

Wireless Logic Nordic A/S General Terms & Conditions



Wireless Logic Nordic A/S General Terms & Conditions

Table of Contents	Page
1. Introduction	3
2. Parties and Entering into Agreement	3
3. Electronic Communications Exchanged Between the Parties	3
4. Registration of Customer Information	4
5. Use of Customer Information, Usage and Cost Data	4
6. Number assignment	5
7. Telephone Confidentiality	5
8. Changes, Interruptions ect	5
9. Service suspension and Fault Repair	5
10. Customer Equipment and Use of Service	6
11. Credit Rating and Credit Limit	6
12. Charges and Charging Principles	7
13. Terms of Payment	7
14. Liability	8
15. Customer Liability for Faults	8
16. Assignment of Rights and Obligations	8
17. Termination and Expiry of Agreements	9
18. Disputes	10
19. Changes in Terms and Prices	10
20. Customer Service	10
21. Applicable Law and Jurisdiction	10
22. Come into Force	11

1. Introduction

- 1.1 Wireless Logic Nordic General Terms and Conditions (hereinafter called The Terms) shall apply to all goods and services, which are supplied or operated by Wireless Logic Nordic A/S (hereinafter called Wireless Logic Nordic) to any customer (herein- after called The Customer). Purchase and service of equipment are a matter between The Customer and the supplier and are of no concern to Wireless Logic Nordic.
- 1.2 These Terms shall apply together with any sales and/or supply agreement and specific service/product terms between Wireless Logic Nordic and The Customer.
- 1.3 In case of any discrepancy between The Terms and the specific service/product terms, the specific service/product terms shall prevail. In the event of any discrepancy between the sales/supply agreement and the specific service/product terms, the agreement shall prevail.
- 1.4 In accordance with section 1 (4) of the Danish Executive Order on the Provision of Electronic Communications Networks and Services ("Bekendtgørelse om udbud af elektroniske kommunikationsnet og -tjenester")¹, exemptions under sections 9, 11, 14-15, section 16 (1), nos. 2 and 3, and subsections (2)-(4), section 18, section 19 (1)-(4) and sections 20-21 in the provision shall apply, provided that The Customer is a company.

2. Parties and Entering into Agreement

- 2.1 Only legally competent companies (legal persons) may enter agreements with Wireless Logic Nordic. Any person entering into an agreement with Wireless Logic Nordic on behalf of a company must be able to document authorization to enter into such agreement. Wireless Logic Nordic may request documentation for the correctness of any information.
- 2.2 Wireless Logic Nordic or a partner approved by Wireless Logic Nordic may enter into agreements with The Customer.
- 2.3 The agreement shall take effect on the date of its signature by both parties. A confirmation email enclosing the signed contract will be sent to The Customer, cf. Clause 3.

3. Electronic Communications Exchanged Between the Parties

- 3.1 To enter an agreement with Wireless Logic Nordic, The Customer must have an email account.
- 3.2 The Customer consents to receive communications from Wireless Logic Nordic by email to address(es) provided in connection with the agreement, cf. Clause 4. Communications may include, without limitation, confirmations and other messages concerning the agreement between Wireless Logic Nordic and The Customer, invoices, late payment notices (cf. Clause 13) and notices of change in terms and prices (cf. Clause 19). Communications are sent by email only. Wireless Logic Nordic may however send communications to The Customer by regular mail.
- 3.3 Invoices in format PDF, are sent by email to an address specified by The Customer. The Customer may request a paper copy of an invoice sent by regular mail. Wireless Logic Nordic handling fee of 20,00 EUR per invoice sent by regular mail.
- 3.4 Invoices and other electronic communications between Wireless Logic Nordic and The Customer shall be effective as original documents in writing and thus have the same legal validity and enforceability in regard to payments, acceptances and complaints, as if they have been sent by regular mail.
- 3.5 Wireless Logic Nordic may distribute information and marketing material on products and services by email. If The Customer does not wish to receive such information, The Customer may contact Wireless Logic Customer Service.

