



## **Additional Terms and Conditions for TDC Business Works:**

**TDC Business Works Mobile Minute**

**TDC Business Works Mobile 1 GB**

**TDC Business Works Mobile 3 GB**

**TDC Business Works Mobile 8 GB**

**TDC Business Works Mobile 20 GB**

**TDC Business Works Mobile 25 GB**

**TDC Business Works Mobile 40 GB**

**TDC Business Works Mobile 30 GB Std**

June 2019

(This is a translation from Danish. In the event of a conflict between the Danish version and the English version, the Danish version prevails).

### **Contents**

1. Supplementary Agreement .....	1
2. Basic modules and optional modules.....	3
3. Per-minute charging of calls .....	6
4. Data charging .....	6
5. Unlimited Voice in Denmark and the EU .....	6
6. Unlimited Text and Multimedia Messaging in Denmark and the EU.....	7
7. Data packages in Denmark and the EU .....	8
8. Data Sharing .....	9
9. International Calls from DK (standard rates for international calls) .....	10
10. International Plus (reduced price for international calls) .....	10
11. Unlimited Voice from DK to the EU .....	10
12. TDC Business International (roaming at standard usage rates).....	11
13. Travel Package in 13 Countries .....	11
13.1. Reduced per-minute rates for calls to Denmark and calls received .....	11
14. TDC World North (roaming at reduced per-minute rates).....	13
15. TDC World East (roaming at reduced per-minute rates) .....	13
16. TDC World Central (roaming at reduced per-minute rates) .....	13

### **1. Supplementary Agreement**

The following terms and conditions apply to agreements on the above subscription types in addition to the Subscription Terms for TDC's Mobile Services and the General Terms and Conditions for Delivery and Operation of TDC's Services. In the event of a conflict between the terms and conditions, these separate additional terms and conditions will prevail.

In these additional terms and conditions, the above subscription types are collectively referred to as 'TDC Business Works'. The order confirmation from TDC

states the subscription type covered by the agreement. The content of the subscription types is described in detail in the relevant product sheets.

An agreement on TDC Business Works offers the customer the possibility of using TDC's mobile services with the functions and features linked thereto at any time, see below. The customer's subscriptions to TDC Business Works are also included in one of the following solutions of the customer's choice:

- **Mobile solution** with the option of an **extension number group** and unlimited internal telephony in the extension number group: Via Self-service Business, the customer can choose to add extension numbers to the customer's mobile subscriptions which are included in the mobile solution (mobile subscriptions with the same VK identification number). Internal telephony in Denmark between subscriptions included in the customer's mobile solution is not subject to payment of usage rates (unlimited internal telephony).
- **TDC Switchboard Packages** with **extension number group** and certain switchboard functions as well as unlimited internal telephony in the extension number group: On conclusion of the agreement, the customer may – against payment of a separate fee – choose to integrate the customer's subscriptions to TDC Business Works in a TDC Switchboard solution, which integrates the customer's TDC Business Works subscriptions in a single overall solution with certain switchboard functions and extension number group, see separate Additional Terms and Conditions for TDC Switchboard. Internal telephony in Denmark between TDC Business Works subscriptions included in the customer's TDC Switchboard solution is not subject to payment of usage rates (unlimited internal telephony).

A TDC Business Works agreement offers the customer the possibility of using TDC's mobile services with the functions and features linked thereto at any time, see below.

- Access to making and receiving calls (voice calls).
- Per-minute charging of calls, see Clause 3.
- Access to sending and receiving text messages and multimedia messages.
- Access to purchasing content-charged services via text message etc., see Clause 5.F of the Subscription Terms for TDC's Mobile Services.
- Access to using mobile data, see Clause 2 and Clause 6 of the Subscription Terms for TDC's Mobile Services.
- Answering service (voicemail).
- Caller ID (see who is calling).
- Call forwarding (forwarding of calls to another number), see Clause 5.E of the Subscription Terms for TDC's Mobile Services.
- Possibility of making international calls.
- Possibility of making calls abroad (roaming), see Clause 3 of the Subscription Terms for TDC's Mobile Services.
- Possibility of using mobile data abroad (data roaming), see Clause 6.A of the Subscription Terms for TDC's Mobile Services.

