

Subscription terms and conditions for Business Customers – February 2023

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The subscription terms and conditions determine the terms and conditions of the contract between the Company as the Business Customer and Hi3G Denmark ApS, known under the trademark 3, and in the following referred to as “we”, “us” or “our”. If you have any questions, please contact our Customer Service team on +45 70 313 000. Calls to our Customer Service team from a 3 subscription are free of charge. All prices are stated on [3.dk](#).

1. Subscription contract

- 1.1 Hereinafter, the subscription contract will be referred to as the “Contract”.
- 1.2 No rights or obligations under the Contract or parts thereof may be assigned to a third party without our written consent. If a mobile, modem and/or accessories (hereinafter referred to as “equipment”) are loaned to a third party, the Company continues to be liable for their use (also see Section 12 on assignment).
- 1.3 The Contract consists of:
 - a. the corporate agreement (containing one or more subscription forms signed by an authorised person from your company, organisation or authority)
 - b. the price list
 - c. the subscription terms and conditions – Business (this text)
 - d. any authorisations for number transfers (available at [3.dk/nummer](#)). In case of a discrepancy in the above terms and conditions, A takes precedence over B and so on.
- 1.4 **Where the Company is of a size that means it is classified as a micro-enterprise, small company, or a non-profit organisation as defined in § 12-14, nos. 1887 of Executive Order no. 8 of 2020 December 2020 on the rights of end users in the telecommunications sector (hereinafter the Executive Order on end-user rights), by signing the agreement the Company accepts to waive its rights that follow from the following provisions herein:**
 - a) **§ 4, para. 1 – the Company does not receive all the information stated in appendices 1 and 2 of the Executive Order and in Act no. 1457 of 17 December 2013 on consumer agreements.**
 - b) **§ 4, para. 2 – the Company is not provided with a contract summary.**
 - c) **§ 7, para. 4 – the Company’s fixed-term period can be longer than 24 months.**
 - d) **§ 10, para. 1 – in addition, the above provisions do not apply in cases where the Company’s agreement relates to a package of services or a package of services and terminal equipment.**
- 1.5 The Contract covers the relationship between the Company as a Business Customer and us. The Company bears the responsibility of the User being informed of and accepting both the Company’s policy regarding the use of our products and services and our terms and conditions for the Contract.

2. The Contract’s term of validity

- 2.1 The Contract is binding on the Company when the subscription form or corporate agreement is signed by a person authorised to sign for the Company, or when the 3 subscription is activated. In the case of distance selling, the Company is bound by the Contract when a person authorised to sign for the Company has accepted an offer from 3.
- 2.2 The Contract is binding on us once we have verified your information, approved your application to become a customer of ours, received the signed Contract and activated your SIM card and your services. The Contract will be binding on us within no more than ten business days of us having received the signed Contract, unless we have previously informed you that we cannot accept your application to become a customer of ours.
- 2.3 This Contract may be cancelled by both Parties with 90 days’ notice, with the exception of 3Split, where a 30-day notice period applies to both Parties. However, the Contract is irrevocable for the Company during the minimum contract term, as stated in the subscription form or corporate agreement, which means that the Company may cancel the Contract no earlier than the end of the minimum contract term by giving 90 days’ notice. For 3Split, the Contract can be cancelled no earlier than the end of the minimum contract term by giving 30 days’ notice. See also Section 22.

- 2.4 When entering into a contract, we are entitled to charge a set-up fee. The fee amount will be stated at [3.dk/prisliste](#), as well as in the price list that accompanies the terms and conditions.
- 2.5 Billing commences once the SIM card/eSIM is activated or inserted into a device. However, billing will always commence automatically no more than 180 days after the purchase of a subscription with a device, or 360 days after the purchase of a subscription without a device or with a device purchased via 3Afbetaling, unless otherwise agreed.
- 2.6 If a number transfer is selected at the time of setup, billing will commence on the chosen number transfer date.

3. Sales terms and conditions for 3Rammeaftale

- 3.1 The following Section 3 only applies to Business Customers who have entered into a 3Rammeaftale. The Company’s purchase of equipment is subject to 3’s sales terms and conditions applicable at the time of purchase. In the event of a discrepancy between the terms of these sales terms and conditions and the 3Rammeaftale entered into between you and us, the 3Rammeaftale shall take precedence.
- 3.2 The price for equipment is, unless otherwise agreed in writing, the price stated in 3’s current Business Price List. Prices are stated exclusive of VAT. Up until the order date, we may change prices as a result of changes to the supplier/manufacturer’s prices, customs tariffs, taxes, exchange rates and other factors beyond our control and influence, in relation to the price at the time of the quotation.
- 3.3 Unless otherwise stated in the 3Rammeaftale, payment must be made within 30 days of the invoice date. Payment is made only with full satisfaction for the Company by way of a direct transfer to a financial institution designated by us. We must notify you by separate letter with at least 14 days’ notice of any changes to the specified financial institution and/or account information.
The invoice shall be sent to the address specified by the Company in the 3Rammeaftale, unless otherwise agreed in writing. In the event of late payment, we are entitled to calculate interest in accordance with the applicable rules of the Danish Interest Act concerning default interest. If complaints are raised regarding defects or shortfalls in the delivery, the Company is still obligated to pay the purchase price for the part of the delivery which is not defective or deficient.
- 3.4 Any indication of a delivery date is approximate and, if we have not agreed otherwise, we will ensure the transport of the equipment to your address. The cost of transport is borne by us, and we will select the mode of transport and arrange for transport insurance of the equipment.
- 3.5 We retain ownership of the equipment until it has been paid for – see the 3Rammeaftale.
- 3.6 Unless otherwise stated in the 3Rammeaftale, the equipment comes with the guarantees provided to us by the manufacturer or supplier. We do not issue any guarantees for equipment beyond this.
- 3.7 It is the Company’s responsibility to check the equipment upon receipt for any defects or damage.

If upon inspection the equipment is found to be defective or damaged, the Company must raise a complaint in writing by post, fax or e-mail in accordance with the rules of the Danish Sale of Goods Act. We are not responsible for damage arising from the Company or its employees not having followed the guidelines in the user manual, other instructions included for the equipment, or other instructions provided by us relating to the equipment.

3a. Appointment of an administrator

- 3.1 The Company may choose one or more administrators who, in addition to the person responsible for the Contract at the Company, can administer the Company’s subscriptions with us.
- 3.2 An administrator has the following powers to:
 - a. Enter into new subscription contracts
 - b. Purchase hardware
 - c. Cancel subscriptions
 - d. Port numbers
 - e. Add and cancel add-on packages and one-time services

- f. Access the Company's 3Business self-service portal, as well as give others access to it
 - g. Access invoices, contracts and other documents
 - h. Make other changes, including change of number, subscription, SIM card, username(s), invoicing addresses and caller ID
- 3.3 In addition, the administrator has the option to appoint new administrators by notifying the Company's Account Manager or our Business Support team in writing.

4. Set-ups

Mobile number and SIM card

- 4.1 For each 3 subscription ordered under the Contract, the Company will receive a SIM card with the associated security codes and a mobile number. With the purchase of Mobilt Bredbånd, the Company receives a SIM card with the associated phone number, PIN code and PUK code. With the purchase of a Router, the Company receives a router and a SIM card with the associated phone number, PIN code and PUK code.
- 4.2 Once 3 has received the signed subscription form, it can take up to three business days before the Company is activated in 3's system. We will contact you by letter as soon as your 3DataCard has been activated. If you have not been contacted within a week, please contact our Customer Service team.
- 4.3 When the Company's 3 subscription is activated, you will have access to our services in accordance with the chosen 3 subscription. The SIM card can be activated only if the User is in Denmark. Note that it is not possible to make voice calls or use most content services with Mobilt Bredbånd and its associated SIM card.

5. Number transfer

5.1 Number transfer to 3

If you wish to move one or more numbers from another company to 3, a number transfer authorisation form must be completed and given to 3. This can be done either in connection with setting up a 3 subscription or at 3.dk/simkort.

The transfer can be done:

- a. as soon as possible regardless of the minimum contract term
- b. after the end of the minimum contract term and notice period
- c. on a specific date.

Note that numbers cannot be transferred on Saturdays, Sundays, public holidays, 01.05, 05.06, 24.12 or 31.12.

If the Company chooses to transfer the number(s) as soon as possible, 3 must have received a number transfer authorisation form from the Company no later than 15:30 on a business day in order to be able to guarantee that the number(s) will be transferred on the next working day.

If the Company chooses to transfer the number(s) after the end of the minimum contract term and notice period, the number(s) will be transferred on the next working day after the minimum contract term and notice period have ended with the telephone company that the Company is transferring from.

If the Company chooses to transfer the number(s) on a specific date, the number(s) will be transferred on this date, unless it is not a working day, in which case, the transfer will be the next working day after the specific date chosen. This means that if the Company chooses to transfer the number(s) as soon as possible or on a specific date within a minimum contract term or notice period, the Company does not need to wait for either the minimum contract term or the notice period to end with the old company. However, please note that in this case, during the transfer period the Company risks having to pay both the company they are transferring from and 3. The company that the Company is transferring from can choose to send a total final invoice as soon as the number(s) is/are transferred for payment of the whole of the remaining minimum contract term and notice period.

5.2 Number transfer from 3

If the Company wants to transfer one or more numbers from 3 to another company, the Company must contact the receiving company, which will then be responsible for the transfer.

If the Company wants to transfer within the minimum contract term or notice period, the Company will receive a total final invoice from 3 as soon as the number(s) are transferred. However, there may be further invoices for usage after the final invoice, as billing for services such as international calls take up to three months.

5.3 Compensation for incorrect number transfer

There can be mistakes related to the transfer of numbers, which means that the Company has the right to compensation. Claims for compensation must always be directed to the company to which the Company is intending to transfer its number(s). In the event of an incorrect number transfer, the Company can, however, choose to contact the ceding as well as the receiving company. If the Company has a claim that goes in its favour against 3, 3 will pay compensation in the form of a deduction from the Company's invoice.

If 3 is the recipient of the number(s), 3 must have received a request for compensation as soon as possible and no later than 30 days after the error has been rectified and the transfer has been correctly implemented. A request for compensation must be made by contacting the Customer Service team.

The Company has the right to compensation in the following cases:

- a. Incorrect number transfer – If one or more numbers have been transferred without the Company having requested it, the Company is entitled to a one-time payment.
- b. Delayed number transfer – If the agreed time for the number transfer is exceeded, the Company is entitled to a one-time payment, plus an extra payment for each subsequent calendar day, calculated as the total number of calendar days.
- c. Disconnected telephone connection – If in relation to a number transfer the Company is entirely without a phone connection for more than 24 hours, the Company is entitled to a one-time payment, plus an extra payment for each subsequent calendar day, calculated as the total number of calendar days.

The telephone connection is considered as fully established only once calls can be made to the networks of all Danish operators. If it is possible to make calls to some operators but not others, this is classed as a delayed number transfer. If no calls can be made to any operator, this is classed as a disconnected telephone connection.

6. SIM cards and codes

Safe storage of SIM card, PIN code and security codes

- 6.1 The SIM card must be kept in a safe place. A fee may be charged for a replacement SIM card.
- 6.2 The PIN code and security codes are personal and must be kept in a safe place. The PIN code and security codes must not be stored together with your mobile, equipment or SIM card.
- 6.3 If a User loses their SIM card or their SIM card is stolen (either separately or together with the equipment), the Customer Service team must be notified immediately so that we can block the card. If this does not happen, the Company is liable for any misuse. The Company will, as soon as possible, receive confirmation from us that we have blocked your SIM card, indicating the time of receipt of the notification thereof. Note that any usage up to the time of blocking must be paid for. In addition, we must be informed immediately if there is any suspicion that any unauthorised person has access to the PIN code or security codes.

7. Delivery dates

- 7.1 Delivery dates will depend on the product in question or the mobile or other equipment.

8. Processing of personal data and customer data

Contact details for the data controller and the data protection officer at 3.

- 8.1 In connection with the supply of the services and products purchased by the Company, Hi3G Denmark ApS, Fadet 4, DK-1799 Copenhagen V will process some of the personal data provided by the Company. The point of departure for the processing of personal data in connection with the supply

of services is that 3 is the data controller, as we are the party who decides the purposes and means with which the personal data will be processed. However, 3 will not act as the data controller in relation to a number of additional services and products which we offer our customers. In cases where 3 is not the data controller in relation to the use of e.g. add-on products, this will be stated directly in the terms and conditions that apply to the additional services. 3 has appointed a data protection officer. Questions about how 3 processes personal data must be directed to 3's data protection advisor, who can be reached at databeskyttelse@3.dk.

The purposes and legal basis for the processing of personal data

8.2 We only process personal data to the extent that is necessary, proportionate and reasonable, and provided it serves a specific purpose. 3 has an ongoing need to process its Users' personal data, which the Company discloses for the following purposes:

- a. To administer the Company's subscription, including obtaining credit rating information and information about any customer relationships and non-payment to other 3 brands, and establishing and maintaining information about the subscription and account.
- b. To communicate with the Company/User via the Customer Service team in relation to the purchase of services and products and in relation to complaints and returns, and to record whether the Company/User receives and opens the e-mails we send, the latter with a view to monitoring whether the e-mail address is active, and to document whether the Company/User is receiving and opening our e-mails.
- c. To provide a service which requires the processing of traffic or location data, which is necessary for the provision of communications or invoicing thereof.
- d. To administer and troubleshoot the services used by the Company/Users and to develop, test and improve 3's services and technical platforms made available to the Company/User, for example, the Mit 3 self-service portal.
- e. To comply with the law and to prevent illegal use or use that is otherwise contrary to the Contract.
- f. To determine where the Users are, if the police or emergency services require this information.
- g. 3 is required to provide phone number data on the owner of the subscription to any party that requests such data, including address agencies and (third-party) directory enquiry providers and phone directory providers. This means that 3 does not pass on this data to the user. If the Company has chosen one of the privacy services, phone number data will not be provided to third parties. However, phone number data will always be provided to the emergency services (112), the police, and other providers of telecommunications networks and services for signalling purposes.
- h. To market products, services, subscription packages, competitions, offers, advertisements or other information about 3 and other services provided by us or our business partners via our network and systems, to the extent requested by the Company.
- i. To use the data for statistical and analytical purposes in order to develop, test and improve 3's products and services and the platforms it makes available.
- j. To anonymise and aggregate the Company's/User's traffic and location data, including customer information that can be used in anonymised and aggregated form, to enable 3 to analyse trends, patterns and demographics in the anonymised and aggregated data with a view to disclosing the data to third parties.

Legal basis for the processing of personal data

8.3 The processing of personal data must have a lawful basis. 3's processing of the Company's/User's personal data takes place on the following basis:

8.4 The Company/User has given consent to 3's processing of the Company's/User's personal data.

If the Company when taking out the subscription gave 3 permission to contact the Company in connection with marketing. In addition, 3 may use automated decisions if the Company has consented to 3's processing of information about the Company for this purpose. For more information, see Section 8.2, subparagraph h). If the Company has second thoughts about granting consent, the Company may at any time revoke its consent by using the Mit 3 self-service portal or by contacting the Customer Service team.

8.5 The processing is necessary for the performance/execution of the Contract entered into with 3, where the Company is a party to the Contract or the processing is necessary to carry out certain actions at the Company's request prior to the conclusion of the Contract with 3.

The purposes listed in Section 8.2, subparagraphs a), b), c) and d) are purposes where the processing of the User's personal data is necessary to facilitate 3's compliance with its Contract with the Company.

8.6 Processing is necessary to enable 3 to comply with a legal obligation.

As a telecommunications company, 3 is subject to the provisions of the Telecommunications Act (Consolidated Act no. 128 of 7 February 2014 with subsequent amendments), the Executive Order on Telecommunications (Executive Order no. 715 of 23 June 2011 on the Provision of Electronic Communications Networks and Services) and the Retention Order (Executive Order no. 988 of 28 September 2006), which means that 3 must register and store some personal data relating to Users in accordance with the provisions cited. In addition, 3 is obliged to comply with both national and international laws, which in some cases necessitates the processing of the User's personal data.

The purposes listed in Section 8.2, subparagraphs e) and f) are purposes where the processing of the User's personal data is necessary to facilitate 3's compliance with a legal obligation.

3's legitimate interests in the processing of the User's personal data

8.7 In some cases, 3's processing of the User's personal data is based (in part) on the legitimate interest rule in Article 6, Section 1, subparagraph f) of the GDPR. Processing will be based on the legitimate interest rule in the case of personal data processed for the purposes described in Section 8.2, subparagraphs h), i) and j).

3's legitimate interests in the processing are to be able to develop, test and improve 3's products and services and the technical platforms made available to the Company/User. 3 has a legitimate interest in performing such processing to enable it to improve the experience and functionality of the services and products made available to the Company/User. In addition, 3 bases its processing of the Company's/User's data on the legitimate interest rule in situations where 3 uses the Company's/User's personal data for statistical and analytical purposes. For more information about this purpose, see Section 8.2, subparagraph i). In addition, 3 bases its processing of the Company's/User's data on the legitimate interest rule in situations where the Company's/User's traffic and location data has been anonymised and is no longer necessary for the provision of communications. In this case, 3 has a legitimate interest in analysing trends and patterns in the anonymised data and in transferring the anonymised data to third parties.

Categories of personal data

8.8 The personal data which 3 gathers and registers about the User is general personal data. 3 will process the following categories of personal data relating to the Company/User.

8.9 The purposes listed in Section 8.2, subparagraphs a), b), and f) relate to our administration of the Company's subscription and our ability to contact the Company/User. The purposes for use for disclosure to directory enquiries as listed in Section 8.2, subparagraph g) apply only to the Company. The categories of personal data that we process about the Company for these purposes include identification information (such as company registration number, name, e-mail address, physical address and phone number).

8.10 The purposes listed in Section 8.2, subparagraphs c), d), e) and i) are necessary to enable us to deliver our services and comply with our legal obligations as well as being for statistical and analytical use. The categories of personal data which we process about the User for these purposes include information about the User's equipment, traffic and location data (such as the type of mobile phone or hardware, phone number, SIM card number, IMEI number, information about the beginning and end of the communication, IP address, user name and passwords for the Mit 3 self-service portal).

8.11 The purposes listed in Section 8.2, subparagraph h) relate to our marketing of products and services. The categories of personal data which we process about the Company/User for these purposes include identification information (such as name, e-mail address, physical address and phone number).

8.12 The purposes listed in Section 8.2, subparagraph j) relate to our ability to use traffic and location data, including customer data which can be used in anonymised and aggregated form. The categories of personal data which we process about the Company/User for these purposes include identification information, which is aggregated (such as your age and gender), and traffic and location data (such as residential/physical address, phone number, type of mobile phone or hardware, SIM card number, IMEI number, information about the beginning and end of the communication and IP address).

Categories of recipients of personal data and transfer to recipients in third countries

8.13 3 discloses or transfers the User's personal data to the following recipients: data processors, suppliers, consultants, marketing agencies, financial institutions, credit rating agencies, collection agents, telecommunication companies, the police and other public authorities.

8.14 3 uses business partners both within and outside the EU/EEA, who receive the User's personal data. 3 ensures that its business partners uphold the necessary guarantees and safety measures in relation to the handling of personal data. 3 always requests that companies which are given access to and process the User's personal data on 3's behalf enter into a data processing agreement with 3. As regards business partners outside the EU/EEA, 3 always insists on entering into agreements that contain the standard contractual provisions for the disclosure of personal data as approved by the European Commission and which are available on the European Commission's website. In addition, 3 may be obliged to disclose personal data to third parties such as the police and other public authorities in connection with a criminal investigation, or if 3 is otherwise obliged to provide such information in accordance with legislation or public authority decisions.

Origin of the User's personal data

8.15 The User's personal data is provided to 3 by the Company in connection with the conclusion of the Contract. In addition, some personal data such as traffic data is collected in connection with the User's use of 3's services and products.

8.16 Personal data about the Company relating to the Company's credit rating comes from the independent credit rating agencies which 3 uses in connection with the Contract.

Retention of the Company's/User's personal data

8.17 The Company's/User's personal data is processed by 3 only for as long as is required in order to fulfil the purpose of the processing or for 3 to comply with its legal obligations. The Company's/User's personal data is subsequently deleted or anonymised. The retention period for the Company's/User's personal data depends on the nature of the personal data.

8.18 The Company's/User's traffic data is deleted or anonymised when it is no longer required for the provision of communications pursuant to Section 23 of the Executive Order on Telecommunications.

8.19 The Company's/User's traffic data that is processed and retained for the purpose of invoicing the Company's/User's subscription or for settlement purposes is retained until the end of the statutory limitation period for the liabilities and settlements in question – see Section 23(2) of the Executive Order on Telecommunications.

8.20 The Company's/User's traffic data that enables the police to determine who the Company/User has communicated with, when the communication took place and the location of the Company/User at the time the communication took place is retained by 3 for one year in accordance with Section 9 of the Retention Order.

8.21 Personal data obtained for the purpose of direct marketing is retained by 3 for a maximum of one year, if 3 has not made use of the consent for a period of one year. A consent to marketing, which is not actively revoked, is retained until its revocation.

8.22 Personal data provided for the processing purposes listed in Section 8.2, with exception of subparagraph f), in connection with the supply and maintenance of the services and products purchased by the Company/User and general administration of the customer relationship, is retained by 3 for a maximum of five years from the cancellation of the Contract and from the end of the financial year in question in accordance with Section 10, paragraph 1 of the Danish Bookkeeping Act.

Automated decisions, including profiling

8.23 3 uses automated decisions obtained from independent credit rating agencies for the purpose of assessing the Company's credit rating. The Company's ability to pay is assessed on the basis of publicly available information about the Company. Such a credit assessment is a requirement for the conclusion of a contract with 3. The credit assessment can potentially have an impact on the type of services and products that can be purchased. For more information, see Section 15.

In the absence of an automated decision, 3 is unable to offer the Company a contract.

The User's rights in connection with the processing of the User's personal data

8.24 The User is entitled at any time to request access to the personal data which 3 processes about the User. In addition, under certain circumstances, the User is entitled to have incorrect personal data rectified, to request that the processing of the personal data be limited, to have personal data about the User deleted when its processing is no longer necessary for the stated purpose, to object to 3's processing of the User's personal data, to exercise their right to data portability, to object to processing for the purpose of direct marketing and to not be subject to a decision based solely on automated processing, including profiling. The User can contact 3 if they wish to assert their rights. For more information, see Section 8.1. The User can raise a complaint with the Danish Data Protection Agency if they are of the view that their personal data is being processed in violation of current data protection legislation. The contact details for the Danish Data Protection Agency are available at www.datatilsynet.dk.

Location information when calling 112

8.25 You can call the public emergency service number (112) in Denmark and the EU free of charge. When calling 112 from a mobile in Denmark, the emergency services will be notified of your location automatically. This information is provided based on the mobile mast you are near to. In addition, if your mobile phone supports the ELS or AML function (Emergency Location Service, Advanced Mobile Location), your GPS co-ordinates will be sent to the emergency services automatically. The phone's operating system will automatically open the phone's GPS app when you call 112, and the phone will then send your GPS co-ordinates to the emergency services free of charge by way of an SMS that is automatically generated. This SMS will not be visible to you. You can find out more about the emergency services' processing of personal data at <https://hbr.dk/aml>.

Find out more about how 3 processes personal data at <https://www.3.dk/sider/persondatapolitik/>

9. Company's disclosure of personal data on users to 3

9.1 If subscriptions are used by anyone other than the Company, the Company guarantees to:

- ensure that 3 has the correct information on the User of the subscription,
- ensure that the User has access to information about subscriptions, including subscription consumption,
- ensure that the Company only has access to personal data on subscriptions that the Company uses itself, unless the Company has a legal right of access to such personal data, and
- not process personal data, including data on consumption and the usage of the subscription, etc. that does not concern the Company.

3 is obliged to follow the rules on the protection of personal data, and 3 reserves the right to only disclose personal data about the User to the User themselves.

10. Optional services and additional services

(Relevant for all – except Mobile Broadband.)