¹ This Executive Order, <https://www.retsinformation.dk/Forms/R0710.aspx?id=137773>, contains provisions implementing parts of EU directives such as Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002 on universal service and user's rights relating to electronic communications networks and services (Universal Service Directive) and amending Directive 2009/136/EC; Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on Privacy and Electronic Communications) and amending Directive 2009/136/EC; and Directive 2002/21/EC of the European Parliament and of the Council of 7 March 2002 on a common regulatory framework for electronic communications networks and services (Framework Directive) and amending Directive 2009/140/EC. An unofficial English translation of the Executive Order is located at <http://w2l.dk/file/378619/Udbudsbekendtgørelsen-engelsk-udgave.pdf>.

- 3.6 The Customer is required to check designated email addresses regularly for incoming communications (e.g. invoices) sent by Wireless Logic Nordic.
- 3.7 Any changes to The Customer's email addresses must immediately be notified to Wireless Logic Nordic. Wireless Logic Nordic will charge a handling fee of 20,00 EUR for resending a communication (e.g. an invoice) by regular mail, if the communication could not be delivered to the agreed mail address.

4. Registration of Customer Information

- 4.1 When entering into an agreement, The Customer must state the company name, address, company type, telephone number and CVR no. (business register number) or, for non-Danish companies with no CVR no., a VAT no. (value added tax identification number).
- 4.2 The Customer must provide wireless Logic Nordic with an email address to which invoices may be sent as well as contact details (i.e. name and email address) for a person, who is authorized to deal with Wireless Logic Nordic about the contract, cf. Clause 2.3, 2.4 and 3.
- 4.3 The Customer must provide Wireless Logic Nordic with contact details for administrators responsible for managing the company's use of simonline.dk or SIMPro.
- 4.4 Wireless Logic Nordic will use the information provided by The Customer and own registration thereof as basis for the agreement, until notified of changes. wireless Logic Nordic may request documentation for the correctness of any information.
- 4.5 Any changes to The Customer's information (e.g. change of address or email addresses) must immediately be notified to Wireless Logic Nordic.
- 4.6 Communications (e.g. invoices) are sent by email only. Wireless Logic Nordic charge a handling fee of 20,00 EUR for resending a communication by registered mail, if a communication cannot be delivered to an agreed email address for reasons attributable to The Customer (e.g. The Customer has given false information or haven't reported a change of address).

5. Use of Customer Information, Usage and Cost Data

- 5.1 Wireless Logic Nordic records customer information and usage and cost data to properly bill The Customer for received services (cf. Clause 14) and to meet the requirements of the Danish Executive Order on the Retention and Storage of Traffic Data by Providers of Electronics Communications Networks and Electronic Communications Services ("Logningsbekendtgørelsen")².
- 5.2 Depending on selected products and services, recorded data may, for example, include IP addresses, dialed phone numbers, time tracking for consumption (starting time and duration), the size of the transferred data volume measured in MB, SIM card number (IMSI/ICC) and, occasionally, mobile phone number (MSISDN).
- 5.3 The Customer owns and can freely dispose of own data in the online administration system. The online administration system allows the Customer to export own data, including manually inserted data, via export prior to termination of any contract.
- 5.4 In compliance with the applicable GDPR legislation, and for clarification of Wireless Logic Nordic role as a mobile data supplier and associated service, Wireless Logic Nordic has made a declaration which in any case, and in connection with Annex 2.3, has been forwarded to the Customer. Any agreement change between the parties may not be accepted before written acceptance from both parties.

² The Danish Executive Order, <https://www.retsinformation.dk/Forms/R0710.aspx?id=2445>, partially transposes EU Directive 2006/24/EC of the European Parliament and of the Council of 15 March 2006 on the retention of data generated or processed in connection with the provision of publicly available electronic communications services or of public communications networks and amending Directive 2002/58/EC into Danish law.

