



Telenor One IoT – Start

- Terms

September 2024

telenor

Sensitivity: Open

Terms for One IoT – Start

1. Purpose and scope

This Agreement (hereinafter “the Agreement”) regulates the terms that apply specifically to Telenor One IoT - Start subscriptions.

2. Product

One IoT - Start is Telenor's Business Solution aimed at machine communication and new customers with a limited IoT commitment. See further product description under section 36.

3. Agreement

The agreement enters into force upon signature.

The Agreement runs until terminated by one of the Parties.

4. Non-compliance

In the event of a material breach, the agreement may be terminated by a Party with immediate effect against sending a letter of termination to the defaulting Party.

Prior to repeal according to if the above point can occur, the revoking Party must have submitted a written complaint, and the other Party must have tried in vain to remedy the matter within a reasonable time after receiving the complaint.

Non-compliance also includes a party's non-payment, business reconstruction, and bankruptcy.

In the event of a material breach by the Customer, Telenor may terminate the agreement with immediate effect. The following are considered material breaches, including, but not limited to, the following:

1. The customer fails to pay amounts due to Telenor within the deadline as defined in the paragraph 15.2 mentioned reminder letter,
2. The customer immediately fails to disconnect equipment, internal networks, or such like that may cause interference across Telenor's networks, after Telenor has sent an order to this effect,
3. The customer fails to notify Telenor of a change of address,
4. The customer fails to take measures to remedy disturbances, etc. to the traffic in Telenor's network, after Telenor has sent an order to this effect,
5. The customer connects equipment that does not comply with current public regulations, or any additional requirements as defined by Telenor,
6. Telenor is prevented access to its own equipment and installations for troubleshooting,
7. The customer grossly negligently or intentionally sends and / or distributes any form of spam,
8. The customer grossly negligently or intentionally spreads any form of virus. This applies to all types of viruses, both knowingly and unknowingly at the time of entering into the agreement.

Special permission from Telenor is required to establish agreements for the purpose of an onward transfer or rental. This also applies to resale of traffic, or any other form of distribution, network sharing or such like with third parties. In the event of a breach of this nature, Telenor has the right to terminate the agreement without notice or refuse the customer the ability to sign any further agreements with Telenor.

5. Transfer

Telenor is entitled to transfer and / or place rights and obligations in accordance with the agreement to any company within the Telenor Group. In regard to this, a group shall be understood as specified in sections 6 and 7 of the Companies Act.

Telenor is entitled - in whole or in part - to transfer and / or place rights and obligations in accordance with the agreement within any company to which Telenor has wholly or partly transferred or transfers its business - regardless of the method of transfer.

The Customer may not, without Telenor's written consent, transfer its rights and obligations under the agreement. A transfer is also conditional on both the customer and the person to whom the agreement / subscription is transferred (third party) accepting the transfer in full.

Telenor may make the transfer conditional on all due amounts due in connection with the agreement, as well as amounts not yet due for ascertained consumption under the agreement, and that a new credit limit is imposed forward the new customer.

6. Intellectual Property Rights

Upon entering into this Agreement, no intellectual property rights are transferred from one party to the other party unless otherwise specifically stated.

7. Liability for Damages

The parties are liable for damages in accordance with the general rules of Danish law. However, neither Party is liable for the other party's indirect losses (including but not limited to operating losses, lost profits, loss of data, etc.).

In all cases Telenor's liability is limited to what corresponds to the Customer's total annual net consumption, regardless of what the extent of damage that may have occurred during the year.

Telenor has no responsibility for the Customer's equipment.

The customer is responsible for properly disconnecting the connection after a use situation has been completed. Telenor is not liable for any losses due to interruptions, disturbances or alterations to the telecommunications network or the telecommunications service in connection with measures deemed necessary for technical maintenance and operational reasons imposed by the supervisory authorities, unless Telenor failed to limit the disadvantages thereof.

