

Customer information – responsible company			
Customer/Company name:			
Org. no:	Unit/department:	Other reference:	
Address:		Postcode:	City:
Invoice address: <input type="checkbox"/> Same as above If multiple invoices addresses, specify in appendix "Customer specific terms".		Postcode:	City:
Contact person invoice:	Tel:	E-mail:	
Contact person agreement:	Tel:	E-mail:	
Contact person responsible for mobile phones:	Tel:	E-mail:	
Customer magazine and news mail (other than contact persons listed above)			
E-mail:	E-mail:	E-mail:	

Invoice form				
<input checked="" type="checkbox"/> eInvoice Business (standard – the customer will not receive a paper invoice)	<input type="checkbox"/> Paper invoice (invoice fee)	<input type="checkbox"/> Call specification	<input type="checkbox"/> Individual invoice	<input type="checkbox"/> Collective invoice

Distributor information		
Distributor:	Distributor code:	
Seller:	Tel:	E-mail:
Distributor's authorization (to be filled in if relevant)		
The Customer authorizes the distributor to manage the Customer's services under the agreement, including following:		
<input type="checkbox"/> Activate new subscriptions <input type="checkbox"/> Upgrading existing subscriptions <input type="checkbox"/> Other _____		
The Customer is informed and accepts that upgrading and activating new subscriptions may imply that minimum agreement periods apply for such subscriptions.		

Porting date and agreement term (cf. Agreement clause 2)		
Porting date (start-up of services):	Agreement term: <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> 4 years <input type="checkbox"/> 5 years	Option <input type="checkbox"/> Cf. appendix

Telia products and services			
Number of subscriptions:	<input type="checkbox"/> Telia Business*	<input type="checkbox"/> Telia Click*	<input type="checkbox"/> Telia Agreed price*
Solution: Telia Bedriftsnett <input type="checkbox"/> Number of Users	Mobile Conference <input type="checkbox"/> Number of Users	SIP-Trunk <input type="checkbox"/>	IP-telefoni <input type="checkbox"/>
Additional services: Mobile Voice Recorder <input type="checkbox"/> Telia Open API <input type="checkbox"/> Other _____			
If the agreement includes the additional services Telia Mobile Voice Recorder or Telia Open API, or if such services are later included, specific terms apply, available on <a href="http://www.telia.no/bedrift">www.telia.no/bedrift</a>			
*may not be combined, (e.g subscriptions with Telia Business and subscriptions with Telia Click)			

Agreement information	
<input type="checkbox"/> Group/chain/business organization agreement:	Number of appendices: <input checked="" type="checkbox"/> Appendix A Prices <input type="checkbox"/> Customer specific terms <input type="checkbox"/> Services catalogue <input type="checkbox"/> Other appendices

Additional information:
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The undersigned on behalf of the Customer confirms being authorized to legally commit the Customer by entering into this Agreement and to order the above specified, and confirms on behalf of the Customer having been given access to, and having read, understood and accepted all Agreement documents. The terms and conditions of the Agreement will also be available on [www.telia.no/bedrift](http://www.telia.no/bedrift)

Place/date

Place/date

Name in block letters  
ForName in block letters  
For **Telia Norge AS**Name in block letters  
For **Telia Norge AS**

# Telia Business Agreement

Version 14 – Valid from May 2018

## Telia Business Agreement – General terms

### 1. Agreement

This business agreement with appurtenant appendices (the "Agreement") is entered into between the business customer (the "Customer") and Telia Norge AS, offering mobile communication services under the brand "Telia" (Telia). The Customer and Telia will hereinafter be referred to as the Parties.

This Agreement comprises the conditions that apply for Telia's delivery of communication services and the Customer's use thereof, such as telephone services, data communication services or other services (Services) which Telia provides to the Customer. The Agreement consists of these General terms applicable to all Telia's Services and the Additional terms applicable to the Services used by the Customer covered by such.

In this Agreement, a User means anyone being authorized by the Customer to use the Services made available to the Customer under the Agreement. The Customer is responsible for User being compliant with the conditions of the Agreement and for ensuring that the relevant conditions of this Agreement are known by User.

Telia will carry out a credit assessment of the Customer by obtaining information from various publicly available sources or credit rating agencies before entering into the Agreement. After activating the Agreement, Telia can set a credit limit for the Customer. In connection with this credit assessment, Telia can require the Customer to pay an advance or deposit, or pledge a guarantee or other form of security. If such security is not provided, Telia may choose to suspend the Services. Telia is entitled to limit the Customer's credit.

