

Service catalog

Updated: Maj 2026

YouSee		
Service category	Service ¹	Data processing agreement
1. Transmission of information		
Telephony (fixed) Text/Image (fixed) ²	YouSee's telephone service (PSTN) YouSee's telephone service (ISDN2) YouSee's telephone service via broadband, DSL or Fiber YouSee's ip telephone service via broadband, Coax (cable-tv) <i>Including eg.:</i> YouSee Fastnet FriTale Fastnet Max FriFastnet FriWeekend Fastnet Udland	No
Telephony (mobile) Text/image (mobile)	YouSee's mobileservice's <i>Including eg.:</i> Fri Tale Mobil 1 Time/1 GB YouSee 1 Time + 1 GB YouSee Fri Tale Mobil Familie Mobil Sms Media Mobil Mix Mobil MixMedia	No
Broadband (fixed)	YouSee Broadband, Fiber YouSee Broadband, Coax Yousee Broadband, DSL <i>Including eg.:</i> Home Broadband, DSL Broadband City, DSL Usage-based Broadband, DSL	No
Broadband (mobile)	YouSee's Mobile Broadband <i>Including eg.:</i> YouSee Mobile Broadband 10 GB (4G)	No

¹ In certain cases, delimited by examples.

² Not applicable to PSTN.

	YouSee Mobile Broadband Offline TDC Hotspot	
TV via one-way connection	YouSee Tv via cable TV outlet.	No
TV/movies via two-way connection (fixed/mobile)	YouSee Tv via cable TV outlet YouSee Tv via telephone socket or fiber (TVoIP) <i>Including eg.:</i> Basic package with Tv box YouSee WebTV YouSee Movies & Series	No
Music (fixed/mobile)	YouSee Music	No
2. Information storage		
Storage of emails	<i>Generally for all broadband products</i>	Data processing agreement <i>E-mailbox³</i>
3. Service		
Installation	<i>Can be added to all products</i>	No
Support	<i>All products</i>	No
System monitoring	<i>Generally, can be added to alle mobile and broadband products</i> <i>Including eg.:</i> YouSee Security Package YouSee Security Package for PC and Mac	No
Administration	Association service in connection with delivery of TV og broadband.	Individual data processing agreement

TDC Erhverv		
Service category	Service⁴	Data processing agreement
1. Transmission of information		
Telephony (fixed) Text/image (fixed)	TDC Fixed line TDC Erhverv Broadband telephony TDC SIP Trunk TDC Cloud SIP Trunk Microsoft Teams Telephony (via BroadWorks)	No
Telephony (mobile) Text/image (mobile)	TDC Erhverv One+ TDC Erhverv Flex TDC Erhverv Works TDC Erhverv MobilMix	No

³ If business customer.

⁴ In certain cases, delimited by examples.

	TDC Erhverv Mobile Package TDC Scale Mobile Packages TDC Mobile Pro Mobile Flex Connect	
Broadband (fixed)	TDC Erhverv Broadband (DSL) TDC Erhverv Broadband (Coax) TDC Erhverv Fiber TDC Erhverv Fiber Plus TDC Home Internet (DSL) TDC Home Internet (Coax) TDC Home Internet (Fiber)	No
Broadband (mobile)	TDC Mobile Broadband TDC Erhverv Data cards for pool data TDC Erhverv Broadband TDC Erhverv Mobile net TDC Erhverv 5G & 4G TDC Home Internet 5G & 4G	No
Data Services (fixed/mobile)	MPLS IP VPN Mobile Backup Redundancy Mobile Plus Black fiber DWDM RadioLink TDC Cloud Access Secure Mobil Fixed IP	No
M2M	TDC Erhverv IoT Connectivity (M2M) Mobile Intelligence (telemetry) MobileFlex Data	No
TV/movies via two-way connection (Fixed/Mobile)	<i>See YouSee servicecatalog</i>	No
Music (fixed/mobile)	<i>See YouSee servicecatalog</i>	No
2. Information storage		
Recording of phone calls	Secure Call Recording Pro Dubber on Demand Dubber Teams Call Recording Verint	Yes Data processing agreement: <i>TDC Secure Call Recording Pro</i> <i>TDC Erhverv Call Recording (Dubber)</i> <i>TDC Erhverv Call Recording (Verint)</i>
Storage of e-mail Service	YouSee Mail (<i>See under YouSee</i>)	Yes