6. Number assignment

- 6.1 Wireless Logic Nordic will not disclose numbers to third party databases, number information services or any other form for number databases.
- 6.2 Number portability is not provided for subscriptions within IoT and M2M.

7. Telephone Confidentiality

- 7.1 Wireless Logic Nordic cannot restrict access to mobile data and content services, including services from the Internet and Wireless Logic Nordics own services. As a precaution for prevention of sensitive data breaches, Wireless Logic Nordic recommends The Customer to use "M2M Static IP" to secure mobile data communication.

8. Changes, Interruptions ect

- 8.1 Under special circumstances, Wireless Logic Nordic reserves the right to change numbers, installations and other matters, if required out of consideration for the traffic on and operation of Wireless Logic Nordic's services. Wireless Logic Nordic will notify the Customer within reasonable time, if a change may have a significant effect on services offered to the Customer.
- 8.2 Wireless Logic Nordic reserves the right to make technical changes at any time, if the changes are considered to be necessary to ensure satisfactory operation of Wireless Logic Nordic services. For technical care and maintenance of networks, unfavorable circumstances may in some situations mean that telephone calls are refused or data transfers are disconnected. Wireless Logic Nordic will notify The Customer within reasonable time, if a change may have a significant effect on services offered to The Customer.
- 8.3 Wireless Logic Nordic may refuse calls from The Customer's equipment or SIM cards, which may interrupt wireless Logic Nordic's services. Faults in connected equipment, which may lead to interruptions of or inconvenience to the operation of the network, must immediately be remedied. Any expenses incidental to this will be of no concern to Wireless Logic Nordic. If demanded by Wireless Logic Nordic, costs related to fault location shall be borne by The Customer.

9. Service suspension and Fault Repair

- 9.1 Wireless Logic Nordic only repairs faults in its own equipment and installations. All repairs will be done as soon as possible and usually within normal working hours (Monday-Friday from 8:00 to 16:00 CET). The Customer is obliged to allow Wireless Logic Nordic or a third party acting on behalf of Wireless Logic Nordic access to Wireless Logic Nordics equipment and installations at the installation address as soon as possible. As far as needed, The Customer is required to assist Wireless Logic Nordic in identifying faults and to repair own equipment and installations at the installation address.
- 9.2 As regards service notifications and faults attributable to Wireless Logic Nordics network (i.e. basic installations, centrals, signaling etc.), The Customer may contact Wireless Logic Nordic Customer Service on telephone +45 7022 2045, week- days from 8:00 till 16:00 CET. Emails should be sent to support@wirelesslogicnordic.com.
- 9.3 Wireless Logic Nordic may refuse calls from The Customer's equipment or SIM cards, which may interrupt Wireless Logic Nordic's services. Faults in connected equipment, which may lead to interruptions of or inconvenience to the operation of the network, must immediately be remedied. Any expenses incidental to this will be of no concern to Wireless Logic Nordic. If demanded by wireless Logci Nordic, costs related to fault location shall be borne by The Customer.
- 9.4 Wireless Logic Nordic is not responsible for service suspensions, interruptions or changes to other operators' telecommunication networks or services in connection with measures, which are considered necessary for technical, maintenance or operational reasons.

- 9.5 Wireless Logic Nordic is not responsible or liable for interruptions, service suspensions or any faults that are attributable to The Customer, whether they are arising from improper operation or incorrect usage and maintenance or any actions connected to this in any way. In such cases, Wireless Logic Nordic may charge The Customer for fault treatment and repairs as well as regular fees.