For usage of TDC's mobile services (calls, text messages, mobile data etc.) that is not covered by the basic modules or optional modules of the subscription, see Clause 2, normal usage rates are charged, see Clause 11 of TDC's General Terms and Conditions and the price list provided. In connection with the 'TDC Business Works Mobile Minute' subscription type, usage rates are charged for any form of usage, except for internal telephony in the extension number group.

Information about the prices and discounts for TDC Business Works in force at any time and about the possibilities of combining an agreement on TDC Business Works with TDC's other products and discount agreements can be obtained by contacting TDC.

## **2. Basic modules and optional modules**

A TDC Business Works agreement automatically includes certain functions as well as certain basic modules and packages enabling the customer's usage of certain usage categories without payment of usage rates or at special rates. In addition, the customer may choose additional functions, packages and modules against payment (optional modules). The table below lists the functions, packages and basic modules that are included in the individual subscription types (indicated with 'Incl.')



- Queuing groups - Visual Voicemail								
<b>Work/Private Zone</b> - Value-adding service for Personal Assistant					Incl.	Incl.	Incl.	
<b>Calendar integration</b> - Value-adding service for Personal Assistant				Option	Incl.	Incl.	Incl.	Option
<b>TDC Secure Call Recording 48 Hours</b> , see separate additional terms and conditions therefor		Option	Option	Incl.	Incl.	Incl.	Incl.	Incl.
<b>TDC Communicator Extra</b> , see separate additional terms and conditions therefor		Option	Option	Option	Option	Option	Option	Option
<b>International calls from DK</b> , see Clause 9 - standard rates for international calls	Incl.	Incl.	Incl.	Incl.	Incl.	Incl.	Incl.	Incl.
<b>International Plus</b> , see Clause 10 - reduced rates for international calls				Option	Option	Option	Option	
<b>Unlimited Voice from DK to the EU</b> , see Clause 11 - Unlimited Voice from DK to the EU/Nordic countries					Option	Option	Option	
<b>TDC Business International</b> , see Clause 12 - Roaming (voice calls and data) at standard usage rates	Incl.	Incl.	Incl.	Incl.	Incl.	Incl.	Incl.	Incl.
<b>Travel Package in 13 Countries</b> , see Clause 13: - Reduced per-minute rates for calls to DK from 13 countries* - Reduced per-minute rates for receiving calls in 13 countries* - One data package for use in 13 countries* *13 countries outside the EU/Nordic countries, including the USA						Incl. 2 GB	Incl. 5 GB	
<b>Weekly Travel</b> , see separate additional terms and conditions therefor: <b>Weekly 1 GB Travel</b> (weekly package in eight countries*) <b>Weekly 500 MB Travel+</b> (weekly package in 13 countries*) *countries outside the EU/Nordic countries, including the USA		Option	Option	Option	Option			Option



<b>TDC World North</b> , see Clause 14 – roaming (voice calls) at reduced per-minute rates in the USA and Canada		Option	Option	Option	Option	Option	Option	Option
<b>TDC World East</b> , see Clause 15 – roaming (voice calls) at reduced per-minute rates in eight countries in the East		Option	Option	Option	Option	Option	Option	Option
<b>TDC World Central</b> , see Clause 16 – roaming (voice calls) at reduced per-minute rates in Russia and 12 other countries		Option	Option	Option	Option	Option	Option	Option

TDC may, at any given time and without notice, decide to discontinue offering the above modules for sale so that it is no longer possible to choose and enter into an agreement on the module in question.

### 3. Per-minute charging of calls

The customer's call usage is calculated and charged per commenced minute (per-minute charging) – both in Denmark and abroad. However, calls made to 118 (directory enquiry services) and to numbers starting with 90 as well as calls made to the Internet using a modem connection are calculated and charged per commenced second.

Clause 3 of the Subscription Terms for TDC's Mobile Services also applies.

### 4. Data charging

The customer's data usage is calculated and charged per commenced 100 kB per data connection – both in Denmark and abroad.

Clauses 7 and 6.A of the Subscription Terms for TDC's Mobile Services also apply.