		Data processing agreement: <i>E-mailbox</i>
Computing power	GPU-as-a-Service	Yes Data processing agreement: <i>GPU-as-a-Service</i>
3. Services		
Installation	Can be added to all services	No
Self-service Apps	Self-service TDC Erhverv (including MyCompany) Suppleo order portal TDC Erhverv Assist App TDC eWeb order portal My YouSee (<i>See YouSee servicecatalog</i>)	No
Support	Can be added to all products	No
System monitoring	DoS Protection Guard Freedom Smart Security Cisco/Meraki WiFi Internetfilter Security Insights Managed Endpoint & Identity Protection Cyber Alert	No
LAN Network	Cisco Fortinet	No
Managed Services	The Main Agreement defines the relevant technology. Our Managed Services entail access to the system, including processing of personal data. Examples of Services: Contact Center Services Video Services Network Services MDM Services Unified Communication Services Examples of technologies: Genesys Cisco Puzzel	Yes Data processing agreement: <i>Managed Services</i> NB: A data processing agreement is not relevant if TDC is a reseller without processing personal data or if TDC is only assisting in setting up the system in the startup phase. A data processing agreement is only relevant when TDC is delivering Managed Services.

	Microsoft Pexip Netic F5 Palo Alto	In some cases, TDC enters into a non-standard agreement with a business customer, and this is will regulate the terms.
SOC Services	Log Management Detection and Response Incident Response DDos Protection Vulnerability Management	Yes / No Data processing agreement: <i>SOC Services</i> NB: Only relevant for Log Management, Managed Detection and Response (MDR) and Incident Response. Not relevant for DDos Protection or Vulnerability Management as no personal data is processed.
IVR Services	Interactive Voice Response NPSurveys	Yes Data processing agreement: <i>Interactive Voice Response (IVR)</i> Data processing agreement: <i>NPSurveys</i>
Switch Board Services	Zylinc (Hosted) Zylinc (Cloud) TDC Hosted Switch Board (Unity) TDC Erhverv Interact Call Center Agent Call Center Supervisor Wallboard	Yes / No Data processing agreement: <i>Hosted Zylinc Switch Board or Zylinc Cloud Switch Board or TDC Hosted Switch Board or TDC Erhverv Interact</i> NB: A data processing agreement should not be concluded for Call Center Agent, Call Center Supervisor or Wallboard as

		TDC Erhverv is independent data controller.
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Commercial & Partners		
<i>Service category</i>	<i>Service⁵</i>	<i>Data processing agreement</i>
1. Transmission of information		
Telephony (fixed) Text/image (fixed) ⁶	Re-sale fixed line (PSTN, ISDN2, FlexISDN)	No
Telephony (mobile) Text/image (mobile)	Re-sale mobile Mass text sending	No
M2M	M2M	No
Broadband (fixed)	Broadband Kobber Broadband COAX Broadband Fiber	No
2. Information storage		
3. Service		
Installation	<i>All products</i>	No
Support	<i>All products</i>	No

Hiper		
<i>Service category</i>	<i>Service⁷</i>	<i>Data processing agreement</i>
1. Transmission of information		
Broadband (fixed)	Broadband via Telephone socket Broadband via cable Tv Broadband via Fiber	No
2. Information storage		
3. Service		
Support	<i>All products</i>	No

Telmore		
<i>Service category</i>	<i>Service⁸</i>	<i>Data processing agreement</i>
1. Transmission of information		
Telephony (mobile) Text/image (mobile)	Telmore Home Telmore Roam Telmore Play	No
Broadband (mobile)	Surf & stream hjemme Stream musik & film hjemme Telmore Play	No
TV/movies via two-way connection (mobile)	Telmore Play	No

⁵ In certain cases, delimited by examples.

⁶ Not applicable to PSTN.

⁷ In certain cases, delimited by examples.

⁸ In certain cases, delimited by examples.

Music (mobile)	Telmore Play (including Telmore Music)	No
2. Information storage		
3. Service		
Self-service	My Telmore self-service portal	No
Support	<i>All products</i>	No

easy		
<i>Service Category</i>	<i>Service⁹</i>	<i>Data processing agreement</i>
1. Transmission of information		
Telephony (mobile)	Mobile telephony (calls, text/image, mobile data)	No
Broadband (mobile)	Mobile broadband (5G internet)	No
2. Information storage		
3. Service	Support (all products)	No

Relatel		
<i>Service category</i>	<i>Service¹⁰</i>	<i>Data processing agreement</i>
1. Transmission of information		
Telephony (mobile)	Mobile telephony (calls, text/image, mobile data)	No
Broadband (mobile)	Mobile broadband (5G internet)	No
Switching module (Softphone)	Telephony system, management of Telephony for Erhverv	Yes
2. Information storage		
Recording of phone calls	Opkaldsoptagelse (Call Recording)	No
3. Service	Support (all products)	No

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⁹ In certain cases, delimited by examples.

¹⁰ In certain cases, delimited by examples.