

# Supplementary Terms and Conditions for Intranet access through Mobile LAN Access

April 2017

## 1. Supplementary agreement

Business customers may choose to subscribe to the extra service Intranet Access via Mobile LAN Access. Access to the extra service will only be maintained as long as the Customer's mobile subscription is effective. Extra services in general are subject to the Terms and Conditions set out below, which are a supplement to the General Terms and Conditions for Telia Denmark's telephony services (business). In case of conflict, these Supplementary Terms and Conditions take precedence over the General Terms and Conditions.

## 2. Scope

Mobile LAN Access includes an access between the Customer's mobile terminal and the Customer's private network. If the Customer wants to change the set-up, Telia will charge an administration fee equal to the set-up cost.

It is the Customer's responsibility to establish and configure its own side of the Mobile LAN Access, unless the Customer has Telia Datanet.

If the Customer does not have Telia Datanet, access to the Intranet requires the Customer to be in possession of other necessary terminal equipment such as mobile telephone, PC, firewall, router, LAN and the necessary software. Telia recommends the use of VPN.

Where there is Internet access in the Customer's network this access can be used via Mobile LAN Access.

## 3. Definitions

Mobile LAN Access is provided via an encrypted VPN link over the public Internet to the Customer's own VPN termination point. "Access Point" (APN) is a reference to the external network (here, the Customer's router, VPN router or similar equipment) in the form of a domain name and an IP address on the public Internet at which Mobile LAN Access is to terminate. From here there must be access to the Customer's own network. "Agreed Delivery Date" means the date on which Mobile LAN Access is to be supplied according to the agreement. "Actual Delivery Date" means the date on which Telia actually delivers Mobile LAN Access to an agreed APN with the functionality and technical capability stated in the Agreement. "IP Network" means the part of the overall data service managed or controlled by Telia. "Equipment" means any form of equipment, particularly VPN routers, including software and cables, not owned by Telia but used in connection with the Customer's use of Mobile LAN Access. "Internal Network" means the network connecting the APN to the Customer's LAN.

## 4. Contact person

The Customer must ensure that the contact person named in the Agreement is authorised to represent the Customer in all matters concerning the Agreement and its performance. Any change of contact person must be notified to Telia in writing.

The contact person is the only person empowered to authorise the set-up and/or change of users of the Customer's Mobile LAN Access with Telia.

## 5. Delivery

Telia may, at its own discretion, test the interaction between Telia's IP backbone and the Customer's router, VPN router or similar equipment to assure delivery of the agreed service. The date of the test should be agreed with the Customer.

The Actual Delivery Date may differ from the Agreed Delivery Date as a result of fault correction arising from the testing or of retesting.

If the actual delivery date differs from the agreed delivery date for reasons attributable to Telia, the Customer may only claim a reduction in the agreed fee equal to 5% of the agreed setup charge per working day or part of a day.

## 6. Specifications etc.

Telia may make changes to the approved requirement specifications for the Mobile LAN Access at any time. Such changes will take reasonable account of the Customer's needs, without compromising the purpose of the intended change. Efforts should be made to carry out the changes in such a way that any possible disruption of the Customer's operations is limited.

Equipment may only be connected if it complies with the rules laid down by the Danish National IT and Telecom Agency or equivalent authority.

The Customer must immediately disconnect equipment from the APN at Telia's request if the equipment disrupts IP networks or the Internet or causes damage, or in case of disputes over the infringement of rights under section 8. Equipment must be disconnected in accordance with Telia's specific instructions.

## 7. Correction of faults etc.

In order to assure correct provision of the Mobile LAN Access, Telia may take any step and give any instruction to the Customer which Telia finds necessary or appropriate to prevent or correct faults or shortcomings in the internal network or a Mobile LAN Access. The Customer undertakes to follow such instructions immediately.