Access to services

10.1 A subscription provides access to a number of services listed below.

- Content services: our range of content services will change regularly in response to supply and demand. Payment is usually for each individual content service (video clip, ringtones, etc.) that is downloaded to your mobile. All prices for 3's content services can be found on your mobile for each content service before the service is downloaded. Prices vary according to type, content and length and are subject to change at any time without prior notice.
- Permanent block: All our customers have a permanent block imposed on them, which applies when you are in Denmark. This block applies to some 90 numbers, all 18 numbers (with the exception of 1811, directory enquiries and 1813, Emergency Services), as well as to individual countries. The up-to-date list of blocked countries can be found at [3.dk](https://www.3.dk) or requested by contacting our Customer Service team. This permanent block cannot be lifted.
- Visuel 3Svar: With Visuel 3Svar the User can both listen to and delete telephone messages without having to call the voicemail service. Visuel 3Svar consumes data, which the Company pays for in accordance with the subscription. Visuel 3Svar requires that the User has a mobile that supports Visuel 3Svar. Read more at [3.dk/visuel3svar](https://www.3.dk/visuel3svar).

Additional services

10.2 The additional services that can be used are listed below.

- Rate information: The Company can request information regarding current prices for specific calls to other Danish phone numbers from our Customer Service team or by visiting [3.dk](https://www.3.dk). This service is free of charge.
- Blocking: The Company/User can be linked to our blocking service by contacting our Customer Service team.

The blocking service enables the User to block various types of calls to or from their mobile. A block would, however, never prevent calls to the emergency services (112). The different options are:

- Block all outgoing calls
- Block all incoming calls
- Block incoming calls when roaming
- Block outgoing international calls
- Block outgoing international calls outside Denmark
- Block data
- Block MMS
- Block international roaming

The bottom three blocks can be activated and deactivated only via our Customer Service team. The other blocks can be activated and deactivated directly from the User's mobile. The blocking service is free of charge.

c. Ex-directory number: The Company has the right to demand confidentiality of all or parts of its telephone information data.

- Ex-directory number
- Address omitted
- Name, number and address omitted

This service is free of charge.

Note that if the Company only later in the subscription process informs our Customer Service team that it wants to be linked to one of these services, the Company will either have to wait up to one year before all data is deleted in all the places it has been available, or pay for a change of phone number and be immediately linked to the privacy service required.

d. Hidden caller ID: The Company can make a request to our Customer Service team to have the caller ID hidden every time calls are made from the mobile (see the section on SMS and MMS). Alternatively, from time to time you can choose to hide the caller ID on the mobile itself. Even if the Company has chosen to hide the caller ID every time calls are made, from time to time the Company can itself make the caller ID visible to the recipient of the call. This service is free of charge.

e. Stopping forwarding from third parties: Automatic forwarding from third parties to the Company's phone number can be stopped by contacting our Customer Service team. This service is free of charge.

f. A-caller ID: When dialling another person, the Company's number will be displayed if this person's phone has the option to display the number. Of course, this will not happen if Hide Caller ID has been selected. For an incoming call, the telephone number will be visible, unless the person has selected Hide Caller ID.

g. Cost control: Data Udland is a free service that is activated by default on Mobil or Mobilt Bredbånd subscriptions. An upper limit of DKK 360 excluding VAT is set for data usage abroad. If the limit is exceeded, data traffic is blocked. The User will receive a notification when 80% of the limit is reached and when the limit is exceeded. Information on how to remove the block, if desired, will also be provided. The default amount limit can be changed or deactivated upon set-up, through the Customer Service team or on Mit 3 self-service (either via mobile or at [3.dk/business/selvbetjening](https://www.3.dk/business/selvbetjening))

h. Wi-Fi calling: With Wi-Fi calling the User can make and receive calls, as well as send and receive SMS via a Wi-Fi network. Wi-Fi calling must be supported by your mobile phone in order to work. Wi-Fi calls are charged according to the current prices for your subscription. In order to use this feature, the User must be connected to a Wi-Fi network and your mobile must have the Wi-Fi calling feature turned on. Wi-Fi calling does not require a connection to a mobile network. The User should be aware that the call will be made as a Wi-Fi call, in relation to the restrictions described in these terms and conditions. If the User loses the connection to the Wi-Fi network being used for a Wi-Fi call, the call will be disconnected. The quality of the Wi-Fi call depends on the internet service provider (ISP) and Wi-Fi settings. Wi-Fi calling is not supported abroad. Wi-Fi calling is included in voice call subscriptions. Users can find information about which phones support Wi-Fi calling at [3.dk/business/wifiopkald](https://www.3.dk/business/wifiopkald).

i. VoLTE calls (Voice over LTE or 4G calls): VoLTE optimises and improves the quality of calls and SMS. VoLTE must be supported by your mobile phone in order to work. VoLTE calls are charged according to the current prices for your subscription. VoLTE allows you to make and receive calls, and to send and receive SMS via the 4G mobile network. If you have a mobile phone that supports VoLTE, you must make sure that you update it to the latest operating system in order to activate VoLTE. Find out more at <https://www.3.dk/4g-tale/>

j. The subscription is essentially blocked for use via satellite connections on board ships and aircraft, for example. If the Company/User wishes to use the subscription on ships and aircraft, the Company/User can opt in or out of this free of charge via the Mit3

self-service portal or by contacting customer services. For current prices, see 3.dk/udland.

k. **3GlobalVoice**

With 3GlobalVoice, you can make and receive calls via the Internet. If you use 3GlobalVoice, your calls are charged according to your mobile subscription, which means you are always in Denmark. If the call is not made with 3GlobalVoice, the call will be charged according to the applicable call rates for your mobile subscription (see price list)

Using 3GlobalVoice requires a data connection (mobile network or wi-fi), which will affect data consumption if used on a mobile network. If the consumption exceeds the amount of data contained in the subscription, the consumption will be invoiced in addition to the subscription price.

11. Responsible use of services

11.1 The services may be used only for own use; that is to say the Company/User may not resell or otherwise use the services commercially.

11.2 The Company is responsible for ensuring that the services are not used for illegal or unethical purposes.

11.3 The Company is responsible for all services that are sent from or received by a mobile using our products.

It is not allowed to send or knowingly receive:

- a. material that is subject to copyright or received without permission or that contains illegal services
- b. chain letters or any other material that could inconvenience other users
- c. computer viruses
- d. material which is manipulated so that it appears as though it was sent from someone other than the Company as the responsible sender.

11.4 The subscription can be used in countries where we have agreements with other operators. There may be separate terms and conditions that have to be followed when using foreign networks. For example, the laws of the country being visited must be followed with regard to how the services are used. A list of international roaming agreements can be found at 3.dk/udland.

11.5 In the event of serious breach of this Contract (see Section 20), we can and will cancel the Contract and block both incoming and outgoing traffic. If the services are used for illegal purposes, this will be reported to the police.

12. Limitations and disconnections

12.1 The Company must use equipment that supports 4G in order to use our services.

12.2 Our network and its coverage have some limitations, which is why the reception can sometimes be unsatisfactory. Up-to-date coverage maps can be found in our shops and with our retailers, as well as at 3.dk under "coverage".

12.3 Situations may occur where the data connection or services are not continuously available or where the quality is affected. Examples include:

- a. When we upgrade, maintain and carry out work to the network or the services.
- b. When roaming nationally or internationally, i.e. when using certain services via another operator's network which we have no control over and on which some of our services are not available.
- c. If the equipment being used does not support the service in question.
- d. Due to circumstances beyond our control (factors relating to the mobile, computer, lack of capacity, interruptions to services from our suppliers, faults in others' communications networks, weather problems or radio interference due to tunnels or other physical obstacles).

12.4 In some cases, your mobile or equipment may need to be upgraded to ensure the optimal functionality of the services, such as in the case of new or amended services.

12.5 If we are unable to provide the services pursuant to the Contract, the Company is entitled to claim compensation (see however Sections 12.1 to 12.3 above and Section 17, limitation of our liability).

12.6 To ensure the satisfactory operation of 3's network, in some cases its service quality may vary. This may be due to traffic management conditions as a result of a high volume of connections. In certain circumstances, 3 reserves the right to limit the use of services for operational and security reasons. These limitations will be temporary in order to avoid outages. Limitations may be put in place at major events where many people are gathered in the same place. In this instance, calls will be given priority, which may mean that data services are slower than normal.

13. Transfer

13.1 This Contract cannot be transferred from the Company to another company, person or organisation without our consent.

13.2 If you wish to transfer this Contract to another person or company, a responsible person from the Company must contact our Customer Service team, who will provide information on how and under which terms this can take place. Note that the Contract cannot be transferred if there are unpaid and overdue invoices.

13.3 In connection with the transfer of the subscription Contract, we are entitled to charge the new holder of the Contract a fee.

13.4 If the Company wants to transfer the Contract to another company within the minimum contract term, the receiver shall be liable for the remainder of the minimum contract term, subscription fee and any repayments on hardware.

If the Company wants to transfer the Contract to a private person within the minimum contract term, the Company shall pay for the remainder of the minimum contract term, subscription fee and any repayments on hardware before the Contract can be transferred. A transfer requires credit approval in accordance with 3's credit policy. Furthermore, transfer cannot take place without our consent in accordance with Section 13.1.

13.5 We have the right to assign our rights and obligations under this Contract to a third party.

14. Invoicing

14.1 As a Business Customer the Company will, as a starting point, receive an itemised invoice. Subscriptions and options are generally invoiced in advance, while consumption in addition to what is included in the subscription, fees and charges are usually invoiced in arrears.

Invoices are issued only to CVR addresses, with the exception of subscriptions with 3Split, where invoices can be issued to both the Company and its staff. The Company can always view up to 12 months of itemised invoices via the self-service portal at 3.dk/business/selvbetjening.

If the Company has validated its e-mail address, the invoice will be sent electronically by e-mail. When using manual payment as the payment method, the invoice will also be sent by post.

The Company can choose one of the following payment methods:

- a. Payment service (Section 14.2)
- b. Automatic card payment (Section 14.3)
- c. Manual payment (Section 14.4)

The Company is responsible for payment being made on time. Automatic card payment is free of charge (DKK 0 per month).

We are entitled to charge a payment fee when paying via Betalingsservice or an invoice fee for sending invoices by post. The fee amounts are listed in the current price list.

The payment due date is the current month +15 days, unless otherwise agreed.

14.2 Payment service

The Company can sign up for payment via Betalingsservice. The payment scheme is subject to "General rules for debtors in Betalingsservice", which can be found at nets.eu. We are entitled to charge a payment fee when paying via Betalingsservice.

14.3 Automatic card payment

The Company can sign up to pay automatically using Dankort, VISA/Dankort, Visa Electron or MasterCard. Automatic card payment is free of charge (DKK 0 per month). You can sign up at 3.dk/business/selvbetjening or at kortbetaling.3.dk/business, where the Company must provide its card details. We will reserve DKK 1 on the registered payment card for up to 31 days in order to ensure that it is active. The Company can change the associated payment card or switch to another payment method using the self-service portal.

If the Company wants to cancel or reject a future payment, the Company must contact our Customer Service team. As long as the Company is signed up for automatic card payments, the Company's card information will be filed with the Danish payment service provider Nets. 3 stores the expiration date and the last four digits of the card number only in order to be able to inform you prior to the expiration of the Company's payment cards. All information is sent securely (SSL encrypted).

14.4 Manual payment

The Company will generally receive invoices by post for manual payment if the Company has not signed up for one of 3's automatic payment methods. We are entitled to charge an invoice fee for sending invoices by post.

14.5 Electronic invoicing

The Company has the option of receiving electronic invoices via EAN in OIOUBL or OIOXML formats. This requires the Company to be registered in the NemHandel database and to have a correctly set up profile.

We also offer invoicing in Excel, whereby the Company can access invoice specifications in Excel/CSV format via the self-service portal at 3.dk/business/selvbetjening.

If the Company wants electronic invoicing (EAN or CSV), the Company can contact our Customer Service team.

14.6 Invoice amounts of less than DKK 25 will be carried over to the next invoice. If the invoice amount is DKK 0, no invoice will be sent. If the Company has a credit, it will be automatically transferred to the next month's invoice. If you want a credit of more than DKK 25 to be paid out, the Company can contact our Customer Service team. Please note that amounts of less than DKK 25 will not be paid out.

3Split: If the Company is signed up for 3Split, it is possible for each 3Split user to register their invoice for automatic card payment. If the User selects this payment solution, the above conditions will apply for the registered User.

15. Credit assessment

15.1 We reserve the right to make a credit assessment of the Company as a Business Customer, and to also obtain credit information about the Company, as well as about you as a person, if the Company is a sole proprietorship.

Credit information is collected prior to entering into the Contract, as well as on an ongoing basis from independent credit reference agencies or warning registers. We reserve the right to refuse to enter into a contract with you as a customer on the basis of the information obtained. We are entitled to change the assigned credit limit at any time. The Company will be notified if the credit limit is changed.

15.2 In connection with a credit assessment, information is included about non-payment, etc. in relation to the Company's current or previous customer relationships with other 3 brands.

16. Payment, payment liability and guarantees

16.1 The Company must pay all stated expenses on its account for the use of services and purchases made using a 3 subscription, regardless of whether

the services have been used by the Company's users or any other person. If it is believed that any costs put on the Company's account are erroneous or incorrect, the Company must notify our Customer Service team as soon as possible.

16.2 If the Company/User has not been given a PIN code for the SIM card, they are not liable for the unauthorised use of the subscription by another person, including for the payment of the purchase of content services and products (misuse situations). See the Danish Payments Act. Nevertheless, the Company has a duty to contact our Customer Service team if the Company/User loses or has their SIM card stolen (either separately or together with hardware) so that we can block the card.

16.3 If the Company/User has been given a PIN code for the SIM card, the Company is liable for the unauthorised use by another person of the SIM card, PIN code and/or security codes in accordance with the rules and restrictions imposed by the Danish Payments Act, Section 100, paragraphs 1-9. The Danish Payments Act, Section 100, paragraphs 1-9, can be found at 3.dk. This means that the Company, as a starting point, is liable for up to DKK 375 including VAT as a result of the unauthorised use by another person of its SIM card(s) if its PIN code(s) have been used. In special cases, the Company shall be liable for up to DKK 8,000 including VAT if, for example, the Company did not inform 3 when it became aware that other people knew the PIN code or if the Company facilitates unauthorised use by way of grossly negligent behaviour. The Company shall be liable without limitation if the Company intentionally or fraudulently contributed to a third party's unauthorised payment via a 3 subscription. See the annex on subscription terms and conditions relating to liability for the payment of content services and products.

16.4 Payment is made in Danish kroner (DKK). All prices are exclusive of VAT.

16.5 All invoices must be paid no later than the specified payment date on the invoices. In the event of late payment, we are entitled to charge interest from the payment due date until payment is made and, moreover, in accordance with the provisions of the Danish Interest Act.

In addition, in accordance with provisions of the Danish Interest Act, we are entitled to charge reminder charges, collection charges and compensation for late payment. Finally, we reserve the right to, in whole or in part, block all services on all 3 subscriptions (i.e. all subscriptions under the Company's company registration number (CVR)) and, where appropriate, cancel the Contract with a demand for payment of the subscription for any of the minimum contract term that remains. The Company is then liable for payment of the outstanding balance. Once all outstanding amounts are paid, we will reopen the subscription and charge a reopening fee. This fee is stated in the price list.

16.6 Furthermore, if the Company's outstanding balance with us exceeds the amount that we may grant as the Company's credit limit, we can demand immediate payment of the invoiced amount between the issuing of general invoices. While we are waiting for payment, we can restrict the Company's access via the SIM card. The reopening fee amount is stated in the price list.

16.7 In addition, we reserve the right to disconnect you from the network if we discover that the Company materially breaches its obligations under the terms and conditions. A material breach includes, but is not limited to:

- the requirement for a guarantee not being met on time
- the failure to notify us of a change of address
- the Company's company registration number (CVR) becoming invalid
- the payment for setting up a 3 subscription not being made on time, or when the agreed credit limit is exceeded
- the Company's failure to comply with requirements relating to adequate security
- the Company providing incorrect information when entering into this Contract and/or subsequently not informing us of material changes
- the presence of legitimate doubts as to the Company's ability and willingness to pay.

In addition, we may disconnect the connection with immediate effect and without liability if there is a sudden and substantial increase in usage and there is reason to believe that payment will not be made in a timely manner,

if the Company does not immediately pay its debts, or if there are reasonable grounds to suspect misuse.

Disconnection is not a cancellation of the subscription contract and does not lead to a reduction in the payment of a 3 subscription, any minimum usage, or the payment of other fixed costs in the period in which the Company is in breach of the subscription contract.

We can demand immediate payment of the invoiced amount between issuing general invoices.

16.8 When using a mobile outside Denmark via roaming, the costs for international roaming may appear on an invoice later than the invoice that otherwise applies to the time of use. Due to delay in the delivery of invoicing information from abroad, we cannot guarantee that any limits will not be exceeded. If this occurs, the Company is liable for the payment of any excess amount. When abroad, you also pay for incoming traffic to a 3 subscription.

16.9 We can demand that the Company provide security for its obligations under the Contract either immediately or later during the term of the contract.

16.10 Any combination and campaign discounts granted on set-up and the combination of a voice and data subscription require that both subscriptions be active. The discount is void on cancellation of either one of the subscriptions.

17. Liability

Limitations of our liability

17.1 We are liable for compensation according to the general rules of Danish law, subject to the limitations that are expressly included in the following provisions.

17.2 We are not liable for inconvenience, damage and/or lost information due to disconnections or disruption in the network and/or failed or delayed traffic.

17.3 We are not liable for the level of correctness or usability of information, data or tips, as conveyed by us or our business partners or other third parties via services, content services, or networks (e.g. video clips), or for transactions or decisions (e.g. investment and gaming decisions) taken on the basis of such information, data or tips.

17.4 We are legally obliged to take appropriate legal, organisational, operational, technical and safety-related measures to ensure that there is a secure and well-functioning system to protect personal data against accidental or unlawful destruction, loss, deterioration or unauthorised disclosure, misuse or other processing contrary to the law.

17.5 We are not obliged to compensate for any losses if the network is not functioning satisfactorily because we had to carry out maintenance or technical or operational intervention. We will carry out any such intervention as quickly and smoothly as possible so as to limit any disruption. If your Company or Users experience disruption over several consecutive days as a result of this, the Company has the right to a proportionate reduction in its subscription fees for the period in question. In such cases, the Company must contact our Customer Service team.

17.6 We are not liable for any loss of data, indirect losses or consequential damages such as lost profit, reduced production or turnover for obstacles that prevent the Company from fulfilling its commitments to third parties or for the loss of use of a contract with a third party.

17.7 Claims for compensation must be submitted in writing immediately after the loss or damage has occurred or should have been discovered.

17.8 If we are unable to fulfil a commitment to the Company due to circumstances beyond our control or which we could not have foreseen, we bear no responsibility or liability for any claims for compensation or other derived claims. Such circumstances include: lightning, weather conditions, fire, regulatory provisions or other public regulations, faults in other operators' networks and labour disputes, as well as general defects with transport, products or energy. A similar limitation of liability applies in connection with any other similar "force majeure".

17.9 We are not responsible for the use of the services contrary to Section 11.

17.10 Unless otherwise laid down by mandatory legislation, we are not liable for faults, crashes, disruption or the like which is due to other service providers or other operators' networks.

18. Amendments to the Contract (Notice)

18.1 From time to time, we may need to amend the Contract. Notice will be given of such amendments at least one month before they enter into force. If the Company continues to use the service or 3 subscription after the date of entry into force, we will consider this as acceptance of the amendment.

We can implement amendments for the benefit of the Company without prior notice. Such amendments do not give the Company any right of cancellation.

18.2 If the Company cancels the Contract as a result of our giving notice of any amendment within any minimum contract term, we are entitled to demand that any discounts on any hardware and any add-on packages be repaid, that any hardware grants used be returned, and that full payment (current price at the time of entering into the Contract) be made for any hardware provided as part of the Contract.

18.3 Any amendments to the Contract may be communicated by way of advertisement in national daily newspapers and/or electronic media, or by post or when issuing an invoice to the Company, including as text on the payment overview, if the Company is registered with Betalingservice.

18.4 No notice will be given of changes to the price of the Company's usage abroad if the price change is due to our international roaming partner increasing its price to us.

19. Notifications

19.1 The Company can receive notifications from us via mobile phone, landline, SMS, MMS, e-mail or letter. In these cases, we will use the contact information given to us by the Company.

20. Closing and blocking from our side

20.1 A 3 subscription (or, in some cases, specific services) can be closed for outgoing and incoming traffic as well as for the purchase of products and services if the Company or User is in material breach of the Contract, such as:

- a. if important information provided to us by you is incorrect
- b. if so requested by a public authority
- c. if services are used in contravention of Section 11.

20.2 In order to protect the Company or us from unauthorised persons using SIM cards, PIN codes and/or security codes, we can block a 3 subscription or individual services if:

- a. we have reason to believe that the mobile or SIM card has been lost or stolen
- b. the wrong PIN code or security code is entered three times in a row.

20.3 To protect the Company or us against security incidents or vulnerabilities, e.g. if malicious software is spread or there is a threat that the network could be overloaded, we may close all or parts of the network.

20.4 3 may block access to specific websites upon receipt of a court order.

20.5 The Company has no right to a reduction in fees or the subscription for the time the subscription is blocked.

21. Defects, deficiencies and delays

21.1 If the Company wishes to raise a complaint about defects or deficiencies with subscriptions, add-on packages or hardware, the Company must raise a complaint with Business Support as soon as it discovers or should have discovered the defect or deficiency.

21.2 We are obliged to commence troubleshooting procedures as soon as possible after being notified of the problem. Troubleshooting generally takes place Monday to Friday between 09:00 and 17:00.

21.3 Where necessary, the Company must assist with the troubleshooting and fault rectification of equipment. If the problem is caused by faults or defects in the Company's equipment, the equipment must be returned for repair. This can be done either by taking the equipment to a 3Butik or by requesting a postage label from 3. The Company must then securely package the equipment and return it to 3's repair department. The fault will then be rectified/repared. Hi3G may, however, choose to replace the equipment instead.

21.4 If the fault is due to the incorrect handling of the equipment on the part of the Company, it must pay for the repair. If the Company chooses not to have the equipment repaired, an inspection fee of DKK 220 excluding VAT will be charged.

21.5 The Company has a maximum of two years to complain about defects in products purchased from 3. This is reduced to one year for Apple products purchased from 3. For further information regarding complaints about defects, please see the general terms and conditions of sale.

21.6 In the event of a significant delay from our side in the provision of subscriptions, add-on packages or hardware, the Company has the right to cancel the order for that product and claim compensation for any direct loss caused by the delay to the delivery.

21.7 The Company cannot make other claims against us in the event of defects, deficiencies or delays other than those stated above, and thus cannot cancel the contract for products other than those affected or demand additional compensation.

21.8 We are liable only for property and personal injury caused by hardware supplied by us if it is proved that any damage due to faults or defects in said hardware is due to circumstances attributable to us.

22. Cancellation

Ordinary cancellation

22.1 The Contract has a minimum contract term of 12, 18, 24 or 36 months, as stated in the subscription form, corporate agreement or 3Rammeaftalen. If the Company enters into a new Contract with 3 before the end of the minimum contract term ("contract extension"), the total minimum contract term will be the remaining minimum contract term plus the minimum contract term stated in the new Contract.

22.2 Subscriptions can be cancelled by the Company by giving 90 days' notice, but no earlier than with effect from the end of the minimum contract term. Add-on packages/services can be cancelled by giving 30 days' notice, but no earlier than with effect from the end of the minimum contract term.

22.3 If the Company wishes to cancel, the Company can contact our Customer Service team with its company registration number and customer number ready. The Company will receive confirmation of the cancellation within 30 days. Only the person responsible for the Contract and any responsible administrator (see Section 3a) at the Company can cancel. Any cancellation from a subscription user will be rejected.

We can also cancel the Contract upon receiving written notice pursuant to the cancellation notice as stated in the subscription form or corporate agreement, but no earlier than the end of the minimum contract term.

22.4 Unless otherwise agreed, we can cancel the Contract with 90 days' notice, with the exception of 3Split, where a 30-day notice period applies to both Parties. We may, however, in the cases referred to in Section 20, cancel the Contract with immediate effect and without notice.

22.5 When the Contract is cancelled, the 3 subscription(s) and services are closed. Any outstanding amounts and charges must be paid as soon as possible and no later than the due date. In the event of cancellation or wrongful cancellation, we can claim compensation for any loss in accordance with the general rules of Danish law. Please note that the Company may receive a final account for the subscription and any usage up to 45 days after the date of cancellation.

23. Rights

23.1 All rights belong to us and those partners with whom we have an agreement.

23.2 The 3 trademark and other logos, identifiers or images that are found in the content services belong to us or our business partners.

23.3 If the Company or Users send text, photos or audio material to our editors, we have the unrestricted right to copy, adapt, publish and forward this material, unless otherwise specified. We assume that the material the Company sends to us is something that the Company itself fairly and freely has at its disposal and that it is not in any way counterfeit, manipulated or illegal.

