

Telenor Norway AS — General terms and conditions for business customers

These terms apply starting 25/04/2018 and replace all earlier general and special terms and conditions for business customers from Telenor Norway, including Telenor's General terms and conditions for business customers from 01/03/2015 and General terms and conditions from 01/07/2007. For business customers who entered into an agreement with Telenor before 25/04/2018, these general terms and conditions apply as of 25/05/2018.

1. Scope and validity

These general terms and conditions for business customers ("Business Terms") regulate the provision of business services by Telenor Norway AS ("Telenor"), org. no. 976 967 631, Snarøyveien 30, 1360 Fornebu, Norway.

The Customer is the legal person with organisation number, registered as a business customer with Telenor.

The Business Terms apply to all business services and products, i.e. all services and solutions including subscriptions, necessary equipment, software, applications, etc., provided by Telenor to business customers ("Services").

Customer's agreement with Telenor encompasses these Business Terms as well as special Service terms. For further information, see www.telenor.no/bedrift/vilkar (not exhaustive) or contact Telenor customer service. In the event of contradiction, the special Service terms take precedence over these Business Terms.

The Business Terms include anyone who the Customer authorises to use Telenor's Services ("User"). The Customer is responsible for complying with the agreement, regardless of whether others are registered as payers or as Users of the Services.

Anyone who uses Telenor's Services without having entered into an express agreement will be considered to have accepted Telenor's terms for the relevant Service.

These Business Terms do not apply to Telenor's private customers (consumers).

Customer's agreement with Telenor is valid until terminated by either party.

The Business Terms apply until superseded by new ones.

Telenor can with legitimate grounds refuse to enter into an agreement with business customers.

These Business Terms are a translation of the original Norwegian language version. In case of conflict or inconsistencies, the Norwegian version prevails.

2. Customer's obligations

2.1. Customer's duty to inform

The Customer shall keep Telenor up to date regarding the Customer's information, including the Customer's contact person and Users connected to the agreement. The Customer must provide correct name, mailing address and billing address, if the latter is not identical to the mailing address, as well as organisation number and contact person.

The Customer shall designate a contact person, identified by name and date of birth. This person must be an employee of the Customer or have valid written authorisation from the Customer. The Customer shall provide a mobile phone number and email address to be contacted, e.g. in order to be notified of changes in accordance with Section 10 of these Business Terms. The Customer must provide at least one electronic contact address.

The Customer shall promptly report changes in address, including changes to electronic contact addresses and other changes that the Customer should understand are of relevance to Telenor. Such changes shall be primarily registered through the Customer's self-service system with Telenor (Min Bedrift).

If Telenor does not have the correct address, or for other reasons has its dispatches returned, Telenor cannot fulfil its contractual obligations and will therefore have the right to terminate the agreement.

For Services that are primarily used by individuals, the Customer must provide correct User Information such as name, date of birth and address. This is necessary for security reasons and in order for Telenor to comply with electronic communication and privacy laws that necessitate the identification and authentication of Users, for example when obtaining User consent or disclosing detailed information about Users' use of Telenor's

Services. See for instance Section 9.1, third paragraph.

2.2. Entry into agreement and administration

Any person who enters into an agreement with Telenor on the Customer's behalf is assumed to have valid authorisation.

Telenor presupposes that the Customer's contact person has the authority to administer the agreement, including ordering and making changes to Services for all Users and/or accounts registered to the Customer. Telenor further presupposes that Users have the authority to make orders or changes connected to their own subscriptions and Services.

2.3. Use of Services

The Customer may only use the Services for the purposes and to the extent stated in the agreement. The Services may not be resold, let out, transferred to a third party or by other means used for anything but their intended purposes without Telenor's written consent.

The Customer is responsible for ensuring that the Customer and Users use the Services properly and in accordance with the agreement. The Customer is required to make the conditions of the agreement known to the User and to inform the User that these conditions apply to them.

The Customer is required to inform Users that information regarding use of the Services may be provided to the Customer by Telenor. See also Section 9 regarding personal data processing.

3. Electronic numbers and addresses

Telenor assigns the Customer rights to use communication numbers and addresses, for example mobile and fixed-line telephone numbers, email addresses and IP addresses as well as personal, electronic cards and codes for secure authentication or login by the Customer and its Users. Examples include SIM cards, eSIMs, PIN codes, usernames and passwords. Through the assigned communication numbers and addresses, cards and codes, the Customer gains access to and is connected with the Service for which the Customer has an agreement with Telenor.

