

Supplementary Terms for TDC Erhverv NPS-måling

June 2026

(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

For agreements regarding the subscription type TDC Erhverv NPS-måling (NP Suvey), the following terms and conditions shall apply in addition to the Subscription Terms for TDC's telephony services and the subscription terms for TDC's mobile services. In the event of any inconsistency between the terms, these specific terms for TDC Erhverv NPS-måling shall prevail.

It shall be a prerequisite for entering into an agreement on TDC Erhverv NPS-måling that the Customer has an existing subscription for call handling (switchboard services) via TDC Erhverv One+ or TDC Scale.

2. Functionality

An agreement on TDC Erhverv NPS-måling entitles the Customer to configure and automatically distribute SMS-based surveys following the termination of a call in a call queue within the Customer's call center solution.

The Customer may configure the survey via TDC Erhverv Self-Service and select the call queues in respect of which the survey shall be distributed. The Customer may create multiple surveys with different configurations at no additional charge.

The Customer shall only have access to survey results via TDC Erhverv Self-Service.

3. Subscription and Usage

An agreement on TDC Erhverv NPS-måling entitles the Customer – without payment of usage-based charges – to send up to 500 SMS surveys per calendar month. Once the total number of included SMS surveys has been exhausted, the ability to distribute SMS surveys shall be suspended until the commencement of the next calendar month, unless the Customer purchases additional SMS survey capacity.

The Customer may, against payment of a monthly subscription fee, opt to purchase additional monthly SMS survey volumes.

Unused SMS surveys shall not be carried forward to subsequent calendar months.

Information regarding the currently available options for purchasing additional SMS surveys is available via TDC Erhverv Self-Service or upon request to TDC.

4. Amendments, Termination and Administration

TDC Erhverv NPS-måling, as well as any purchased additional SMS survey volumes, may be terminated upon 14 days' prior notice to the end of a calendar month.

5. Prices and Discounts

The service constitutes an add-on product and shall not form part of TDC Erhverv's discount or bonus schemes unless otherwise explicitly agreed in writing.

Information regarding the applicable prices and discount options for TDC Erhverv NPS-måling – as well as the possibilities of combining an agreement on TDC Erhverv NPS-måling with TDC's other products and discount agreements – may be obtained upon request to TDC.

6. Data Processing

The processing of personal data in connection with the Service shall be governed by the Data Processing Agreement, which is available at tdc.dk/vilkaar