24. Disputes and complaints

24.1 In the event of a dispute regarding the Contract, the Company can contact our Customer Service team. If the Company does not subsequently feel that the problem has been resolved, please submit a written complaint to our address. We shall confirm receipt of the Company's complaint within 14 days of receiving it. We shall take a decision on the complaint as soon as possible and, as a starting point, within three months of the complaint being

received. In special cases which require special investigation, it may take up to six months before a decision is made.

24.2 Any disagreements between the Company and us can then be brought before an ordinary court by either Party in accordance with the applicable rules in this regard. Such disputes will be settled in accordance with Danish law.

25. Use abroad / 3LikeHome

25.1 General

The subscription can be used abroad if the Company's subscription includes 3LikeHome or if the product terms and conditions for the subscription do not limit its use to Denmark. The provisions for use within and outside the European Union are described below.

Be aware that the subscription can be used abroad only to the extent that 3 has entered into roaming agreements with providers in the country concerned and then only on those providers' networks. An up-to-date overview of which countries the subscription can be used in is always available at 3.dk/udland.

In addition, be aware that we do not guarantee the coverage, quality or security of networks abroad, nor minimum upload or download speeds where there is data coverage.

25.2 Use within the EU

The following applies to use in these countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France (including French Guiana, Guadeloupe and Martinique), Germany, Gibraltar, Greece, Hungary, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands (Holland), Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden.

The following are included in the countries listed:

- a. The voice calls included in the subscription when the User calls other numbers within the EU (standard, not premium rate phone numbers covered by that country's national numbering plan)
- b. Unlimited voice calls for DKK 0 when the User receives calls (only subscriptions with voice calls included)
- c. Unlimited SMS and MMS to other numbers within the EU
- d. The data allowance specified in the subscription

The User is notified by SMS once 80% of the included allowance has been used. The User receives another SMS once the limit of the included allowance has been reached.

If more data than what is included in the subscription is required, it can be purchased in the form of add-on data packages (only if 3LikeHome is included in the subscription) or charged in accordance with the rolling usage rate at EU rates. The prices for this (see Discount Packages / EU rates) are stated in the price list.

If the User continues to use data at a rolling usage rate per MB of data, the User will be notified by SMS once 80% of the fixed limit for usage abroad has been used (by default DKK 360) and another SMS once the limit is reached. The User will be given the option to use more, if they wish.

Voice calls beyond what is included are charged at the EU rate per minute. Please see the price list.

The following telecommunication services are not included and will be charged separately at the current rates for usage abroad:

- Calls to non-EU numbers
- SMS and MMS to non-EU numbers
- Usage via satellite connection (ships and aircraft)
- Calls to local free numbers, service numbers, and premium-rate numbers: These are not included in 3LikeHome and are charged at special rates

Rules on fair use

We are entitled to charge the Company the EU rate for use in other EU countries in the following situations:

- a. Usage in the EU for purposes other than periodic travelling in the EU.

- b. Usage recorded over four months showing that the User's usage is not primarily in Denmark, or that the User does not primarily reside in Denmark.
- c. Long-term inactivity for a specific SIM card associated primarily, but not exclusively, with roaming.
- d. If the Company has several subscriptions/SIM cards that are used successively, while roaming.
- e. Data usage abroad exceeding the above-mentioned allowance under 25.2.d.

"Primary usage" means that the User is mostly abroad during this period, and that the User's overall usage is greater abroad than in Denmark. We shall notify the User if their primary usage (voice, SMS, MMS and data) and primary residence are shown not to be in Denmark for a period of four months or more. If the User does not change their usage patterns after we have informed them of this, we reserve the right to charge EU rates from 14 days after we have informed the User of the misuse or abnormal use. Prices for EU rates are stated in the price list.

When entering into a contract, with a view to assessing the Company's options for the use of the subscription in other EU countries, 3 may request evidence that the Company/User has a permanent connection to Denmark that requires prolonged or frequent stays in Denmark. If the necessary documentation cannot be provided, we may refuse to set up a subscription, block the subscription for use abroad or allow use abroad subject to the application of EU rates. 3 may request the same documentation at any time during the customer relationship. If the documentation cannot be produced, 3 is also entitled to charge EU rates.

Documentation must be sent by e-mail to euforbrug@3.dk.

25.3 Use in the United Kingdom

The following applies to use in the United Kingdom (England, Northern Ireland, Scotland and Wales). The following is included in the countries listed:

- a. The voice calls included in the subscription when calling local numbers in the country concerned and to numbers in the EU (standard, not premium rate phone numbers covered by that country's national numbering plan)
- b. Unlimited voice calls for DKK 0 when the User receives calls (only subscriptions with unlimited voice calls included)
- c. Unlimited SMS and MMS to local numbers in the country concerned and to numbers in the EU (provided that unlimited SMS and MMS are included in the subscription)
- d. The data allowance specified in the subscription

The following telecommunication services are not included and will be charged separately at the current rates for usage abroad:

- a. Calls to non-EU numbers
- b. SMS and MMS to non-EU numbers
- c. Usage via satellite connection (ships and aircraft)
- d. Calls to local free numbers, service numbers, and premium-rate numbers: These are not included in 3LikeHome and are charged at a special rate.

Rules on fair use in the United Kingdom

We must charge Company's for their Users' usage in the United Kingdom in the following situations:

- a) Usage in the United Kingdom for purposes other than periodic travel.
- b) Usage recorded over four months showing that the User's usage is not primarily in Denmark, or that the User does not primarily reside in Denmark.
- c) Long-term inactivity for a specific SIM card associated primarily, but not exclusively, with roaming.
- d) If the Company has several subscriptions/SIM cards that are used successively, while roaming.
- e) If the User's data usage abroad exceeds the above-mentioned allowance under 25.2.d.

"Primary usage" means that the User is mostly abroad during this period, and that the User's overall usage is greater abroad than in Denmark. We shall notify you if the User's primary usage (voice, SMS, MMS and data) and primary residence are shown not to be in Denmark for a period of four months. If the User does not change their usage patterns after we have informed them of this, we reserve the right to charge you EU rates from 14 days after we have informed the User of

the misuse or abnormal use. Prices for EU rates are stated in the price list.

25.4 Use in other 3LikeHome countries outside the EU

The following are included in the following 3LikeHome countries: Albania, Andorra, Argentina, Australia, Bosnia-Herzegovina, Brazil, Canada, Chile, China, the Faroe Islands, Hong Kong, Indonesia, Israel, Kosovo, Macao, Malaysia, Mexico, Montenegro, New Zealand, North Macedonia, Puerto Rico, Russia, San Marino, Serbia, Singapore, Sri Lanka, South Korea, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, USA, the US Virgin Islands and Vietnam.

- a. The voice calls included in the subscription when the User calls Danish numbers and local numbers in the country concerned (standard, not premium rate phone numbers covered by that country's national numbering plan).
- b. Unlimited voice calls for DKK 0 when the User receives calls (only subscriptions with voice calls included).
- c. Unlimited SMS and MMS to Danish numbers and local numbers in the country concerned.
- d. The data allowance specified in the subscription, subject to a maximum of 25 GB of data in total in all 3LikeHome countries outside the EU, per SIM card, per billing period.

Note that 3LikeHome is intended for occasional use abroad, for example, during holidays. If usage (voice calls and data) primarily takes place in the stated 3LikeHome countries outside the EU for a period of 30 consecutive days or more, we reserve the right to block roaming in 3LikeHome countries outside of the EU or charge a fee for this usage, cf. the price list. The User will regain use of 3LikeHome 14 days after usage recommences in Denmark.

The User is notified by SMS once 80% of the included allowance has been used. The User receives another SMS once the limit of the included allowance has been reached.

If more data than what is included in the subscription is required, it can be purchased in the form of add-on data packages (only if 3LikeHome is included in the subscription) or charged in accordance with the rolling usage rate. Prices for Discount Packages are stated in the price list.

If the User continues to use data at a rolling usage rate per MB of data, the User will be notified by SMS once 80% of the fixed limit for usage abroad has been used (by default DKK 360) and another SMS once the limit is reached. The User will be given the option to use more, if they wish.

The following telecommunication services are not included and will be charged separately at the current rates for usage abroad:

- Calls to numbers abroad, in addition to local numbers in the country concerned
- SMS and MMS to numbers abroad, in addition to local numbers in the country concerned
- Use via satellite connection (ships and aircraft)
- In non-EU countries not listed above, that which is stated under 25.5 applies
- Calls to local free numbers, service numbers, and premium-rate numbers: These are not included in 3LikeHome and are charged at special rates

25.5 Additional consumption in 3LikeHome

The User is notified by SMS once they have used 80% of the included allowance. The User receives another SMS once they reach the limit of the included allowance.

If the User requires more data, the User can purchase data in the form of add-on packages or via rolling consumption-based billing. The prices for this are stated in the price list (EU rates).

If the User continues to use data at a rolling usage rate per MB of data, the User will be notified by SMS once they have used 80% of their fixed limit for usage abroad and another SMS once this limit is reached.

25.6 Use outside the EU, if the subscription does not include 3LikeHome

If the subscription does not include 3LikeHome, all data usage outside the countries listed under 25.2 is charged at 3's current international rates, which can be found at 3.dk/udland.

Be aware that when the User uses their subscription abroad, prices may be higher than in Denmark in respect of the per-minute rate, dial-up charge, SMS and data rates, and that the Company/User will be charged to receive calls abroad.

Calls to local free numbers, service numbers, and premium-rate numbers: These are not included in 3LikeHome and are charged at special rates.

Although there is no charge for receiving SMS or for messages left on 3Svar, there is a charge for listening to 3Svar messages. Calls to local free numbers, service numbers, and premium-rate numbers are charged at a special rate.

There is an upper limit for data usage abroad of DKK 360, unless the Company/User has opted to change this limit. There is no upper limit for the User's other usage abroad, unless the Company/User has set such a limit pursuant to Section 10.2.g.

3Svar

See 3.dk/udland for information about how to deactivate 3Svar.

26. 3LikeHome Pro

If the Company's subscription includes 3LikeHome Pro, this is stated in the subscription terms and conditions for this specific subscription.

3LikeHome Pro includes:

- a. 3LikeHome (see Section 25 on use abroad)
- b. Unlimited voice calls from Denmark to countries in the EU/EEA and the UK
- c. A maximum of 10 hours of voice calls (20 hours for 3Deling 5G Tale and 3PRO 5G Tale subscriptions) when the User calls (standard, not premium rate phone numbers covered by the country's national numbering plan):
 - (i) from Denmark to 3LikeHome countries
 - (ii) from 3LikeHome countries within the EU to 3LikeHome countries outside the EU
 - (iii) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU
 - (iv) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU, including Denmark (local calls and calls to Danish numbers are covered by 3LikeHome – see Section 25.4).

(3LikeHome countries are listed in Sections 25.2 and 25.4 regarding use abroad.)

- d. Unlimited SMS and MMS:
 - (i) from Denmark to 3LikeHome countries
 - (ii) from 3LikeHome countries within the EU to 3LikeHome countries outside the EU
 - (iii) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU
 - (iv) from 3LikeHome countries outside the EU to all 3LikeHome countries within the EU, including Denmark.

The following voice calls, SMS and MMS are not included in 3LikeHome Pro and will be charged separately at the current rates for usage abroad:

- Voice calls over the maximum of 10 hours (or 20 hours for 3Deling 5G Tale and 3PRO 5G Tale subscriptions):
 - a. from 3LikeHome countries within the EU to 3LikeHome countries outside the EU
 - b. from 3LikeHome countries outside the EU to 3LikeHome countries within the EU
 - c. from 3LikeHome countries outside the EU to all 3LikeHome countries within the EU, including Denmark.
- All calls, SMS and MMS made from 3LikeHome countries to foreign telephone numbers outside of 3LikeHome countries
- Calls made from and received in countries outside of 3LikeHome
- SMS and MMS sent from countries outside of 3LikeHome countries
- Usage via satellite connection (ships and aircraft)

- Calls to service and premium rate numbers, as well as information and content services and products (e.g. purchases, donations, fundraising, polls, etc.), calls to 1 or 90 numbers or premium rate SMS (refer to the price list under "Other special numbers")
- For more information about data rates, please refer to Section 25 on use abroad.

Prices for usage in addition to what is included in the 3LikeHome Pro subscription can be found in the price list.

27. Coverage and speed

1. A 3 subscription gives to 3's mobile networks. 3's networks consist of 3G, 4G, and 5G network technologies. 3 may change the network technologies at any time without notice.
2. Access to the network technologies and speeds depends on the subscription selected, as some network technologies and speeds require a special subscription. In addition, access is conditional on the hardware used supporting the network technology and the User being in an area that has coverage.
3. 3's mobile networks have the following expected speeds for outdoor use:
 - a. 3G network: 4 to 20 Mbit/s download and 1 to 4 Mbit/s upload.
 - b. 4G network: 17 to 71 Mbit/s download and 5 to 43 Mbit/s upload.
 - c. 5G network: 25 to 954 Mbit/s download and 23 to 92 Mbit/s upload.
4. 3 cannot guarantee that the expected speed can be achieved in practice for all customers and at all times. The speed may vary as it is influenced by, amongst other things, the distance to the mast, the terrain and buildings, and the number of concurrent users using the mast.
5. The 5G network is being expanded on an ongoing basis through to 2023 and so is only available in selected areas of Denmark. The selected areas can be seen on 3's coverage map at any time. The 3G network is being phased out and, in the longer term, will no longer be available for use.
6. Information about coverage and potential speeds can be found on 3's coverage map at 3.dk/dækning or by contacting 3's Customer Service team.

28. Terms and conditions for basic subscriptions and optional packages

Subscription terms and conditions for data subscriptions

3PRO 5G Data 5 GB / 10 GB / 200 GB

1. A 3PRO 5G Data subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G and 5G
 - b. 5 GB / 10 GB / 200 GB of data per billing period
 - c. 3LikeHome (see Section 25)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the limit the speed of the relevant subscription to 256 Kbit/s during the billing period concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS and MMS (SMS and MMS will be charged in accordance with the prices in the price list under "3PRO 5G Data 5GB/10GB/200GB")
 - c. data usage abroad (in addition to that described in Section 25 on use abroad).
5. The subscription fee for 3PRO 5G Data is charged in advance and usage is charged in arrears for each billing period. 3PRO 5G Data comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
6. Although there is no PIN code for a 3PRO 5G Data SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobil Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
7. If the Company has one 3PRO 5G Data subscription or one 3Deling 5G Data subscription together with either one 3PRO 5G Tale or one 3Deling 5G Tale subscription, the Company can be offered a collective discount of DKK 40 per month. However, this does not apply to the 3PRO 5G Data

5GB. The collective discount is offered following individual negotiation. If either of the two subscriptions ends, so will the collective discount as of the date of termination/change. Upon the termination of or change to the 3PRO 5G Tale or 3Deling 5G Tale subscription, the 3PRO 5G Data subscription will continue without the collective discount.

8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list.

3Deling 5G Data 0 GB / 5 GB / 10GB / 20 GB / 30 GB / 40 GB

1. A 3Deling 5G Data subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G and 5G
 - b. 0 GB / 5 GB / 10 GB / 20 GB / 30 GB / 40 GB of data per billing period and
 - c. 3LikeHome (see Section 25)
 - d. the ability to share data with other 3Deling 5G Data subscriptions (see separate section on 3Deling)
 - e. the ability to purchase 3SAMLET data pools as described under 3SAMLET (please see the separate section on 3SAMLET)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription and any other 3Deling 5G Data subscriptions belonging to the same customer number during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS and MMS (SMS and MMS will be charged in accordance with the prices in the price list under "3Deling 5G Data 0GB/5GB/10GB/20GB/30GB/40GB")
 - c. data usage abroad (in addition to that described in Section 25 on use abroad).
5. The subscription fee for 3Deling 5G Data is charged in advance and usage is charged in arrears for each billing period. 3Deling 5G Data comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
6. Although there is no PIN code for a 3Deling 5G Data SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
7. If the Company has one 3Deling 5G Data subscription or one 3PRO 5G Data subscription together with either one 3Deling 5G Tale or one 3PRO 5G Tale subscription, the Company can be offered a collective discount of DKK 40 per month. The collective discount is offered following individual negotiation. If either of the two subscriptions ends, so will the collective discount as of the date of termination/change. Upon the termination of or change to the 3Deling 5G Tale or 3PRO 5G Tale subscription, the 3Deling 5G Data subscription will continue without the collective discount.
8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list on page 31.

3Business Bredbånd (DKK 399)

1. 3Business Bredbånd includes 1 TB of data, which can be used in Denmark. A fixed monthly subscription fee is payable for a 3Business Bredbånd subscription, which includes 4G and 1 TB data per billing period.
2. Although data use in excess of the agreed data allowance will not be charged, the mobile data connection speed will be reduced to 2 MBps for the remainder of the current billing period. An additional 1 TB of data may then be purchased for use in the remainder of the current billing period – see the price list.
3. The subscription does not include:
 - a. voice calls (the SIM card is blocked for voice calls)

- b. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc.)
- c. data usage abroad (the SIM card is blocked for data usage abroad)

4. The fixed subscription fee does not include add-on packages.
5. The subscription fee for 3Business Bredbånd is charged in advance, while the purchase of any additional data packages is charged in arrears.
6. 3Business Bredbånd comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
7. Although there is no PIN code for a 3Business Bredbånd SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list for billing increments for calls and data usage.

3Business Bredbånd 5G (DKK 399)

1. 3Business Bredbånd includes unlimited data, which can be used in Denmark. A fixed monthly subscription fee is payable for a 3Business Bredbånd 5G subscription, which includes 4G, 5G and unlimited data per billing period.
2. The subscription does not include:
 - d. voice calls (the SIM card is blocked for voice calls)
 - e. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc.)
 - f. data usage abroad (the SIM card is blocked for data usage abroad)
4. The fixed subscription fee does not include add-on packages.
5. The subscription fee for 3Business Bredbånd 5G is charged in advance, while the purchase of any additional data packages is charged in arrears.
6. 3Business Bredbånd 5G comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
7. Although there is no PIN code for a 3Business Bredbånd 5G SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list for billing increments for calls and data usage.

12-month trial period with router

1. This section constitutes additional terms to the terms that are applicable to 3Business Bredbånd (DKK 399) and 3Business Bredbånd 5G (DKK 399).
2. The terms apply where the Company has acquired the product "12-month trial period with router" which includes either a 3Business Bredbånd subscription and a Netgear OBI 4G LTE (LBR20) router (DKK 2,399 excl. VAT) or a 3Business Bredbånd 5G subscription and either a Huawei 5G CPE Pro3 router (DKK 2,799.20 excl. VAT) or Netgear NBR750 router (DKK 3,999.20 excl. VAT).
3. The product includes an automatic trial period, which enables the Company to cancel the relevant subscription within the first 12 months of the date of ordering the subscription. The Company's cancellation under this provision is conditional on the Company returning the router to Hi3G in substantially the same condition or accepting that Hi3G will charge the Company the price of a new router, cf. Section 4.
4. If the Company makes use of the cancellation option, the Company will be obliged to return the supplied hardware to Hi3G without undue delay. The hardware must be returned in substantially the same condition in which it was received. If the Company informs Hi3G that it does not want to return the hardware or the hardware is not returned in substantially the same condition in which it was received, Hi3G reserves the right to charge the Company the purchase price of the router.
5. Once Hi3G receives the Company's cancellation, Hi3G will confirm the cancellation and inform the Company that the Company will not be charged

for the subscription for the period following the cancellation. Once Hi3G has received back the hardware supplied, the subscription will end. After the cancellation, the Company will receive a final statement and credit of any remaining pre-paid subscription.

6. At the end of the trial period, the usual cancellation notice applies for the product (see Section 22 on Cancellation)

3ENKELT Bredbånd

1. A 3ENKELT Bredbånd subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. 1 GB / 5 GB / 10 GB / 20 GB / 100 GB / 250 GB / 400 GB data per billing period and
 - c. 3LikeHome (see Section 25 on use abroad)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - c. data usage abroad (in addition to that described in Section 25 on use abroad).
5. The subscription fee for 3ENKELT Bredbånd is charged in advance and usage is charged in arrears. 3ENKELT Bredbånd comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
6. Although there is no PIN code for a 3ENKELT Bredbånd SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
7. For information about coverage and speed, please see Section 27.
8. For information about the billing increments for data usage, please refer to the price list.

Mobilt Bredbånd

1. A Mobilt Broadband subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. 1 GB / 5 GB / 10 GB / 20 GB / 250 GB of data per billing period and
 - c. 3LikeHome (see Section 25 on use abroad)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - c. data usage abroad (in addition to that described in Section 25 on use abroad).
5. The subscription fee for Mobilt Bredbånd is charged in advance and usage is charged in arrears.
6. Mobilt Bredbånd comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.

7. Although there is no PIN code for a Mobilt Bredbånd SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list.

Mobilt Bredbånd 50 GB* / Fri Data**

1. A Mobilt Broadband subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G and
 - b. 50 GB / Fri Data.
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - c. data usage abroad (in addition to that described in Section 25.2 on use abroad).
5. The subscription fee for Mobilt Bredbånd is charged in advance and usage is charged in arrears.
6. Mobilt Bredbånd comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
7. Although there is no PIN code for a Mobilt Bredbånd SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list.

For Mobilt Bredbånd 50 GB*, there is the option to use 3DataDeling and get one additional SIM card for your subscription. For further information, see the section on 3DataDeling in the general terms and conditions. The subscription is valid for 3 in Denmark.

For 3Mobilt Bredbånd Fri Data** there is a "fair usage limit" of 1,000 GB in order to prevent, for example, misuse, significant disruptions in the network causing inconvenience to other Users, the use of the subscription as a free hotspot, access for others to a significant extent and the like.

3SIMPELT Bredbånd 500 MB

1. A 3SIMPELT Bredbånd subscription is charged by way of a fixed monthly subscription fee. This includes 500 MB of data and 4G.
2. Data usage in excess of the subscription's data allowance will be charged – see the price list.
3. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - c. data usage abroad (in addition to that described in Section 25.2 on use abroad)
4. The subscription fee for 3SIMPELT Bredbånd is charged in advance and usage is charged in arrears.

5. 3SIMPELT Bredbånd comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
6. Although there is no PIN code for a 3SIMPELT Bredbånd SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
7. For information about coverage and speed, please see Section 27.
8. For information about the billing increments for data usage, please refer to the price list.

3Business DK Bredbånd 10 GB / 20 GB / 40 GB

1. A 3Business DK Bredbånd subscription is charged by way of a fixed monthly subscription fee. A 3Business DK Bredbånd subscription can only be used in Denmark. The subscription includes:
 - a. 4G and
 - b. 10 GB / 20 GB / 40 GB of data per billing period
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. calls
 - c. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - d. data use abroad
5. The subscription fee for 3Business DK Bredbånd is charged in advance and usage is charged in arrears. 3Business DK Bredbånd comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
6. Although there is no PIN code for a 3Business DK Bredbånd SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
7. If the Company has one 3Business DK Bredbånd 10 GB (DKK 89) subscription and one 3Business DK Fri Tale subscription (either 10 GB, 20 GB, or 40 GB), the Company will be offered a total discount of DKK 40 per month. The total discount is obtained only through the above combination of one voice and one data card subscription on the same bill. If either of the two subscriptions ends, so will the discount. When cancelling or amending a 3Business DK Fri Tale subscription, the 3Business DK Bredbånd 10 GB (DKK 89) subscription will continue without a discount.
8. For information about coverage and speed, please see Section 27.
9. For information about the billing increments for data usage, please refer to the price list.

Subscription terms and conditions for voice subscriptions

3PRO 5G Tale 5 GB / 10 GB / 200 GB / Fri Data

1. 3PRO 5G Tale includes unlimited voice calls when calling Danish numbers from Denmark, and 5 GB / 10 GB / 200 GB / Unlimited* data per billing period. A 3PRO 5G Tale subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G and 5G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome Pro (see Section 26)
 - f. Unlimited voice calls from Denmark to countries in the EU/EEA and the UK

- g. a maximum of 20 hours of voice calls when the User calls (standard, not premium rate phone numbers covered by the country's national numbering plan):
 - (i) from Denmark to 3LikeHome countries
 - (ii) from 3LikeHome countries within the EU to 3LikeHome countries outside the EU
 - (iii) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU
 - (iv) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU, including Denmark (local calls and calls to Danish numbers are covered by 3LikeHome – see Section 25.4).