Telenor may send product information via SMS, MMS, e-mail or similar channels. In the same way, Telenor can send marketing material about products. Should the customer not wish to receive this information, the customer may contact Telenor Customer Service.

8. Changes

Telenor may at any time adjust their terms, agreements, or any additional conditions.

Changes to the detriment of the customer will be notified before the change enters into force. Telenor may choose to notify changes directly to the Customer (for example via a text on the customer's invoice / PBS overview, an invoice insert, SMS, MMS or e-mail), by placing advertisements in the daily press or via Telenor's website at www.telenor.dk.

In the event of significant changes to the detriment of the customer, the customer is entitled to terminate the agreement, so that the agreement terminates before the change take effect.

Telenor is entitled to make changes to prices and / or fees as a result of changes in the law, other regulations, changed taxes, fees or other charges, and / or in other circumstances beyond Telenor's control that may affect Telenor's prices. Telenor is obliged to inform the customer without undue delay of any such changes and inform of the implementation date.

9. Interpretation and invalidity

The Parties agree that the content of the document reflects the common will of the Parties and that no principles of interpretation (including the draft rule) shall apply to any of the Parties.

In the event that one or more provisions are deemed invalid, the provision(s) shall not affect the validity of the remaining part.

10. Disputes

The parties shall, as far as possible, seek to resolve disputes through negotiation.

If the dispute cannot be resolved amicably, both parties are entitled to demand that the dispute be settled in accordance with Danish law with the jurisdiction of the Copenhagen City Court.

It is also possible to bring a dispute before **Telenor's Invoice Complaints Committee**, which has been set up 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 Committee** processes the complaint, Telenor suspends the collection of disputed billing amounts. However, the collection of default interest is not suspended. **Telenor's Invoice Complaints Committee** will, as a rule, decide in the case no later than three months after the complaint has been successfully submitted.

The Invoice Complaints Committee's decision may otherwise be appealed to the Telecommunications Complaints Board (Teleankenævnet), Axeltorv 6, 3rd floor Th. 1609 Copenhagen V, should the disagreement between Telenor and the customer concern the consumption levels registered by Telenor.

The Telecommunications Complaints Board may also decide to process complaints from commercial end-users concerning other than the registered consumption, should the complaint not differ from a private agreement of telecommunications services.

11. Force majeure

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

12. Confidentiality

The parties shall not disclose details of this document or any other information that may come into its possession regarding the other party's business.

The Parties must maintain confidentiality of any confidential information that may become known to them in connection with the conclusion of this Agreement and the Terms and Conditions.

Confidential information is any information about the other party's business or business relationship that a party has acquired directly or indirectly, whether orally or in writing, in connection with this agreement and / or associated Product Agreements. Excluded from this, however, is information that has become or will become publicly available in any other way than by a breach of this agreement.

The parties agree that any current or future company in the Telenor Danmark Holding group, Telenor's owners, or affiliated companies, shall not be considered a third party in accordance with section 12.2.

The parties are entitled to pass on information to the authorities in regard to fulfilment of any legal obligations.

This confidentiality obligation applies to both Parties without time limit, regardless of whether this Agreement is terminated.

13. The Customer's liability for errors

The Customer is not liable for payment for services that are the result of errors or misuse of the operator's network and installations unless the customer is liable under Danish law for compensation.

The Customer is liable for service payments that may arise due to errors or misuse of the customer's own network, equipment or accessories. Should the error or misuse be due to circumstances that Telenor knew or should have known about, but have failed to inform the Customer about, and / or has made reasonable and possible measures to prevent or limit, and therefore when, after an overall assessment, it would be unreasonable, that the telecom operator makes claims, the Customer is not liable.

14. Relocation etc.

Changes to the Customer's information (e.g., address changes, payment conditions, etc.) must be notified to Telenor immediately.

