

*(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**

July 2019

### **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. Guard Security**

The 'Guard Security' value-adding service – which provides access to certain security features – is automatically included in an agreement on TDC Home Internet, see separate 'Terms and Conditions for Guard Security'. The customer

may opt out of Guard Security and thereby obtain a reduction in the subscription charge 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.