It may be necessary to change assigned communication numbers and addresses. Telenor will give the Customer reasonable advance notice of any changes, to the extent that this is possible. Telenor is not responsible for any costs, losses or disadvantages that

may affect the Customer pursuant to this Section.

4. Credit rating

When the agreement presupposes that Telenor will grant the Customer credit, Telenor has the right to check the Customer's credit rating.

Telenor can set a credit limit based on an assessment of the Customer's ability to pay. The aim of the credit limit is to protect the Customer from undesired increases in consumption, as well as to limit Telenor's risk of losses.

Telenor can require the Customer to pay for Services in advance or provide a security. Telenor can require the Customer to settle all outstanding debt before new Services will be provided on credit.

5. Prices

Current list prices for Telenor's Services for the business market are available at www.telenor.no/bedrift or upon request. Services that need to be individually adapted to the Customer are priced upon request.

All prices for business Customers are given excluding VAT.

Any special prices or discounts must be agreed in writing.

Special prices, discounts and other benefits that are granted on the basis of the Customer's affiliation with or membership in an interest group, a company group or similar, expire upon discontinuation of said affiliation.

If the Customer does not comply with the requirements for the agreed prices, Telenor has the right to require list prices from the moment the compliance ceased. This is not considered to be a change in price.

6. Payment and appeals of invoices

Fixed, current prices and any establishment costs are invoiced in advance. Usage/traffic that is not included in a fixed price, as well as one-time costs, are invoiced in arrears. Invoices are due for payment within 21 days from the invoice date.

If the invoice amount is below a minimum amount set by Telenor, the amount is transferred to the next invoice.

If the Customer believes the invoice to be incorrect, the Customer must appeal to Telenor before the payment deadline, or if this is not possible, within a reasonable period of time.

Whilst the appeal is being processed, the disputed part of the invoice will not be due. The Customer must pay the undisputed part of the invoice before the payment deadline.

In the case of partial payment, the Customer must specify the Service to which the payment is connected.

7. Invoicing, credits and interest on late payments

Telenor cannot re-invoice the Customer later than six months after the invoice date as a consequence of its own errors or deficiencies. If the error involves an omitted invoice for a delivered Service, the start date is counted from the date that the Service should have been invoiced. Equally, the Customer cannot claim incorrect invoices and credits more than 6 months after the original invoice date.

In the case of late payment, interest is incurred corresponding to the current rate under the Norwegian Act on interest on overdue payments.

8. Confidentiality

In accordance with the Electronic Communications Act §2-9, Telenor and its employees are required to maintain confidentiality for data regarding the use of electronic communication services and the content of the communications.

Nevertheless, Telenor may provide such data to the courts, police, prosecutors or others who are permitted by law to request it.

9. Processing of Personal Data

Telenor processes personal data in line with applicable laws and regulations and according to decisions made by relevant public authorities.

9.1. Telenor's and Customer's roles under the Personal Data Act

Telenor is data controller for services and processes in which Telenor processes personal data about the Customer and the Customer's users, for which Telenor determines the purpose of the processing as well as which methods, tools and/or security mechanisms will be used. This always applies when Telenor provides electronic telecommunication services, such as fixed-line and mobile telephony and internet access.

For services and/or processes in which Telenor processes personal data on behalf of the Customer for specific purposes defined by the Customer, Telenor is the data processor and the Customer is the data controller. This applies

when Telenor provides information society services over the internet, such as *Min Bedrift* or third-party cloud services, but also for services/processes that are a combination of electronic telecommunications services and information society services such as *Mobilt Bedriftsnett* and *Fakturakontroll*.

Also note that upon entering into an Agreement between the Customer and Telenor regarding the provision of agreed Services, the Customer will serve as controller for the data that the Customer has obtained about its users (name, date of birth and address, see section 9.2) and that the Customer transfers to Telenor in connection with the creation of subscriptions. For this transfer, the Customer will be the controller and Telenor will be the data processor. The purpose of the transfer is to make the agreed Services available to Customer's users, including enabling the data processor to subsequently authenticate users so that the correct user is given access to the relevant service. The data received is used to create user identities that are connected to the Customer, or to update these if the user is already present in Telenor's customer database. The process of creating/updating and verifying user identities in the customer database takes place entirely in Norway.