TERMS OF PAYMENT

15. Terms of Payment

The customer is liable for all amounts registered in connection with the Agreement. Should the customer's balance not exceed a minimum amount set by Telenor, Telenor is entitled to transfer the amount to the upcoming invoice.

Unless otherwise stated in terms, agreements or such like, the payment terms are: 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.

16. Late payment

If an invoice is not paid before the stated due date, Telenor will give notice thereof. If the due date is exceeded, default interest is to be paid, this will be determined in accordance with the current provision of the Danish Interest Rate Act. In addition to this a reminder fee will be added and charged on the next invoice.

Notifications of late payments will contain a new payment deadline, as well as a warning that the customer's connection will be suspended should the new payment deadline not be met. If the bill is not paid before the expiry of this deadline, Telenor reserves the right to terminate the customer's connection and /or the Agreement. If Telenor has suspended the Customer due to non-payment, reopening cannot take place until the balance due to Telenor, including reminder fees and any incurred default interest, has been paid in full. There will be an automatic reopening when the overdue balance is paid unless the customer before payment

of the outstanding balance requests in writing that there shall be no reopening in the period until the termination takes effect.

When reopening after blocking, a reopening fee will be incurred. In the event of reopening after a disconnection of the customer's connection, fees will be calculated for the full period in which the disconnection has taken place. If the Customer's connection has been interrupted by Telenor for more than 20 days due to non-payment, the case will automatically be transferred to Telenor's debt collection department, and Telenor has the right to terminate the agreement without further notice. If the overdue balance is not paid immediately thereafter, Telenor is entitled to make a report to the credit information bureau in accordance with the Private Registers Act.

The collection costs for the further processing of the case are borne solely by the Customer. If the overdue balance is paid, Telenor will, by agreement, restore the agreement against payment of a recovery fee.

Telenor reserves the right to set a credit maximum as a condition for reopening. If the Customer defaults on its payment obligation to Telenor by not paying the overdue balance, Telenor may stipulate that the entire overdue balance be paid before any new agreements can be entered into with Telenor.

Telenor has the right to terminate the customer's subscription should the customer repeatedly default on payment obligations.

Should the Customer wish to enter into a payment agreement, for example by postponing payments or by dividing the invoice amount over several instalments, the customer should contact Telenor's Debtors Service. The customer will be charged in connection with the conclusion of any such agreements.

17. Invoicing and 'Betalingservice' (Payment Service)

If no other invoicing form has been agreed upon between the parties, the customer will automatically receive invoices in paper form. Invoices in paper form are subject to an invoice fee of DKK 39.20 per invoice.

Payment via 'Betalingservice' cost DKK 7.80 per bill. Until the payment via 'Betalingservice' takes effect, the customer must pay the invoice fee of DKK 39.20 per invoice in paper form. It's also possible, in addition to 'Betalingservice', to continue having invoices sent in paper form for a supplement of DKK 39.20 per invoice.

18. Credit rating and credit maximum

The customer is liable for any consumption, even if this exceeds the credit maximum. If the credit limit is exceeded, Telenor has the right to disconnect immediately.

Telenor reserves the right to make ongoing credit assessments of its customers and, as a result, to demand interim payment or set a credit maximum, if deemed necessary, and Telenor may at the request from the customer, document the need for a credit maximum for the customer; or if one of the following criteria are met:

- The customer's payment obligation to Telenor has been breached, and the breach is determined to be the reason why Telenor has blocked the customer's agreement or subscriptions,
- The customer has overdue debts to Telenor,
- The customer is registered with an independent credit reporting agency with a negative remark, payment or experience,
- The customer's consumption and other costs are estimated to significantly exceed consumption of similar customers, or the consumption shows a significant or sudden increase compared to earlier,

Before entering into the agreement, the customer may contact Telenor with a view to clarifying whether Telenor requires a determination of the credit maximum.

Telenor may also choose to set a general credit maximum for all its customers, after which an increase or removal can then be applied for.

