the RenMobil App). The user must be registered as a member on the main numbers of the Hunting Plans, which the user must operate with the Telenor Mobile Switchboard. In addition, the user must have been created with access to the Telenor Mobile Switchboard. This is done via Call Management Self-service. Outgoing calls from Telenor Mobile Switchboard are charged via the receptionist's mobile subscription and follow the current rate for his mobile subscription.

**Training**

The customer can order training in Call Management via Telenor: the salesman or Call Management Support (customer service). For a fee, Telenor offers training in the most used and important functions in e.g., Call Management, Call Management Self-Service and the RenMobil app, thereby the customer's employees should become well acquainted with Call Management or refresh their knowledge of possibilities with Call Management.

The training can either take place physically at the customer's premises or online via Microsoft Teams. Between 1 and 6 hours of training are offered at a time.

Training via Teams (1 hour): DKK 1,500 excl. VAT

Training with you (3 hours at 9am-12am): DKK 5,000 excl. VAT

Training with you (6 hours at 9am-3pm): DKK 9,000 excl. VAT

If the customer wants training outside of the timeslots specified above, it can be arranged for an additional fee.



Telenor A/S  
72 120 000  
Frederikskaj 8  
1780 København V  
[telenor.dk/erhverv](http://telenor.dk/erhverv)