(3LikeHome countries are listed in Sections 25.2 and 25.4 regarding use abroad.)

- h. Wi-Fi calling
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Prices for usage beyond what is included in the 3PRO 5G Tale subscription can be found in the price list on page 31.
4. 3PRO 5G Tale may only be used for general communication from person to person.
5. 3 reserves the right to cancel the 3PRO 5G Tale subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for general communication from person to person.
6. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
7. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see Section 29 on discount packages.
8. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
9. Prices for usage beyond what is included in the subscription can be found in the price list.
10. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
11. If the Company has one 3PRO 5G Tale subscription or one 3Deling 5G Tale subscription together with either one 3PRO 5G Data or one 3Deling 5G Data subscription, the Company can be offered a collective discount of DKK 40 per month. The collective discount is offered following individual negotiation. If either of the two subscriptions ends, so will the collective discount as of the date of termination/change. Upon the termination of or change to the 3PRO 5G Data or 3Deling 5G Data subscription, the 3PRO 5G Tale subscription will continue without the collective discount.
12. For information about coverage and speed, please see Section 27.
13. For information about the billing increments for calls and data usage, please refer to the price list on page 31.

In the case of Fri Data*, if data usage exceeds 1000 GB, we will assess whether this usage is due to misuse. 3 reserves the right to block data in

connection with 3PRO 5G Tale Fri subscriptions where there is a specific suspicion of misuse. If we suspect misuse or other use that violates the terms of your 3PRO 5G Tale subscription, we will notify you. If, upon receiving our notification, you do not change your usage patterns or adequately explain that there has been no misuse or other usage in violation of the subscription terms, we reserve the right to block further usage for that month.

3Deling 5G Tale 0 GB / 5 GB / 10GB / 20 GB / 30 GB / 40 GB

1. 3Deling 5G Tale includes unlimited voice calls when calling Danish numbers from Denmark, and 5 GB / 10 GB / 20 GB / 30 GB / 40 GB of data per billing period. A 3Deling 5G Tale subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G and 5G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome Pro (see Section 26)
 - f. Unlimited voice calls from Denmark to countries in the EU/EEA and the UK
 - g. a maximum of 20 hours of voice calls when the User calls (standard, not premium rate phone numbers covered by the country's national numbering plan):
 - (i) from Denmark to 3LikeHome countries
 - (ii) from 3LikeHome countries within the EU to 3LikeHome countries outside the EU
 - (iii) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU
 - (iv) from 3LikeHome countries outside the EU to 3LikeHome countries within the EU, including Denmark (local calls and calls to Danish numbers are covered by 3LikeHome – see Section 25.4).
(3LikeHome countries are listed in Sections 25.2 and 25.4 regarding use abroad.)
 - h. Wi-Fi calling
 - i. the ability to share data with other 3Deling 5G Tale subscriptions (see separate section on 3Deling)
 - j. the ability to purchase 3SAMLET data pools as described under 3SAMLET (please see the separate section on 3SAMLET)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Prices for usage beyond what is included in the 3Deling 5G Tale subscription can be found in the price list on page 31.
4. 3Deling 5G may only be used for general communication from person to person.
5. 3 reserves the right to cancel a 3Deling 5G Tale subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for general communication from person to person.
6. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers".

7. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see Section 29 on discount packages.
8. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
9. Prices for usage beyond what is included in the subscription can be found in the price list.
10. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
11. If the Company has one 3Deling 5G Tale subscription or one 3PRO 5G Tale subscription together with either one 3Deling 5G Data or one 3PRO 5G Data subscription, the Company can be offered a collective discount of DKK 40 per month. The collective discount is offered following individual negotiation. If either of the two subscriptions ends, so will the collective discount as of the date of termination/change. Upon the cancellation of or change to the 3Deling 5G Data or 3PRO 5G Data subscription, the 3Deling 5G Tale subscription will continue without the collective discount.
12. For information about coverage and speed, please see Section 27.
13. For information about the billing increments for calls and data usage, please refer to the price list on page 31.

3Basis 3 GB / 7 GB / 15 GB

1. A fixed monthly subscription fee is payable for the 3Basis subscription. This includes unlimited voice calls, national dial-up charges, unlimited SMS and MMS, 4G, and 3 GB / 7 GB / 15 GB of data per billing period.
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Devices included in the subscription fee are for use in Denmark.
4. The fixed subscription fee does not include:
 - a. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
 - b. add-on packages, calls, nor SMS and MMS to numbers abroad
 - c. international phone and data usage as described in Section 25.2 regarding use within the EU, in addition to Section 25.4 for use outside the EU
 - d. any set-up fees or potential invoice and reminder fees that may be incurred.
5. 3Basis must be used only for ordinary use from person to person.
6. 3 reserves the right to cancel the 3Basis subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary use from person to person.
7. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see Section 29 on discount packages.
8. The subscription fee is invoiced in advance and additional usage is invoiced in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
9. Prices for usage beyond what is included in the subscription can be found in the price list.
10. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
11. For information about coverage and speed, please see Section 27.
12. For information about the billing increments for calls and data usage, please refer to the price list.

3Pro 3 GB / 7 GB / 15 GB / 30 GB / 60 GB

1. 3Pro includes unlimited voice calls when calling Danish numbers from Denmark, and 3 GB / 7 GB / 15 GB / 30 GB / 60 GB of data per billing period. A 3Pro subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome Pro (see Section 26) and
 - f. Wi-Fi calling
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. 3Pro must be used only for ordinary use from person to person.
4. 3 reserves the right to cancel the 3Pro subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary use from person to person.
5. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
6. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see Section 29 on discount packages.
7. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
8. Prices for usage beyond what is included in the subscription can be found in the price list.
9. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
10. For information about coverage and speed, please see Section 27.
11. For information about the billing increments for calls and data usage, please refer to the price list.

3Pro Plus 3 GB / 7 GB / 15 GB / 30 GB / 60 GB

1. 3Pro Plus includes unlimited voice calls when calling Danish numbers from Denmark, and 3 GB / 7 GB / 15 GB / 30 GB / 60 GB of data per billing period. A 3Pro Plus subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome Pro (see Section 26)
 - f. Wi-Fi calling
 - g. 3Global Travel (see Section 29)
 - h. 3Global Home (see Section 29)
 - i. 3Firmanummer (see Section 31)
 - j. 3Split (see Section 31) and
 - k. a 25% discount per MB data in countries outside 3LikeHome, in accordance with 3's applicable international rates.

2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. 3Pro Plus must be used only for ordinary use from person to person.
4. 3 reserves the right to cancel a 3Pro Plus subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary use from person to person.
5. The fixed subscription fee does not include:
 - a. add-on packages (beyond those included) or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 25 on 3LikeHome Pro)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
6. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see Section 29 on discount packages.
7. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
8. Prices for usage beyond what is included in the subscription can be found in the price list.
9. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
10. For information about coverage and speed, please see Section 27.
11. For information about the billing increments for calls and data usage, please refer to the price list.

3Deling Pro 5 GB / 10 GB / 20 GB / 30 GB / 40 GB

1. 3Deling Pro includes unlimited voice calls when calling Danish numbers from Denmark, and 5 GB / 10 GB / 20 GB / 30 GB / 40 GB of data per billing period. A 3Deling Pro subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome Pro (see Section 26)
 - f. Wi-Fi calling and
 - g. the ability to share data with other 3Deling Pro subscriptions (see separate section on 3Deling)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription and any other 3Deling Pro subscriptions belonging to the same customer number during the month concerned.
3. 3Deling Pro may be used only for ordinary use from person to person.
4. 3 reserves the right to cancel a 3Deling Pro subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - c. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - d. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary use from person to person.
5. The fixed subscription fee does not include:

- d. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - e. telecommunications or data usage abroad (in addition to that described in Section 24 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)
 - f. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under “Other special numbers”
6. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see Section 29 on discount packages.
 7. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
 8. Prices for usage beyond what is included in the subscription can be found in the price list.
 9. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
 10. For information about coverage and speed, please see Section 27.
 11. For information about the billing increments for calls and data usage, please refer to the price list.

3Deling Data 0 GB / 5 GB / 10 GB / 20 GB / 30 GB / 40 GB

1. A 3Deling Data subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. 0 GB / 5 GB / 10 GB / 20 GB / 30 GB / 40 GB of data per billing period
 - c. 3LikeHome (see Section 25 on use abroad) and
 - d. the ability to share data with other 3Deling Data subscriptions (see separate section on 3Deling)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription and any other 3Deling Data subscriptions belonging to the same customer number during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. The fixed subscription fee does not include:
 - a. add-on packages
 - b. SMS or MMS
 - c. data usage abroad (in addition to that described in Section 25 on use abroad).
5. The subscription fee for 3Deling Data is charged in advance and usage is charged in arrears. 3Deling Data comes with a dynamic IP address as standard. It is possible to purchase a static IP address for an additional monthly fee.
6. Although there is no PIN code for a 3Deling Data SIM card, the Company/User can activate the PIN code on the SIM card themselves via the computer that the Mobilt Bredbånd hardware is connected to. The Company/User is welcome to contact 3's Customer Service team for further instructions on how to do this.
7. For information about coverage and speed, please see Section 27.
8. For information about the billing increments for data usage, please refer to the price list.

3SIKKER

1. A fixed monthly subscription fee is payable for the 3SIKKER subscription. This includes five hours of national voice calls, national dial-up charges, unlimited SMS and MMS, 4G, unlimited 3 to 3 calls, and 1 GB of data per month. Although data usage exceeding 1 GB per month will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned. Devices included in the subscription fee are for use in Denmark.

2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies in addition to the included minutes
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages, or calls, SMS or MMS to numbers overseas
 - d. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - e. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.
5. The subscription includes 3SIKKER REGNING, which ensures that your usage for each billing period cannot exceed DKK 300 in addition to the subscription fee. With 3SIKKER REGNING, the following services and numbers are blocked:
 - a. calls to numbers abroad
 - b. SMS and MMS to numbers abroad
 - c. telecommunications and data usage while abroad.

3SIKKER Fri tale 6 GB

1. A fixed monthly subscription fee is payable for the 3SIKKER Fri tale 6 GB subscription. This includes unlimited national voice calls, national dial-up charges, unlimited SMS and MMS messages, 4G, unlimited 3 to 3 calls, and 6 GB of data per month. Although data usage exceeding 6 GB per month will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned. Devices included in the subscription fee are for use in Denmark.
2. The fixed subscription fee does not include:
 - a. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - b. add-on packages; calls, SMS or MMS to numbers overseas; telecommunications and data
 - c. calls to 70 numbers. Calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription.
 - d. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.
5. The subscription includes 3SIKKER REGNING, which ensures that your usage for each billing period cannot exceed DKK 300 in addition to the subscription fee. With 3SIKKER REGNING, the following services and numbers are blocked:
 - a. calls to numbers abroad
 - b. SMS and MMS to numbers abroad
 - c. telecommunications and data usage while abroad.

3SIMPELT 5Timer 1 GB

1. A fixed monthly subscription fee is payable for the 3SIMPELT 5Timer 1 GB subscription. This includes five hours of voice calls, national dial-up charges, unlimited SMS and MMS, 4G unlimited 3 to 3 calls, and 1 GB of data per month. Although data usage exceeding 1 GB per month will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned. Devices included in the subscription fee are for use in Denmark.

2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies in addition to the included minutes
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages, calls, nor SMS and MMS to numbers abroad
 - d. telecommunications or data usage abroad (in addition to that described in Section 24.2 on use within the EU)
 - e. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - f. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

15Timer 3 GB (without roaming) DKK 189

1. With 15Timer 3 GB (without roaming), the User gets a subscription that can be used only within Denmark. A fixed monthly subscription fee is payable, which includes 15 hours of national voice calls, national dial-up charges, 4G, unlimited 3 to 3 calls, unlimited SMS and MMS to Danish numbers, and 3 GB of data per billing period. If data usage exceeds the subscription's data allowance, the subscription is blocked for additional data usage.
2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies beyond the 15 hours included
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages
 - d. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - e. calls, SMS or MMS to numbers overseas
 - f. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

15Timer 5 GB (without roaming) DKK 289

1. With 15Timer 5 GB (without roaming), the User gets a subscription that can be used only within Denmark when the phone is on a Danish network. A fixed monthly subscription fee is payable, which includes 15 hours of national voice calls, national dial-up charges, 4G, unlimited 3 to 3 calls, unlimited SMS and MMS to Danish numbers, and 5 GB of data per billing period. If data usage exceeds the subscription's data allowance, the subscription is blocked for additional data usage.
2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies beyond the 15 hours included
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages
 - d. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - e. calls, SMS or MMS to numbers overseas
 - f. any set-up fees or potential invoice and reminder fees that may be incurred.

3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

20Timer 10 GB (without roaming) DKK 309

1. With 20Timer 10 GB (without roaming), the User gets a subscription that can be used only within Denmark when the phone is on a Danish network. A fixed monthly subscription fee is payable, which includes 20 hours of national voice calls, national dial-up charges, 4G, unlimited 10 to 3 calls, unlimited SMS and MMS to Danish numbers, and 10 GB of data per billing period. If data usage exceeds the subscription's data allowance, the subscription is blocked for additional data usage.
2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies beyond the 20 hours included
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages
 - d. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - e. calls, SMS or MMS to numbers overseas
 - f. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

3SIMPELT Fri Tale 6 GB / 12 GB / 6 GB

1. A fixed monthly subscription fee is payable for the 3SIMPELT Fri Tale subscription. This includes unlimited voice calls, national dial-up charges, unlimited SMS and MMS, 4G, unlimited 3 to 3 calls, and 6 GB / 12 GB / 20 GB of data per billing period. Although data usage exceeding the corresponding allowance per month will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned. Devices included in the subscription fee are for use in Denmark.
2. The fixed subscription fee does not include:
 - a. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - b. add-on packages, calls, nor SMS and MMS to numbers abroad
 - c. telecommunications or data usage abroad (in addition to that described in Section 24.2 on use within the EU)
 - d. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - e. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

3ENKELT Fri Tale 2 GB / 5 GB / 10 GB / 20 GB / 40 GB / 45 GB

1. 3ENKELT Fri Tale includes unlimited voice calls when calling Danish numbers from Denmark, and 2 GB / 5 GB / 10 GB / 20 GB / 40 GB / 45 GB of data per billing period. A 3ENKELT Fri Tale subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G

- b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome (see Section 25 on use abroad) and
 - f. Wi-Fi calling
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
 3. 3ENKELT Fri Tale must be used only for ordinary use from person to person.
 4. 3 reserves the right to cancel a 3ENKELT Fri Tale subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary use from person to person.
 5. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
 6. 3ENKELT Fri Tale 45 GB includes the discount packages 3Global Travel and 3Global Home.
 7. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
 8. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
 9. Prices for usage beyond what is included in the subscription can be found in the price list.
 10. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
 11. For information about coverage and speed, please see Section 27.
 12. For information about the billing increments for calls and data usage, please refer to the price list.

3Enkelt Pro - Fri Tale 2 GB / Fri Tale 5 GB / Fri Tale 10 GB / Fri Tale 20 GB / Fri Tale 40 GB

1. 3Enkelt Pro includes unlimited voice calls when calling Danish numbers from Denmark, and 2 GB / 5 GB / 10 GB / 20 GB / 40 GB of data per billing period. A 3Enkelt Pro subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome Pro (see Section 26) and
 - f. Wi-Fi calling
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. 3Enkelt Pro may be used only for ordinary use from person to person.
4. 3 reserves the right to cancel a 3Enkelt Pro subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).

- b. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary use from person to person.
5. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
 6. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
 7. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
 8. Prices for usage beyond what is included in the subscription can be found in the price list.
 9. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
 10. For information about coverage and speed, please see Section 27.
 11. For information about the billing increments for calls and data usage, please refer to the price list.

3Business Fri 2 GB / 10 GB / 20 GB / 40 GB / 45 GB

1. 3Business Fri includes unlimited voice calls when calling Danish numbers from Denmark, and 2 GB / 10 GB / 20 GB / 40 GB / 45 GB of data per billing period. A 3Business Fri subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period and
 - e. 3LikeHome (see Section 25 on use abroad)
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. 3Business Fri must be used only for ordinary use from person to person.
4. 3 reserves the right to cancel a 3Business Fri subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary use from person to person.
5. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas
 - b. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
6. Additional data packages can be purchased for use in Denmark and the countries listed under 3LikeHome at reduced per MB rates if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
7. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the

subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.

8. Prices for usage beyond what is included in the subscription can be found in the price list.
9. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
10. For information about coverage and speed, please see Section 27.
11. For information about the billing increments for calls and data usage, please refer to the price list.

3Business Fri 1GB / 12GB / 50GB / 100GB

1. 3Business Fri includes unlimited voice calls to Danish numbers from Denmark and 1 GB / 12 GB / 50 GB / 100 GB of data per billing period. A 3Business Fri subscription is charged by way of a fixed monthly subscription fee. This includes:

- a. 4G
- b. unlimited voice calls for DKK 0 per minute
- c. free dial-up charge, unlimited SMS and MMS, and
- d. the corresponding data allowance per billing period

The data devices included in the subscription are for use in Denmark.

2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
4. Fri Tale must be used only for ordinary use from person to person.
5. 3 reserves the right to cancel a 3Business Fri subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (more than 30 hours per billing period)
 - b. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary use from person to person
6. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas
 - b. telecommunications or data usage abroad (in addition to that described in Section 25.2 on use within the EU)
 - c. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
7. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period.
8. For information about coverage and speed, please see Section 27.
9. Prices for usage beyond what is included in the subscription can be found in the price list.
10. For information about the billing increments for calls and data usage, please refer to the price list.

3Business S / M / L / XL

1. A fixed monthly subscription fee is payable for the 3Business S / M / L / XL subscription. This includes 3 / 6 / 15 / unlimited hours of voice calls, national dial-up charges, unlimited SMS and MMS, 4G, unlimited 3 to 3 calls, and 1 GB / 3 GB / 6 GB / 15 GB of data per month. Although data usage exceeding 15 GB per month will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned. Devices included in the subscription fee are for use in Denmark.
2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies in addition to the included minutes
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages, or calls, SMS or MMS to numbers overseas

- d. telecommunications or data usage abroad (in addition to that described in Section 25.2 on use within the EU)
- e. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription. Calls to 70 numbers with 3Business XL are free of charge.
- f. any set-up fees or potential invoice and reminder fees that may be incurred.

3. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

3Business 39 / 119 / 299 / 399 / 499

1. A fixed monthly subscription fee is payable for the 3Business 39 / 119 / 299 / 399 / 499 subscription. This includes 1 / 2 / 7 / 10 / unlimited hours of voice calls, national dial-up charges, unlimited national voice calls to other 3 customers, 4G, and 500 MB / 1 GB / 5 GB / 15 GB / 25 GB of data per billing period. Although data usage exceeding the corresponding allowance per billing period will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned. Devices included in the subscription fee are for use in Denmark.
2. The fixed subscription fee does not include:
 - a. national voice calls to other telephone companies in addition to the included minutes, SMS or MMS
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages, or calls, SMS or MMS to numbers overseas
 - d. telecommunications or data usage abroad (in addition to that described in Section 25.2 on use within the EU)
 - e. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - f. any set-up fees or potential invoice and reminder fees that may be incurred.
3. The subscription fee is charged in advance per billing period, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
4. For information about the billing increments for calls and data usage, please refer to the price list.

3Corporate

1. No monthly subscription fee is payable for 3Corporate. Instead the Company is required to have a fixed monthly minimum usage. There are several levels of minimum usage. Unused minimum usage cannot be transferred to the following month.
2. The minimum usage and any usage in addition to the minimum usage in the previous month (calls, SMS, MMS, data usage and content packages) are billed each month. The minimum usage and any additional usage are charged in arrears. Be aware that even if the minimum usage has not been used in any given month, the full amount will be charged.
3. The minimum usage can be used for ordinary voice calls, SMS, MMS, e-mail, data, or to pay the subscription fee for any packages. Calls and data usage while abroad are also included in the minimum usage. Premium rate services (e.g. donations, fundraising, polls, etc.) and set-up fees, as well as any reminder charges, are not covered by the minimum usage.
4. A dial-up charge will be charged for all successful voice calls. This is included in the minimum usage.
5. With 3Corporate, calls are charged per commenced second.

3iDeal Business 239.20 / 319.20 / 479.20

1. A fixed monthly subscription fee is payable for the 3iDeal Business 239.20 / 319.20 / 479.20 subscription. This includes 100 / 300 / unlimited minutes of voice calls, 4G, unlimited 3 to 3 calls and unlimited SMS and MMS, as

well as data. The subscription includes 500 MB / 20 GB of data per billing period.

2. Although data usage exceeding the corresponding allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the billing period concerned. Devices included in the subscription fee are for use in Denmark.
3. The fixed subscription fee does not include:
 - a. national voice calls in addition to the included minutes dial-up charges
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - c. add-on packages, or calls, SMS or MMS to numbers overseas
 - d. telecommunications or data usage abroad (in addition to that described in Section 25.2 on use within the EU)
 - e. calls to 70 numbers. calls to 70 numbers are charged at the per-minute rate and dial-up charge that apply to the subscription
 - f. any set-up fees or potential invoice and reminder fees that may be incurred.
4. The subscription and additional usage are charged in arrears for each billing period. Consequently, your subscription fee will be charged each month, as well as any usage not included in the subscription.
5. For information about the billing increments for calls and data usage, please refer to the price list.

3Business DK Fri Tale 10 GB / 20 GB / 40 GB

1. With 3Business DK Fri Tale, the User gets a subscription that can be used only within Denmark. A fixed monthly subscription fee is payable. This includes:
 - e. 4G
 - f. unlimited voice calls when calling Danish numbers from Denmark
 - g. unlimited SMS and MMS to Danish numbers and
 - h. 10 GB / 20 GB / 40 GB of data per billing period
2. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
3. The fixed subscription fee does not include:
 - g. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list
 - h. add-on packages
 - i. calls abroad in addition to calls to Danish numbers when in the EU/EEA
 - j. SMS and MMS to numbers abroad
 - k. any set-up fees or potential invoice and reminder fees that may be incurred.
4. The subscription fee is charged in advance per month, and usage is charged in arrears. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
5. For information about coverage and speed, please see Section 27.
6. For information about the billing increments for calls and data usage, please refer to the price list.

3SAMLET

1. With 3SAMLET the Company shares one or more data pools across all of the Company's 3SAMLET subscriptions on the same customer number. One or more 3SAMLET voice subscriptions and/or one or more 3SAMLET broadband subscriptions are attached to each data pool.
2. The following applies to 3SAMLET data pools:
 - a. The data pools consist of a data allowance that can be freely shared among Users on the same customer number.
 - b. There must be a data pool of a minimum of 2 GB for each 3SAMLET subscription.
 - c. There can be a maximum of 50 3SAMLET voice and/or broadband subscriptions connected to any one data pool.

- d. Although data usage that exceeds the data allowance for the data pool(s) will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the data speed for the rest of the billing period concerned.

3. The following applies to 3SAMLET Tale:
 - a. The following are included:
 - i. unlimited voice calls for DKK 0 when calling Danish numbers from Denmark
 - ii. free dial-up charges, and unlimited SMS and MMS to Danish numbers from Denmark
 - iii. access to the total data allowance that is included in the 3SAMLET data pool(s) on the relevant customer number.
 - iv. 4G and
 - v. 3LikeHome (see Section 25 on use abroad)
 - b. 3SAMLET Tale must be used only for ordinary business-related use from person to person.
 - c. 3 reserves the right to cancel 3SAMLET if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - i. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary business-related use from person to person.
 - ii. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - d. The fixed subscription fee does not include:
 - i. add-on packages, or calls, SMS or MMS to numbers overseas
 - ii. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers".
 The following applies to 3SAMLET Bredbånd:
 - e. The following are included:
 - i. access to the total data allowance that is included in the 3SAMLET data pool(s) on the relevant customer number
 - ii. 4G
 - f. The fixed subscription fee does not include:
 - i. add-on packages
 - ii. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - iii. data usage abroad (in addition to that described in Section 24 on use abroad)
4. 3LikeHome is included in 3SAMLET. See the separate section on this for further information.
5. Additional data packages can be purchased if additional data is required. See the section "Purchase of additional data for 3SAMLET" in the general terms and conditions for further information.
6. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
7. The subscription fee for 3SAMLET is charged in advance and usage is charged in arrears
8. Usage beyond what is included in the subscription is charged in accordance with the price list.
9. For information about coverage and speed, please see Section 27.
10. For information about the billing increments for calls and data usage, please refer to the price list.

