

Supplementary Terms and Conditions for Telia Home Office

February 2020

1. Supplementary contract

These Supplementary Terms and Conditions apply to Telia Home Office 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. General

The Customer (the company) is liable for payment by the User (the employee) for the services provided under the Contract.

It is not possible for a new User to take over a connection from a departing User. In this situation, a new connection must always be set up, with a new non-termination period.

3. Connection

3.1 Connection via telephone socket

It will not be possible to set up Telia Home Office if:

- There is no free copper cable between the installation address and the central.
- The distance from the installation address to the nearest central is too long.
- The specified telephone number and address do not match.
- There is already another broadband connection on the connection line.
- Another provider has received an order to supply broadband on the connection line.
- There is an alarm subscription on the line which is to be used for DSL. To use DSL on the line, the alarm must be cancelled. Note this can have an affect your insurance.
- The address is not in an area that can be served by Telia.

The subscription will be provided on a 'best effort' basis, which means that the speed may vary according to the bandwidth that it is technically possible to provide to the address. This means that Telia cannot guarantee the desired speed over the line.

The User may normally expect the speed to be 10-15% lower than ordered because some of the capacity is used for control etc., while some is lost because of the state of the line, equipment and other matters.

The broadband connection must be installed on an existing carrier line and requires a free telephone socket. There cannot be an ISDN2 subscription, or another blocking service, on the same carrier line, as this will affect the bandwidth capacity.

The router also includes a splitter, which means that normal analogue telephony (PSTN) is supported and can be installed by the User; see installation manual. If several phones are to be connected to the same line, the carrier line must be fitted with a multi-socket. If there is no multi-socket at the address, this can be set up by an engineer and invoiced separately.

Telia cannot be sure that the required telephone sockets (multi-sockets with access etc.) will be present at the User's address; if they are not, Telia will undertake the necessary installations. The costs of this will be charged to the Customer.

3.2. Connection via cable TV

The data access is broken down into smaller capacity groups than via the telephone socket, so users may find that they cannot make full use of their speed at peak load periods when many users are on the same network at the same time.

3.3. Connection via fibre

The data access is not shared with others, and the full purchased speed should always be available.

4. Use of Telia Home Office

Telia has no control over the data transmitted via the system and the connection.

The Customer must ensure that:

- the User follows Telia's instructions concerning the installation and use of the connection.
- the use of the connection, and the data transferred via the connection, does not breach any applicable law or infringe the rights of Telia or third parties.
- the use of the connection does not cause any damage, loss or disruption to the operation of the service, for Telia, Telia's sub-contractors or third parties, including the User downloading so much as to block use of the Internet by other users, port scanning other computers, spreading viruses, hacking etc.
- there are controls on the information made available to the User when he/she accesses the Internet, checks on the content of websites, e-mails, links, newsgroups or chat rooms.
- there are checks on the content of the information transferred, and on any goods and services that the Customer may opt to use from among the offers on the Internet.
- any use of a personal website and e-mail addresses for communication does not conflict with generally accepted standards of behaviour, including spam, chain letters etc., and that the service is not used for commercial purposes. Please refer to the Danish Commerce and Companies Agency's definition of 'commercial activity'. The content of the website

must not breach current Danish and international law.

- transmission information is not deleted or falsified, including IP addresses or header information.
- the necessary authorisation is obtained to disseminate, receive and store information. Such information must not be contrary to Danish law or have a content which could damage Telia or its reputation.
- Telia is indemnified against any third-party claims resulting from the User's use of the connection.

If these conditions are not complied with, Telia may cancel the connection with immediate effect, including closing the website and e-mail address. Telia may inspect the connection at any time.

Telia is not liable for:

- third parties, with or without formal permission, gaining access to the connection or accessing, destroying or modifying data or information.
- damage to and loss of hardware and software caused by material downloaded from the Internet, including viruses, trojan horses etc.

6. Notice of termination

The Contract may be terminated on three months' notice after the end of the non-termination period.