### 2. Duration and Termination

The agreement is entered into and is binding from date of signature. The Agreement thereafter applies from contracting and for the period stated on the first page of the Agreement from the time of the Customers' porting to Telia and start-up of the Services (Porting Date), however for a minimum period of two years.

Thereafter the Agreement will continue for new one-year periods under which the Agreement can be terminated by either Party upon 2 months prior written notice, counted from the 1st day of the month following the date of notice. Exception from the aforementioned will apply if the Parties have separately agreed on other terms or if further investments has been done by Telia. The Customer might also for some subscriptions be bound by a minimum subscription period exceeding the agreement term. This e.g. applies in such situations as described in Clause 12.12.

If the Parties have agreed that the Customer has an option to extend the agreement term and the Customer continues using the Services after expiration of prior agreement term, the Agreement is automatically extended according to the agreed subsequent optional period and terms.

The Agreement assumes that Telia in the contract period shall be the Customer's main supplier of communications services covered by the Agreement. The number of subscriptions under this Agreement shall be further stated on the Agreement's front page (Customer Portfolio). If the Agreement is terminated or if subscriptions in Customer Portfolio are terminated or transferred to another provider than Telia prior to expiry of the contract period/lock-in period, termination fee pursuant to Clause 12 will accrue.

Termination of the Agreement must be in writing and may be sent by e-mail to: [bedriftsavtalen@telia.no](mailto:bedriftsavtalen@telia.no)

### 3. Delivery of Services

The Services and the maintenance of the Services shall adhere to applicable law and regulations and relevant commonly accepted standards. Telia shall deliver each of the Services at a quality level reasonably expected by the Customer.

Due to the structure of the communications network, geographical conditions or other external conditions, some Services and equipment cannot be used everywhere in the communications network. This shall not be regarded as defective Services.

Telia does not guarantee that the Customer's use of the Services will be uninterrupted, that all calls are put through or that no other transmission obstacles or problems will occur.

Telia exercises no control over the content that is transmitted or received by means of the Services. Telia disclaims all and any liability related to the content transmitted, received or otherwise made accessible to the Customer by the Services under this Agreement. Telia is entitled to make any

adjustments to content which are required in order for the Customer to send and receive information.

Telia is not responsible for the effect that communication equipment or terminals used in Telia's mobile network might have on other electronic equipment or the User's physical or biological health.

In order to gain access to the Services, the Customer is given user-rights to a telephone number, password, SIM-card, IP-address or the like (Identification Data) that are linked to the use of the Services that the Customer has ordered under this Agreement.

The Customer hereby accepts that if an external Identification Data cannot be transferred to Telia by reasonable means, the Customer shall receive a random Telia Identifier corresponding with the Services ordered. Telia is entitled to change the Identification Data at all times if such change is necessary due to governmental regulation, technical, operational or other special circumstances.

The beneficial right to a telephone number for Customer and User shall be as follows:

- If User has registered a phone number under Customer's Agreement, the User has a right to demand such number being transferred, for instance in connection with termination of an employment relationship with Customer.
- If Customer has registered a telephone number in Customer's name, the telephone number will remain with the Customer. This applies even if the telephone number has been used by the User.

The above is not applicable if the Customer and User have signed a written agreement regarding transfer of phone number, or other circumstances, such as governmental decisions, rulings, etc. apply.

### 4. The Customer's obligations

The Customer may only use the Services for the purpose and to the extent specified in the Agreement.

The Customer shall possess and be responsible for any equipment necessary for the Customer's use of the Services and undertakes to comply with applicable rules and regulations and practices regarding use of the communications equipment and Services, e.g. the provisions of the Ecom Act section 2-5 regarding restrictions on use threatening to health, security and public order or represents risk of sabotage against the network or service. Upon request by Telia, the Customer undertakes to immediately disconnect any equipment causing disruption in Telia's network or in the Services, The Customer shall, at no expense to Telia, provide access to the Customer's premises and shall otherwise use its best efforts to assist Telia to the extent necessary for Telia's provision of the Services.

The Customer undertakes to indemnify Telia against any and all claims from third parties caused by the Customer's use of the Services.