3SAMLET Pro

1. With 3SAMLET Pro the Company shares one or more data pools across all of the Company's 3SAMLET Pro subscriptions on the same customer number. One or more 3SAMLET Pro voice subscriptions and/or one or more 3SAMLET Pro broadband subscriptions are attached to each data pool.
2. The following applies to 3SAMLET Pro data pools:
 - a. The data pools consist of a data allowance that can be freely shared among Users on the same customer number.

- b. There must be a data pool of a minimum of 2 GB for each 3SAMLET Pro subscription.
 - c. There can be a maximum of 50 3SAMLET Pro voice and/or broadband subscriptions connected to any one data pool.
 - d. Although data usage that exceeds the data allowance for the data pool(s) will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the data speed for the rest of the billing period concerned.
3. The following applies to 3SAMLET Pro – Fri Tale:
 - a. The following are included:
 - i. unlimited voice calls for DKK 0 when calling Danish numbers from Denmark
 - ii. free dial-up charges, and unlimited SMS and MMS to Danish numbers from Denmark
 - iii. access to the total data allowance that is included in the 3SAMLET Pro data pool(s) on the relevant customer number
 - iv. 4G and
 - v. 3LikeHome Pro (see Section 26)
 - b. 3SAMLET Pro – Fri Tale must be used only for ordinary business-related use from person to person.
 - c. 3 reserves the right to cancel 3SAMLET Pro if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - i. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary business-related use from person to person.
 - ii. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - d. The fixed subscription fee does not include:
 - i. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - ii. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)
 - iii. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under “Other special numbers”.
 4. The following applies to 3SAMLET Pro Bredbånd:
 - a. The following are included:
 - i. access to the total data allowance that is included in the 3SAMLET Pro data pool(s) on the relevant customer number
 - ii. 4G
 - b. The fixed subscription fee does not include:
 - i. add-on packages
 - ii. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - iii. data usage abroad (in addition to that described in Section 25 on use abroad)
 - iv. subscription fee for 3SAMLET Pro data pools (refer to the price list)
 - v. subscription fee for each 3SAMLET Pro data card (refer to the price list).
 5. If the Company has one 3SAMLET Pro Data Card (DKK 99) and either one 3SAMLET Pro – Fri Tale (DKK 229) or one 3SAMLET Pro – Fri Tale (DKK 429), the Company will be offered a total discount of DKK 99 per month. The total discount is obtained only through the above combination of one voice and one data card subscription on the same bill. If either of the two subscriptions ends, so will the discount. When cancelling or amending a 3SAMLET Pro voice subscription, the 3SAMLET Pro Datakort (DKK 99) broadband subscription will continue without a discount.
 6. 3LikeHome Pro is included in 3SAMLET Pro. See the separate section on this for further information.
 7. Additional data packages can be purchased if additional data is required. See the section “Purchase of additional data for 3SAMLET” in the general terms and conditions for further information.
 8. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
 9. The subscription fee for 3SAMLET Pro is charged in advance and usage is charged in arrears.
 10. Usage beyond what is included in the subscription is charged in accordance with the price list.
 11. For information about coverage and speed, please see Section 27.
 12. For information about the billing increments for calls and data usage, please refer to the price list.
- 3SAMLET Pro Plus (DKK 209 / DKK 409)**
1. With 3SAMLET Pro Plus the Company shares one or more data pools across all of the Company's 3SAMLET Pro Plus subscriptions on the same customer number. One or more 3SAMLET Pro Plus voice subscriptions and/or one or more 3SAMLET Pro Plus broadband subscriptions are attached to each data pool.
 2. The following applies to 3SAMLET Pro Plus data pools:
 - a. The data pools consist of a data allowance that can be freely shared among Users on the same customer number.
 - b. There must be a data pool of a minimum of 2 GB for each 3SAMLET Pro Plus subscription.
 - c. There can be a maximum of 50 3SAMLET Pro Plus voice and/or broadband subscriptions connected to any one data pool.
 - d. Although data usage that exceeds the data allowance for the data pool(s) will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the data speed for the rest of the billing period concerned.
 3. The following applies to 3SAMLET Pro Plus Fri Tale:
 - a. The following are included:
 - i. unlimited voice calls for DKK 0 when calling Danish numbers from Denmark
 - ii. free dial-up charges, and unlimited SMS and MMS to Danish numbers from Denmark
 - iii. access to the total data allowance that is included in the 3SAMLET Pro Plus data pool(s) on the relevant customer number
 - iv. 4G
 - v. 3LikeHome Pro (see Section 26)
 - vi. 3Global Travel (see Section 29)
 - vii. 3Global Home (see Section 29)
 - viii. 3Firmanummer (see Section 31)
 - ix. 3Split (see Section 31) and
 - x. a 25% discount per MB data in countries outside 3LikeHome, in accordance with 3's applicable international rates.
 - b. 3SAMLET Pro Plus Fri Tale must be used only for ordinary business-related use from person to person.
 - c. 3 reserves the right to cancel 3SAMLET Pro Plus if abuse or systematic misuse is detected. The following usage can be regarded as misuse. This list is not exhaustive:
 - i. Connection of terminals, boxes or other equipment that generates calls or SMS/MMS automatically and which is not intended for ordinary business-related use from person to person.
 - ii. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - d. The fixed subscription fee does not include:
 - i. add-on packages, or calls, SMS or MMS to numbers overseas beyond what is included in 3LikeHome Pro
 - ii. telecommunications or data usage abroad (in addition to that described in Section 25 on use abroad/3LikeHome and Section 26 on 3LikeHome Pro)

- iii. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under “Other special numbers”.
- 4. The following applies to 3SAMLET Pro Plus Bredbånd:
 - a. The following are included:
 - i. access to the total data allowance that is included in the 3SAMLET Pro Plus data pool(s) on the relevant customer number
 - ii. 4G
 - b. The fixed subscription fee does not include:
 - i. add-on packages
 - ii. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - iii. data usage abroad (in addition to that described in Section 25 on use abroad)
- 5. 3LikeHome Pro is included in 3SAMLET Pro Plus. See the separate section on this for further information.
- 6. Additional data packages can be purchased if additional data is required. See the section “Purchase of additional data for 3SAMLET” in the general terms and conditions for further information.
- 7. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
- 8. The subscription fee for 3SAMLET Pro Plus is charged in advance and usage is charged in arrears.
- 9. Usage beyond what is included in the subscription is charged in accordance with the price list.
- 10. For information about coverage and speed, please see Section 27.
- 11. For information about the billing increments for calls and data usage, please refer to the price list.

DK 3SAMLET

- 1. With DK 3SAMLET the Company shares one or more data pools across all of the Company's DK 3SAMLET subscriptions on the same customer number. One or more DK 3SAMLET voice subscriptions and/or one or more DK 3SAMLET broadband subscriptions are attached to each data pool. A DK 3SAMLET subscription can only be used in Denmark.
- 2. The following applies to DK 3SAMLET data pools:
 - a. The data pools consist of a data allowance that can be freely shared among Users on the same customer number.
 - b. There must be a data pool of a minimum of 2 GB for each DK 3SAMLET subscription.
 - c. There can be a maximum of 50 DK 3SAMLET voice and/or broadband subscriptions connected to any one data pool.
 - d. Although data usage that exceeds the data allowance for the data pool(s) will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the data speed for the rest of the billing period concerned.
- 3. The following applies to DK 3SAMLET Pro – Fri Tale:
 - a. The following are included:
 - i. unlimited voice calls for DKK 0 when calling Danish numbers from Denmark
 - ii. free dial-up charges, and unlimited SMS and MMS to Danish numbers from Denmark
 - iii. access to the total data allowance that is included in the DK 3SAMLET data pool(s) on the relevant customer number
 - iv. 4G
 - b. DK 3SAMLET Fri Tale must be used only for ordinary business-related use from person to person.
 - c. 3 reserves the right to cancel DK 3SAMLET if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - i. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary business-related use from person to person.

- ii. Extensive use of group calling (i.e. calls to multiple people at the same time).
- d. The fixed subscription fee does not include:
 - i. add-on packages, or calls, SMS or MMS to numbers overseas
 - ii. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under “Other special numbers”.
 - iii. telecommunications and data usage while abroad.
- 4. The following applies to DK 3SAMLET Bredbånd:
 - a. The following are included:
 - i. access to the total data allowance that is included in the 3SAMLET data pool(s) on the relevant customer number
 - ii. 4G
 - b. The fixed subscription fee does not include:
 - i. add-on packages
 - ii. SMS or MMS (the SIM card is blocked for SMS and MMS, as well as for information and content services and products e.g. purchases, donations, fundraising, polls, etc. Blocks can be deactivated by contacting 3 customer service)
 - iii. data use abroad
- 5. Additional data packages can be purchased if additional data is required. See the section “Purchase of additional data for DK 3SAMLET” in the general terms and conditions for further information.
- 6. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
- 7. The subscription fee for DK 3SAMLET is charged in advance and usage is charged in arrears
- 8. Usage beyond what is included in the subscription is charged in accordance with the price list.
- 9. For information about coverage and speed, please see Section 27.
- 10. For information about the billing increments for calls and data usage, please refer to the price list.

Fri Tale Europa 20 GB / Fri Tale Europa 20 GB (DKK 499)

- 1. Fri Tale Europa includes unlimited voice calls when calling Danish numbers from Denmark, and 20 GB of data per billing period. A Fri Tale Europa subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. 4G
 - b. unlimited voice calls for DKK 0 per minute
 - c. free dial-up charge, unlimited SMS and MMS
 - d. the corresponding data allowance per billing period
 - e. 3LikeHome (see Section 25 on use abroad)
 - f. Wi-Fi calling
 - g. 2 hours of voice calls per day at DKK 0, free dial-up charge, and unlimited SMS/MMS to subscribers in the countries mentioned under point 2 from Denmark and
 - h. 2 hours of voice calls per day at DKK 0, free dial-up charge, and unlimited SMS/MMS to subscribers in the countries mentioned under point 3 from Denmark.
- 2. Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, the Czech Republic, Estonia, Finland, France, French Guiana, the Faroe Islands, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Moldova, Montenegro, the Netherlands, Norway, Poland, Portugal, Réunion, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine and the United Kingdom (England, Northern Ireland, Scotland and Wales).
- 3. Fair use limitations:
 - a. Fri Tale Europa is intended for occasional use abroad, for example, during business trips or holidays. If voice call usage primarily takes place in the countries listed in point 3 for a period of 30 consecutive days or more, we reserve the right to block usage of the subscription.

The User will regain use in the listed countries 14 days after usage recommences in Denmark.

- b. The included voice calls must be used only for ordinary use from person to person.
5. Although data usage in excess of the subscription's data allowance will not be charged, 3 reserves the right to block in whole or in part and/or significantly limit the speed of the relevant subscription during the month concerned.
6. Fri Tale Europa must be used only for ordinary use from person to person. 3 reserves the right to cancel a Fri Tale Europa subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary use from person to person.
7. The fixed subscription fee does not include:
 - a. add-on packages
 - b. calls, or SMS or MMS to numbers overseas beyond the countries listed in point 2
 - c. telecommunications or data usage abroad (in addition to that described in point 1.g above and Section 25 on use abroad)
 - d. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers".
8. Additional data packages can be purchased if more data is required than what is included in the subscription's data allowance – see the section on discount packages.
9. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
10. Prices for usage beyond what is included in the subscription can be found in the price list.
11. The set-up fee and any invoice and reminder charges will be added to the subscription fee.
12. For information about coverage and speed, please see Section 27.
13. For information about the billing increments for calls and data usage, please refer to the price list.

3Softphone

1. 3Softphone is a subscription that is available exclusively to 3Kontakt softphone users. 3Softphone is charged by usage, and voice minutes are charged in accordance with the applicable rates in the price list. 3Softphone does not include data.
2. 3Softphone must be used only for ordinary use from person to person.
3. 3 reserves the right to cancel 3Softphone if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary use from person to person.
4. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
5. Usage is charged in arrears per billing period.
6. For information about the billing increments for calls and data usage, please refer to the price list.

3Softphone Fri Tale

1. 3Softphone Fri Tale is a subscription intended for 3Kontakt users who use a softphone as their telephone. Consequently, 3Softphone Fri Tale requires that the customer has a 3Kontakt subscription (taken out separately with 3). 3Softphone Fri Tale includes unlimited voice calls and SMS to Danish telephone numbers. 3Softphone Fri Tale does not include data. A 3Softphone Fri Tale subscription is charged by way of a fixed monthly subscription fee. This includes:
 - a. unlimited voice calls for DKK 0 per minute
 - b. free dial-up charge, unlimited SMS.
2. 3Softphone Fri Tale must be used only for ordinary use from person to person
3. 3 reserves the right to cancel a 3Softphone Fri Tale subscription if abuse or systematic misuse is detected. The following usage can be regarded as misuse:
 - a. Extensive use of group calling (i.e. calls to multiple people at the same time).
 - b. Connection of terminals, boxes or other equipment that generates calls automatically and which is not intended for ordinary use from person to person.
4. The fixed subscription fee does not include:
 - a. add-on packages, or calls, SMS or MMS to numbers overseas
 - b. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.), or calls to 1 or 90 numbers or premium rate SMS – see the price list under "Other special numbers"
5. The subscription fee is charged in advance and additional usage is charged in arrears for each billing period. Consequently, each month the subscription fee for the following month is invoiced, in addition to usage beyond what is included in the subscription in the previous month.
6. Prices for usage beyond what is included in the subscription can be found in the price list.
7. For information about the billing increments for calls and data usage, please refer to the price list.

29. Discount packages

3PRO Extra

3PRO Extra allows the Company to use data, make calls and send SMS and MMS in and to more countries than are otherwise covered by the Company's 3LikeHome or 3LikeHome Pro subscriptions.

3PRO Extra is therefore in addition to the Company's 3LikeHome or 3LikeHome Pro product and expands the scope of the countries covered by it. It also sets special restrictions for use in these countries (see below). 3PRO Extra includes the following countries: Armenia, Azerbaijan, Colombia, Dominican Republic, Ecuador, El Salvador, Greenland, Guatemala, Honduras, India, Japan, Kazakhstan, Myanmar, Nicaragua, Pakistan, Paraguay, Peru, Philippines, Saudi Arabia, South Africa, Ukraine and Uruguay.

3PRO Extra is subject to the restrictions for use that apply to the Company's 3LikeHome or 3LikeHome Pro product (see Section 25 on usage abroad/3LikeHome and Section 26 on 3LikeHome Pro). In addition to the regulations herein, the following is included in 3PRO Extra:

- a. The Company has a maximum of 20 hours of voice calls when the User calls (standard, not premium rate phone numbers covered by the country's national numbering plan):
 - (i) from Denmark to a 3PRO Extra country,
 - (ii) from a 3PRO Extra country to another 3PRO Extra country,
 - (iii) from a 3PRO Extra country to a 3LikeHome country
 - (iv) from a 3LikeHome country to a 3PRO Extra country.
- b. The Company has free SMS and MMS:
 - (i) from Denmark to a 3PRO Extra country,
 - (ii) from a 3PRO Extra country to another 3PRO Extra country,
 - (iii) from a 3PRO Extra country to a 3LikeHome country
 - (iv) from a 3LikeHome country to a 3PRO Extra country.

(3LikeHome countries are listed in Sections 25.2 and 25.4 regarding use abroad.)

The following are not covered by 3PRO Extra and will be charged separately at the current rates for usage to and while abroad:

- a. voice calls in addition to the maximum of 20 hours of voice calls
- b. data usage in addition to the stated limit of 25 GB per billing period
- c. calls, SMS and MMS made from 3PRO Extra countries to foreign telephone numbers outside of 3LikeHome and 3PRO Extra countries
- d. calls made from and received in countries outside of 3PRO Extra countries
- e. SMS and MMS sent from countries outside of 3PRO Extra countries
- f. usage via satellite connection (ships and aircraft) and
- g. calls to service or special numbers, information or premium services or goods (e.g. purchases, donations, collections, polls, etc.) or calls to 1 or 90 numbers or premium rate SMS – see the price list under “Other special numbers”.

It is not possible to purchase additional data or voice packs in 3PRO Extra countries.

Please note that upon arrival in a 3PRO Extra country, 3 will send a welcome SMS stating standard prices, not taking into account that the Company has 3PRO Extra. As 3PRO Extra is an add-on product for the Company, the prices stated in the price list apply for the Company, regardless of the standard prices stated in the welcome SMS.

Prices for usage in addition to what is included in the 3LikeHome Pro subscription can be found in the price list. 3PRO Extra can be cancelled by giving 30 days' notice.

3Global Home

With 3Global Home you get:

- fixed low rates on calls from Denmark to certain countries abroad
- fixed low rates on SMS from Denmark to certain countries abroad.

A list of countries and prices can be found at 3.dk/udland. Current dial-up charges and billing increments are also available at 3.dk/udland.

3Global Travel

With 3Global Travel you get:

- fixed low rates on calls to Denmark from certain countries abroad
- fixed low rates on SMS to Denmark from certain countries abroad
- fixed low rates for receiving calls in certain countries abroad.

A list of countries and prices can be found at 3.dk/udland. Ordinary dial-up charges and billing increments are also available at 3.dk/udland. The package can be removed by giving one day's notice, after which the ordinary roaming rates will apply. The Company will, however, still have to pay for the package during the notice period. For subscriptions with 3LikeHome, 3LikeHome applies instead of 3Global Travel in the countries included in 3LikeHome.

Purchase of additional data

If additional data is required beyond what is already included in the subscription, a data package can be purchased for use in Denmark and the EU, as well as the countries listed in 3LikeHome. The purchase of additional data provides access to additional data for use during the current billing period. Unused data is not transferred to the next billing period.

For subscriptions that include 3LikeHome, the additional data purchased is also valid for use in the countries listed in 3LikeHome.

In the section on use abroad, the aforementioned 25 GB data restriction per SIM card per billing period also applies to the purchase of additional packages over 25 GB.

Additional data can be purchased only as a stand-alone purchase and not as an additional subscription. Any additional data purchased will therefore not be automatically renewed. Additional data can be purchased more than once per billing period.

Purchase of additional data for 3SAMLET

If additional data is required beyond what is already included in the 3SAMLET data pool(s), one or more data packages can be purchased for use in Denmark and the EU, as well as the countries listed in 3LikeHome. Additional data can be purchased by a Company/User with Administrator SIM card rights. The purchase of additional data provides access to additional data for use during the current billing period. Unused data is not transferred to the next billing period. In the section on use abroad, the aforementioned 25 GB data

restriction per SIM card per billing period also applies to the purchase of additional packages over 25 GB. Additional data can be purchased only as a stand-alone purchase and not as an additional subscription. Any additional data purchased will therefore not be automatically renewed. Additional data can be purchased more than once per billing period.

3World

3World is an additional subscription which offers lower prices for calls, SMS and/or data use abroad. 3World can be purchased for 3's subscriptions with 3LikeHome Pro.

3World consists of the following discount packages:

- a. [3World Voice](#)
- b. [3World Data](#)
- c. [3World Voice & Data](#)

Satellite networks and calls to satellite numbers are excluded from 3World. A list of countries and prices can be found at 3.dk/business/3World. The following countries are excluded from 3World and are charged at the list price: Bhutan, Congo, Democratic Republic of Congo, Ethiopia, Georgia, Guam, Laos, Libya, Maldives, Mozambique, Namibia, Tanzania, Tonga, Vanuatu, Zimbabwe.

The monthly price for 3World is invoiced in advance, and the subscription can be cancelled by giving 30 days' notice. For usage to and within countries that are included in 3LikeHome, the prices and terms for 3LikeHome (see Section 25 above) apply rather than the prices and terms for 3World.

3World Voice offers a fixed low price for calls and SMS to and while abroad, in addition to 3LikeHome Pro.

The following are included in 3World Voice:

- a. fixed low rates on calls from Denmark to abroad
- b. DKK 0 dial-up charge for calls from Denmark to abroad
- c. fixed low rates on SMS from Denmark to abroad
- d. fixed low rates on calls while abroad
- e. DKK 0 dial-up charge for calls made while abroad

3World Data offers a fixed low price for data usage while abroad, in addition to 3LikeHome Pro.

The following is included in 3World Data:

- a. fixed low rates on data while abroad

3World Voice & Data offers a fixed low price for data usage, calls and SMS to and while abroad. 3World Voice & Data gives the content of both 3World Voice and 3World Data in one complete package.

3GlobalVoice

With 3GlobalVoice, you have the option of making and receiving calls via the internet. If you use 3GlobalVoice, your calls are charged according to your mobile subscription as if you were in Denmark. If the call is not made with 3GlobalVoice, the call will be charged according to the applicable call rates for your mobile subscription (see price list).

Using 3GlobalVoice requires a data connection (mobile network or wi-fi). If 3GlobalVoice is used on a mobile network, this will affect data consumption.

If the data usage exceeds the data limit of the subscription, this usage will be billed on top of the subscription price.

3DataDeling

With 3DataDeling the Company can share the data allowance included in all relevant subscriptions with other hardware devices (such as a tablet PC and/or a USB modem). If additional data has been purchased for an included subscription, this additional data is also available on 3DataDeling subscriptions. The supported speed is the same as for the primary subscription. 3DataDeling can be used only for data traffic, and is blocked for calls and SMS/MMS.

The following subscriptions include the option of 3DataDeling:

- 3Business Fri 50 GB
- 3Business Fri 100 GB
- Mobilt Bredbånd 50 GB

One 3DataDeling subscription is included for each relevant subscription.

Additional 3DataDeling subscriptions can be purchased.

30. Content packages

Apple services

The Company can purchase the following packs for its voice subscriptions:

a. Apple TV+:

Apple TV+ is a streaming service with the Apple Originals service. It is available to both iOS and Android users.

b. Apple One:

i. Apple One is an all-in-one subscription that brings together four Apple services. They include Apple Music, Apple TV+, Apple Arcade and 50GB iCloud+. The service is only available to iOS users.

ii. Apple One Family: An Apple One family subscription allows you to share the included Apple services with up to five users via family sharing. iCloud+ comes with 200GB of storage. The service is only available to iOS users.

If Apple TV+ or Apple One are used abroad, you will be charged the current rate for data usage abroad. If the User is in Denmark or a country that is included in 3LikeHome, the data used will be included in the total data usage for the subscription. The use of Apple TV+ or Apple One requires a data connection and streaming may result in data usage. If the User has used up the data included in their subscription, there is the option to purchase more data. See more under "Purchase of additional data".

In order to purchase an Apple service, the User's regular place of residence must be in Denmark. The User undertakes to document to 3 that they are a resident of Denmark should 3 find it necessary to request this.

Please note that the Company can get only one 3-month free trial period per Apple service. If the Company cancels Apple TV+ or Apple One before the end of the trial period, the remainder of the trial period will be forfeited, and the Company cannot benefit from any remainder of the trial period at a later date.

The use of Apple TV+ and Apple One is subject to the current applicable terms and conditions for Apple TV+ and Apple One. You can see the current terms and conditions at <https://www.apple.com/dk/legal/internet-services/itunes/dk/terms.html>.

The Company/User consents to Apple sending them service announcements via e-mail.

3's transfer of the User's personal data:

When using Apple TV+ or Apple One, 3 transfers personal data relating to the User. The purpose of the transfer of the User's personal data is to enable the User to be set up with Apple.

The categories of personal data relating to the User that are transferred are contact details (name, e-mail address and phone number). The User's personal data comes from the information provided to 3 by the Company in connection with the conclusion of its contract with 3.

3's transfer of the User's personal data is necessary if the User is to enter into an agreement with Apple.

3 requires Apple to guarantee an adequate level of protection if the personal data is transferred to a country outside the EU/EEA, such as by using the European Commission's standard contract clauses or by transferring the Company's personal data only to countries approved by the European Commission (so-called "safe third countries"). For more information, see Sections 8.12 – 8.13.

Apple is regarded as a data controller in relation to the processing of the User's personal data. If the User wishes to avail itself of their rights in connection with Apple's processing of the User's personal data, the User must contact Apple.

Deezer

Deezer is a digital music service for mobiles, tablets and computers that enables the User to listen to unlimited music and cultural content, including podcasts, radio and audiobooks in high audio quality, as well as to download

music so that the User does not consume data when listening to music. The User can purchase the following packages:

- a. Deezer Premium, which gives access to all of Deezer's content without advertising
- b. Deezer Family, which gives access for up to six accounts to all of Deezer's content without advertising

If Deezer is used abroad, the current applicable rate for data usage abroad will be charged. If the User is in Denmark or a country that is included in 3LikeHome, the data used will be included in the total data usage for the subscription. Using Deezer requires a data connection that may incur data usage. If the User has used up the data included in their subscription, there is the option to purchase more data. See more under "Purchase of additional data".

