

## **Additional Terms and Conditions for TDC Secure Call Recording 48 Hours**

July 2019

(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 TDC Secure Call Recording 48 Hours in addition to the Subscription Terms for TDC's Mobile Services and the General Terms and Conditions for Delivery and Operation of TDC's Services. In the event of a conflict between the terms and conditions, these separate terms and conditions for TDC Secure Call Recording 48 Hours will prevail.

If the customer subscribes to certain access subscriptions to TDC's mobile services, the customer has access to TDC Secure Call Recording 48 Hours without additional payment. Information about access subscriptions can be obtained by contacting TDC.

If the customer subscribes to certain types of subscriptions for TDC's mobile services, the customer may, against payment, choose TDC Secure Call Recording 48 Hours. Information about the subscription types that provide access to choosing TDC Secure Call Recording 48 Hours and about the types of products with which TDC Secure Call Recording 48 Hours cannot be combined can be obtained by contacting TDC.

Among other things, an agreement on TDC Secure Call Recording 48 Hours gives the customer access to the following functions:

- Recording calls
- Recording calls to the user's voicemail
- Storing calls for 48 hours
- Listening to calls
- Obtaining reports on the usage of TDC Secure Call Recording 48 Hours.

TDC Secure Call Recording 48 Hours allows the customer to record incoming and outgoing calls for users created in the service with a view to indexing and storing the calls in a database for TDC Secure Call Recording 48 Hours.

Furthermore, TDC Secure Call Recording 48 Hours makes a portal available to the customer, which, among other things, allows the individual user, see Clause 2, to listen to own recorded calls, search these calls, obtain reports on

own usage of the service or export calls to a local computer. After expiry of the 48 hours, the calls/data will be destroyed.

TDC handles the operation of both the database and the portal in a TDC data centre. TDC's data centres are protected against unauthorised physical or electronic access to stored calls, and the calls are transferred via secure data connections to the environment.

It is a condition that the customer has an Internet connection. Access to the portal does not require installation of separate software and can be established via an Internet browser. The customer's use of the portal requires that the customer identifies himself using a login with a username and a password, see Clause 2.

The content and procedure for use of TDC Secure Call Recording 48 Hours are described in further detail in TDC's product information. Information about the prices in force at any time for TDC Secure Call Recording 48 Hours is available from TDC upon request.

It is not possible to record calls if the customer uses a mobile service abroad via a foreign mobile provider's network (roaming).

If the customer's agreement on access products expires, the customer's access to TDC Secure Call Recording 48 Hours will be terminated at the same time.

## **2. Registration of user**

Against additional payment, the customer can be assigned an administrator who, on the customer's behalf, administers the customer's usage of TDC Secure Call Recording 48 Hours, and who, via the portal, has access to listening to, searching, obtaining reports on and exporting all calls recorded by the customer.

Via Self-service Business, the customer can choose and cancel licences to TDC SeFF – against additional payment – and gain access to licences by contacting TDC.

When a user is assigned a licence by the customer, the user can only use the service if it has already been activated. Reference is made to TDC's product information which contains a detailed description of how the service is activated. When a user is assigned a licence, the user receives an email from TDC with login information to the portal.