The Customer is responsible for the Identification Data and for such being stored and used in such a way that unauthorized parties do not gain access to them. This does not apply to the actual telephone number. Upon suspicion that the Identification Data have gone astray, the Customer undertakes to immediately inform Telia's Business Customer Centre on telephone number 05051 (from abroad: +47 924 05051) in order to prevent any misuse of the Services. The Customer is responsible for any and all misuse until the theft/loss is reported to Telia's Business Customer Centre. After a request for blocking the subscription has been given, the Customer will only be responsible for misuse if the Customer made such misuse possible by a gross negligent or intentional act.

The Customer is responsible for paying for and for the use of the Services supplied by Telia under this Agreement. This responsibility also applies to the use of the Customer's subscription by others, including unauthorised use.

The Customer undertakes to keep Telia continuously informed of the Customer's contact persons and Users associated with this Agreement.

The Customer undertakes to notify Telia in writing of any change of address by e-mail to [b2bcustomerservice@telia.no](mailto:b2bcustomerservice@telia.no), or by ordinary mail to Telia AS, Att.: KS Bedrift, P.O. Box 4444 Nydalen, N-0403 Oslo, Norway.

### 5. Customer Placed Equipment

"Customer Placed Equipment" means equipment (including software) provided by Telia to the Customer and which is placed at the Customer's premises for the performance of the Service.

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The Customer may use Customer Placed Equipment only for the purpose and to the extent set forth in the Agreement. The Customer shall bear the risk of damage to, or loss of Customer Placed Equipment from the date upon which the Customer Placed Equipment is delivered to the Customer at the agreed delivery address. Customer Placed Equipment, which is stationary, may not be moved from the location at which it has been installed without Telia's written consent.

Title to Customer Placed Equipment shall remain vested in Telia and the Customer shall not be entitled to sell, pledge, lease, or lend, or otherwise dispose of such Equipment without Telia's prior written consent. Nor may the Customer, without Telia's written consent, repair, perform service on, make additions or modifications to, or remove parts or markings regarding the ownership of Customer Placed Equipment.

Upon termination of the Agreement, Telia shall be entitled to remove the Customer Placed Equipment. In such context, the Customer shall provide Telia with reasonable assistance and, subject to reasonable prior notice, grant Telia access to the premises where the Customer Placed Equipment has been installed for dismantling and removal.

## 6. Conditions of payment

The Customer shall pay for the use of the Services in accordance with the at all times applicable price list, which is available on <https://telia.no>. Any special prices and discounts are stated in Appendix A. Telia is entitled to charge the Customer for the services of other suppliers and service providers when the Customer has used these and this is agreed with the supplier or service provider. Telia is not responsible for any insufficient fulfilment of such services from other suppliers and service providers.

When a credit limit is exceeded, the Customer shall either pay the surplus amount or deposit satisfactory security.

Prices, discounts and the like that are granted to the Customer in connection with membership in a business organization or similar, will not be available when such membership ceases, irrespective of the reason for this.

The use of Telia's Services is invoiced on a monthly basis. Payment terms are 30 days from invoice date.

If an invoice is disputed, the Customer shall, within a reasonable period of time, report this to Telia's Business Customer Centre - on tel. +47 05051. If notification is not given within reasonable time, the Customer loses the right to dispute the invoice. Undisputed sums shall be paid before the agreed due date.

In case of late payment, Telia will charge the Customer a reminder fee and late payment interest will be calculated in accordance with the Norwegian Act on Late Payment Interest etc. of 17th December 1976, no.100 together with any costs connected with the collection of such outstanding payment.

If payment is not received within 14 days after due date, Telia is entitled to retain its Services, disconnect or similarly prevent the Customer from using the Services. Non-payment 30 days after due date will be regarded as a material breach of the Agreement.

## 7. Using the Services abroad

The Customer's use of foreign communication networks is subject to the legislation and regulations, terms and rates etc. that apply to the individual service provider's network. When using the Services abroad, Telia will charge the Customer for such use on behalf of the Foreign Service provider.

Use of the subscriptions abroad, including but not limited to use of data, may, depending on the country and subscription concerned, be subject to separate charges. The Customer must examine the applicable prices on <https://telia.no/bedrift> for the country in which the Customer will use the subscription.

## 8. Faults and force majeure

If the Customer is unable to use the agreed Services, and the reason for this is within Telia's area of responsibility, the fault must be reported to Telia's Business Customer Centre on tel. +47 05051.

For faults attributable to the Customer or someone for whom the Customer is responsible, Telia may claim costs in connection with fault diagnosis, troubleshooting etc. from the Customer.

Telia will as soon as possible after becoming aware of a Service fault or deficiency implement measures to correct such.