Deezer is billed in advance and there is no notice period. If Deezer is cancelled before the last day of the month, the amount in credit will be deducted from the next invoice. If the subscription is cancelled with 3, the Deezer Premium and/or Deezer Family subscription will also be cancelled and the User will automatically be converted to a Deezer Free subscription.

3 offers free trial periods for Deezer Premium and Deezer Family. Unless the User cancels Deezer before the end of the trial period, the Company will be automatically charged the agreed subscription price for the Deezer subscription chosen by the User upon the conclusion of the agreement. The use of Deezer during the trial period is subject to these terms. The free trial period can only be used once per customer.

The use of Deezer is subject to the current applicable conditions for Deezer. You can see the current terms and conditions at <https://www.deezer.com/legal/cgu>.

3's transfer of the User's personal data

When using Deezer, 3 transfers personal data relating to the User. The purpose of the transfer of the User's personal data is to enable the User to be set up in Deezer.

The categories of personal data relating to the User that are transferred are contact details (such as the user's name, e-mail address and phone number). The User's personal data comes from the information provided to 3 by the User in connection with the conclusion of its contract with 3.

3's transfer of the User's personal data is necessary if the User is to enter into an agreement with Deezer.

3 requires Deezer to guarantee an adequate level of protection if the User's personal data is transferred to a party outside the EU/EEA, such as by using the European Commission's standard contract clauses or by transferring the User's personal data only to countries approved by the European Commission (so-called "safe third countries"). For more information, see Sections 8.12 – 8.13.

Deezer is regarded as a data controller in relation to the processing of the User's data by Deezer. If the User wishes to avail itself of its rights in connection with Deezer's processing of the User's personal data, the User must contact Deezer.

TV2 PLAY

With TV2 PLAY, the User has the option to watch all TV2 channels on their mobile, tablet or computer. The User can purchase the following packages:

- a. TV2 PLAY Basis, which enables the User to: watch TV programmes, films, and series from all TV2 channels that have been shown on TV; watch sneak previews of selected TV programmes download TV programmes so that data is not used when the User watches the programme.
- b. TV2 PLAY Favorit, which enables the User to: watch live TV from all TV2 channels except TV2 SPORT and TV2 SPORT X; watch television programmes, films and series that have been shown on TV; watch

sneak previews of selected TV programmes; and download programmes so that data is not used when the User watches the programme.

- c. TV2 PLAY Favorit + Sport, which enables the User to: watch live TV from all TV2 channels; watch programmes, films, and series that have been shown on TV; watch sneak previews of selected TV programmes; and download programmes so that data is not used when the User watches the programme.

Please note that certain films and series are available only for a limited time on the TV2 PLAY subscription after they have been shown on TV. If a TV2 PLAY subscription is used abroad, the current applicable rates for data usage abroad will be charged.

If the User is in Denmark or a country that is included in 3LikeHome, the data used will be included in the total data usage for the voice or broadband subscription. The use of TV2 PLAY Live requires a data connection and streaming may result in data usage. If the User has used up the data included in their voice and broadband subscription, there is the option to purchase more data. See more under "Purchase of additional data".

TV2 PLAY is billed in advance and there is no notice period for cancellation. If TV2 PLAY is cancelled before the last day of the billing period, the amount in credit will be deducted from the next invoice.

When the User buys TV2 PLAY Basis, TV2 PLAY Favorit or TV2 PLAY Favorit + Sport, the User also accepts TV2 PLAY's general terms and conditions for the service. TV2 PLAY's terms and conditions can be found here: <http://play.tv2.dk/about/terms/>.

Pursuant to Regulation 2017/1128 (regarding cross-border portability of online content services in the internal market), the User must have their actual and habitual residence in Denmark, the Faroe Islands or Greenland in order to purchase a TV2 PLAY package. The User undertakes to document to 3 that it is a resident of Denmark, the Faroe Islands or Greenland should 3 find it necessary to request this.

3's transfer of the Company's personal data

When using TV2 PLAY, 3 transfers personal data relating to the Company. The purpose of the transfer of the Company's personal data is to enable the Company to be set up in TV2 PLAY.

The categories of personal data relating to the Company that are transferred are contact details (such as company name, e-mail address and phone number). The Company's personal data comes from the information provided to 3 by the Company in connection with the conclusion of its contract with 3. 3's transfer of the Company's personal data is necessary if the Company is to enter into an agreement with TV2 PLAY.

3 requires TV2 PLAY to guarantee an adequate level of protection if the Company's personal data is transferred to a party outside the EU/EEA, such as by using the European Commission's standard contract clauses or by transferring the Company's personal data only to countries approved by the European Commission (so-called "safe third countries"). For more information, see Sections 8.12 – 8.13.

TV2 PLAY is regarded as a data controller in relation to the processing of the Company's data by TV2 PLAY. If the Company wishes to avail itself of its rights in connection with TV2 PLAY's processing of the Company's personal data, the Company must contact TV2 PLAY. The use of TV2 PLAY is subject to the current applicable terms and conditions for TV2 PLAY. The applicable terms and conditions can be found at: <http://play.tv2.dk/about/terms/>. Please note that you can get only one 14-day free period and only by purchasing TV2 PLAY Basis. By purchasing TV2 Play Basis, TV2 Play Favorit, or TV2 Favorit + Sport, the Company/User consents to TV2 sending them service announcements via e-mail.

WYPE

WYPE enables Users to access everything from science, history and technology to exercise, fashion and interior design on their mobile, tablet or computer. All of your favourite magazines in one place. If the User already has a WYPE login, this must be cancelled before the User subscribes to the service via 3.

If the User uses their WYPE subscription abroad, this will be charged at the current rate for data usage abroad. If the User is in Denmark or a country that is included in 3LikeHome, the data used will be included in the total data usage for the voice or broadband subscription. The use of WYPE requires a data connection and streaming may result in data usage. If the User has used up the data included in their voice and broadband subscription, there is the option to purchase more data. See more under "Purchase of additional data". WYPE is billed in advance and there is no notice period for cancellation. If WYPE is cancelled before the last day of the billing period, the amount in credit will be deducted from the next invoice. The use of WYPE is subject to the current applicable terms and conditions for WYPE. Please note that the User can have only one 30-day free period.

3's transfer of the Company's personal data

When using WYPE, 3 transfers personal data relating to the Company. The purpose of the transfer of the Company's personal data is to enable the Company to be set up in WYPE.

The categories of personal data relating to the Company that are transferred are contact details (such as company name, e-mail address and phone number). The Company's personal data comes from the information provided to 3 by the Company in connection with the conclusion of its contract with 3. 3's transfer of the Company's personal data is necessary if the Company is to enter into an agreement with WYPE.

3 requires WYPE to guarantee an adequate level of protection if the Company's personal data is transferred to a party outside the EU/EEA, such as by using the European Commission's standard contract clauses or by transferring the Company's personal data only to countries approved by the European Commission (so-called "safe third countries"). For more information, see Sections 8.12 – 8.13.

WYPE is regarded as a data controller in relation to the processing of the Company's data by WYPE. If the Company wishes to avail itself of its rights in connection with WYPE's processing of the Company's personal data, the Company must contact WYPE. The current terms and conditions can be found at <http://kundeservice.nu/da-DK/subscription-terms>.

31. Service packages

3Complete Service

3Complete Service provides a special level of service in the event the Company's mobile or equipment is defective. With 3Complete Service, we make a mobile or equipment available in the event that the Company's own is defective. We will send a loan device to the Company using Post Danmark, as well as postage-paid return packaging for the Company to return the faulty device for repair. 3Complete Service is available to Business Customers in Denmark.

Loan Phone / Mobile Broadband / Router:

The following conditions apply to the Company's loan of the above loan product(s) with the named IMEI number. The loan is valid only during the repair period. The loan product must be returned when the Company receives its own product back from repair, unless another written agreement has been entered into with 3 during the process. The loan product must be treated with care and not subjected to anything other than normal use. The loan equipment belongs to 3. If the loaned equipment is not returned in conjunction with the end of the loan period, or within 14 days after the end of the loan period, or in the same condition in which it was received, the Company understands and accepts it is liable to 3 in accordance with the general rules of Danish law and may be charged DKK 1,000 including VAT.

By signing for receipt of a loan product at the beginning of the loan agreement, the Company confirms receipt of the above-stated loan product, and agrees to the above terms and conditions that apply to its use.

24/7 monitoring

24/7 monitoring is an additional service for Companies that require support outside of 3's normal opening hours.

The Company gets a dedicated phone number for the monitoring service and a unique company identification code that has to be entered when calling.

The monitoring service is open from 16:00 to 08:30 on weekdays, and all day at the weekend and on public holidays.

24/7 monitoring provides assistance in the event of:

- a. critical errors when, for example, the Company's main number or more than 25% of its mobile subscriptions are out of operation
- b. major disruption to 3's mobile network
- c. critical blocking of lost SIM cards
- d. important changes that cannot wait until the next working day, such as critical forwarding, rapid set-up, top-ups, and changes to roaming and credit limits.

24/7 monitoring does not provide assistance in the event of:

- a. billing enquiries
- b. general set-ups
- c. SIM card orders
- d. general enquiries
- e. non-urgent changes such as name, response groups, voicemails, etc.
- f. other matters than can reasonably wait until the next working day.

Emergency Priority Conditions for set-up

Emergency Priority is an add-on product that can be purchased with regular voice subscriptions and is offered in accordance with guidance from the Centre for Cyber Security, Danish Defence Intelligence Service.

Emergency Priority can be purchased by public and private emergency service operators which, in carrying out their essential duties, must be given priority to make and receive calls using the mobile network when the network might otherwise be overloaded by calls in exceptional circumstances, such as major accidents or disasters.

The Customer agrees that Emergency Priority is ordered and for use in accordance with this purpose. The Customer further agrees that the add-on product is for use in the performance of tasks that are of an emergency nature for a public authority, company or institution – see Customer Information. The Customer is obliged to cancel the Emergency Priority product immediately once such tasks of an emergency nature are no longer being carried out for the public authority, company or institution stated in the order. 3 may cancel the Emergency Priority add-on product without further notice, other than by writing to the Customer, if it is found that an agreement for Emergency Priority has been entered into that conflicts with these terms and conditions, or if the Customer no longer performs such tasks for the public authority, company or institution that entitles it to the product. In addition, 3 can cancel the Emergency Priority product by giving three months' notice.

For other terms and conditions, please refer to the current applicable general subscription terms and conditions for Business Customers.

The Centre for Cyber Security, in collaboration with the mobile company, ensures that the priority scheme operates in accordance with the purpose. More information about the priority scheme is available on the Centre for Cyber Security's website at cfcs.dk or by calling +45 33 32 55 80 during the centre's opening hours.

3Firmanummer

With 3Firmanummer, all calls made to a landline phone come directly to your mobile phone. Outgoing calls and SMS/MMS will appear with your mobile phone number as the sender.

With 3Firmanummer, a fixed per-minute price is paid, whether the call is to a landline or mobile network. The per-minute price depends on the Company's basic subscription.

A condition of 3Firmanummer is that the Company transfers its landline number to 3. This is done by completing and signing a number transfer authorisation. 3 will then cancel and transfer the Company's landline number.

Please note that the Company will appear as the owner of the number.

In a 3Firmanummer subscription, the landline and mobile numbers are linked together, and if the Company cancels its mobile number, the Company's landline number is also cancelled. If the Company wishes to cancel its mobile subscription but retain its landline number, the Company must request to transfer the landline number to another operator. This must be done prior to the 3Firmanummer being cancelled or at the same time as the 3Firmanummer is cancelled. A number that has been closed down cannot be transferred to another operator.

If the Company wishes to cancel its landline number and retain its mobile number, only the 3Firmanummer has to be cancelled.

Please note that there may be services linked to the Company's landline number, such as an internet connection, Dankort terminal, alarm, fax, Duet, etc. The Company is responsible for contacting the suppliers of these services to agree the retention, transfer or closure of these services. The Company is responsible for finding out which products are linked to the landline number, and whether these services can be retained. Furthermore, the Company is responsible for ensuring that it requests the correct landline number to be transferred to 3. 3 cannot be held responsible for closing down services associated with a landline number. The Company must have indoor mobile coverage in order to receive calls.

Terms and conditions for 3Split

1. If the Company has entered into a Contract with 3Business for 3Business, the following special terms and conditions apply in addition to the general subscription terms and conditions.
2. 3Split allows the Company to split/divide the invoice for a company-paid employee subscription into two separate invoices – one part for the Company, and the other part for the employee.
3. 3Split allows the Company to offer its employees a company-paid mobile and/or mobile broadband subscription through which the Company can monitor and control the cost of the company-paid mobile and/or mobile broadband subscriptions. 3Split requires that the Company's employees be registered for one of 3's automatic payment solutions for the self payment of 3Split invoices. The Company is obliged to inform its employees that they must be registered for an automatic payment method.

4. Contents of 3Split

The following basic categories of 3Split are always paid for by the Company, unless the Company has set a lower invoice ceiling for the employee subscription:

- a. Subscription fee
- b. Voice calls in Denmark
- c. Any business add-on services
- d. Fees, if any
- e. Calls to service numbers, including to information and conference call numbers.
- 4.1 In addition to the basic categories set out in point 4, 3Split contains a number of other service categories that can be invoiced either to the Company or the employee if these are not already included in the employee subscription:
 - a. Data traffic in Denmark
 - b. Calls and SMS/MMS to numbers abroad
 - c. Calls and SMS/MMS while abroad
 - d. National SMS/MMS
 - e. data use abroad
 - f. Content services
 - g. Entertainment (including games, etc.)
- 4.2 The Company can manage and amend the invoicing of the service categories set out in point 4.1 on an ongoing basis via the Company's administrator login on the self-service portal. 3.dk/business/selvbetjening. Until this is done, all service categories will be invoiced to the Company. Changes to the invoicing of service categories can be made freely over the course of the month and will enter into force immediately.

Invoice ceiling

5. The Company can set an invoice ceiling on the company-paid part of the employee subscription. An invoice ceiling allows the Company to specify the

maximum company-paid amount per employee subscription to be billed to the Company per month. All usage and purchases of discount and add-on services over and above the Company's specified invoice ceiling will then be invoiced directly to the employee, regardless of the service category.

If an invoice ceiling is set for the use of content services (purchases made using a mobile), this must respect the amount limits set for its use at all times, cf. point 31.

6. Changes to the invoice ceiling can be made freely during the billing period. The invoice ceiling registered in 3's system on the last day of the month will apply for that invoice.
7. The invoice ceiling can be used only by the Company, and only on the Company's part of the invoice. For the employee's part of the invoice, the Company can set a maximum amount for controlling the balance of the individual subscription by contacting Customer Service.

Invoicing

8. The price of 3Split is stated in the price list
9. The Company has a duty to inform its employees that 3 records the employee's name, e-mail address, address and telephone number for the purpose of issuing invoices and issuing a payment reminder via SMS, letter or e-mail.
10. If the employee does not pay on time, the employee will receive a reminder by SMS, letter and/or e-mail. If payment is not made, a reminder letter is sent to the Company. If payment is still not made, 3 is entitled to charge the Company a fee. The fee amounts are listed in 3's current price list. If payment is still not made, 3 reserves the right to transfer the claim against the Company for debt collection.
11. The Company is liable for the employee's non-payment, as well as all subsequent reminder notices. The Company is responsible for ensuring that employees' contact details are always up to date in 3's system. If this obligation is not fulfilled and an invoice cannot be sent to the employee for this reason, the relevant invoice will be forwarded to the Company for payment.

Cancellation

12. Notwithstanding Section 2 of the general business terms and conditions, 3Split can be cancelled by either Party by giving 30 days' notice. The cancellation of 3Split does not affect the Parties' other rights and obligations under these subscription terms and conditions.
13. The 3Split agreement is cancelled if the Parties cancel the underlying business subscription contracts pursuant to the provisions in these subscription terms and conditions.

3Deling

With 3Deling, the Company's 3Deling subscriptions belonging to the same customer number share the amount of data available. The Company may have a maximum of 100 3Deling subscriptions per customer number.

3Deling enables the Company to purchase the following 3Deling subscriptions, all of which provide access to the data available with other 3Deling subscriptions belonging to the same customer number.

- a. 3Deling Pro, which includes free calls
- b. 3Deling Data, which in addition to the specified amount of data, does not have independent content beyond providing access to the data available with other 3Deling subscriptions belonging to the same customer number.
- c. 3Deling 5G Data
- d. 3Deling 5G Tale

32. Annex regarding content services and products.

1. Content services and products

The Company and Users have the option to purchase and pay for various mobile content services and products. These include content services that are supplied directly to the mobile phone, such as ringtones, or content services and products delivered outside the mobile phone, such as bus tickets.

33. Annex regarding 3Afbetaling

1. With a 3Afbetaling agreement, the Company has the ability to purchase devices by way of an instalment plan.

2. The devices that can be purchased through 3Afbetaling are indicated in 3's current product range.
3. There are no credit costs associated with the agreement. Consequently, there is no interest and there are no fees associated with the conclusion of a 3Afbetaling agreement, and the annual percentage rate (APR) is therefore 0%.
4. The agreement term can be 6, 12, 18, 24 or 36 months. The agreed term will be stated in the final agreement.
5. The Company may terminate the 3Afbetaling agreement at any time by giving 1 month's notice until the end of the following month. In this situation, the Company must immediately pay the total amount outstanding under the instalment plan. The Company cannot partially terminate the agreement.
6. A prerequisite for concluding a 3Afbetaling agreement is that the Company (i) can be credit-approved by 3 for a 3Afbetaling agreement for the desired devices, and (ii) has an active subscription (voice and/or data subscription) with 3 at the time of concluding the 3Afbetaling agreement.
7. The rolling monthly instalments will be stated on the final 3Afbetaling agreement and be billed monthly.
8. 3 reserves the right to terminate the 3Afbetaling agreement with immediate effect and collect the total amount outstanding under the instalment plan if the Company does not pay an instalment under the 3Afbetaling agreement at the agreed time. In this situation, 3 reserves the right to terminate the Company's agreement on the purchase of telecommunications services and collect any amounts outstanding under this agreement.

34. Loyalty packages

Apple Watch Link

With an Apple Watch Link, the Company can link an Apple Watch with an iPhone so that it can receive calls and receive and answer iMessages and SMS directly on the Apple Watch, and use data from the mobile subscription. To receive iMessages, iMessage must be set to ON on the User's iPhone and be registered with an e-mail address. To receive SMS, the User's iPhone must be switched on and connected to Wi-Fi or a mobile network. The User's iPhone does not have to be near the User's watch.

Please note that Apple Watch Link cannot be used together with 3Firmanummer.

The use of Apple Watch Link requires a data connection, and the use of services on the Apple Watch consumes data from the mobile subscription. If the User has used up the data included in the mobile subscription, there is the option to purchase more data.

Apple Watch Link is billed in advance, and there is no notice period. If Apple Watch Link is cancelled before the last day of the billing period, the amount in credit will be deducted from the next invoice. The purchase of Apple Watch Link is an add-on service, which is associated with the Company's mobile subscription with 3. Apple Watch Link is therefore subject to the current terms and conditions for Business Customers. For more information, visit www.3.dk.

Please note that Apple Watch Link cannot be used abroad. Consequently, the connection cannot be used for international roaming.

Samsung Watch Link

With a Samsung Watch Link, you can link a Samsung Watch with your Samsung mobile via the Samsung Galaxy Watch app so that you can receive calls and receive and answer SMS directly on your Samsung Watch, and use data from your mobile subscription on your Samsung Watch. To receive SMS, your Samsung mobile must be switched on and connected to Wi-Fi or a mobile network. Your Samsung mobile does not have to be near your watch.

Please note that Samsung Watch Link cannot be used with 3Firmanummer.

The use of Samsung Watch Link requires a data connection, and the use of services on the Samsung Watch consumes data from your mobile subscription. If you have used up the data included in the mobile subscription, there is the option to purchase more data.

Samsung Watch Link is billed in advance, and there is no notice period. If Samsung Watch Link is cancelled before the last day of the billing period, the amount in credit will be deducted from the next invoice. The purchase of Samsung Watch Link is an add-on service, which is associated with your

mobile subscription with 3. Samsung Watch Link is therefore subject to the current terms and conditions for private customers. For more information, visit www.3.dk.

Content services for delivery on a mobile phone

- 1.1 The range of content services changes regularly in line with supply and demand. Content services can also be purchased for the mobile from other service providers. The nature and price will be stated in connection with the individual services.

Content services and products for delivery outside a mobile

- 1.2 3 has entered into agreements with several service providers regarding the supply of services and products outside a mobile phone. Consequently, it is possible to purchase and pay for bus tickets and vending machine purchases and make internet purchases using a mobile phone. The possibilities for purchasing content from content services and products for delivery outside a mobile phone are regularly changing. A list of the providers which currently have an agreement with 3 can be found at www.3.dk. We will endeavour to notify you of changes to the options in connection with invoicing.

2. Amount limits

The purchase of content services and products via the User's mobile account is subject to usage control for content services. Usage control is activated as standard on 3 subscriptions. Usage control puts in place various upper limits on the User's consumption of premium rate content services and products.

The following limits apply for purchases and payment of content services and/or products:

- A. For digital services delivered to the User's mobile, the contract allows an amount of up to DKK 370 including VAT for individual services, and up to DKK 370 including VAT per billing period per service for subscription-like services.
- B. For services provided as charitable contributions, the highest amount is DKK 370 including VAT.
- C. For products and services provided outside the User's mobile, such as tickets and vending machine purchases, the contract allows an amount of up to DKK 370 per product or service.
- D. For all services aimed at children and young people, up to DKK 30 incl. VAT per product or service is allowed, up to a maximum of DKK 250 per billing period.

In addition to the above-mentioned limits per service, total maximum spending limits of DKK 2,220 per billing period, DKK 1,500 per week and DKK 750 per day (all amounts inclusive of VAT) apply for content services. If one of the limits is exceeded, the User is blocked from further usage of the content rate services during that billing period. The User will be notified once DKK 250 has been spent on content services within one billing period.

3Split: If the Company has signed up for 3Split and the Company has opted to be invoiced for the service category content-related services, the above cost control for content services is not enabled. If the Company has opted for invoicing to the individual split-user for the service category content-related services, the individual split-user is subject to the aforementioned cost control for content-related services.

3. Prices

The prices of the various content services and/or products are stated in connection with their marketing. Content services or products will always cost an amount in addition to the amount payable as a usage rate. Prices are always stated separately in connection with the marketing of content services and products.

4. How it works

Goods and services can be purchased via SMS, MMS, WAP and app stores such as Google Play, Windows Store, App Store, Apple Music, iTunes and iBooks. Payment is made only after you are given advance notice of the price and upon your acceptance.

A typical transaction will take place by ordering a product or service via SMS, MMS or WAP. An order confirmation is then received stating the price and any conditions that must be agreed to before the transaction is completed. After the purchase, the User will typically receive a receipt by SMS or be given access to a website where the User's usage can be viewed. This depends on the provider of the service. The Company can always keep track of your usage and the amount of the invoice at www.3.dk/mit3, where a rolling billing status is available.

5. Customer Service

The Company can contact our Customer Service team on +45 70 313 000 with any questions regarding the registration and charging of content services and products. If the request relates to the marketing, contracting, delivery or content of the service, the Company must contact the provider that the content service or product was purchased from.

6. Right of cancellation

There is a right of cancellation for certain purchases made via a mobile in accordance with the rules of the Danish Consumer Protection Act. In some cases, however, a condition of supply will be that consent is given for the right of cancellation being revoked when the service is received. This will be clearly stated in connection with the purchase.

7. Entrusting to others

If the mobile is entrusted to others, including children, the Company is liable for these persons' payments via the mobile, except in cases of outright misuse. Please note that special rules may apply for children's contract authority, which means that the Company may not be bound by the child's transactions.

8. Liability for third-party misuse

As a starting point, the Company must not use a personal code in connection with paying for content services and products. The Company is therefore not liable for others' unauthorised use of the mobile to pay for the purchase of content services and products (misuse situations).

