

**ACN COMMUNICATIONS GMBH**  
**SERVICE DESCRIPTION FOR MOBILE SERVICES AS OF 7TH FEBRUARY 2006**

**1. GENERAL FEATURES OF ACN'S MOBILE SERVICES IN DENMARK**

ACN Danmark A/S (ACN) provides customers using ACN's SIM card with access to the operating mobile network of ACN's supplier Telia Mobile (a subsidiary of the Swedish Company TeliaSonera Mobile Networks AB, Sverige) in order to transmit communication data using voice communication and data circuits. ACN's mobile services can only be used by means of a terminal functioning according to the GSM standard. ACN's mobile services are limited to the transmission and reception range of the Telia Mobile mobile network in Denmark. Mobile services will be charged to the customer on basis of ACN's tariff list.

The customer shall be entitled, within the scope of the respective service of ACN, to use international long-distance and roaming services to the extent technically feasible and subject to the existence of appropriate agreements with the respective foreign network operators. The customer acknowledges that the use of ACN's services in the border region of Denmark may result in the use of international roaming connections due to the local conditions.

**2. MEMORY OF THE ACN SIM CARD**

ACN's SIM card contains a memory in which the customer can save up to 225 names and numbers. The additionally required PIN and PUK codes are given to the customer with the ACN SIM card and related welcome package communications.

**3. NUMBER OF SUBSCRIPTIONS**

All customers may take an unlimited number of subscriptions after having passed a credit check. Please refer to ACN's standard Terms and Conditions for more information regarding the credit check.

**4. ACN CALLING PLANS**

**4.1 ACN Talk-A-Bit**

The ACN Talk-A-Bit Calling Plan has a monthly recurring fee as per ACN's current price list for the provision of the service. For all other charges please refer to ACN's current price list available at [www.acnmobile.dk](http://www.acnmobile.dk). Each subscription on this calling plan comes with the ACN-2-ACN calling facility.

**4.2 ACN Talk-A-Lot**

The ACN Talk-A-Lot Calling Plan has a monthly recurring fee as per ACN's current price list for the provision of the service. For all other charges please refer to ACN's current price list available at [www.acnmobile.dk](http://www.acnmobile.dk). Each subscription on this calling plan comes with the ACN-2-ACN calling facility. Each subscriber on ACN Talk-A-Lot will also have an allowance of 100 minutes of ACN-2-ACN calling every calendar month at a charge of 0.00 krone per minute. The normal call setup charge applies for these 100 minutes as advertised on the price list. When the 100 minutes is used up all other ACN-2-ACN calls will be charged as per the published rate.

**4.3 ACN Friends 500**

The ACN Friends 500 calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. For all other charges please refer to ACN's current price list available at [www.acnmobile.dk](http://www.acnmobile.dk). Each subscription on this calling plan comes with the ACN-2-ACN calling facility. Each subscriber on ACN Friends 500 will also have an allowance of 500 minutes of ACN-2-ACN calling every calendar month at a charge of 0.00 krone per minute. The normal call setup charge applies for these 500 minutes as published on the price list. When the 500 minutes is used up all other ACN-2-ACN calls will be charged as per the advertised rate.

**4.4 Switch of Tariffs**

The switch between different ACN tariffs is possible as far as other tariffs are offered. A tariff switch is only possible if the customer's ACN account is not in arrears or not in a dunning process. All tariff changes will be completed as soon as possible after the customer request and any pro rata charges will be rectified on the next invoice.

**4.5 Provision of the ACN-2-ACN option**

ACN Mobile subscribers in Denmark can call all other ACN Mobile subscribers in Denmark at a reduced rate or at a rate of 0.00 krone per minute. The zero rated charge applies to the inclusive minutes offered on the ACN Talk-A-Lot and ACN Friends 500 calling plans. This reduced charge or zero rated charge applies to all calls made to other ACN mobile subscribers at any time except for calls made to ACN Mobile subscribers in foreign countries or whilst roaming. The reduced charge rate or zero rated charge for inclusive minutes is displayed for all calling plans in our price list available via [www.acnmobile.dk](http://www.acnmobile.dk). In order for a call to be eligible for the ACN-2-ACN option, both the calling and called mobile numbers must be active ACN Mobile customers at the time the call starts. The reduced rate or zero rated charge for ACN-2-ACN calling depends on the calling plan that the customer has chosen and is contained within the price list.

**5. SMS BUNDLE OPTIONS**

On all calling plans ACN offers the option of one of three SMS bundles. These options offer a set of inclusive SMS messages (50, 100, 200 or 500) for a fixed price per calendar month (please see current price list available at [www.acnmobile.dk](http://www.acnmobile.dk)). These inclusive SMS messages can be used to send SMS messages to other Danish mobile networks. SMS to international numbers, SMS sent while roaming and premium services requested using short codes are excluded from the bundle. Unused inclusive SMS cannot be carried forward to the next month. All SMS messages sent after the inclusive amount is used up are charged at the price as quoted on the price list applicable to the calling plan selected by the customer.

**6. ACN Mobile MAILBOX**

ACN sets up a voicemail box for the customer (i.e. a net-integrated, electronic answering machine). Incoming calls are redirected to this mailbox when the ACN SIM card is not checked-in into the mobile network or when the customer does not answer the phone. The customer can record a personalized welcome message or an absence message. The mailbox notifies the customer about the messages received. The default notification is done by text message. All calls to the voicemail system are charged at the normal price for a mobile to mobile call.

**7. ACN CUSTOMER SERVICES**

The customer reaches customer services for questions regarding ACN's services by dialing 70 30 22 11 (calls charged at the applicable national rate in Denmark). The customer has to legitimize themselves through the customer's phone number as well as confirmation of personal details if required.

**8. EMERGENCY CALLS**

With the international GSM emergency telephone code 112 an emergency call can be sent without having inserted the ACN SIM card.

ACN Danmark A/S February 2006