### 5. Unlimited Voice in Denmark and the EU

If the agreement includes the Unlimited Voice module, the customer has access – without payment of usage rates (per-minute rate and call attempt charge) – to make calls in Denmark to ordinary Danish landline and mobile numbers.

Unlimited Voice can also be used abroad within the EU and in Norway, Iceland, Switzerland and Liechtenstein (collectively the 'EU') to make calls within the EU.

The following calls are not included in the Unlimited Voice agreement and will be charged according to the rates in force from time to time:

- Calls from Denmark to international numbers, including EU numbers.
- International calls from the EU to international numbers outside the EU.
- International calls outside the EU (roaming outside the EU).
- Usage via maritime telecom operators (on ships).
- Calls to numbers starting with 1 or 90 (service numbers and special numbers)

An agreement on the Unlimited Voice module must not be made available to or be used for distribution of traffic for parties other than the customer or its business or any user, see Clause 2 of TDC's General Terms and Conditions.

If the customer's usage is abnormal, including if the customer's voice call usage is regarded as significantly exceeding corresponding customers' average usage or shows a very considerable or sudden increase compared with the customer's previous usage, and this is not brought to an end immediately after TDC's reprimand, TDC is entitled to restrict the customer's possibility of using the service or disconnect the customer's connection to the service, see, moreover, Clause 14 of TDC's General Terms and Conditions.

## **6. Unlimited Text and Multimedia Messaging in Denmark and the EU**

If the agreement includes Unlimited Text and Multimedia Messaging, the customer has access to unlimited usage of text and multimedia messages in Denmark without payment of usage rates.

Unlimited Text and Multimedia Messaging can also be used abroad within the EU and in Norway, Iceland, Switzerland and Liechtenstein (collectively the 'EU') to send text and multimedia messages within the EU.

The following usage is not covered by the agreement on Unlimited Text and Multimedia Messaging and is charged separately:

- Text and multimedia messages from Denmark to international numbers, including EU numbers.
- Text and multimedia messages abroad from the EU to international numbers outside the EU.
- Text and multimedia messages abroad outside the EU (roaming outside the EU), see Clause 3 of the Subscription Terms for TDC's Mobile Services.
- Usage via maritime telecom operators (on ships).
- Content-charged text and multimedia messages.

The text and multimedia messages must not be transmitted automatically, must not be sent as a series of identical messages to the same recipient(s) or used commercially, including for marketing purposes.

## **7. Data packages in Denmark and the EU**

If the agreement includes the data packages module, the customer may use a specific monthly mobile data volume in Denmark without payment of usage rates (data package included). If the customer's subscription type automatically includes a data package, the size of the data package included is shown in the table in Clause 2.

When the data package included per month has been used, a new package of the same size as the data package included will automatically be commenced, after which the customer's usage can continue up to a total of four extra data packages per month (step rate with usage limit). Usage exceeding the data package included is charged in accordance with the price stated in TDC's price list in force from time to time per commenced new data package.

Alternatively, the customer may, by contacting TDC, choose that extra data packages are to be blocked if the data package included per month is exceeded.

The data packages can also be used abroad within the EU and in Norway, Iceland, Switzerland and Liechtenstein (collectively the 'EU'). However, TDC is entitled to charge a special usage rate (EU surcharge) for the portion of the customer's EU mobile data usage that exceeds the limit for reasonable data usage in the EU shown in the price list (fair use limit). Clauses 3.B and 3.C of the Subscription Terms for TDC's Mobile Services also apply.

When calculating the customer's usage of data packages, the mobile data usage is calculated per commenced 100 kB per data connection. However, when levying EU surcharge, the mobile data usage in the EU is calculated and charged per kilobyte (kB), see the Subscription Terms for TDC's Mobile Services, Clause 6.

Unused MB are not transferred to the next month.

If the customer has chosen to block extra data packages and the agreed data volume per month is exceeded, or if the usage limit is exceeded, the usage in Denmark will not be charged, but the speed of the customer's connection will be reduced to 64 kbps in connection with usage in Denmark. If the customer subsequently continues to exceed the agreed data volume or usage limit, TDC



reserves the right to disconnect the customer's access to TDC's mobile data services or restrict the customer's access to using the services without notice.