TECHNICAL CONDITIONS

19. Technical changes, disturbances, etc.

Telenor reserves the right at any time to introduce changes deemed necessary for the satisfactory operation of Telenor's network. 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 SIM cards that give rise to disruptions of Telenor's network. Faults in connected equipment that give rise to disturbances or inconveniences for the operation of the network must be rectified immediately. Any expense in connection with this are irrelevant to Telenor. Telenor may claim any incurred costs for troubleshooting be covered by the customer, but not costs in connection with the repair of faults due to connected equipment belonging to Telenor, over which the customer has no influence.

20. Interruptions and trouble shooting

Telenor rectifies faults at its own plants 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 plants 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 at the customer's facilities and installations at the installation address.

For service announcements and errors that are due to Telenor's network (basic installations, exchanges, signalling, etc.), the customer may contact Telenor's Customer Service. Telenor is solely responsible for interruptions in its own telecommunications network and equipment.

21. Special conditions

Telenor reserves the right to temporarily change numbers, installations, and other conditions when it is strictly required for the sake of traffic across Telenor's network and / or its operations.

22. The customer's own equipment on the 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 access network) is used in a way that does not cause interruptions to the traffic on these networks or the Internet. If such disturbances occur, the customer must immediately take any necessary measures to bring these 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 current Executive Order on Telecommunications Terminal Equipment, currently Executive Order no. 823 of the July 3rd, 2007 on radio and telecommunications terminal equipment and electromagnetic conditions, as well as any special instructions from Telenor.

The customer must ensure equipment is connected as intended 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 to the network due to faults or such like, the Customer is obliged to disconnect immediately.

Telenor reserves the right to disconnect should the connected equipment cause interference to the network. Telenor also reserves the right to invoice a fixed fee, as well as demand payment for troubleshooting and any work carried out to re-establish a fault-free connection.

23. Handling traffic in network and products

Telenor uses general traffic prioritization techniques to ensure an optimal user experience, including for general traffic management and for handling peak traffic periods.

In mobile networks, traffic is divided, managed, and prioritized solely to ensure efficient routing and maintaining an optimal quality of traffic in relation to available capacity, available technology, and frequency resources (2G, 3G, 4G, 5G), as well as acceptable delay, interference, and packet loss in relation to the specific type of traffic. Signalling traffic is prioritized over other traffic, voice traffic is prioritized over data traffic, and all data traffic is treated equally. For this purpose, principles defined and internationally standardized in 3GPP TS 36.331, TS 36.304 and such like are used.

In fixed, wired networks, traffic is divided, managed, and prioritized solely to ensure efficient routing and the most optimal quality for traffic in relation to available capacity, available technology, as well as acceptable delay, disruption, and packet loss in relation to the specific traffic. Signalling traffic has the highest priority, as it is a prerequisite for error correction. Voice traffic is prioritized over other data traffic. For this purpose, principles defined and internationally standardized in the IETF (Internet Engineering Taskforce) RFC standards are used.

GENERAL TERMS FOR MOBILE SUBSCRIPTIONS

24. In general

Telenor's mobile subscriptions include connection to Telenor's public mobile network with access to services and associated services within the coverage area within Denmark. The services associated with one SIM card are covered by one subscription.

25. SIM-card

In connection with the creation **of a customer's account**, the customer will be given a SIM card. Together with the SIM card, the Customer receives both PIN and PUK security codes. In consideration of easy administration and because IoT devices do not have a keyboard or screen, PIN1 code is turned off on IoT SIM cards. IoT SIM cards must therefore not be activated upon receipt with indication of a PUK code. Similarly, PIN codes do not need to be entered when restarting IoT devices.

The SIM card and the security codes must always be stored separately and safely. Interference with the SIM card is not permitted.

The SIM card is Telenor's property and must be destroyed immediately after Telenor has made a request to this effect and upon termination of the subscription.