If a Party's fulfilment of the Agreement is hindered as a result of a situation which is regarded as force majeure under Norwegian law (actions by

authorities, labour conflicts, sabotage, extreme weather conditions, fire, large scale accidents etc.), the Parties' obligations will be suspended for as long as such a situation prevails.

## 9. Breach

If a Party is in breach of the Agreement and this is not remedied within 30 days after receiving written notice thereof from the other Party, the Party affected by such breach may terminate the Agreement.

In the event of material breach of the Agreement by a Party, the other Party may terminate the Agreement with immediate effect.

Material breach of contract shall be deemed to exist, inter alia in case of any of the events or omissions as referred to in Clauses 10 and 12, last paragraph.

## 10. Termination

Telia is entitled to suspend or reduce the speed of the Services to Customer/User if Telia suspects any improper use, e.g. when the Customer/User:

- uses the Services in defiance of the terms of this Agreement, legislation, authority rulings, legal judgments etc.
- misuses or creates disturbances in the communications network or Service, e.g. to mass communication (spam), or by creating a threat against health and safety etc.
- infringes rights of a third party, e.g. by using web spiders
- uses the Services in a manner taking excessive capacity in the network, e.g. through spidering for illegal purposes
- contravenes good practice and damages Telia's reputation
- resells, leases capacity, or otherwise offers the Services to a third party, e.g. by establishing IP telephony solutions based on the Services
- connects, changes, encroaches on or adds to the equipment, including its configuration without Telia's prior written consent
- causes loss or damage to a third party or Telia
- supplies incorrect or incomplete Customer information
- is in default of payment obligations under the Agreement. If the Customer has a collective invoice for the provision of several Services, suspension could include all Services

Before the Service is suspended, the Customer will if possible be notified in advance and be given the opportunity to respond and to rectify the matter.

When suspending a subscription in accordance with the terms of the Agreement, the Customer will lose the right to the Identification Data.

3 months after suspension or termination, Telia is entitled to allocate the Identification Data to another customer.

## 11. Compensation

The Parties are liable for direct loss caused by negligence. Direct loss means necessary, documented costs and extra expenses which are incurred as a result of the other Party's negligence. In no event will any Party be liable for indirect loss. Indirect loss includes but is not limited to loss of earnings, loss as a result of reduced or ceased production or income, loss of goodwill, loss as a result of an agreement with a third party ending or not being properly fulfilled, loss of data, reduced quality or availability, or that the Service cannot be used as intended.

Under no circumstances shall Telia be liable to the Customer if a fault can be traced back to conditions or actions caused by the Customer or a third party, e.g. network failure in another communication network.

Telia is not responsible for faults, loss or costs incurred by the Customer as a result of the Customer's acquisition of services from another supplier or service provider.

A Party's total annual liability under this Agreement shall be limited to one month's average invoiced amount for the Customer. Average invoiced amount shall be calculated on the basis of the average monthly amount invoiced the Customer the last 3 months excluding VAT.

## 12. Minimum agreement periods for the Customer Portfolio and individual subscriptions

Upon termination of the Agreement or subscriptions in the Customer Portfolio, including but not limited to transfer of number (porting) to another service provider prior to expiry of the agreement term, cf. Clause 2, or the expiry of the minimum agreement period/lock-in period according to this Clause 12, the Customer undertakes to pay an early termination fee of NOK

# Telia Business Agreement

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3,000 excl. VAT for each such early terminated subscription. Termination fee due to breach of contract period will not accrue if the Agreement has been prolonged after expiry of the original contract period, cf. Clause 2, and if the parties have not agreed upon specific terms or if no further investments have been made by Telia. Under such circumstances the Agreement could be terminated upon sixty days prior written notice. In the case of porting before expiration of the sixty days period, Telia may call for compensation for loss of income that is stipulated on the basis of 2/12 average invoiced sales for the past twelve months of the contractual relationship.

Where Telia has subsidized the Customer by paying/covering the Customer's expenses for early termination fee or similar to another service provider formerly used by the Customer, a minimum agreement period of 24 months applies. Upon early termination, i.e. termination of the Agreement prior to expiry of such period, the Customer shall pay an early termination fee to Telia equivalent to such amounts paid/covered by Telia. Such minimum agreement period shall be independent of any other minimum subscription periods according to this Clause 12.