10. Customer Equipment and Use of Service

- 10.1 The Customer has full responsibility for own equipment.
- 10.2 Equipment connected to the network must comply with all applicable regulatory compliance certifications and regulations on telecommunication equipment of the countries in which The Customer operates as well as any instructions given by Wireless Logic Nordic.
- 10.3 The Customer must ensure that any connected equipment is intended for connection to the public telecommunication network and used for intended purposes.
- 10.4 The Customer must immediately disconnect from the network any equipment or connections to internal systems that, due to faults of any kind, are causing a disruption in the network.
- 10.5 The Customer is responsible for ensuring that all connections to the network are used correctly and that they are causing no traffic suspension, disruption or any kind of interference on the public telecommunication network. If such suspension, disruption or interference should occur, The Customer must immediately take the appropriate action to end it.
- 10.6 Wireless Logic Nordic reserves the right to disconnect The Customer from the communication network, if The Customer's equipment is causing disruptions in the network. Wireless Logic Nordic may charge The Customer for fault treatment and repairs as well as regular fees.

11. Credit Rating and Credit Limit

- 11.1 Wireless Logic Nordic reserves the right to perform credit ratings of The Customer based on credit information, for instance, from banks and credit rating agencies.
- 11.2 Wireless Logic Nordic may refuse to enter into an agreement or require as a condition of an agreement, that The Customer pays any outstanding amount relating to other subscription agreements and/or a credit limit is assigned.
- 11.3 The Customer is liable for any usage, even when such usage exceeds a specified credit limit. If the credit limit is exceeded, Wireless Logic Nordic is entitled to suspend the connection after sending a written warning to The Customer. Wireless Logic Nordic may demand that The Customer makes a prepayment/on-account payment of the total outstanding amount.
- 11.4 Wireless Logic Nordic reserves the right from time to time to make credit ratings of its customers and consequently demand on-account payment or set a credit limit, also after the time of conclusion of the agreement.
- 11.5 Wireless Logic Nordic may refuse to enter into an agreement or demand on-account payment and/or set a credit limit, if:
- The Customer has breached its payment obligations towards Wireless Logic Nordic, and the breach has caused Wireless Logic Nordic to block The Customer's agreement
 - The Customer owes money to Wireless Logic Nordic
 - The Customer is registered with an independent credit rating agency with a negative remark/payment history
 - It is estimated that The Customer's call usage and other telephone costs will significantly exceed the usage of similar customers, or the amount increases suddenly and very significantly compared to earlier
 - Wireless Logic Nordic has reason to believe that The Customer's payment obligations will not be met in due time
 - The Customer has no CVR no. or VAT no.
- 11.6 Wireless Logic Nordic may choose to set a general credit limit for all of its customers. The Customer may request to have the general credit limit removed or increased.

- 11.7 Prior to entering into the agreement, The Customer may contact Wireless Logic Nordic in order to clarify whether Wireless Logic Nordic has any demands concerning a credit limit.

12. Charges and Charging Principles

- 12.1 The Customer is only subject to prices specified in the agreement. Should The Customer purchase other products/services than the ones specified in the agreement, The Customer will be charged according to Wireless Logic Nordic price lists. For information on prices, The Customer may contact Wireless Logic Nordic or visit Wireless Logic Nordic's website, www.wirelesslogicnordic.com.
- 12.2 The Customer is charged for the total data volume transmitted or received by The Customer's devices. The Customer is charged per session with a minimum of 1 KB.
- 12.3 Voice and Circuit Switched Data (CSD) are charged per minute.