When Telenor is the data processor, such processing of personal data is further regulated by service specific terms, see section 9.2. Telenor notes that in such cases, the Customer is responsible for ensuring the lawful purpose and legal basis for the processing of personal data.

9.2. Telenor's responsibility as data processor under the Personal Data Act (data processor terms and conditions)

When Telenor (as data processor) processes personal data on behalf of the Customer (as controller), the following conditions apply:

The data processor will only process personal data as specified in these terms and the associated service terms for the use of relevant services or processes. The personal data will only be processed for specified purposes and in specified geographic areas, as defined in the relevant service annex.

The data processor can also process personal data when this is required by EU or national regulations to which the data processor is subject. In such cases, the data processor will inform the controller of the legal requirements,

to the extent to which this is possible, before processing begins.

The data processor will ensure that the data is accessible exclusively to individuals who are authorized to process personal data, and that these individuals are subject to confidentiality requirements; see also section 12.

The data processor will implement technical and organizational measures to ensure a sufficient level of security, adapted to the risk that the processing represents.

The data processor will inform the controller of any change that involves replacing or adding a subcontractor before this change is implemented so that the controller has the opportunity to raise objections against the change.

In cases where the data processor engages a subcontractor to perform specific processing activities on behalf of the controller, the same obligations set out in this agreement will also apply to the subcontractor. If a subcontractor does not comply with these obligations, the data processor will be fully liable to the controller for the subcontractor's compliance with its obligations under this Agreement.

With regard to the nature of the processing and the available data, the data processor will assist the controller with:

- Fulfilment of the controller's obligations to respond to enquiries related to the exercising of the data subject's (user's) rights under applicable law.
- Implementation of appropriate technical and organisational measures to ensure a sufficient level of security considering the risks involved, including assessment of the consequences for privacy, that may reasonably be required by the controller, and communicate with the national Data Protection Authority.

In the event of a breach of personal data security, the data processor will notify the controller in writing without undue delay.

The data processor will immediately delete or return all personal data, including all copies, after the agreement has ended, or if the controller requests this in writing.

In cases where the processing of personal data takes place either 1) outside the EU/EEA area,

or 2) in countries other than those pre-approved by the European Commission, the processing must be done in accordance with the current EU Model Contracts for the transfer of Personal Data to third countries. The data processor is therefore authorized to enter into such EU Model Clause Agreement on the controller's behalf.

The data processor shall give the controller access to all information that is reasonably necessary to document compliance with this provision, as well as allowing and contributing to revision of these data processing terms carried out by the controller or by a third-party auditor acting on the controller's behalf. All costs related to such revision are to be covered by the controller.

Information about the specific processing is detailed in the relevant service annex.

9.3. Telenor's use of personal data in customer advisory and marketing

Telenor may use any format to communicate with contacts designated by the Customer, including electronic communication (SMS, MMS, email etc.), to inform and give advice about, as well as market, Telenor's product and service offerings.

9.4. Reservation against marketing and disclosure to phone books and directory services

The Customer, including the Customer's users and contacts, can opt out of or restrict Telenor's use of customer data in connection with marketing and disclosure to phone books and directory services, through Telenor's digital self-service channels and/or contacting customer service.

10. Changes to Services, prices and terms

Telenor reserves the right to make changes to Services, including the cessation of the Service, as well as changes to prices and terms. Customer will be given appropriate advance notice of any changes.

Customers will be notified of significant changes no later than one month before the changes come into effect. The Customer will be notified directly, e.g. by SMS or email to the Customer's contact person. Other changes, including changes that result from government decisions or other regulations, may be carried out with notification via www.telenor.no/bedrift, Min Bedrift, invoices, newsletters or similar, and with less than one month's notice.

When changing or ceasing a Service, Telenor may choose, but is not required, to offer the Customer a different Service. This also applies in the event Customer moves to addresses where the infrastructure does not allow Telenor to offer the same Service that the Customer had at the previous address. If the Customer does not want the new Service, the agreement is considered to be terminated.

In the case of changes that the Customer can prove constitute a material breach, the Customer may terminate the affected sections of the Customer's agreement with Telenor, effective from the moment the change took effect.

By continuing payment or use of agreed Services after a change has taken effect, the Customer is considered to have accepted the change.