In accordance with the rules and restrictions imposed by the Danish Payments Act Section 100, Paragraphs 1-9, the Company may be liable for the unauthorised use of the SIM card, PIN code and/or security codes by another person. The Danish Payments Act Section 100, Paragraphs 1-9 can be found at www.3.dk. This means that the Company, as a starting point, is liable for up to DKK 375 including VAT as a result of the unauthorised use by another person of its SIM card(s) if the associated PIN code(s) have been used. In special cases, the Company shall be liable for up to DKK 8,000 including VAT if, for example, the Company did not inform 3 when it became aware that other people knew the PIN code or if the Company facilitates unauthorised use by way of grossly negligent behaviour. The Company shall be liable without limitation if the Company intentionally or fraudulently contributes to a third party's unauthorised payment via a mobile.

The SIM card must be kept in a safe place. The PIN code and security codes are personal and must be kept in a safe place. The PIN code and security codes must not be stored together with the mobile or SIM card. If the Company loses a SIM card or a SIM card is stolen, our Customer Service team must be notified immediately so that we can block the card. The Company will, as soon as possible, receive confirmation from us that we have blocked the SIM card, indicating the time of receipt of the notification thereof. Furthermore, the Company must notify us immediately if it suspects that any unauthorised person has gained access to the PIN code or security codes.

Price list

All prices are exclusive of VAT

SUBSCRIPTIONS:

3PRO 5G Tale 5 GB / 10 GB / 200 GB / Fri Data	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 149/169/219/399
Subscription per month with hardware	DKK 349/369/419/599
SMS	DKK 0
MMS	DKK 0
Calls from Denmark to 3LikeHome countries in excess of the 20 hours included:	
Zone 1 per min.**	DKK 0.25
Zone 2 per min.**	DKK 0.50
Zone 3 per min.**	DKK 3.00
*in addition to inclusive minutes	
The countries in zone 1** are: EU countries (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France (including French Guiana, Guadeloupe and Martinique), Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands (Holland), Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden; EEA countries (Iceland, Liechtenstein, Norway); the United Kingdom (England, Northern Ireland, Scotland and Wales); Canada, the Faroe Islands, Puerto Rico, Ukraine, the US and the US Virgin Islands.	
The countries in zone 2** are: Australia, Brazil, Chile, China, Hong Kong, Indonesia, Israel, Macao, Malaysia, Mexico, New Zealand, San Marino, Singapore, South Korea, Switzerland and Thailand. The countries in zone 3** are: Albanien, Andorra, Argentina, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, Russia, Serbia, Sri Lanka, Taiwan, Turkey, United Arab Emirates and Vietnam.	

3PRO 5G Data 5 GB / 10 GB / 200 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 49/129/179
Subscription per month with hardware	DKK 249/329/379
SMS (each)	DKK 0.16
MMS (each)	DKK 1.60
*in addition to inclusive minutes	

3Deling 5G Tale 0 GB / 5 GB / 10 GB / 20 GB / 30 GB / 40 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 139/159/189/239/289/339
Subscription per month with hardware	DKK 339/359/389/439/489/539
SMS	DKK 0
MMS	DKK 0
Calls from Denmark to 3LikeHome countries in excess of the 20 hours included:	
Zone 1 per min.**	DKK 0.25
Zone 2 per min.**	DKK 0.50
Zone 3 per min.**	DKK 3.00
*in addition to inclusive minutes	
The countries in zone 1** are: EU countries (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France (including French Guiana, Guadeloupe and Martinique), Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands (Holland), Poland, Portugal, Romania, Slovakia, Slovenia, Spain,	

Sweden; EEA countries (Iceland, Liechtenstein, Norway); the United Kingdom (England, Northern Ireland, Scotland and Wales); Canada, the Faroe Islands, Puerto Rico, the US and the US Virgin Islands.	
The countries in zone 2** are: Australia, Brazil, Chile, China, Hong Kong, Indonesia, Israel, Macao, Malaysia, Mexico, New Zealand, San Marino, Singapore, South Korea, Switzerland and Thailand. The countries in zone 3** are: Albanien, Andorra, Argentina, Bosnia and Herzegovina, Kosovo, Montenegro, North Macedonia, Russia, Serbia, Sri Lanka, Taiwan, Turkey, United Arab Emirates and Vietnam.	

3Deling 5G Data 0 GB / 5 GB / 10 GB / 20 GB / 30 GB / 40 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 79/99/129/179/229/279
Subscription per month with hardware	DKK 279/299/329/379/429/479
SMS (each)	DKK 0.16
MMS (each)	DKK 1.60
*in addition to inclusive minutes	

3Pro 3 GB / 7 GB / 15 GB / 30 GB / 60 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 139/169/189/219/259
Subscription per month with hardware	DKK 289/319/339/419/459
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Pro Plus 3 GB / 7 GB / 15 GB / 30 GB / 60 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 219/249/269/299/339
Subscription per month with hardware	DKK 369/399/419/499/539
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Deling Pro 5 GB / 10 GB / 20 GB / 30 GB / 40 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 159/189/259/329/399
Subscription per month with hardware	DKK 359/389/459/529/599
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Deling Data 0 GB / 5 GB / 10 GB / 20 GB / 30 GB / 40 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute

Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 79/119/149/219/289/359
Subscription per month with hardware	DKK n/a/239/269/339/409/479
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Basis 3 GB / 7 GB / 15 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 89/99/129
Subscription per month with hardware	DKK 199/279
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3SIKKER / 3SIKKER Fri tale 6 GB	
Voice calls, per min.*	DKK 0.50
Calls to 3Svar, per min.*	DKK 0.50
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 109/109
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3SIMPELT 5Timer 1GB / Fri Tale 6 GB / Fri tale 12 GB / Fri tale 20 GB	
Voice calls, per min.*	DKK 0.50
Calls to 3Svar, per min.*	DKK 0.50
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 109/169/199/299
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

15Timer 3 GB (without roaming) / 20Timer 5 GB (without roaming) / 20Timer 10 GB (without roaming)	
Voice calls, per min.*	DKK 0.50
Calls to 3Svar, per min.*	DKK 0.50
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 189/239/309
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3SIMPELT Bredbånd 500 MB	
Data per MB	DKK 0.10*
Set-up fee	DKK 79
Subscription per month	DKK 49
SMS (each)	DKK 0.16
MMS (each)	DKK 1.60
*in addition to the data that is included	

3ENKELT Fri Tale 2 GB / 3ENKELT Fri Tale 2 GB / 3ENKELT Fri Tale 5 GB / 3ENKELT Fri Tale 10 GB / 3ENKELT Fri Tale 20 GB / 3ENKELT Fri Tale 40 GB / 3ENKELT Fri Tale 45 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79

Subscription per month	DKK 169/189/229/229/269/289
/339/399/499	
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Enkelt Pro - Fri Tale 2 GB / 3Enkelt Pro - Fri Tale 5 GB / 3Enkelt Pro - Fri Tale 10 GB / 3Enkelt Pro - Fri Tale 20 GB / 3Enkelt Pro - Fri Tale 40 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 189/229/269/339/399
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Business Fri 1 GB / 12 GB / 50 GB* / 100 GB*	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment**	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 149/189/279/379
SMS	DKK 0
MMS	DKK 0
*first 3DataDeling subscription	
- set-up fee	DKK 0
- subscription per month	DKK 0
**in addition to inclusive minutes	

3Business Fri 2 GB / 10 GB / 20 GB / 40 GB / 45 GB	
Voice calls, per min.	DKK 0
Calls to 70 numbers	DKK 0
Calls to 3Svar	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 159/199/279/379/499
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Business S / M / L / XL	
Voice calls, per min.*	DKK 0.50
Calls to 3Svar, per min., S / M / L*	DKK 0.50
Calls to 3Svar, per min., XL	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 89/139/199/299
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Business 39 / 119 / 299 / 399 / 499	
Voice calls, per min.*	DKK 0.89/0.79/0.55/0.55/0
Calls to 3Svar, per min.*	DKK 0.89/0.79/0.55/0.55/0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 39/119/299/399/499
Data	
SMS	DKK 0.20/0.0/0/0
MMS	DKK 1.60/0.0/0/0
*in addition to inclusive minutes	

3Corporate	
Voice calls, per min.	DKK 0.55
Calls to 3Svar, per min.	DKK 0.55
Dial-up charge	DKK 0.28
Attempted dial-up charge	DKK 0

Billing increment	Per second
Calls to 3Kundeservice	DKK 0
Subscription	DKK 0
Set-up fee	DKK 0
Subscription	DKK 0
Minimum usage per month: DKK 39.20, DKK 79.20, DKK 159.20, DKK 239.20, DKK 319.20, DKK 399.20, DKK 479.20	
SMS	DKK 0.16
MMS	DKK 1.60
Data per MB (charged by KB)	DKK 8

3iDeal Business 239.20 / 319.20 / 479.20

Voice calls, per min.*	DKK 0.48/0.48/0
Calls to 3Svar, per min.*	DKK 0.48/0.48/0
Dial-up charge	DKK 0.28/0.28/0
Attempted dial-up charge	DKK 0
Billing increment	Per minute
Calls to 3Kundeservice	DKK 0
Subscription	
Set-up fee	DKK 0
Subscription per month	DKK
239.20/319.20/479.20	
Data	
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3Business Bredbånd

Subscription per billing period	DKK 399
Billing increment	per KB
Set-up fee	DKK 79
Extra package with 1 TB of data	DKK 184

3Business Bredbånd 5G

Subscription per billing period	DKK 399
Billing increment	per KB
Set-up fee	DKK 79
Extra package with 1 TB of data	DKK 184

3ENKELT Bredbånd

Set-up fee	DKK 0
Subscription per month	
3ENKELT Bredbånd 1 GB	DKK 79
3ENKELT Bredbånd 5 GB	DKK 129
3ENKELT Bredbånd 10 GB	DKK 179
3ENKELT Bredbånd 20 GB	DKK 219
3ENKELT Bredbånd 100 GB	DKK 299
3ENKELT Bredbånd 250 GB	DKK 399
3ENKELT Bredbånd 400 GB	DKK 499

SMS (each)	DKK 0.16
MMS (each)	DKK 1.60

Mobilt Bredbånd

Set-up fee	DKK 79
Subscription per month	
Mobilt Bredbånd 1 GB	DKK 69
Mobilt Bredbånd 5 GB	DKK 99
Mobilt Bredbånd 10 GB	DKK 149
Mobilt Bredbånd 20 GB	DKK 199
Mobilt Bredbånd 50 GB	DKK 299
Mobilt Bredbånd 250 GB	DKK 299
Mobilt Bredbånd Fri Data	DKK 299
SMS (each)	DKK 0.16
MMS (each)	DKK 1.60

3SAMLET Fri Tale

Voice calls, per min.	DKK 0
Calls to 70 numbers.....	DKK 0
Calls to 3Svar.....	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 99/199/299/399
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3SAMLET Pro – Fri Tale (DKK 129) / Fri Tale (DKK 229) / Fri Tale (DKK 329) / Fri Tale (DKK 429)

3SAMLET Pro Tale:	
Voice calls, per min.	DKK 0
Calls to 70 numbers.....	DKK 0
Calls to 3Svar.....	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0

Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 129/229/329/429
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

3SAMLET Pro Plus – Fri Tale (DKK 209) / Fri Tale (DKK 409)

3SAMLET Pro Plus Tale:	
Voice calls, per min.	DKK 0
Calls to 70 numbers.....	DKK 0
Calls to 3Svar.....	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 209/409
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

Fri Tale Europa 20 GB / Fri Tale Europa 20 GB

Voice calls, per min.*	DKK 0
Calls to 70 numbers.....	DKK 0
Calls to 3Svar.....	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment**	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 299/499
SMS*	DKK 0
MMS*	DKK 0
*To, from and within Europe, as stated in the subscription description	
**in addition to inclusive minutes	

3Softphone

Voice calls to Danish mobile phone numbers, per min.	DKK 0.50
Voice calls to landline numbers, per min.	DKK 0.10
Calls to 70 numbers, per min.	DKK 0.50
Dial-up charge.....	DKK 0
SMS	DKK 0.24
Subscription per month	DKK 30

3Softphone Fri Tale

Voice calls to Danish mobile phone numbers, per min.	DKK 0
Voice calls to landline numbers, per min.	DKK 0
Calls to 70 numbers, per min.	DKK 0
Dial-up charge.....	DKK 0
SMS	DKK 0
Subscription per month	DKK 100

3SAMLET Bredbånd:

Set-up fee	DKK 79
Subscription per month	DKK 99/199/149
SMS (each)	DKK 0.16
MMS (each)	DKK 1.60

3SAMLET Data Pool:

Set-up fee	DKK 79
3SAMLET Data 10 GB	DKK 100
3SAMLET Data 50 GB	DKK 500
3SAMLET Data 60 GB	DKK 600
3SAMLET Data 70 GB	DKK 700
3SAMLET Data 80 GB	DKK 800
3SAMLET Data 90 GB	DKK 900
3SAMLET Data 100 GB	DKK 1,000
3SAMLET Data 200 GB	DKK 2,000
3SAMLET Data 250 GB	DKK 2,500
3SAMLET Data 300 GB	DKK 3,000
3SAMLET Data 400 GB	DKK 4,000
3SAMLET Data 500 GB	DKK 5,000
3SAMLET Data 600 GB	DKK 6,000
3SAMLET Data 750 GB	DKK 7,500
3SAMLET Data 1.000 GB	DKK 10,000
3SAMLET Data 5.000 GB	DKK 50,000

DK 3SAMLET Fri Tale

Voice calls, per min.	DKK 0
Calls to 70 numbers.....	DKK 0
Calls to 3Svar.....	DKK 0
Dial-up charge	DKK 0

Attempted dial-up charge	DKK 0
Billing increment*	Per minute
Calls to 3Kundeservice	DKK 0
Set-up fee	DKK 79
Subscription per month	DKK 129/329
SMS	DKK 0
MMS	DKK 0
*in addition to inclusive minutes	

DK 3SAMLET Bredbånd:

Set-up fee.....	DKK 79
Subscription per month.....	DKK 99/149/299
SMS (each)	DKK 0.16
MMS (each).....	DKK 1.60

DK 3SAMLET Data Pool:

Set-up fee.....	DKK 79
3SAMLET Data 10 GB	DKK 100
3SAMLET Data 50 GB	DKK 500
3SAMLET Data 70 GB	DKK 700
3SAMLET Data 100 GB	DKK 1,000
3SAMLET Data 200 GB	DKK 2,000
3SAMLET Data 300 GB	DKK 3,000
3SAMLET Data 400 GB	DKK 4,000
3SAMLET Data 500 GB	DKK 5,000
3SAMLET Data 1.000 GB.....	DKK 10,000

3SAMLET Pro Bredbånd:

Set-up fee.....	DKK 79
Subscription per month.....	DKK 49/99/149
SMS (each)	DKK 0.16
MMS (each).....	DKK 1.60

3SAMLET Pro Data Card:

Set-up fee.....	DKK 79
Subscription per month.....	DKK 99
SMS (each)	DKK 0.16
MMS (each).....	DKK 1.60

3SAMLET Pro Data Pool:

Set-up fee.....	DKK 79
Subscription per month	
3SAMLET Pro Data 10 GB	DKK 100
3SAMLET Pro Data 50 GB	DKK 500
3SAMLET Pro Data 60 GB	DKK 600
3SAMLET Pro Data 70 GB	DKK 700
3SAMLET Pro Data 80 GB	DKK 800
3SAMLET Pro Data 90 GB	DKK 900
3SAMLET Pro Data 100 GB	DKK 1,000
3SAMLET Pro Data 200 GB	DKK 2,000
3SAMLET Pro Data 250 GB	DKK 2,500
3SAMLET Pro Data 300 GB	DKK 3,000
3SAMLET Pro Data 400 GB	DKK 4,000
3SAMLET Pro Data 500 GB	DKK 5,000
3SAMLET Pro Data 750 GB	DKK 7,500
3SAMLET Pro Data 5.000 GB	DKK 50,000

3SAMLET Pro Plus Bredbånd:

Set-up fee.....	DKK 79
Subscription per month.....	DKK 49/99/149
SMS (each)	DKK 0.16
MMS (each).....	DKK 1.60

3SAMLET Pro Plus Data Pool:

Set-up fee.....	DKK 79
Subscription per month	
3SAMLET Pro Plus Data 10 GB	DKK 100
3SAMLET Pro Plus Data 50 GB	DKK 500
3SAMLET Pro Plus Data 60 GB	DKK 600
3SAMLET Pro Plus Data 70 GB	DKK 700
3SAMLET Pro Plus Data 80 GB	DKK 800
3SAMLET Pro Plus Data 90 GB	DKK 900
3SAMLET Pro Plus Data 100 GB	DKK 1,000
3SAMLET Pro Plus Data 200 GB	DKK 2,000
3SAMLET Pro Plus Data 250 GB	DKK 2,500
3SAMLET Pro Plus Data 300 GB	DKK 3,000
3SAMLET Pro Plus Data 400 GB	DKK 4,000
3SAMLET Pro Plus Data 500 GB	DKK 5,000
3SAMLET Pro Plus Data 750 GB	DKK 7,500
3SAMLET Pro Plus Data 5.000 GB	DKK 50,000

3DataDeling

Subscription per month.....	DKK 69
Set-up fee.....	DKK 79

3Business DK Bredbånd 10 GB / 20 GB / 40 GB:

Set-up fee.....	DKK 79
Subscription per month.....	DKK 89 / 109 / 139
SMS (each)	DKK 0.16

3Business DK Fri Tale 10 GB / 20 GB / 40 GB:

Set-up fee.....	DKK 79
Subscription per month	DKK 119 / 139 / 169
SMS (each).....	DKK 0
MMS (each).....	DKK 0
Voice calls, per min.....	DKK 0
30pkald to 3Svar.....	DKK 0
Dial-up charge	DKK 0
Attempted dial-up charge	DKK 0
Billing increment*.....	Per minute
Calls to 3Kundeservice	DKK 0
*in addition to inclusive minutes	

GENERAL PRICES:

Option per month

Apple TV+.....	DKK 47.20
Apple One	DKK 127.20
Apple One Family	DKK 175.20
Deezer Premium.....	DKK 63.20
Deezer Family	DKK 119.20
TV2 PLAY Basis.....	DKK 63.20
TV2 PLAY Favorit	DKK 119.20
TV2 PLAY Favorit + Sport	DKK 167.20
WYPE	DKK 63.20
Professional Package	DKK 399
Apple Watch Link.....	DKK 24
Samsung Watch Link.....	DKK 24
3Firmanummer	DKK 39.20
5G	DKK 24

Purchase of additional data for 3Deling Pro/3Deling 5G Tale/3Deling 5G Data

5 GB data*	DKK 50
10 GB data*	DKK 100
20 GB data*	DKK 200
30 GB data*	DKK 300**
40 GB data*	DKK 400**
*The included voice calls and data are for use in Denmark and the countries that are included in 3LikeHome.	
**When purchasing packages of 25 GB or more, a maximum of 25 GB of the package can be used in 3LikeHome countries outside the EU.	

Purchase of additional data for 3SAMLET

5 GB data*	DKK 50
10 GB data*	DKK 100
20 GB data*	DKK 200
100 GB data*	DKK 1,000**
*The included voice calls and data are for use in Denmark and the countries that are included in 3LikeHome.	
**When purchasing packages of 25 GB or more, a maximum of 25 GB of the package can be used in 3LikeHome countries outside the EU.	

Other purchases of data

5 GB data*	DKK 50
10 GB data*	DKK 100
20 GB data*	DKK 200
100 GB data*	DKK 499**
*The included voice calls and data are for use in Denmark and the countries that are included in 3LikeHome.	
**When purchasing packages of 25 GB or more, a maximum of 25 GB of the package can be used in 3LikeHome countries outside the EU, cf. 25.4.	

Discount packages per month

3Global Home.....	DKK 23.20
3Global Travel.....	DKK 55.20
3World Voice*.....	DKK 60
3World Data*	DKK 60
3World Voice & Data*	DKK 100
*For prices for usage abroad, please visit www.3.dk/business/3World .	

3PRO Extra

Discount package per month	DKK 60
Data per MB	DKK 3*
Calls from Denmark to a 3PRO Extra country and calls between a 3PRO Ekstra country and a 3LikeHome country in excess of the 20 hours of calls included	
DKK 3.00 per min.	
*in addition to the 25 GB that is included	

EU rates*

Price per MB data	DKK 0.0130
Voice calls, per min.....	DKK 0.16
SMS/MMS, each.....	DKK 0.029

*Applies to the EU and the United Kingdom, cf. Sections 25.2 and 25.3

Rates in non-EU 3LikeHome countries after 30 days*

Price per MB data	DKK 3.20
Voice calls, per min.	DKK 4
SMS/MMS, each	DKK 2.00
Dial-up charge**	DKK 3.16
*Applies to 3LikeHome countries outside the EU (except the United Kingdom), cf. Section 25.3	
**Applies to calls made and received	

Also see 3.dk/udland

Service packages per month

3Complete Service....	DKK 1024/7 monitoring (per company)	DKK 4,000
Emergency Priority (one-off payment for installation).....		
		DKK 250
Emergency Priority.....		DKK 20
3Split.....		DKK 9

Services

Call waiting	DKK 0 each
Caller ID.....	DKK 0 each
3Svar	DKK 0 each
Call forwarding.....	DKK 0 each
Static IP address.....	DKK 40 each
New SIM card	DKK 80 each
New eSIM	DKK 0 each
New number	DKK 0 each
Gold number	DKK 400 each
Move 3Firmanummer to a new number.....	DKK 25 each
Transfer	DKK 0 each

Payment method

Payment fee, Automatic card payment.....	DKK 0/month
Payment fee, Payment service...	DKK 7.40/month
Payment fee, Invoice by post	DKK 39.20/month

Reminder/collection

Reminder fee	DKK 100 each
Compensation fee.....	DKK 310 each
Debt collection notice	DKK 100 each
Reopening of the subscription	DKK 160 each

SPECIAL NUMBERS

Free service numbers

Calls to 80 numbers	DKK 0
Calls to the Emergency Services number 1813	DKK 0
Calls to emergency services 112.....	DKK 0
Calls to the police 114.....	DKK 0
Calls to the hotline for missing and abused children, 116000	DKK 0
Calls to Child Line 116111	DKK 0
Calls to Victim Support Denmark 116006.....	DKK 0
Calls to Life Without Violence 1888.....	DKK 0

70 numbers

Calls to 70 numbers	In accordance with subscription
The price follows the normal per-minute price and dial-up charge that is applicable for the subscription.	
Calls to 3Kundeservice	DKK 0

Other special numbers (1 numbers)

The price is what is paid in addition to the normal per-minute rate and dial-up charge that is applicable for the subscription.	
Directory enquiries 118, dial-up charge....	DKK 14
Directory enquiries 1810, dial-up charge....	DKK 14
Directory enquiries 1811, dial-up charge.....	DKK 4
Animal Control Centre 1812, dial-up charge..	DKK 0.80
Weather Forecast 1853, dial-up charge	DKK 22.50
Weather Forecast 1853, per min.....	DKK 2.50
Citizen Service Centre 1881, dial-up charge	DKK 0.18
Citizen Service Centre 1881, per min.....	DKK 0.20

90 numbers

Calls to 90 numbers* from	DKK 1-150
For a complete list of prices for 90 numbers, please visit	
3.dk/servicenumre	

Prices from Denmark to numbers abroad – Unless otherwise stated in the subscription

Dial-up charge.....	DKK 0.26
To the Nordic countries*, per min.	DKK 2.00
To the EU**, per min.	DKK 3.96
To the rest of Europe and North America, per min.	DKK 3.40
To the rest of the world, per min.	DKK 8.60
To satellite phones.....	DKK 36
SMS/MMS to numbers abroad	DKK 4
*Norway, Sweden, Finland, Iceland, the Faroe Islands, and Ukraine	
**EU countries and Liechtenstein and the United Kingdom	

Prices for usage abroad

Visit www.3.dk/udland

Compensation for number transfers

Incorrect number transfer	DKK 480
Delayed number transfer. DKK 48 + DKK 4.80 per day	
Disconnected telephone connection.....	DKK 48 + DKK 48 per day

Visuel 3Svar

Visuel 3Svar results in data usage, which will be included in the total data usage for that subscription.

Billing increments for calls and data usage*

Calls included in the subscription	1 sec.
Calls in Denmark that are not included the subscription	
calls to numbers abroad	
Receiving calls within the EU	
Receiving calls outside the EU	
Calls made within the EU	
..... Min. 30 sec, then per sec.	
Making calls outside the EU	
Data usage in Denmark and the EU	
Data usage outside the EU.....	
..... Min. 50 KB.	