13. Terms of Payment

- 13.1 The Customer is liable for any amount registered in connection with the agreements, cf. Clause 1 of these Terms.
- 13.2 The Customer will be charged a subscription fee and usage fees in accordance to agreement and price lists, found on www.wirelesslogicnordic.com. An initial one-time activation fee and other fees and expenses may be applied.
- 13.3 Under the terms of the selected subscription service, the subscription fee will either be billed yearly in advanced or monthly in arrears (paying for last month) from the first day of the period when the subscription starts.
- 13.4 Unless otherwise agreed, usage fees are charged monthly at the end of the month and are based on how much usage The Customer has generated. Some products/services may be charged according to specific payment conditions found in the agreement and/or Wireless Logics price lists.
- 13.5 If an invoice is not paid by the specified due date, Wireless Logic Nordic will send an email notification to The Customer, cf. Clause 3. If the due date is exceeded, default interest will be charged in accordance with the Danish Interest Rate Act ("Renteloven")⁵ as amended from time to time. In addition, a reminder fee will be added and charged.
- 13.6 A notice of late payment includes a new deadline for payment and a warning stating that The Customer's connection will be suspended if the new deadline for payment is not complied with. If the invoice is not paid before the expiry of the new deadline, Wireless Logic Nordic reserves the right to disconnect The Customer's connection and cancel the agreement without further notice. In addition, Wireless Logic Nordic may authorize a third party to act on its behalf in the recovery of debt. Wireless Logic Nordic is entitled to report to a credit rating agency.
- 13.7 If Wireless Logic Nordic has suspended or disconnected The Customer's connection due to non-payment, the connection will not be reopened until any amount due to Wireless Logic Nordic, including reminder fees and default interest, has been paid. The connection will automatically be reopened when the amount due is paid, unless, before the payment of the amount due, The Customer states to Wireless Logic Nordic in writing that the connection should not be reopened in the period until the termination takes effect. When reopening after suspension, a reopening fee may be charged. When reopening after disconnecting The Customer, subscription fees will be charged for the period in which The Customer's connection has been disconnected.
- 13.8 Collection charges related to the handling of the matter will be charged to The Customer. If the amount due is paid, Wireless Logic Nordic may reopen the agreement in accordance with agreement and against payment of a reopening fee.
- 13.9 Wireless Logic Nordic reserves the right to set a credit limit as a condition for reopening the agreement, cf. Clause 11. If The Customer breaches agreed payment obligations towards Wireless Logic Nordic by not paying the amount due, Wireless Logic may require, as a condition prior to a new agreement, that all amounts due must be paid. connection will automatically be reopened, unless The Customer sends Wireless Logic Nordic a written notice of termination stating that the connection should not be reopened in the period until the termination takes effect. Such a notice must be delivered before the payment of the amount due has been paid. When reopening after suspension, subscription fees will be charged for the period in which The Customer's connection has been suspended. A reopening fee may be charged.

- 13.10 Wireless Logic Nordic may terminate The Customer's subscription if The Customer repeatedly breaches its payment obligations.
- 13.11 If The Customer wishes to enter into a payment agreement (e.g. by postponing payment of an invoice or by splitting the amount over more months), The Customer may contact Wireless Logic Nordic. Wireless Logic Nordic may charge The Customer a fee for setting up such an agreement.
- 13.12 If the customer wishes to cancel a subscription or make changes to the subscription type before the prepaid subscription period has expired, any prepaid subscription fee will not be refundend.

14. Liability

- 14.1 Wireless Logic Nordic is liable in damages in accordance to the general rules of Danish law. However, Wireless Logic Nordic will in no event be liable for loss of profit, operating loss or other indirect loss, unless such loss is caused by Wireless Logic Nordic willful or grossly negligent actions.
- 14.2 Wireless Logic Nordic is not liable for loss in connection with any unauthorized interception of The Customer's connections and any unauthorized access to The Customer's data, equipment and/or systems.
- 14.3 Unless arising from neglect to limit loss and inconveniences, Wireless Logic Nordic shall not be responsible for any loss caused by service suspensions, interruptions or changes to the telecommunication network or telecommunication services when these result from government restriction and regulations or measures necessary for technical, maintenance or operational reasons.
- 14.4 Wireless Logic Nordic is not liable for any loss in connection with unwanted and unsolicited transmission of data to The Customer nor does Wireless Logic Nordic accept liability for lost data or software.

15. Customer Liability for Faults

- 15.1 The Customer shall not be liable to pay for services caused by faults in or misuse of the operator's network and installations (up to and including the network termination point), unless The Customer is liable in accordance with the Danish general law of damages.
- 15.2 The Customer shall be liable to pay for services attributable to faults in or misuse of The Customer's own network, equipment or accessories (after the network termination point), unless Wireless Logic Nordic is liable in damages in accordance to the general rules of Danish law, cf. Clause 14.
- 15.3 The Customer shall be responsible for keeping access code and simonline.dk account secure so that they do not become accessible for unauthorized parties. The Customer shall be liable for all actions (i.e. unauthorized as well as authorized) taken with The Customer's access code to simonline.dk as well as for any loss or liability consequential to such use.
- 15.4 The Customer shall be responsible and liable for closing down a connection properly after a transmission has been terminated.

