Supplementary Terms and Conditions for Telia Company DataNet

August 2019

1. Supplementary contract

These Supplementary Terms and Conditions apply to Telia Company DataNet (herafter "DataNet") and are a supplement to the Standard Terms and Conditions for Telia Danmark's Communication Services (Enterprise). In case of conflict, these Supplementary Terms and Conditions take precedence over the Standard Terms and Conditions.

2. Generel

It is a prerequisite for the delivery of DataNet that there is complete information about IP addresses as well as installation addresses, then the "addresses", for each site to which DataNet is to be delivered.

3. Delivery requirements for xDSL connections

3.1 PSTN as a carrier line

Telia delivers the xDSL connection on top of an existing PSTN line. It is therefore important that Telia receives the correct information about which PSTN number the xDSL connection should put on. The PSTN number must be defined for each address.

If an existing PSTN line is not available for one or more of the addresses, Telia will provide the xDSL connection on an existing available copper connection. In cases where there is no available copper connection, Telia will create a PSTN line for this purpose.

In some cases, the existing PSTN line cannot, for technical reasons, be used for the xDSL connection. In those cases, Telia will provide the xDSL connection on another available copper connection or create a new PSTN line for the purpose.

Expenses related to carrier line or PSTN line are borne by the Customer.

3.2 ISDN2 as a carrier line

Telia does not have the capability to establish the xDSL connection on an ISDN2 line. Therefore, any ISDN2 line must be converted to a PSTN line in order to be used as the carrier line for the xDSL connection.

Costs associated with the conversion relate to the Customer's telephony subscription and are borne by the Customer.

The PSTN line is maintained by the Customer himself throughout the contract period.

3.3 Using an existing xDSL line

If an existing xDSL connection already exists at the address offered by a provider other than Telia, it will often be an advantage to convert this connection.

The advantages of a conversion are that the existing copper road will continue to be used. At the same time, Telia typically take over the connection without a technician visit.

Furthermore, Telia will terminate the Customer's existing connection with the current provider on behalf of the Customer.

The connection will be disconnected during the period of physical conversion. Therefore, this solution is not recommended for those connections running very critical applications such as payment terminals. In this case, Telia recommends creating a new line instead. Please note that in this case, the Customer will have to terminate its existing connection with its current provider.

3.4 Possible limitations in xDSL delivery

The xDSL connection is established via the telecommunications network, which is leased by Telia's subcontractors. In some cases, various technical reasons may result in extended delivery time or rejection of the delivery: (the list is not exhaustive).

a) Lack of availability of available raw copper between the address and the local telephone exchange.
b) The distance between the address and the local telephone exchange is too large.
c) If it is necessary to establish a new raw copper line and the cost of establishing this line must be considered disproportionate.
d) An alarm circuit is connected to the PSTN line.
e) The address counter of an address is connected to the PSTN line (or 12 kHz meter, pay phone).
f) xDSL has already been established on the PSTN line provided.
g) xDSL has previously been rejected on the PSTN line provided.
h) The telephone number does not match the specified installation address.
i) The telephone number belongs to an ISDN30 number series or an ISDN2 subscription.
j) Dankort (based on x.21) runs on the same PSTN line.
k) The installation address is incorrect.

4. Delivery conditions for the access form Flex CPE (IPSec based)

The connection from the router to the MPLS network takes place through a secure IPSec (IP Security) tunnel, which is established over the Internet via 3DES 168-bit encryption from the router's VPN ports to the corporate network.

Please refer to the service description for DataNet Flex CPE. In Denmark, Flex CPE is always supplied as an xDSL connection.

5. Delivery conditions for the multi-access form

For a Multi access form, different implementation methods are used which depend on the address. In the default configuration comes in an Ethernet interface. Several logical and physical interfaces can be provided on request. Here is to expect a more price.

The construction of the network, connection cables and switches are not included in the offer and these services require a separate agreement.

6. Delivery Prerequisites for Fiber

An access via Fiber must include a space drawing that illustrates where the access is to be installed.

If an existing access is found at the installation address and if the new connection is to be installed at the same location, the existing access circuit number can be sent instead of a room drawing.

7. Termination

The agreement can be terminated with three months notice after the term of the Termination Period.

The Customer is entitled to terminate immediately that part of the Agreement in writing which relates to a Service or Service Access Point if the Actual Delivery Date has not occurred within three months of the Date of Delivery due to reasons attributable to Telia's gross negligence or intentional behavior.

The Customer is entitled to terminate immediately the part of the Agreement in writing which relates to a Service or a Service Access Point if Telia does not substantially meet the agreed service level for a period of six consecutive calendar months and Telia has been informed in writing thereof.