26. Mobile number transfer

Telenor does not offer import of numbers on IoT subscriptions.

27. Telenor's coverage area

Prior to signing a subscription, the customer can familiarize themselves with the scope of coverage by reviewing the coverage map found on www.telenor.dk.

In accordance with the requirements of a publicly issued mobile license, Telenor always 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 current nature of the landscape (topography).

28. Rejection and failures

Telenor's network is subject to certain limits as defined by the National IT and Telecom Agency for rejection and failure. Rejection for calls during a busy hour for call attempts should not exceed 5%. Drop-out rate for calls during a busy hour should not exceed 5%.

29. Alarm calls in Denmark

Alarm 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 SIM card is inserted in the mobile phone or not. However, there may be limitations to this due to specific mobile phones.

30. Using a Telenor SIM-card abroad

The Telenor subscription allows the use of the subscription abroad (international roaming). Use of the SIM card abroad is subject to Telenor's current price list for international roaming as well as the general terms of the foreign mobile operator in question.

The customer's use of the SIM card abroad is settled by Telenor on the basis of statements of consumption 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.

31. Payment terms for SIM-card

The customer is liable for all amounts registered in connection with the use of the SIM card with the restrictions that follow from sections 99 -100 of the Payments Act (LBK no. 1024 of 03/10/2019). The customer is also liable for all losses because of unauthorized use of the SIM card in accordance with the provisions of sections 99-100 of the Payment Services and Electronic Money Act.

A given consumption (all consumption) is rated at the tariff applicable at the time the consumption began.

32. Fault information

For service messages about faults caused by the mobile network (basic installations, exchanges, signalling, etc.) or the SIM card (including the loss of the card), the Customer can contact Telenor Customer Service at www.telenor.dk/kontakt or by calling 72 120 000.

For faults attributable to the customer's equipment, please refer to the supplier of this.

33. Content-charged services

IoT subscriptions are blocked by default for the use of content-charged services. The customer is solely liable for any consumption incurred should the customer remove the block.

PRODUCT INFORMATION

34. Terms

Termination

The individual subscription can be terminated with a notice of current invoice month plus one month.

The billing period runs monthly from the 11th to the 10th.

35. Invoicing

Invoicing takes place monthly.

Subscription fees are charged backwards and are based on the data consumption for the billing period. New subscriptions created during an invoicing period will be charged proportionally for the active days in the period and will be based on data consumption at the end of the invoicing period.

Excess consumption is invoiced correspondingly in arrears at the end of the invoicing period. The billing period runs from the 11th to the 10th.

36. Product information

One IoT – Start

Basically, One IoT - Start is a national product that, with the option of Roaming, can be extended for use abroad.

Start-up tests via included usage

When delivering Sim cards, One IoT - Start product contains 25KB of data, 3 text messages and 30 seconds of speech that can be used for start-up testing. When one of the 3 consumption types has been used up, One IoT - Start the product switches to active mode, after which invoicing begins, cf. 35.

Consumption

Consumption of data outside DK and Europe, text messages and voice calls are not included in One IoT - Start and are charged according to applicable rates, which can be found below under "Prices". Voice calls is an optional service.

Go Blue IoT

Go Blue IoT is a zone concept, included in One IoT - Launch the product that divides several countries into three zones:

- **“Go Denmark IoT” includes Denmark**
- **“Go Europe IoT” includes the countries in Europe outside Denmark**
- **“Go World IoT” includes several countries outside Europe**

The area outside the Go Blue IoT is divided into 5 groups:

- Low zone
- Medium zone
- High zone
- MCP / Ships
- Satellite

The customer can at any time find an overview of the country division at www.telenor.dk/go-blue.

Limitation of data use outside Denmark

One IoT - Start product includes 3 zone blocking services - one for each of the areas

- Countries in Go Europe IoT
- Countries in Go World IoT
- The rest (Low, Medium, High, MCP/Ships, Satellite)

The group blocking services are individual and are imposed / removed per subscription according to the customer's wishes. Unless otherwise agreed, new subscriptions are created without the possibility of data consumption outside Denmark. If you want to use data roaming, the subscriptions are created with this option.