16. Assignment of Rights and Obligations

- 16.1 The Customer may not assign and transfer any rights, duties and obligations in the agreement without prior written content of Wireless Logic Nordic. Wireless Logic Nordic requires acceptance in writing both by The Customer (The Current Customer) and third party (The Future Customer). The agreement may only be assigned in whole and shall have no retroactive effect.
- 16.2 Wireless Logic Nordic may require, as a condition to the assignment, that all amounts due and all amounts for usage (in- cluding the ones that are not yet fallen due) must be paid. Payment agreements (cf. Clause 13.11) may not be transferred.
- 16.3 Wireless Logic Nordic reserves the right to perform a credit check and impose a credit limit on The Future Customer, cf. Clause 11 of these Terms.

- 16.4 The approved assignment shall commence on an agreed date. Upon completion of the assignment, Wireless Logic Nordic will use this date as the date to calculate the final bill of The Current Customer. From this date, The Future Customer shall be financially responsible in accordance with the agreement.
- 16.5 The assignment shall become effective and binding as of the date of Wireless Logic Nordics approval. Prior to the approval, The Current Customer remains liable for all obligations incurred under the agreement. Wireless Logic Nordic will send a copy of an approved assignment form to The Current Customer and The Future Customer. The form shall be considered an integral part of the agreement as an additional appendix.
- 16.6 The Current Customer is obliged to hand over all contract information and not yet activated SIM cards in stock to The Future Customer.
- 16.7 An assignment fee may be applied to The Future Customer.
- 16.8 Special terms of assignment shall apply in case of bankruptcy, suspension of payments etc.

17. Termination and Expiry of Agreements

- 17.1 Any notice of termination must be in writing and sent by email to specified email addresses. When the notice of termination is received, Wireless Logic Nordic will send a confirmation of receipt by email to an address specified by The Customer, cf. Clause 3. Wireless Logic Nordic will terminate the subscription at the expiry of the notice period according to the agreement.
- 17.2 Wireless Logic Nordic may immediately terminate the agreement with no further notice and disconnect The Customer's services, if it is found that The Customer is in material breach of its obligations under these Terms.
- 17.3 The following examples shall be considered as a material breach of this agreement:
- The Customer does not notify Wireless Logic Nordic of a change of address or gives Wireless Logic Nordic wrongful information
 - The Customer fails to pay amounts due to Wireless Logic Nordic before the deadline specified in a late payment notice, cf. Clause 13 of these Terms
 - The Customer enters any liquidation
 - The Customer does not immediately disconnect equipment, internal networks or similar that cause interruptions to Wireless Logic Nordic's services, after Wireless Logic Nordic has made a request to that effect
 - The Customer does not take action to remedy interruptions etc. of the traffic in Wireless Logic Nordic's services, after Wireless Logic Nordic has made a request to that effect
 - The Customer connects equipment, which does not comply with applicable regulatory compliance certification and regulations on telecommunication equipment, GSM standards and/or instructions given by Wireless Logic Nordic
 - In case of fault location, Wireless Logic Nordic is not given access to its own equipment and installations
 - The Customer – intentionally or with gross negligence - submits or distributes all types of spam
 - The Customer – intentionally or with gross negligence - spreads virus. This applies to all types of virus, known and unknown, at the time of conclusion of the agreement
 - Wireless Logic Nordic or an employee of Wireless Logic Nordic is harassed by The Customer
- 17.4 Wireless Logic Nordic is entitled to terminate The Customer's agreement or part of The Customer's agreement, limit The Customer's usage of services or disconnect the services, if any bankruptcy proceedings are brought against The Customer, or if any arrangement with creditors is made, or a receiver or administrator is appointed over any of The Customer's assets, or if The Customer's financial situation deteriorates significantly or threatens to do so.
- 17.5 If justified by compelling reasons, Wireless Logic Nordic is entitled to terminate The Customer's agreement or part of The Customer's agreement with a written notice of 14 (fourteen) days.
- 17.6 Wireless Logic Nordic is entitled to terminate The Customer's agreement or part of it with a written notice of 3 (three) months, if Wireless Logic Nordic chooses to stop providing a relevant type of subscription or service (e.g. due to technical reasons).

