

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

Additional Terms and Conditions for TDC Home Internet

March 2023

1. Supplementary Agreement

The following terms and conditions apply to the subscription type TDC Home Internet in addition to the Subscription Terms and Conditions for TDC Broadband. In the event of a conflict between the terms and conditions, these separate terms and conditions for TDC Home Internet will prevail.

TDC Home Internet is a subscription to TDC Broadband for use for home offices or employee broadband – where there is a permanent employment relationship between the customer and the registered user at the installation site, see Clause 2.A of TDC's General Terms and Conditions. TDC Home Internet is provided via the following networks and technologies:

- TDC Home Internet, Fibre – broadband via fibre network
- TDC Home Internet, Coax – broadband via cable TV network (coax)
- TDC Home Internet, DSL – broadband via copper-based telecommunications network (DSL)

The agreed technology and the agreed speed of the broadband connection, see Clause 9 of the Subscription Terms and Conditions for TDC Broadband, are specified in the order confirmation from TDC. In connection with delivery of TDC Home Internet, DSL, the specified speed is the net speed, as the part of the speed which is used for data management (protocol overhead) is not included in the specified speed, see Clause 9 of the Subscription Terms and Conditions for TDC Broadband.

The further contents of the agreement on TDC Home Internet are described in the product sheet.

Information on the prices in force at any time for TDC Home Internet is available from TDC on request.

2. InternetFilter

The additional service 'InternetFilter' – which provides access to certain security functions – can be accessed by the customer without additional payment via an access subscription, or, upon payment, the customer may have InternetFilter as an optional extra by entering into an agreement via certain specified types of subscription, see 'Additional Terms and Conditions for InternetFilter'. Customers can get in touch with TDC Erhverv to find out which types of subscriptions can include the use of InternetFilter.

If the customer has a qualifying subscription, the customer can opt out of InternetFilter and thus in certain cases pay a reduced subscription fee for 'TDC Home Internet'.

3. Fault correction

TDC corrects faults in its own systems and installations in accordance with Clause 15.A of the General Terms and Conditions for Delivery and Operation of TDC's Services (standard fault correction service). In addition, an agreement on Extended Fault Correction may be entered into.

In case of faults in the standard router included in the TDC Home Broadband subscription, TDC will send another router to the customer by mail, which the customer will then connect himself/herself. The customer must return the faulty router to TDC in the same box used by TDC to send a replacement router to the customer (return box service).

Clause 15.A of General Terms and Conditions for Delivery and Operation of TDC's Services also applies.