

Supplementary terms and conditions for Microsoft Teams telephony

November 2022

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

1. Supplementary agreement

The following terms and conditions apply to agreements on Microsoft Teams telephony services in addition to the Subscription Terms for TDC's telephony services and the General Terms and Conditions for Delivery and Operation of TDC's Services. In the event of a conflict between the terms, these separate terms and conditions for Microsoft Teams telephony services will prevail. Among other things, an agreement on Microsoft Teams telephony services gives the customer access to the following functions:

- Access to the purchase of Teams' corporate telephony subscriptions, which can be assigned to users in the company
- The possibility of receiving and making calls from the Microsoft Teams application with a TDC-metered landline number

For an additional charge, it is also possible for the customer to purchase:

- Additional Teams telephony subscriptions for the Teams telephony solution
- A higher number of simultaneous conversation channels for Teams' telephony users when purchasing additional SIP Drawn channels

The content of the Microsoft Teams telephony solution is described in more detail in the product sheet for this.

The Microsoft Teams telephony agreement is contingent on the customer having an access-enabling subscription with TDC Erhverv.

The agreement is also contingent on the customer having entered into an agreement on a CLIP Special Arrangement as part of the customer's subscription to TDC's ISDN service in the form of ISDN 30, FlexISDN or ISDN2 professional point-to-points, or as part of the customer's subscription to TDC's IP telephony service in the form of TDC SIP Trunk.

If one or both of the required agreements in the above cease, the customer's supplementary agreement for the Microsoft Teams telephony solution will cease at the same time.

Information on the types of subscription that enable the acquisition or add-on subscription to a Microsoft Teams telephony solution, and information on the

prices in effect at any time for the Microsoft Teams telephony solution are available by contacting TDC Erhverv.

2. Using Microsoft Teams telephony

The customer's use of Microsoft Teams telephony requires the customer to download Microsoft Teams (software) to the computer, tablet and/or smartphone of the customer and any users. The customer and any users are obliged to accept new software updates, cf. point 3. The customer and any users can access Microsoft Teams telephony via a computer, tablet or smartphone. Further details on how to access and use the software are available by contacting TDC.

The downloaded software is protected by copyright. In the event of an infringement of any third-party rights – e.g. by copying the downloaded software – TDC is entitled to terminate the connection of the customer and any users to Microsoft Teams telephony.

The use of Microsoft Teams telephony presupposes that the customer's equipment is designed for this and that a firewall has been correctly set up.

It is recommended that the customer uses screen lock on his/her equipment to avoid possible abuse.

The quality of voice or video calls made in Microsoft Teams depends on the customer's equipment and internet connection.

3. Software and licence agreement

In order to use Microsoft Teams telephony, the customer must have entered into the requisite licence agreements with the licensor (Microsoft). The Microsoft Teams telephony solution requires an MS E5 licence or MS Phone System.

As part of the agreement, the customer must enter into a separate licence agreement directly with the licensor on the right to use Microsoft Teams. The licence agreement must be reviewed and separately accepted by the customer.

The customer thus enters into a direct contractual relationship with the licensor, which TDC Erhverv only arranges and is not a party to. Through his/her acceptance vis-à-vis the licensor, the customer obtains a licence in the form of a non-exclusive right to use the security functions on the stipulated licence terms.

The customer assumes no intellectual property rights, copyrights or similar besides the right of use permitted.

4. Number allocation

The customer will be assigned a DDI telephone number (landline number) for use with Microsoft Teams telephony. The DDI number is associated with the user's Teams user via self-service. DDI numbers are purchased separately, but are required in order for the solution to work.

5. Usage charge for using Microsoft Teams telephony

Calls made from the customer's Teams client to Danish and foreign numbers are charged according to the prices in force from time to time and stated in the separate agreement with TDC Erhverv.

6. Obligations of the customer

At the conclusion of the agreement, TDC and the customer jointly determine which Microsoft licences and any additional licences are necessary for the customer's combined Teams solution to be properly licensed. The customer is subsequently under an obligation to maintain the licence at the agreed level.

The customer is also responsible for keeping the software updated on an ongoing basis as part of the customer's use of Microsoft Teams telephony. Thus, the customer is responsible for ensuring that an outdated or incorrect version of the Microsoft Teams client is not being used.

TDC Erhverv is not responsible for any solution outages that are the result of circumstances at the customer, including, for example, faults in the customer's internal network, infrastructure or software. This particularly concerns changes in Microsoft's licence structure as well as underlying changes to the software's delivery and updating methods that prevent the customer's from using TDC Erhverv's Microsoft Teams solution.