- 17.7 Due to the method of calculating the final settlement, an amount may be charged for a period extending beyond the expiry of the agreement. In case an excessive amount is charged, it will be repaid to The Customer together with the final settlement. Wireless Logic Nordic will settle the parties' balance at the time of expiry of the agreement and will repay or collect any difference, provided that it exceeds EUR 27.00 (two hundred).
- 17.8 Upon termination of an agreement, the customer is obliged to return not yet activated SIM cards in stock to Wireless Logic Nordic. Wireless Logic Nordic charges the customer a fee of 1.00 EUR per sim card that is not returned to Wireless Logic Nordic within 14 days from termination of the agreement.

18. Disputes

- 18.1 In matters such as registered usage, Wireless Logic Nordic Customer Service will firstly try to resolve disputes between The Customer and Wireless Logic Nordic. In case of disagreement between The Customer and Wireless Logic Nordic Customer Service, the dispute may be handed over to Wireless Logic Nordic Invoice Complaints Committee. against The Customer, or if any arrangement with creditors is made, or a receiver or administrator is appointed over any of The Customer's assets, or if The Customer's financial situation deteriorates significantly or threatens to do so.
- 18.2 Wireless Logic Nordic will suspend collection activity on the disputed amount during the time a complaint is investigated by wireless Logic Nordic Invoice Complaints Committee. Default interest will however continue to be charged. Wireless Logic Nordic Invoice Complaints Committee aims to make a decision within 3 (three) months of receiving the complaint.
- 18.3 In matters such as registered usage, a decision made by Wireless Logic Nordic Invoice Complaints Committee may be referred to the Danish Telecommunications Complaints Board⁴.

19. Changes in Terms and Prices

- 19.1 Wireless Logic Nordic may at any time implement changes to these Terms, specific product/service terms, prices, fees and expenses.
- 19.2 If a change may have a significant effect on services offered to The Customer, Wireless Logic Nordic will notify The Customer 1 (one) month before the change takes effect. Wireless Logic Nordic may implement other changes without notifying The Customer.
- 19.3 Wireless Logic Nordic will give notice of significant changes, for example, via email or on invoice/payment notifications. All changes can be seen on Wireless Logic Nordics website, www.wirelesslogicnordic.com.

20. Customer Service

- 20.1 For notifications of service and faults on the mobile network (e.g. related to basic installations and signaling) or SIM cards (e.g. loss of SIM cards), Wireless Logic Nordic Customer Service may be contacted on telephone +45 7022 2045, weekdays from 8:00 till 16:00 CET. Emails should be sent to support@wirelesslogicnordic.com.
- 20.2 Faults related to The Customer's equipment should be directed to the supplier who provided it.

21. Applicable Law and Jurisdiction

- 21.1 The Customer may make a complaint to Wireless Logic Nordic over issues arising of the agreement. Wireless Logic Nordic shall aim to make a decision within 3 (three) months of receiving the complaint. In matters such as registered usage, Wireless Logic Nordic will suspend collection activity on the disputed amount during the time a complaint is investigated. Interest will however continue to be charged.
- 21.2 The parties shall attempt to resolve any dispute arising out of this agreement through negotiation, before going to court.
- 21.3 Disputes, that remain unsolved, shall be settled in accordance with Danish law, at the ordinary courts in Denmark.

22. Come into Force

22.1 These Terms shall come into force on June 1, 2021.