Subscriptions with monthly deductions from the invoice, and subscriptions including subsidized terminals/equipment and/or terminals for which a monthly fee is charged are subject to a lock-in period for a further agreed/stated period, however always for a minimum period of 24 months independent of Clause 2. In the event of early termination prior to expiry of the applicable lock-in period, the Customer will for subscriptions including terminals for which a monthly fee is charged, be charged the remaining monthly amounts for the terminal in accordance with the relevant lock-in period, in addition to the early termination fees as described above. In the event of upgrading of such subscription with terminal before expiry of the applicable lock-in period, the Customer will be charged the monthly amounts for the terminal for the remaining part of the lock-in period. Such upgraded subscription with terminal will be subject to a new lock-in period.

There are also other subscriptions subject to minimum agreement periods independent of the agreement term according to Clause 2, where the individual subscription is subject to a further agreed/stated lock-in period.

In cases of equipment subsidizing connected to a single subscription for MobilBredbånd, a lock-in period of 12, 24 or 36 months will apply pursuant to specific agreement at the time of ordering, and irrespective of the Clause 2 of the Agreement. Termination of the subscription before expiration of the lock-in period will result in a termination fee of NOK 2000 excl. VAT for subscriptions with a 12 months lock-in period, and NOK 3000 excl. VAT for subscriptions with a 24 or 36 months lock-in period.

If the Service is suspended during the applicable lock-in period, the lock-in period will be extended correspondingly. Maximum suspension period is 6 months.

Any attempt during the applicable lock-in period to circumvent or to unlock subsidized terminals/equipment with technical protection system (operator lock) is considered to be a material breach of the Agreement.

### 13. Assignment

The Customer may assign the Company's rights and obligations under this Agreement to another legal entity provided that Telia has given prior written consent. Telia is entitled to assign its rights and obligations under this Agreement without the Customer's consent.

### 14. Data protection and Customer Information

The Parties' processing of personal data under the agreement shall comply with applicable data protection laws and regulations.

The Parties agree that Telia shall be considered as the data controller for all processing conducted as a public electronic communication network and service provider (pursuant to the ePrivacy directive), including processing of electronic communications data for the purpose of transmission of electronic communication, fault detection, fraud prevention and billing, as well as other specific legal obligations to which Telia is a subject due to its role as an electronic communication network and service provider. Any disclosure or transfer of related personal data between the Parties shall be regarded as controller-to-controller transfers, and each Party shall comply with their individual obligations as a data controller under applicable data protection laws.

The Parties furthermore agree that Telia acts as a data processor for any processing personal data on behalf of the Customer as a data controller according to applicable data protection laws and regulations, such as for value added services. Telia's processing as a data processor is subject to Telia's data processing agreement, unless otherwise agreed in writing

between the Parties. The data processing agreement is available here: <https://telia.no/bedrift/dpa>.

The Customer shall provide data that Telia requires to provide the Service upon request. The Customer is responsible for ensuring that the data is correct and up to date, and that the Customer has the right to provide Telia with such data.

Telia allocates to the Customer subscription number, IP address, password and other codes, ("Identification Data") that are necessary for using the Service. Telia may change the Identification Data for technical, operational, or other specific reasons, or due to regulations or decisions issued by public authorities. The Customer shall be notified of such amendments in due time. The Customer shall have no rights to Identification Data whatsoever after the termination of the Agreement, unless otherwise agreed in writing between the Parties, or prescribed by law.

Telia may process data for direct marketing purposes in compliance with the Norwegian marketing act § 15. The Customer and/or User may object to such processing and exercise other data protection rights at Telia's privacy portal <https://telia.no/personvern>.

For more information about Telias processing of personal data, see <https://telia.no/personvernpolicy> (in Norwegian only).

### 15. Confidentiality

Each Party undertakes not to disclose to any third party Confidential Information which a Party receives or has received from the other Party. "Confidential Information" means, in addition to the content of the Agreement specifically agreed between the Parties, all information regarding a Party or its business which can be deemed to be of a confidential nature, with the exception of: a) information which is in or is placed into the public domain in a manner otherwise than a result of a breach of the provisions of the Agreement, or; b) information which a Party can demonstrate was already known to such Party prior to the receipt thereof from the other Party, or; c) information which a Party has received or will receive from a third party which is not bound by a duty of confidentiality in relation to such Party. Confidential Information may only be used for the purpose that was envisaged upon disclosure.

The provisions stated above shall not prevent a Party from disclosing Confidential Information where such is required by law or by a decision of a court or public authority, or part of payment collection measures, insurance claims, approved sub-processors according to the data protection agreement etc. The supplying of information to third parties can otherwise not take place without the Customer's consent.