Telenor may perform annual indexation of all prices without notifying the Customer. Furthermore, Telenor may make price changes with less than one month's notice and within the agreed binding period if the changes are due to conditions beyond Telenor's control, including changes in public fees, decisions or price increases from subcontractors. Price changes that result from indexation or conditions beyond Telenor's control do not give the Customer the right to terminate any binding agreements.

Telenor is not responsible for any costs that the Customer incurs relating to adjustments or that otherwise result from Telenor's change.

11. Premium-rate services

The Customer can block access to premium-rate services by contacting Telenor customer service. The Customer can set limits for the use of such Services.

Appeals regarding invoices for premium-rate services can be addressed to Telenor or to the service provider directly. Telenor is responsible for processing appeals against the Customer.

12. Use limitations and changes in network and Services

In emergency situations, including serious threats to life or health, environment or network security, Telenor has the right to take necessary measures, even if this entails limiting use of the Services.

The Customer's access to Services and the network may also be limited by public authorities under certain circumstances, for

example in situations of crisis or preparedness, or in connection with serious criminal activity.

Telenor also has the right to take measures that may entail disruption or changes in network or Service if this is thought to be necessary for technical, security or operational reasons, or as a result of government decisions or other regulations.

Telenor is not responsible for any costs, losses or disadvantages that may affect the Customer as a result of such measures.

Telenor may be unable to notify the Customer in such cases as those named above.

13. Responsibility when connecting to Telenor's network

Where provision of the Service assumes physical connection to Telenor's network, Telenor has the right to establish, install and/or change systems on, above, under or throughout the Customer's property. Telenor must inform the Customer of such activity, and the Customer will have the right to respond before the installation is carried out.

The Customer must give Telenor access to the Customer's property in connection with necessary installation, maintenance and repairs and, to the best of its ability, assist Telenor in doing so.

The Customer will not receive compensation for disadvantages relating to systems that Telenor installs on the Customer's property for use with the connection. The Customer must arrange and pay for the supply of power where this is necessary.

If the Customer desires a different placement of necessary installations than that which is technically and financially expedient for Telenor, Telenor may require the Customer to cover additional costs for installation, maintenance and repairs.

If the Customer desires a connection that is not included in Telenor's supply obligations, Telenor may decline to enter into an agreement, or may require the Customer to cover the costs for the connection, as well as necessary maintenance and repairs.

Telenor is responsible for maintenance and repairs of the connection from the first connection point.

The Customer is responsible for maintenance and repairs of its own, internal network from the first connection point and that of equipment connected to its own network.

The Customer does not have the right to make interventions, changes or additions to equipment or software owned by Telenor, including configuration, without Telenor's consent. Telenor's equipment and software must not be hired out or otherwise entrusted to unauthorised persons.

The Customer is responsible, at its own risk, for ensuring that Telenor's equipment and software are secured in a safe manner and do not become damaged. The Customer is responsible for the installation, connection and configuration of its own equipment.

The Customer is responsible for equipment of its own that is connected to Telenor's network or is otherwise used for Telenor's Services. The equipment must be of such a type, and used in such a way, that it does not cause harm or unreasonable disadvantage to Telenor, Telenor's network or Telenor's other customers.

14. The Customer's responsibility for avoiding abuse

The Customer must ensure that equipment/cards, codes, usernames, passwords or other security mechanisms used to access the Services are safeguarded and are stored and used in such a way that unauthorised persons do not have access to them. The Customer must take every reasonable measure to limit the risk of unauthorised persons abusing or otherwise gaining improper access to security mechanisms used to access the Service. The Customer should use personal access codes, such as PIN codes for SIM cards, single-use passwords for SMS, lock screens, or other security mechanisms on equipment that has such functions.

Upon suspicion or confirmation that a security mechanism has failed, or that an unauthorised person has gained access to it, the Customer must immediately notify Telenor of the situation and immediately make necessary changes to the security mechanism in question to prevent abuse of the Service. Telenor will immediately block further use of affected Services or take other measures such as issuing new passwords or cards/codes. Even if a Service is (temporarily) blocked, it can still incur costs for as long as the Service is not terminated.

15. The Customer's payment responsibilities and liability in case of theft etc.

The Customer is responsible for the use of and payment for the Service that is ordered and

provided in accordance with the agreement. This responsibility also includes others' use of the Service, including use by unauthorised persons, unless it can be proven that this use has been made possible by carelessness on Telenor's part. If the Customer or User has given another person access to its telephone or other equipment, the Customer is liable for the use thereof.

