

Supplementary Terms and Conditions for TDC Erhverv Interact 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 concerning one or more subscription plans within TDC Erhverv Interact, the following terms and conditions shall apply in addition to the subscription terms and conditions for TDC's mobile services, TDC's telephony services, and TDC's General Terms and Conditions for the Delivery and Operation of TDC Services. In the event of any inconsistency between the terms, these specific terms and conditions for TDC Erhverv Interact shall prevail.

The order confirmation issued by TDC specifies which subscription plan(s) are covered by the agreement. The detailed scope and content of the subscription plan(s) selected by the Customer shall be agreed between the Customer and TDC at the time of ordering and are described in the relevant product datasheets.

As a prerequisite for subscribing to TDC Erhverv Interact, the Customer must subscribe to a One+ Switchboard Package or a TDC Erhverv Scale solution. TDC Erhverv Interact may be used across mobile devices, IP telephones, and softphones, provided that the relevant services are subscribed to and/or the necessary equipment for using such services is available.

An agreement regarding TDC Erhverv Interact includes, among other things, the following:

- A software-based solution for the handling and administration of incoming and outgoing calls, as well as related switchboard and contact center functionalities.
- TDC Erhverv Interact is divided into various roles/clients, including *Interact My Assistant*, *Interact Call Centre Agent*, *Interact Supervisor*, and *Interact Dashboard*. The individual roles support different forms of call handling, status display, administration, colleague search functions, etc., depending on the selected subscription plan and the Customer's configuration.
- Incoming communications to the Customer's telephone numbers may be presented to users within the Interact clients, where calls may be answered, transferred, placed on hold, or terminated through the user interface. Call handling takes place in accordance with the Customer's configuration and the permissions assigned to the individual user or role within Interact.
- Interact may display availability and status information relating to users within the solution, including information based on telephony and/or calendar data and/or, to the extent established, other integrations.
- Depending on the selected subscription plan, users may have access to send SMS messages and emails, as well as perform URL lookups in their own CRM system.

- Users assigned with the Interact Supervisor role have access to functions for monitoring, statistics, and administration of call activity and user status within the solution, as well as the ability to listen in on, coach, and barge into agents' calls.

Information regarding the applicable prices for TDC Erhverv Interact and the options for combining an agreement for TDC Erhverv Interact with TDC's other products and discount agreements may be obtained by contacting TDC.

For the processing of personal data in connection with the Service, reference is made to the Data Processing Agreement, which is available at tdc.dk/vilkaar