

Supplementary terms and conditions

M2M | May 2025

1. Supplementary agreement

These Supplementary Terms and Conditions apply to the M2M subscription types, and are a supplement to the General Terms and Conditions for Norlys Denmark's telephony services (business). In case of conflict, these Supplementary Terms and Conditions take precedence over the General Terms and Conditions.

Business customers may choose to subscribe to the M2M (machine to machine) service. M2M is a mobile data service providing encrypted communication between two units.

2. Scope

The M2M service includes a subscription and usage-based minutes, texts, MMS and data, and a pre-activated SIM card. Customers can also choose text, MMS or data packages with inclusive usage as purchased add-ons to the subscription.

It is the Customer's responsibility to establish and configure its own M2M solution and manage the operation of this, and to ensure that up-to-date software and security packages are used. If a fault is due to faults and defects in the Customer's equipment or use thereof, Norlys may charge a fee for fault detection and correction.

3. Delivery

Norlys may, at its own discretion, test the interaction between Norlys's IP backbone and the Customer's router, VPN router or similar equipment to assure delivery of the agreed service. The date of the test should be agreed with the Customer.

The Actual Delivery Date may differ from the Agreed Delivery Date as a result of fault correction arising from testing or retesting.

4. Specifications etc.

Norlys may make changes to the approved requirement specifications for the M2M service at any time. Such changes will take reasonable account of the Customer's needs, without compromising the purpose of the intended change. Efforts should be made to carry out the changes in such a way that any possible disruption of the Customer's operations is limited.

Equipment may only be connected if it complies with the rules laid down by the Danish National IT and Telecom Agency or equivalent authority.

The Customer must immediately disconnect equipment from the access point at Norlys's request if the equipment disrupts IP networks or the Internet or causes damage, or in case of disputes over the infringement of rights. Equipment must be disconnected in accordance with Norlys's specific instructions.

5. Correction of faults etc.

In order to assure correct provision of the M2M service, Norlys may take any step and give any instruction to the Customer which Norlys finds necessary or appropriate to prevent or correct faults or shortcomings in the internal network or an M2M service. The Customer undertakes to follow such instructions immediately.

6. Notice of termination

Termination of M2M is governed by the General Terms and Conditions for Norlys Denmark's telephony services (business).