Telia may also share Confidential Information with its holding companies, group companies and shareholders, (e.g. Telia Finans), and may also use such information to inform the Customer about Telia's services in Norway.

The Customer consents to Telia using all means of communication in its correspondence with the Customer, including electronic communication (SMS, MMS, e-mail etc.) in order to provide information about and/or to market its range of Services, cf. the Marketing Practices Act section 15.

The Customer may choose not receiving marketing information, having its customer details disclosed to the directory enquiries services and not having information disclosed to third party suppliers in connection with ordering of localization or other services by contacting Telia's Business Customer Centre on tel. +47 05051.

The Customer is entitled to inspect the information held about him/her and can require such information to be corrected, supplemented or deleted.

The Customer undertakes to obtain the User's consent to Telia handling information about the User in the same manner as information about the Customer in accordance with this Clause. Such consent from the User shall also include the right to pass on information about the User to the Customer, and delivery of data from Telia to a third party upon User's orders of Services that are conditional upon delivery of such information from Telia.

### 16. Temporary suspension

Telia is if necessary entitled temporarily to suspend supplying the Services due to technical, operational or maintenance-related matters, authority rulings or license-related matters or in other special situations. Such temporary suspensions will not entitle the Customer to claim compensation or other reimbursement, and Telia will not be responsible for the interruption of calls or other inconvenience this might cause the Customer.



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## 17. Intellectual Property Rights

The Agreement shall not entail that any copyright or other intellectual property rights are assigned to the Customer. All rights concerning the Services belong to or are licensed by Telia. The use of software that is included in the Service may be subject to separate license terms and conditions.

Except for the right to use the Services specifically granted to the Customer under the Agreement, the Customer holds no other rights to the Services, and all rights, including all rights of ownership and any interest in the Services is reserved by Telia or any license holder subject to agreement with Telia.

## 18. Changes to conditions and Services

Telia is entitled to change the Services, prices and conditions giving 30 days' notice. Such changes will not entitle the Customer to terminate the Agreement. Notice is not required for changes that benefit the Customer, are of no importance to the Customer or are outside Telia's control, such as authority rulings etc. The Customer will be responsible for any costs for adaptations or the like that the Customer may undertake as a result of Telia's changes.

## 19. Disputes and legal jurisdiction

The Agreement and the Parties' rights and obligations hereto shall be governed by Norwegian law.

The Parties shall seek to resolve any disputes amicably. If a dispute cannot be resolved through negotiation, either of the Parties may bring the dispute before the ordinary courts. Oslo City Court is accepted as the applicable legal venue.

## Telia Business Agreement – Additional terms

### 20. Subscriptions including voice minutes and SMS

Subscriptions including a number of voice minutes and SMS per monthly invoice period will be charged for usage exceeding included allowance according to the current prices on <https://telia.no/bedrift> For the subscriptions Telia Business Fri, X-Small, Small, Medium, Large and X-Large an upper limit of maximum 20 000 voice minutes and 20 000 SMS per monthly invoice period applies.

For use of the subscription abroad, separate charges will apply, except for included Nordic voice minutes according to Clause 28 (Nordic Calls), and use of Roam Like at Home as described in Clause 29. Special numbers and short numbers are not included.

### 21. Free internal calls

Some subscriptions include free internal calls, i.e. calls from mobile to mobile within Norway between Users within the same company, both holding a Telia subscription. Mobile calls within the "Nordic" countries (as set forth in clause 28) will be charged from Nordic voice minutes included in the subscription if User's subscription include the additional service Nordic Calls. If the subscriber has the service Roam Like Home in the "Nordic" countries, clause 28 applies.

### 22. Subscriptions including data allowance/Mobile broadband/Surf packages

Some subscriptions include a specific data allowance (stated in MB/GB) per monthly invoice period. When the included data allowance is consumed, (uploading and downloading) the User is offered to buy extra data packages per SMS.

Users of "Telia Business" subscriptions will automatically receive extra data packages up to a new maximum limit when the included data allowance is consumed. User will be alerted by SMS when respectively 80% and 100% of the included data allowance is consumed, and will when the total included data allowance is consumed automatically receive a new data package. User will thereafter receive new alerts and new data packages when included allowance in the extra data package is consumed up to a final monthly maximum limit.

Mobil broadband subscriptions can only be used in Norway.