In so far as possible, TDC will send a text message to the customer when the agreed data usage limit has been reached, or if the customer's access to using the service is disconnected or restricted. TDC will also send a text message to the customer when the extra data package no. 4 is commenced. TDC cannot be held liable for any delayed forwarding or non-forwarding of these messages.

The following usage is not covered by the agreement on data packages and is charged separately:

- Usage abroad outside the EU (roaming outside the EU), see Clause 3 of the Subscription Terms for TDC's Mobile Services.
- Usage via maritime telecom operators (on ships).

If the customer's usage is abnormal, including if the customer's mobile data usage is regarded as significantly exceeding corresponding customers' average usage or shows a very considerable or sudden increase compared with the customer's previous usage, and this is not brought to an end immediately after TDC's reprimand, TDC is entitled to restrict the customer's possibility of using the service or disconnect the customer's connection to the service, see, moreover, Clause 14 of TDC's General Terms and Conditions.

Clause 6 of the Subscription Terms for TDC's Mobile Services also applies.

## **8. Data Sharing**

If the agreement includes the Data Sharing module, the customer has access to using the agreed data volume from the customer's data package, see Clause 7, on an additional SIM card with the customer's own mobile phone number. If the customer's subscription type includes Data Sharing, the number of additional SIM cards for data sharing to which the customer is entitled appears from the table in Clause 2. The additional SIM cards are provided to the customer in connection with the customer's mobile subscription agreement, see Clause 1.

The customer may use up to the agreed data volume, distributed on the customer's SIM card for the mobile subscription and the additional SIM card(s). Additional SIM cards for data sharing may only be used for data usage, text messages and multimedia messages. Any other traffic, including voice calls, is blocked.

If the customer's mobile subscription is blocked for usage abroad (roaming), the additional SIM card is also blocked. The customer may have the blocking cancelled by contacting TDC. Usage abroad outside the EU (roaming) is charged separately, see Clauses 3 and 6 of the Subscription Terms for TDC's Mobile Services.

Data Sharing may only be used for the customer's own usage.

### **9. International Calls from DK (standard rates for international calls)**

A TDC Business Works agreement automatically includes the International Calls from DK module, which allows the customer to make international calls from Denmark at standard rates for international calls applying to TDC Business Works.

The customer's usage of international calls from Denmark is calculated and charged per commenced minute, see Clause 3.

### **10. International Plus (reduced price for international calls)**

If the agreement includes the International Plus module, the customer has access to making international calls from Denmark at reduced per-minute rates in accordance with a special price plan.

The customer's usage of international calls from Denmark is calculated and charged per commenced minute, see Clause 3.

### **11. Unlimited Voice from DK to the EU**

If the agreement includes the 'Unlimited Voice from DK to the EU' module, the customer has access – without payment of usage rates (per-minute rate and call attempt charge) – to making calls in Denmark to ordinary landline and mobile numbers in the EU as well as Norway, Iceland, Switzerland and Liechtenstein (collectively the 'EU').

An agreement on the 'Unlimited Voice from DK to the EU' module must not be made available to or be used to handle traffic for parties other than the customer or the customer's business or any user, see Clause 2 of TDC's General Terms and Conditions.

If the customer's usage is abnormal, including if the customer's voice call usage is regarded as significantly exceeding corresponding customers' average usage or shows a very considerable or sudden increase compared with the customer's previous usage, and this is not brought to an end immediately after

TDC's reprimand, TDC is entitled to restrict the customer's possibility of using the service or disconnect the customer's connection to the service, see, moreover, Clause 14 of TDC's General Terms and Conditions.

### **12. TDC Business International (roaming at standard usage rates)**

An agreement on TDC Business Works automatically includes the TDC Business International module, which gives the customer access to making and receiving international calls (roaming) as well as access to mobile data usage abroad (data roaming) at standard rates applicable to TDC's business customers.

The customer's roaming usage is calculated and charged as specified in Clauses 3 and 6 of the Subscription Terms for TDC's Mobile Services.

