



Additional Terms and Conditions for Roaming plans

May 2025



1. Supplemental agreement

These additional terms and conditions apply to Norlys Roaming plans which are an add-on service for Norlys Corporate Fri Tale subscriptions. The additional terms and conditions are a supplement to both the general conditions for Norlys Mobil A/S communication services (Business) and the additional terms and conditions for Corporate subscriptions. In case of conflict, these additional terms and conditions take precedence over the above conditions and additional conditions.

2. Definition of countries

The term "Countries" in the following refers to countries and territories.

3. Pricing

3.1. Pricing within the EU

Follows the additional terms and conditions for Corporate Fri Tale.

3.2. Pricing outside the EU

Calls are charged per minute, data is charged per 50 Kb, sms is charged per unit and mms is charged as data.

4. Plans with calls within the EU

4.1 Norlys plans with international calls include the following:

Corporate 1 times tale DK til EU

- 1 hour of talk (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark).

Corporate 10 timers tale DK til EU

- 10 hours of talk (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark).

Corporate Fri tale DK til EU

- Unlimited calls (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark).

4.2 Norlys plans with international calls include the following countries:

Belgium, Bulgaria, Cyprus (including the Greek part, excluding the Turkish part), Estonia, Finland, France (French Guiana, Guadeloupe, Martinique, Reunion), Greece, Netherlands, Iceland, Ireland, Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal (including the Azores and Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (Ceuta, Canary Islands, Melilla), Sweden, Czech Republic, Germany, Hungary and Austria.

5. Roaming plans

5.1 General

Norlys Roaming plans are intended for periodic travellers outside the EU (refer to section 7).

Norlys Roaming plans include the following:

Norlys Roaming World 20 GB, World Flex 20 GB and World Extra 20 GB:

- 15 hours of talk (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark)
- 20 GB of data
- Unlimited sms/mms (received and sent locally and between the included countries as well as to and from Denmark).

Norlys Roaming World 5 GB:

- 2 hours of talk (calls received in the included countries, calls made locally and between the included countries as well as to and from Denmark)
- 5 GB of data
- Unlimited sms/mms (received and sent locally and between the included countries as well as to and from Denmark).

The contents of the plans are available each month.

For all Roaming plans, any usage that is not included in the plan will be charged according to the applicable list prices. Additionally, when the included data is used up, further access to data is cut off unless additional data is purchased.

Norlys is not responsible for coverage, quality, security and availability of services, etc. on foreign mobile networks.

5.4 Norlys Roaming World 20 GB and World Flex 20 GB

The Roaming plans Norlys Roaming World 20 GB and World Flex 20 GB include the following countries:

Australia • Argentina • Albania • Brazil • Canada • Chile • Dominican Republic • Ecuador • El Salvador • Philippines • United Arab Emirates • Georgia • Guernsey • Greenland • Guatemala • Honduras • Hong Kong • Belarus • Indonesia • Israel • Isle Of Man • Japan • Jersey • Kazakhstan • China • Korea • Malaysia • Mexico • Moldova • Montenegro • Nicaragua • New Zealand • Peru • Puerto Rico • Qatar • Russia • Saudi Arabia • St. Croix • St. John • St. Thomas • Singapore • Serbia • Thailand • Turkey • Ukraine • Uruguay • USA • Vietnam.

5.5 Norlys Roaming World Extra 20 GB

The Roaming plan Norlys Roaming World Extra 20 GB includes the following countries:

Armenia • Argentina • Australia • Azerbaijan • Brazil • Canada • Chile • Colombia • Costa Rica • United Arab Emirates • Dominican Republic • Ecuador • El Salvador • Philippines • Georgia • Greenland • Guatemala • Honduras • Hong Kong • Belarus • India • Indonesia • Israel • Japan • Kazakhstan • China • Malaysia • Mexico • New Zealand • Nicaragua • Panama • Paraguay • Peru • Puerto Rico • Qatar • Russia • St. Croix • St. John • St. Thomas • Saudi Arabia • Singapore • South Africa • South Korea • Taiwan • Thailand • Turkey • Ukraine • Uruguay • USA • Vietnam.

6. Included countries

Norlys reserves the right to update which countries are included in the various plans.

7. Special terms

Norlys Roaming plans are intended for periodic travellers outside the EU. If the plan is used for purposes other than periodic travelling, it may be considered a violation of the service.

To determine if the Customer is solely a periodic traveller outside the EU, Norlys checks the Customer's data, including consumption patterns and the network the Customer is using in a three-month rolling period (90 days).

If the SIM card is located in the included countries of the purchased Roaming plan for more than 50% of the time during this period and shows a consumption pattern in these countries that accounts for more than 50% of the Customer's total consumption, Norlys will apply a special surcharge in line with the applicable list prices for both calls, data and sms/mms.



If the Customer does not change his/her behaviour, Norlys will apply the special surcharge from the point at which Norlys warned the Customer. The same applies when the Customer's SIM card is inactive for extended periods and primarily used for roaming, or if the Customer has entered into an agreement for multiple mobile subscriptions and uses the subscriptions and associated SIM cards successively for roaming.

8. Cancellation

An agreement for the Roaming plans World 20 GB, World 5 GB and World Extra 20 GB is non-terminable for 12 months, after which it can be terminated by giving one month's notice.

An agreement for the Roaming plan World Flex can be terminated by giving one month's notice.