Additional products and services

The following additional products and services are included in One IoT - Start:

- Roaming in Go Europe IoT countries
One IoT - Start is activated for use in Denmark. Roaming in Go Europe IoT countries can be added.
- Roaming in Go World IoT countries
IoT - One Start is activated for use in Denmark. Roaming in Go World IoT countries can be added, after which usage, and consumption assessments are activated in these countries.
- Roaming outside Go Blue IoT countries
One IoT - Start is activated for use in Denmark. Roaming outside Go Blue IoT countries can be added, after which usage and consumption assessments are activated in these countries.
- Voice calls
Voice calls is not initially enabled on One IoT - Start. Voice dialling can be activated.

See further information on www.telenor.dk.

Other additional products and services

Consumption control

Consumption control is a free optional service. With Consumption Control, you can set a ceiling on your consumption. You can allocate a maximum amount that your consumption of voice, SMS, MMS and data must not exceed per month. The subscription price does not count towards your maximum amount. If you exceed the maximum amount, your device will become automatically locked within 24 hours. This means that the device can only call 112, however the device can still receive calls from others. You can always call 80 29 50 50 for free and be informed of your balance, even if your phone is blocked.

SurfKontrol Udland (Surf control abroad)

Surfkontrol Udland is a free optional service, which by default is not activated. Surf control abroad has a data ceiling of DKK 360 + VAT per month, which ensures that data consumption does not exceed the defined ceiling. The data ceiling can be changed at any time - read more about this on <https://www.telenor.dk>.

Secure Connect

With Secure Connect, devices mounted with Telenor IoT sim cards can exchange data with the company's IT system through a secure connection wherever the devices are in the mobile network. When devices communicate through the Secure Connect closed network, the build-in security of Telenor's mobile radio access network, is extended with secure access between Telenor's IP network and the company's on-premises network. Secure Connect can either be implemented as an IPSec encrypted VPN tunnel or a dedicated MPLS network.

Read more about Secure Connect in Telenor's "ConnectMore" WAN portfolio.

37. Other terms

Product combination

Telenor's IoT product provides access to IoT optimized networks and cannot be converted to other subscription types. One IoT - Start can, in agreement with Telenor, be converted to the data sharing product One IoT, should the number of subscriptions exceed 100.

Permanent IoT Roaming

Some mobile operators have introduced restrictions and / or bans on international permanent roaming on their networks, and Telenor are therefore unable to guarantee permanent network access with these operators' networks. However, some mobile operators that have introduced restrictions or bans on permanent roaming offer the option of permanent roaming at an additional cost. Should the customer be interested in permanent roaming in these affected countries, against payment of this additional price, Telenor and the customer can discuss this possibility. The specific additional price may vary between mobile operators and during the term of the Agreement.

NB-IoT Roaming

Individual mobile operators have restrictions and/or bans on access to the NB-IoT service on their network – hence Telenor cannot guarantee availability of these operators NB-IoT service. Some of these restrictive operators offer access to NB-IoT at an additional cost. Should the Customer be interested in access to NB-IoT roaming in such network against additional payment, Telenor and the Customer will agree on the terms. The actual additional cost might vary between operators and be subject to change within the duration of the Agreement.

Optional voice calls

One IoT - Start subscriptions are assigned a 12-digit phone number. If voice call service is chosen, an 8-digit telephone number is required. Voice call option must therefore be chosen at subscription creation.

Hardware support

Currently Telenor is solely selling services in terms of IoT sim cards and the mobile network infrastructure, that enables communication from the devices, the sim cards are used with.