### **13. Travel Package in 13 Countries**

If the agreement includes the 'Travel Package in 13 Countries' module, the customer has access to the following:

- Reduced rates for calls to Denmark from the 13 countries covered, see Clause 13.1
- Reduced rates for calls received in the 13 countries covered, see Clause 13.1
- One data package included per month for use in the 13 countries covered, see Clause 13.2.

The countries covered are the following 13 countries outside the EU/Nordic countries: USA, Canada, Turkey, Thailand, Faroe Islands, Greenland, China, Hong Kong, Malaysia, Singapore, Australia, New Zealand and Japan.

#### **13.1. Reduced per-minute rates for calls to Denmark and calls received**

If the agreement includes the 'Travel Package in 13 Countries' module, the customer has access to making calls from the countries covered to Denmark at reduced per-minute rates and to receiving calls in the countries covered at reduced per-minute rates as stated in TDC's price list for TDC Business Works.

Clause 3 of the Subscription Terms for TDC's Mobile Services also applies.

#### **13.2. Data packages in the countries covered**

If the agreement includes the 'Travel Package in 13 Countries' module, the customer has access – without payment of usage rates – to one data package

per month in the countries covered (data package included). The size of the data package included is stated in the table in Clause 2.

When the customer has used the data package included, the customer's connection is automatically blocked for further data roaming in the covered countries in the month in question, unless, via text message, the customer actively purchases additional data packages of the same size as the data package included (top-up). If the customer purchases additional data packages (top-ups), the customer's mobile data usage will be charged in the covered countries in the month in question per data package or part thereof of the same size as the data package included. The price per data package is stated in TDC's price list.

Alternatively, the customer can contact TDC to block the purchase of additional data packages. In this case, further data roaming using the connection will be blocked in the covered countries for the given month.

Purchased data packages has a validity period of 30 days from the purchase date. Unused data from both the data package included and additional data packages purchased are not transferred to the next month.

When calculating the customer's usage of a data package, the usage is calculated per commenced 100 kB per data connection.

TDC will send a text message when the customer has used 80% of a data package, and when the data package has been used up. TDC cannot be held liable for any delayed forwarding or non-forwarding of these messages.

When purchasing additional data packages, the usage limit for data roaming, see Clause 6.A of the Subscription Terms for TDC's Mobile Services, is replaced by a usage limit corresponding to the price for an additional data package; however, only for the customer's data roaming usage in the countries covered. The usage limit (price per data package) is stated in TDC's price list.

'Travel Package in 13 Countries' only includes usage in the countries covered, see Clause 13. In other countries, the customer has access to mobile data usage at the list price ('TDC Business International' prices, see Clause 12), and such usage is charged separately.

Data packages used abroad do not include usage via maritime telecom operators (on ships), and such usage is therefore charged separately.

Clause 6.A of the Subscription Terms for TDC's Mobile Services also applies.

**14. TDC World North (roaming at reduced per-minute rates)**

Against payment, the customer may choose the TDC World North module, which gives the customer access to making and receiving international calls (roaming) in the USA and Canada at reduced per-minute rates in accordance with a special price plan.

The customer's roaming usage is calculated and charged as specified in Clause 3 of the Subscription Terms for TDC's Mobile Services.

**15. TDC World East (roaming at reduced per-minute rates)**

Against payment, the customer may choose the TDC World East module, which gives the customer access to making and receiving international calls (roaming) in the 'World 1' zone at reduced per-minute rates in accordance with a special price plan. The 'World 1' zone covers the following eight countries: Hong Kong, India, Japan, China, Libya, Malaysia, Singapore and Thailand.

The customer's roaming usage is calculated and charged as specified in Clause 3 of the Subscription Terms for TDC's Mobile Services.

**16. TDC World Central (roaming at reduced per-minute rates)**

Against payment, the customer may choose the TDC World Central module, which gives the customer access to making and receiving international calls (roaming) in the 'World 2' and Russia zones at reduced per-minute rates in accordance with a special price plan. The 'World 2' zone covers the following 12 countries: Australia, Bahrain, United Arab Emirates, Pakistan, Saudi Arabia, South Africa, Taiwan, Vietnam, New Zealand, Kuwait, Oman and Tunisia.

The customer's roaming usage is calculated and charged as specified in Clause 3 of the Subscription Terms for TDC's Mobile Services.