In the case of loss, theft, fraud or other improper acquisition of the Customer's equipment, personal cards, codes and passwords used to access the Service, the Customer is liable for all abuse until the theft/loss is reported to Telenor, though not in excess of NOK 25,000 per User.

If the Customer has committed wilful, gross negligence, or has failed to report the loss of equipment/card, codes, username, password or other security mechanisms without undue delay, the Customer's liability is unlimited.

After Telenor has received a report, the Customer is only liable for any further abuse if the Customer or User has made the abuse possible through an intentional or grossly negligent action.

In cases of identity abuse, the Customer is not liable to Telenor. Identity abuse means that someone has fraudulently entered into a contract with Telenor in someone else's name, e.g. identity theft. The freedom from liability assumes that the Customer can document that the situation was reported to the police within a reasonable amount of time.

In cases of justified suspicion of fraud on the Customer's part, Telenor will report the situation to the police.

16. Reporting of errors, claims etc.

Errors or deficiencies in the Service due to conditions under Telenor's responsibility must be reported to Telenor without undue delay.

Before the Customer reports an error to Telenor, the Customer must investigate whether the error is caused by the Customer's own equipment.

If the Customer reports an error that is outside of Telenor's responsibility, and the Customer should have understood this, Telenor can require the Customer to cover the costs associated with Telenor's troubleshooting.

The Customer loses its right to make an error or deficiency applicable if the Customer does not report it to Telenor within a reasonable length of time after the Customer has, or should have, discovered the issue.

After being made aware of an error or deficiency in the Service, Telenor will take measures to correct it as soon as possible.

The Customer must ensure that Telenor is given access to the property in order to carry out repairs.

17. Telenor's responsibilities — compensation

The Customer can demand compensation at standardised rates if Telenor does not provide the Service within the agreed timeframe. The same applies if the Customer cannot use the Service due to errors or deficiencies in the network or the Service.

Due to physical and/or geographical conditions or other external influences, some Services and equipment cannot be used everywhere in the network. This is not considered to be an error or deficiency in the Service.

18. Compensation

18.1. Loss

In the event of breach of contract, the affected party may claim compensation for documented financial loss within the following limits and as long as the nature and extent of the loss are adequate and reliable according to common principles for compensation in contractual situations:

- a) Loss of earnings, indirect loss, consequential loss and other such losses are not covered.
- b) Telenor's compensation liability applies only to direct loss resulting from carelessness on Telenor's part.
- c) Telenor's total compensation liability is limited to NOK 50,000 per instance.
- d) Any compensation amount will be deducted from the total compensation.

Limitations of liability do not apply if the party concerned has committed gross negligence or acted with wilful intent.

18.2. Disclaimers

Telenor is not responsible for loss attributable to conditions or actions caused by the Customer or a third party.

18.3. Force majeure

If the fulfilment of the agreement is entirely or partially hindered or made exceedingly difficult by circumstances beyond the parties' control, the parties' obligations will be suspended to the extent that the circumstances are relevant,

and for as long as the circumstances last. Such circumstances include, but are not limited to, strikes, lockouts and any circumstances which, under Norwegian law, would be deemed force majeure. However, either party may terminate the agreement with one month's notice if the force majeure situation makes it particularly difficult for them to continue the agreement.

18.4. Damage to the Customer's property

During installation, cable-laying and other work, Telenor is required to show due consideration to the Customer's property. Telenor is required to pay compensation for damage beyond that which is necessary for the work, if the damage is due to carelessness on Telenor's part.

18.5. Customer data

Telenor has no control over, nor liability for, the content of the data which the Customer sends or receives when using the Services. Telenor is not responsible for losses, damage etc. in connection with the destruction of the Customer's data, disruption, undelivered data, incorrectly delivered data or similar, unless the loss is caused by gross negligence or wilful intent on Telenor's part.

19. Customer's breach of contract

19.1. Shut-down in case of payment default

In cases of payment default, Telenor will notify the Customer in accordance with applicable law and charge the Customer a late fee and interest on overdue payment.

If the Customer has not paid by the stated term of payment, Telenor can shut down use of the Services and/or limit the Customer's access to the Service. In cases of payment default, every outstanding claim is considered overdue.