*If the User has a subscription with 3LikeHome and unlimited voice calls are included, there is no per-second or per-minute rate charging if the User is in Denmark or a country included in 3LikeHome when calling standard Danish numbers and local numbers in the country in question (standard, non-premium phone numbers included in that country's national numbering plan) or receiving calls. If the User calls a number abroad, this is charged at the normal international rate. For more information about use abroad, please see Section 25 on Use abroad / 3LikeHome.

3Forsikring

Document including information on the insurance product

Company: **AIG Europe** Product **All Risk Insurance**









AIG Europe, Danish subsidiary of AIG Europe S.A., Luxembourg (CVR 39475723), registered at R.C.S. Luxembourg under number B 218806 35D Avenue John F. Kennedy, L-1855, Luxembourg



This document does not replace the terms and conditions of the insurance but provides a summary of the content of 3Forsikring. The complete and current insurance terms and conditions can be downloaded from www.3.dk/business/mobil/tilvalg/forsikring or obtained by contacting WIA via e-mail at 3forsikring@wia.dk or by phone at +45 88 13 92 93.

What kind of insurance is it?

3Forsikring covers sudden and external damage to the mobile device, including theft.

	What does it cover? <ul style="list-style-type: none"> ✓ Liquid and moisture damage ✓ Damage as a result of accidents, including screen breakage ✓ Lightning strikes ✓ Fire damage ✓ Overvoltage ✓ Assault ✓ Break-in ✓ Theft ✓ Unauthorised use 		What does it not cover? <ul style="list-style-type: none"> ✗ The insurance excess or damage arising before receiving the mobile device ✗ Damage covered by the manufacturer's guarantee ✗ Mechanical or electrical faults ✗ Loss of SIM card ✗ Theft from unlocked and unsupervised storage ✗ Cosmetic damage and wear
	Where does 3Forsikring apply? <ul style="list-style-type: none"> ✓ Applies worldwide. 		Are there any limitations of coverage? <ul style="list-style-type: none"> ! Consequential damage ! Unauthorised access ! Breach, non-fulfilment of the manufacturer's instructions and wilful acts ! The mobile device must be no more than 14 days old in order for a 3Forsikring agreement to be entered into. ! A maximum of three claims are covered of up to DKK 15,000 per claim for accidental damage and theft and up to DKK 1,750 in the event of unauthorised use. ! No coverage is granted in countries subject to economic sanctions. This currently applies to Cuba, Iran, Syria, North Korea, Sudan and the Crimean region of Ukraine.
	What are the obligations? <ul style="list-style-type: none"> – To provide us with information that is true, factual and not misleading – To pay the monthly premium charged via the Company's 3Faktura – To pay an excess in the event of damage of DKK 499. In the event of two claims within 12 months, an excess of DKK 998 is payable – To comply with the manufacturer of the mobile device's instructions for use – To read the insurance terms and conditions and the product information document, and to save the policy certificate which will be sent to the Company by e-mail. 		
	When and how does the Company pay? <ul style="list-style-type: none"> – Payment for 3Forsikring is collected via the Company's monthly 3Faktura. 		When does coverage start and stop? <ul style="list-style-type: none"> – 3Forsikring will apply when the Company has purchased the mobile device and entered into a contract with the retailer for 3Forsikring. – 3Forsikring provides coverage for up to 60 months.
	How can the agreement be cancelled? <p>The Company may cancel 3Forsikring at any time by contacting 3Kundeservice and giving 30 days' written notice.</p>		

Insurance Wording – Business Customers

VOLUNTARY GROUP INSURANCE

3 has entered into a collaboration with AIG by way of a group insurance policy which 3's business customers have the option to join.

The Insured under the insurance scheme is the Company as a business customer, which owns the mobile device.

PERIOD OF INSURANCE

From: **The Company** is covered as soon as the **Company** has purchased the **mobile device** and entered into a contract with the **retailer** as set out in this policy.

To: up to 60 months from the date of purchase in a shop or on 3's website. Both days with effect from 00:01. The policy will be extended monthly for a period of up to 60 months from the date of purchase in the shop or on 3's website, unless cancelled beforehand by the **Company** or the Insurer.

TOTAL MONTHLY PREMIUM INCL. GENERAL INSURANCE TAX OF 1.1% (OR APPLICABLE RATE)

DKK 89 (monthly premium per mobile device).

1. INTRODUCTION

- 1.1 The following policy wording applies to the insurance of the **Company's mobile device** (the policy) and provides a detailed description of what is covered, what is not covered, where it is covered and the terms and conditions that apply to the cover. The **Company** should read the policy carefully and store it in a safe place.
- 1.2 The policy covers theft, **accidental damage** and **unauthorised use** of the **mobile device**.

2. WHO IS COVERED?

- 2.1 The policy covers the **Company** following the purchase of a **mobile device** from a **retailer**.
- 2.2 The policy also provides coverage if the **User** has temporarily given a member of his/her household (a person living together with the **User**) permission to use the **mobile device**.

3. GEOGRAPHICAL COVERAGE

- 3.1 The insurance applies all over the world except in countries subject to economic sanctions – see Clause 19 of the policy.

4. COVERAGE

- 4.1 This policy covers a maximum of three events with associated costs (see Clause 11 of the policy):
 - a. Up to DKK 15,000 per claim if the **mobile device** has been **stolen** or **accidentally damaged**, and
 - b. Up to DKK 1,750 per claim for costs relating to **unauthorised use**, where the **mobile device** has been **stolen**, provided that the theft is covered by this policy.
- 4.2 It is a condition for cover that the **Company** pays the stated excess (see Clause 12).

5. COMMENCEMENT OF COVER

- 5.1 If the insurance is taken out in connection with the purchase in a shop or on 3's website:
 - a. The **Company** will be covered as soon as the **Company** has purchased the **mobile device** and entered into a contract with the **retailer**.
- 5.2 If the insurance is taken out within 14 days of the date of purchase in a shop or on 3's website:
 - a. Regardless of whether the **mobile device** is purchased in a shop or on 3's website, the **Company** has 14 days from the time of purchase to enter into a contract with the **retailer** for cover of the **mobile device** under this insurance.
 - b. The **Company** will be covered from the day the **Company** enters into a contract with the **retailer** to cover the **mobile device** under this insurance. It is a condition for cover that the **Company**, prior to entering into the contract, takes the **mobile device** to the **retailer** to allow the **retailer** to examine and test the **mobile device**.
 - c. The right to take out cover under this policy within 14 days of the date of purchase only applies if the **retailer** can ascertain that the **mobile device** is fully functional and undamaged.

6. EXTENSION OF COVER

- 6.1 The policy will automatically be extended for one month at a time, unless cancelled by the **Company**, and the monthly premium will be charged to the **Company's** telephone account.

- 6.2 The cover will be extended on an ongoing basis month by month for a maximum of 60 months from the date of purchase of the **mobile device** in a shop or on 3's website, whereupon the policy will automatically expire without further notice.

7. EXPIRY OF COVER

- 7.1 The cover granted to the **Company** under the policy will automatically expire if:
 - a. the **Company** or the insurer cancels the policy
 - b. the maximum period of cover of 60 months has already expired
 - c. three claims have been made for the **mobile device**
 - d. the **Company** cancels its subscription with 3
 - e. the **Company** is transferred.
- 7.2 **We** also reserve the right to cancel the cover if a premium remains unpaid for 21 days from the date a reminder is sent to the **Company** regarding its failure to pay the monthly premium.

8. POLICY EXCLUSIONS

- 8.1 This policy does not cover the following:
 - a. Excess: the policy excess shown in Clause 12. The amount will be deducted from the total amount payable under the policy.
 - b. Delivery: loss or damage to the **mobile device** that occurs before the **Company** receives it.
 - c. Manufacturer guarantees: claims covered by manufacturer guarantees.
 - d. The manufacturer's instructions / guidelines / installation procedures: damage caused by incorrect use or because the **Company** fails to follow the manufacturer's instructions, guidelines or installation procedures.
 - e. Accessories: loss or damage to objects that were not supplied together with the **mobile device** as a standard accessory, i.e. objects not included in the package at the time of purchase.
 - f. Adjustments: costs relating to testing, retesting, cleaning, adjustments and similar costs, unless as a result of **accidental damage** to the **mobile device**, while it was undergoing repair following a claim under this policy.
 - g. Recall, inspection, replacement: loss, costs and expenses incurred by the **Company** or others as a result of a manufacturer withdrawing, recalling, inspecting, repairing, replacing, adjusting, removing and/or discarding the **mobile device** because of an unknown or presumed error, defect, inadequacy or risk associated with the **mobile device**.
 - h. SIM card: loss of SIM card.
 - i. Mechanical or electrical defects: malfunction of the **mobile device** because of mechanical or electrical defects that prevent it from functioning normally as defined by the manufacturer.
 - j. Wear and tear: wear and tear and gradual deterioration of the operation of the **mobile device**.
 - k. Changes in appearance: cosmetic changes in the appearance of the **mobile device**, including scratches, marks, dents, peeling, etc. that do not affect the operation of the mobile device.
 - l. Design defects or defective materials: hidden defects and deficiencies in the design specification, or the use of defective materials in the manufacture of the **mobile device**.
 - m. Changing rooms: if the **mobile device** is stolen from a changing room, unless it was stored in a locked locker to which entry was gained by means of force, and provided that the break-in can be documented by the **Company**.
 - n. Other public places: loss or damage to a **mobile device** which the **Company** has left unattended in a public place or in rooms accessible to the public.
 - o. Vehicles: loss or damage to a **mobile device** from an unattended vehicle, unless the **mobile device** was hidden out of sight in a properly locked vehicle to which entry was gained by means of force, and provided that the break-in can be documented by the **Company**.
 - p. Care and control: loss or damage to the **mobile device** while in the care or control of the **retailer** or its representatives or agents.
 - q. Other person(s): loss of the **mobile device** while it is being used by a person other than the **User**, without the **User's** permission, and while the **User** is present.
 - r. Consumables – batteries: the costs of replacing the battery in the **mobile device** if only the battery needs replacement.
 - s. Unauthorised repairs: costs incurred as a result of repairs not authorised by the **retailer**.

- t. Costs of reconnection: reconnection or subscription charges of any nature whatsoever.
- u. Data or software: loss of data or software stored in the memory of the **mobile device** or on a SIM card, hard disk or other storage medium, including the costs of recompilation or reinstallation of the same.
- v. Loss of functionality: loss or damage directly or indirectly caused by a **virus**.
- w. Intentional acts: loss or damage caused by a fraudulent, conscious or intentional act by the **Company**.
- x. Consequential damage: consequential damage of any nature whatsoever.
- y. Acts of public authorities: loss or damage caused by:
 - 1) orders by public authorities, except for destructive acts at the time of a fire, with the purpose of limiting the spread of the fire, provided that the cause of the fire in question is not exempt from cover under this policy
 - 2) confiscation or destruction of the **mobile device** in accordance with quarantine or customs rules and regulations; confiscation of the **mobile device** in accordance with the instructions of a government authority or other public authority; actions to combat smuggling; illegal trade; or products that are prohibited to import, export or possess.
- z. Nuclear accidents: loss or damage caused by
 - 1) ionising radiation or contamination with radioactivity from atomic fuel or atomic waste from burnt atomic fuel, or
 - 2) radioactive, toxic, explosive or similarly hazardous properties associated with an explosive nuclear plant or nuclear components in such a plant.
- aa. War: loss or damage caused by
 - 1) war, invasion, foreign hostile acts (whether or not war has been declared), civil war, insurrection, revolution, riots, military power or usurped power
 - 2) all forms of weapons of war based on nuclear power, fission, fusion, radioactivity or radioactive material, whether during times of peace or times of war.

9. PREVENTATIVE MEASURES

- 9.1 The **Company** is obliged to take all usual and reasonable measures to safeguard the **mobile device**.

10. CLAIMS REPORTING PROCEDURE

- 10.1 The **Company** can report claims on the following website 3.dk/business/forsikring or by phoning or writing to 3Forsikring.
- 10.2 When the **Company** learns of circumstances that give or may give rise to a claim under this policy, the **Company** must give 3Forsikring all the information 3Forsikring needs to handle the claim reported by the **Company**, including:
- a. If the **mobile device** has been **stolen**:
 - (i) report the theft as soon as possible after it is discovered, so that the **mobile device** can be blocked
 - (ii) confirm that the theft has been reported to the local police and that a full police report has been issued, including registration of the **IMEI number**.
 - b. If the **mobile device** has suffered **accidental damage**: report this as soon as possible after the damage occurs.
- 10.3 When reporting a claim, the **Company** must pay an excess – see Clause 12.

11. INSURANCE BENEFITS

- 11.1 Please note that the **Company's** claims can be processed only in Denmark and that the only available insurance benefit is the replacement or repair of the **mobile device** – never cash payment.
- 11.2 **Theft:**
- a. Pursuant to this policy, a **mobile device** that has been **stolen** will be replaced by another **mobile device** of the same type and model, if possible. If it is not possible to obtain a device of the same type and model, it will instead be replaced by a device that is as similar as possible to the original, including, if relevant, a device from another manufacturer but, as a minimum, with the same technical specifications. Such a replacement device supplied under this policy may be either new or reconditioned.
- 11.3 **Accidental damage:**
- a. Under this policy, a **mobile device** that has suffered **accidental damage** is to be returned to the **retailer** for inspection and, if possible, repair.
 - b. If repair is not possible, the damaged **mobile device** must be replaced by another **mobile device** of the same type and model, if possible.
If it is not possible to obtain a device of the same type and model, it will instead be replaced by a device that is as similar as possible to

the original, including, if relevant, a device from another manufacturer but, as a minimum, with the same technical specifications. Such a replacement device supplied under this policy may be either new or reconditioned.

12. EXCESS

- 12.1 The **Company** must pay an excess for each and every claim relating to the mobile device. The excess amounts to **DKK 499**. In the event that two claims are reported within a period of 12 months (and subsequently covered), the excess for the last reported claim is doubled to **DKK 998**. This means that if a third claim is reported within 12 months from the date of the second claim, this third claim will also be subject to an excess of **DKK 998**. The excess will automatically be charged to the **Company's** invoice from 3.

13. PRIMARY INSURANCE

- 13.1 In the event of double insurance, where there is cover both under this policy and another insurance policy you have taken out, you are free to choose which policy you wish to claim from. It must be noted in this regard that the extent of cover, exclusions and excesses may differ between the policies. There is no possibility of recourse from other insurance companies for payment under other policies, as this policy only covers repair or replacement of a mobile device and not cash compensation.

14. FRAUDULENT CLAIMS

- 14.1 If the **Company** submits a claim knowing that it is false or fraudulent with regard to the amount or other aspects of the claim, **we** will immediately cancel this insurance policy.

15. TERMINATION

- 15.1 This policy may be cancelled by **us** at any time with a notice period of the current month plus 30 days by forwarding a notice of cancellation to the **Company** at the **Company's** last known e-mail address.
- 15.2 The **Company** may cancel the insurance cover at any time with 30 days' written notice by contacting **3Kundeservice** directly. For further information, please see 3.dk/forsikring.
- 15.3 Following the termination of the policy, the premium paid will be refunded only for the period during which there is no cover, if any.

16. PARTIES TO THE INSURANCE CONTRACT

- 16.1 **Insurance intermediary**
The insurance is administered by WIA I/S, which also handles claims on behalf of the following insurer:

WIA I/S
 Rundforbivej 303
 DK-2850 Nærum
 Tel +45 8813 9293
 E-mail: 3forsikring@wia.dk

WIA I/S is registered as an insurance intermediary with the Danish Financial Supervisory Authority.

- 16.2 Policyholder
 Hi3G Denmark ApS
 Fadet 4
 DK-1799 Copenhagen V
 Company registration number: 26123445
- 16.3 Insurer
 AIG Europe, Danish subsidiary of AIG Europe S.A., Luxembourg
 Bryggeries Plads 2,
 DK-1799 Copenhagen V.
 Company registration number: 39475723
 Hi3G and AIG do not provide advice or personal recommendations regarding this insurance.

17. COMMISSION

In compliance with Section 14 of the Ordinance on good practice for insurance distributors, we must disclose that 3 receives a commission for the sale of the insurance. The commission is included in the stated insurance premium.

18. DEFINITIONS

- 18.1 The following terms have the following meanings when written in bold in this policy:

- a. The **Company / its** means: the **Company** that purchased the **mobile device** from the **retailer**, which is registered in Denmark and has a valid Danish company registration number (CVR no.).
- b. The **User / its** means: the **User** who has been granted permission by the **Company** to use the **mobile device** in accordance with these terms and conditions.
- c. **Retailer** means: a 3Butik operated by Hi3G Danmark ApS which has entered into a collaboration agreement or distribution agreement with Hi3G Danmark ApS and where the **Company** purchased the **mobile device**, or 3Mobil's official website where the **Company** purchased the **mobile device**.
- d. **Accidental damage** means: an unintentional single act that causes damage to the **mobile device** so that it no longer functions normally as defined by the manufacturer.
- e. **IMEI number** means: International Mobile Equipment Identity number. The **IMEI number** is the unique serial or identification number used to identify a mobile phone, tablet or similar product.
- f. **Mobile device** means: any mobile phone, tablet, laptop, modem or similar product sold by Hi3G Danmark ApS via its **retailers**, including any accessories that may be included as standard in the packaging at the time of purchase.
- g. **Stolen** means: a **mobile device** that is illegally taken or removed from the **User**.
- h. **Unauthorised use** means: the costs associated with calls, data downloads, e-mails, internet usage, MMS messages and SMS written on or sent from the **mobile device** between the time it was **stolen** and the time it was blocked by Hi3G Danmark ApS.
- i. **We / us / our** means: the companies described in Clause 16 of the policy.
- j. **Virus** means: a set of destructive, harmful or otherwise unauthorised instructions or codes, including unauthorised instructions or program codes or similar entered with malignant intentions, and which spread in all types of computer systems and networks. **Virus** comprises, but is not limited to, "Trojan horses", "worms", "time bombs" and "logic bombs".

19. PROCESSING OF PERSONAL DATA

Contact details for the data controller and the data protection officer at AIG Europe.

- 19.1 In connection with the supply of the insurance purchased by the Company, WIA I/S (hereinafter "WIA") is an insurance intermediary, 3 is the Policyholder, and AIG Europe, a Danish subsidiary of AIG Europe S.A., Luxembourg, is the Insurer. For more information see Section 16. The point of departure for the processing of personal data in connection with the insurance is that WIA and AIG Europe are the data controllers, as AIG Europe and WIA decide the purposes and means with which the personal data will be processed. WIA has appointed a data protection officer. Questions about how WIA processes the User's personal data or how 3 transfers the User's personal data should be addressed to WIA's data protection officer, who can be contacted at AnnePatricia.Rehlsdorph@WillisTowersWatson.com, or to 3's data protection officer, who can be contacted at databeskyttelse@3.dk.

The purposes and legal basis for the processing of the User's personal data

- 19.2 We process the User's personal data only to the extent necessary, proportionate and reasonable, and provided it serves a specific purpose. The personal data which we process about the User is personal data provided to us by the Company (directly or indirectly via the retailer or WIA). 3 needs to process personal data about the User for the following purposes:
- a. For administration and to report claims in connection with the insurance. All information is shared with AIG Europe.
 - b. To be able to communicate with the User regarding claims and in case of complaints relating to the insurance.

Legal basis for the processing of personal data

- 19.3 The processing of personal data must have a lawful basis. 3's processing of the User's personal data takes place on the following basis:
- 19.4 The processing is necessary for the execution/fulfilment of the agreement with WIA, to which the Company is a party, or the processing is necessary to take appropriate actions at the request of the Company, including the Users, prior to concluding the agreement with WIA, obtained via 3.

The purposes listed in Section 19.2, subparagraphs a) and b) are purposes where the processing of the User's personal data is necessary to facilitate 3's compliance with its Contract with the Company and to enable WIA to communicate with the Company and the Users.

WIA's legitimate interests in the processing of the User's personal data

- 19.5 The processing of personal data must have a lawful basis. 3's processing of the User's personal data takes place on the following basis:
- 19.6 WIA's legitimate interests in the processing of the User's personal data relate to administration and claims handling.

Categories of personal data

- 19.7 The personal data which WIA gathers and registers about the User is general personal information. WIA will process the following categories of personal data relating to the User:
- 19.8 The purposes listed in Section 19.2, subparagraphs a) and b) relate to WIA's administration of the Company's insurance and WIA's ability to contact the User. The categories of personal data that WIA processes about the User for these purposes include identification and equipment information (such as civil registration number, name, e-mail address, residential/postal address, phone number, MSISDN and UserID). In addition, we also receive device information such as IMEI number.

Categories of recipients of personal data and transfer to recipients in third countries

- 19.9 WIA discloses or transfers the User's personal data to the following recipients: AIG, 3 and data processors, suppliers and business partners such as premium collection agencies, reinsurance companies, external consultants and claims administrators. WIA acts as the data controller in connection with the collection, processing, storage and transfer of data in relation to insurance claims or events that may in the future give rise to insurance claims.
- 19.10 WIA uses business partners both within and outside the EU/EEA, who receive the User's personal data. WIA ensures that its business partners uphold the necessary guarantees and safety measures in relation to the handling of personal data. WIA always requests that companies which are given access to and process the User's personal data on WIA's behalf enter into a data processing agreement with WIA. As regards business partners outside the EU/EEA, WIA always insists on entering into agreements that contain the standard contractual provisions for the disclosure of personal data as approved by the European Commission and which are available on the European Commission's website. In addition, WIA may be obliged to disclose personal data to third parties such as the police and other public authorities in connection with a criminal investigation, or if WIA is otherwise obliged to provide such information in accordance with legislation or public authority decisions.

Origin of the User's personal data

- 19.11 The User's personal data comes from the information provided to 3 by the Company in connection with the conclusion of its Contract with the Company. In addition, some personal data, for example concerning a reported claim, is collected in connection with the Company's use of the insurance product.

Retention of the User's personal data

- 19.12 The User's personal data is processed by 3 only for as long as is required in order to fulfil the purpose of the processing or for 3 to comply with its legal obligations. The User's personal data is subsequently deleted or anonymised. The User's personal data is retained by WIA for a maximum of five years from the expiry of the Contract.

The User's rights in connection with the processing of the User's personal data

- 19.13 The User is entitled at any time to request access to the personal data which WIA processes about the User. In addition, under certain circumstances the User is entitled to: have incorrect personal data rectified; request that the processing of the personal data be limited; have personal data about the User deleted when its processing is no longer necessary for the stated purpose; object to WIA's processing of the User's personal data; exercise their right to data portability; object to processing for the purpose of direct marketing not be subject to a decision based

solely on automated processing, including profiling. The User can contact WIA if they wish to assert their rights. For more information, see Section 18.1. The User can raise a complaint with the Danish Data Protection Agency if they are of the view that their personal data is being processed in violation of current data protection legislation. The User can find the contact details for the Danish Data Protection Agency at www.datatilsynet.dk.

20. ECONOMIC SANCTIONS

- 20.1 The insurance company and its reinsurance companies are not obliged to pay any claims or other demands, provide cover or fulfil any promises or obligations pursuant to this Contract to the extent such payments, cover, promises or obligations would expose the insurance company or its reinsurance companies or its parent company or its ultimate controlling owner to economic sanctions, bans or limitations under a United Nations resolution or a trade or economic sanction, legal rules or regulations adopted by the European Economic Union, Denmark, the United Kingdom or the United States of America. For a list of countries covered by Section 19, please see 3.dk/forsikring.

21. COMPLAINTS PROCEDURE

- 21.1 AIG Europe, Danish subsidiary of AIG Europe S.A., takes all complaints seriously. We have therefore established a complaints procedure to ensure that complaints are dealt with as quickly and fairly as possible. You can submit a complaint to AIG Europe, Danish subsidiary of AIG Europe S.A. Luxembourg in one of the following ways:

Letter:

AIG Europe, Danish subsidiary of AIG Europe S.A. Luxembourg,

Bryggeries Plads 2,

DK-1799 Copenhagen V.

Phone: +45 9137 5300

E-mail: Klageansvarlig@aig.com

To help us process your complaint, please state your policy number and/or claim number. In addition, please provide a detailed description of what your complaint is about.

AIG Europe, Danish subsidiary of AIG Europe S.A. Luxembourg will acknowledge receipt of your complaint within ten working days and provide a response to the complaint within 30 days. If extenuating circumstances prevent us from assessing the complaint within this timeframe, we will inform the complainant and indicate when we expect to finish investigating the complaint.

22. CHOICE OF LAW AND VENUE

- 22.1 This insurance and any disputes that may arise in connection with the insurance will be subject to Danish law and shall be settled by a Danish court.