Thus, Telenor is not selling hardware for IoT use cases. It is therefore the Customer’s responsibility to source, set up and secure the hardware devices used with Telenor IoT sim cards. It is also the Customer’s responsibility to assure the sourced hardware is compliant with the 3GPP standards, that are the foundation of the operation of any mobile operator’s cellular network.

In the event of the Customer experience malfunction of the Telenor IoT sim cards used with the Customer’s hardware, Telenor will assist the Customer in trouble shooting. In this case, it is the Customer’s responsibility to ensure correct configuration, programming, updating, administration, maintenance etc. related to the Customer’s hardware.

Should Telenor end up spending significant time and resources on errors directly related to the Customer’s equipment’s quality, setup, lack of compliance with standards etc. – or the Customer’s erroneous operation of the equipment, Telenor reserves the right to invoice the Customer for hours spent on error correction. It is **at Telenor’s sole discretion to decide what shall constitute a significant time spent.**

In case the Customer’s equipment is lacking compliance with applicable standards or is incorrectly configured or improperly used by the Customer to a degree, that the equipment interferes with Telenor’s operation of the mobile network, Telenor reserves the right to shut down the equipment’s access to Telenor’s mobile network without prior notice.

38. Prices

The following prices apply to One IoT - Start. All prices are in Danish kroner and excl. VAT.

PRODUCT	TYPE	PRICE per unit
Creation - Subscription	One-time price per subscription creation	10.00
Order administration. - bulk orders	One-time price per bulk order type	1,000.00

These fees are subject to change. The fee for Bulk setups can be charged if the customer requests Telenor to make Bulk changes for the customer on already created IoT subscriptions.

Data in Denmark and Europe (MB)		Subscription (DKK)
Start	End	
0	1	9.00
1	2	12.00
2	4	15.00
4	10	19.00
10	20	23.00
20	40	25.00
40	100	29.00
100	200	35.00
200	400	42.00
400	1000	49.00
1000	2000	59.00
2000	4000	89.00
Thereafter (DKK/MB)		0.0139

If data consumption exceeds the highest step, this will be charged in addition to the subscription. Data is charged per MB and rounded up in the zones Go Denmark IoT and Go Europe IoT to the nearest 50KB. Each data session is charged at a minimum of DKK 0.01.

Data		Price per MB
Go Blue IoT	Denmark	See stair model
	Europe	See stair model
	World	2.00
Low		4.00
Medium		8.00
High		40.00
MCP / Ships		8.00
Satellite		40.00

Data is charged per MB. Data is rounded up to the nearest 10KB in Go World IoT, and 25KB in the areas Low, Medium, High, MCP / Ships and Satellite. Each data session is charged as a minimum of DKK 0.01.

Prices per MB are fixed outside the Denmark and Europe zones.

	Sms to zone							
	Denmark	Europe	World	Low	Medium	High	MCP Ships	Satellite
Sms from Denmark to	0.24	1.00	1.50	2.00	4.00	6.00	6.00	6.00

	Sms from zone						
	Europe	World	Low	Medium	High	MCP Ships	Satellite
Sms from roaming zone	0.24	1.50	2.00	4.00	6.00	6.00	6.00

SMS is charged per piece

Voice call		Voice call to zone/min.								
Voice call from zone/min.		Go Blue IoT			Low	Medium	High	MCP Ships	Satellite	Calls received
		Denmark	Europe	World						
Go Blue IoT	Denmark	1.00	2.00	3.00	4.00	6.00	10.00	20.00	30.00	0.00
	Europe	1.00	1.00	3.00	4.00	6.00	10.00	20.00	40.00	1.00
	World	3.00	3.00	3.00	4.00	6.00	10.00	20.00	40.00	2.00
Low		6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	4.00
Medium		10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	6.00
High		20.00	20.00	20.00	20.00	20.00	20.00	20.00	20.00	10.00
MCP Ships		12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	10.00
Satellite		40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	10.00

Voice calls are minute charged per second. The price applies to calls to both landlines and mobiles.



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