19.2. Shut-down in other cases of breach

Telenor can shut down use of the Service if the Customer

1. Has not provided necessary and correct Customer information (see Section 2).
2. Puts Telenor's infrastructure, network or Services at risk of damage or disruption.
3. Does not fulfil collateral requirements set by Telenor, (see Section 4).

4. Acts in violation of current law or other regulations.
5. Or otherwise commits a material breach of the agreement, grossly abuses the Services or equipment or seriously infringes on the rights of Telenor, Telenor's representatives or others.

If the conditions for shut-down of a Service are fulfilled, Telenor can shut down all Services in the event that the Customer has multiple Customer relationships.

Before Telenor initiates shut-down in accordance with this Section, the Customer, if possible, shall be notified in writing and given the opportunity to explain the situation and correct the reason for the shut-down. The notice shall state the reason and set a deadline for correcting the situation. If the situation is not corrected before the deadline, or it recurs, the Customer relationship is considered to be terminated.

If the Customer moves without notifying Telenor, Telenor can disconnect the connection if this is preventing others from establishing a new Customer relationship at the Customer's previous address.

19.3. Reopening fee

The Customer will be charged a reopening fee when the situation that led to shut-down is resolved.

20. Abnormally high consumption

If the Customer has an abnormally high consumption of Services, Telenor can in certain cases block use of the Service without notifying the Customer in advance. The Customer shall be notified as soon as possible after shut-down.

21. Termination

21.1. Termination by the Customer

The Customer can terminate the agreement with one month's written notice. The notice period is counted from the first day of the month following the termination notice.

In the event of a significant breach on Telenor's part, the Customer can terminate the agreement with immediate effect.

21.2. Termination by Telenor

If there are legitimate grounds, Telenor can terminate the agreement with one month's written notice. The notice period is counted

from the first day of the month following the termination notice.

In the event of a significant breach on the Customer's part, Telenor can terminate the agreement with immediate effect. Before the agreement is terminated, Telenor must, if possible, notify the Customer in writing. The notice shall state the reason for termination and set a deadline for correcting the situation.

22. Termination of agreements with obligations or binding periods

If the Customer is bound to e.g. a fixed agreement period or purchase of a minimum volume in return for price offerings, discounts, support or other benefits, and the Customer terminates the agreement before fulfilling its obligations, Telenor has the right to demand a refund for benefits that the Customer has already received. This does not apply, however, if the Customer's termination happens due to force majeure or in the event that the agreement is terminated as a result of material breach, see Section 21.1, second paragraph, of these Business Terms.

Individual subscriptions registered to Users or accounts may have different binding periods and termination conditions that apply regardless of any agreement of a fixed period for an overall agreement with Telenor. Subscriptions and accounts shall not automatically be terminated upon the termination of an overall agreement, but continue until they are also terminated.

Upon the termination of an individual subscription before the end of the agreed binding period, Telenor may demand a breakage fee or invoice for the remaining portion of the binding period (monthly fee x months remaining) in accordance with what is agreed upon ordering the subscription.

Total, or remaining, binding periods and the amount of breakage fees for individual agreements are stated on Telenor's order confirmations, on Min Bedrift or can be provided upon request.

The Customer's termination of a subscription for a Service may entail that all add-on services connected with or included in the relevant subscription are cancelled without notice.

23. Transferral

23.1. Internal transferral within Telenor ASA

Rights and obligations in the agreement may be transferred between Norwegian companies in the Telenor ASA group.

23.2. Transferral from the Customer

The Customer may transfer the agreement to others who satisfy Telenor's Customer requirements, unless otherwise stated by Norwegian law. The agreement with the previous Customer is considered to be terminated upon settlement of the final payment. Upon transferral, the normal set-up cost is incurred.

The Customer must notify Telenor in writing of all transferrals. In this regard, the same information named in Section 2 must be given to Telenor.

24. Appeals and appeal processing

Companies with a maximum of 10 FTEs may appeal Telenor's decision by submitting an appeal concerning Telenor's delivery of electronic communications services to The Consumer Complaints Board for Electronic Communications (BKN). For more information, see www.brugerklagenemnda.no (Norwegian only).

The Customer must have first addressed a written appeal to Telenor without the matter being resolved amicably.

25. Applicable law and disputes

The agreement is subject to Norwegian law. Disputes between the Customer and Telenor shall be solved amicably if possible. If this is not possible, either party may bring the dispute before the ordinary courts, with Asker and Bærum district court as the legal venue.