Extra data packages (purchased automatically or per SMS) are charged according to the current prices on <https://telia.no/bedrift> Unused data allowance is not transferred to the next month.

For subscriptions with no data allowance included, data is offered at the current prices for the relevant type of subscription.

The following monthly maximum limits apply:

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Subscription	Maximum monthly data consumption
Telia Business Variabel	0,5 GB
Telia Business Fri	1 GB
Telia Business X-Small	20 GB
Telia Business Small	20 GB
Telia Business Medium	20 GB
Telia Business Large	50 GB
Telia Business XL 20	75 GB
Telia Business XL 40	100 GB
Telia Business XL 60	105 GB

The transmission speed will be reduced to a maximum of 120 kb/s when the included data allowance is consumed. The reduced transmission speed will last for the remaining part of the current period, and will automatically be adjusted to normal speed upon commencement of a new period. For Customer's invoiced quarterly the speed will be adjusted monthly on the invoicing date for the quarterly invoice.

The speed may vary due to the type of subscription and/or terminal, coverage ratio, signal strength, distance to sender, how many people that use the same base station as well as which period of time it is during a day. More information about speed, and expected speed on <https://telia.no/bedrift>

Specialized services are services where Telia guarantees a certain level of quality and will be prioritized in the available network capacity before other data traffic. 4G speed / VoLTE is an example of a specialized service. The customer can choose whether to use the specialized service or not. More information on <https://telia.no/hastighet#trafikstyring>

For information on data allowance included in the various types of subscriptions, see <https://telia.no/bedrift>

### 23. Telia Bedriftsnett and IP-telephony

Telia Bedriftsnett is a cloud-based telephony solution for mobile- and IP telephony including a web-based switchboard solution.

The Customer is the data controller for the processing of personal data in the Telia Bedriftsnett and for IP-telephony, according to the Norwegian personal data act. As such, the Customer has an obligation to obtain necessary consents from its employees for the processing of electronic communications data in the solution. The Customer shall also provide employees with appropriate information about the processing and accessibility of data, including what specific information the administrators or other users of Telia Bedriftsnett may have access to as part of the solution.

Telia will process personal data in Telia Bedriftsnett and for IP-telephony as a data processor on behalf of the Customer, subject to our general terms and/or as agreed otherwise.

Telia's internal and external distributors will have access to establish and administer Telia Bedriftsnett and IP-telephony for the Customer.

Users of Telia Bedriftsnett and IP-telephony must have a connection to either Telia's mobile network, Wi-Fi or fixed Internet. The Customer is responsible for ensuring adequate Wi-Fi coverage and capacity on fixed Internet in areas with insufficient mobile network coverage.

The «Telia One Number» service enables Users to receive and make outgoing calls to/from several units with the same phone number. Access to this service requires that each User has Telia IP-telephony, or that the Customer has Telia SIP-trunk with Telia Bedriftsnett for each User.

### 24. Telia SIP-Trunk

Telia SIP-Trunk is a service that provides the Customer access to the public electronic communications network via the Internet based on the SIP-protocol. In order for Telia to be able to deliver the SIP-Trunk service the Customer must have its own IP-telephony infrastructure or PABX, and in addition be connected to the Internet. The Customer is solely responsible for having sufficient Internet capacity in order to use the SIP-Trunk service.

### 25. Rectification of faults etc.

The Customer is responsible for configuration, testing or fault detection on its technical set up in the PABX. The Customer is also responsible for configuration, testing fault detection in other network elements such as but not limited to firewalls, routers and switches that forms part of the Customer's own network or a Customer sub-contractors network.

Countersignature \_\_\_\_\_ / \_\_\_\_\_

# Telia Business Agreement

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For IP-telephony and SIP-Trunk, the Customer is responsible for maintenance and rectification of defects on its internal electronic communications systems as well as equipment connected to the such a network. If the Customer wishes to engage Telia for such maintenance and rectification work this must be compensated separately.

### 26. Telia Telemetri

Telia is entitled to deny access to the Service if the Customer does not conform to the guidelines set by Telia for the technical specifications of the equipment or applications.

### 27. Mobile Electronic ID (e.g. BankID)

Mobile Electronic ID is a personal, electronic solution for secure identification and signing, where the security elements are stored on the mobile phone's SIM-card. To access the Service, the Customer must enter into an agreement with the ID-issuer on the issuer's current conditions. For more information, the Customer must contact the individual issuer. For BankID the Customer must contact its bank, see also [www.bankid.no](http://www.bankid.no) or the websites of the Customer's own bank.

The Customer shall handle all PIN- and security codes properly and securely, cf. Clause 4. Faults and problems concerning Mobile Electronic ID shall be reported to the issuer. For BankID the Customer must contact the bank having issued the BankID to the Customer.

Costs for use of Mobile Electronic ID are according to the at all times applicable price lists, available on [Telia.no](http://Telia.no) and/or the issuer's websites.

Upon change of SIM-card, the Customer must register all electronic ID's on the mobile phone again.

### 28. Nordic Calls (Ring uten tillegg i Norden)

"Nordic Calls" includes a number of voice minutes within the "Nordic" countries per monthly invoice period. Voice minutes outside the "Nordic" countries will be charged according to the current prices.

The countries included in the "Nordic" is relative and depends on whether the service is combined with the service 'Roam Like Home ', cf. section 28, and is described in detail on [www.telia.no/bedrift/tjeneste/ring-uten-tillegg-i-norden](http://www.telia.no/bedrift/tjeneste/ring-uten-tillegg-i-norden).

Included voice minutes may be used for calls from Norway to the "Nordic" countries, from a "Nordic" country to Norway, local calls within a "Nordic" country, or from a "Nordic" country to another "Nordic" country. Nordic Calls includes only voice minutes and not SMS, data or MMS, which will be charged according to the current prices abroad. Usage exceeding included number of voice minutes will be charged according to the current prices on <https://telia.no/bedrift>.

Calls to special numbers, premium rate number, short numbers and calls from ferry in Nordic waters, forwarding calls and transfer of calls from Telia Telia Bedriftsnett are not included in Nordic Calls.

### 29. Roam Like Home in EU, EEA and Switzerland

Included in the subscriptions in portfolios "Telia Business" X-Small, Small, Medium, Large and X-large, and "Telia Smart Business" Medium, Large and X-large.

Includes EU, EEA and Switzerland (Azores, Belgium, Bulgaria, Ceuta, Denmark, United Kingdom, Estonia, Finland, France, French Guiana, Gibraltar, Guadalupe, Saint-Martin, Greece, Ireland, Iceland (EEA), Italy, Croatia, Cyprus, Latvia, Liechtenstein (EEA), Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Netherlands, Northern Ireland, Poland, Portugal, Réunion, Romania, Scotland, Slovakia, Slovenia, Spain, Canary Islands, Switzerland, Sweden, Czech Republik, Germany, Hungary, Wales, Austria, Aland Islands.)

With Roam Like Home in EU, EEA and Switzerland (hereinafter referred to as the EUZone), the Customer may consume included data in the EUZone without extra charge. The Customer may also consume included voice minutes and SMS for traffic from the EUZone to Norway and within the EUZone without extra charge. The Customer may also receive calls and SMS in the EUZone without any charges.

Calls and sms's to special numbers and premium rate numbers, calls from/to ferries/ships/airplanes/satellite phones, forwarding calls, transfer of calls from Telia Bedriftsnett and calls from Norway to the EUZone are not included.

Roam Like Home in the EUZone requires that the Customer has a Norwegian organization number and registered office in Norway and the subscriptions shall, on average, be used in Norway at least 45 of the last 90 days.

The conditions for Roam Like Home in EU, EEA and Switzerland may be amended to ensure consistency with the EU regulation fair use policy.

### 30. Voice and SMS to EU

"Voice and SMS to EU" includes a number of voice minutes and sms's to EU, EEA and Switzerland.

Usage exceeding included number of voice minutes and sms's, calls and sms's to special and premium rate numbers, calls from/to ferries/ships/airplanes/satellite phones, and forwarding calls will be charged according to the current prices on <https://telia.no/bedrift>.

### 31. Telia Click

Telia Click subscriptions may be ordered at web. Section 2 about lock-in period and section 12 about termination fees are not applicable for Telia Click subscriptions.

Purchase of Telia Click subscriptions may be combined with purchase of terminal with monthly pay-off without interest, over a 12 or 24 months period.

If the Customer terminates the Agreement or single Telia Click subscriptions, Telia may invoice the remaining purchase price for terminals that have been purchased together with Telia Click subscriptions.

The terminal(s) is (are) encumbered as security for the purchase price until the full purchase price has been paid. In this period, the Customer shall not sell, mortgage, rent or lend the terminal(s).

Telia Click subscriptions allow to transfer unused data to the next month. This applies only for unused data in the current month. It is not possible to cumulate and transfer unused data during from several months.