

ACN NORGE AS

GENERAL FEATURES OF ACN'S MOBILE SERVICES IN NORWAY

1. GENERAL FEATURES OF ACN'S MOBILE SERVICES IN NORWAY

ACN Norge AS (ACN) provides customers using ACN's SIM card with access to the operating mobile network of ACN's supplier Ventelo AS 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 Ventelo mobile network in Norway. Mobile services will be charged to the customer according to ACN's published prices.

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 use of ACN's services in the border region of Norway 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 required PIN and PUK codes are provided to the customer with the ACN SIM card and related welcome package communications.

3. AMOUNT OF SUBSCRIPTIONS

All customers may take an unlimited amount of subscriptions after having passed a credit check. Please refer to ACN's standard Terms and Conditions for more information regarding the credit check. Certain calling plans are only available for private individuals. Please refer to Section 4 of this document for more information.

4. ACN CURRENTLY SOLD CALLING PLANS

4.1 ACN RELAX

The ACN Relax calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The national per minute rate applies to all calls to mobile and fixed networks in Norway as well as to other ACN mobile subscribers and ACN voicemail. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

4.2 ACN BALANCE

The ACN Balance calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The national per minute rate applies to all calls to mobile and fixed networks in Norway as well as to other ACN mobile subscribers and ACN voicemail. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

4.3 ACN ACTIVE

The ACN Active calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The national per minute rate applies to all calls to mobile and fixed networks in Norway as well as to other ACN mobile subscribers and ACN voicemail. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

4.4 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. The ACN Friends 500 plan is only available to private individuals; business customers cannot make use of this calling plan and if they request this calling plan it will not be provisioned. Each subscription on this calling plan comes with the ACN-2-ACN calling facility which allows for 500 minutes of ACN-2-ACN calling each calendar month at 0.00 krone per minute. The definition of ACN-2-ACN is a voice call made from one ACN mobile subscriber on the ACN Friends 500 plan to another subscriber on the ACN Friends 500 plan in Norway at any time. The ACN-2-ACN facility cannot be used for calls to subscribers on other ACN Mobile calling plans in Norway, to other ACN fixed-line subscribers in Norway, for any international calling to other ACN mobile or fixed-line subscribers in other countries or to other ACN Friends 500 subscribers when they are roaming outside of Norway. SMS messages, MMS messages, data calls (WAP, HSCSD or GPRS), international calls or calls made whilst roaming (including calls to retrieve voicemail while abroad) are not valid call types for the ACN-2-ACN calling facility. The 500 minutes ACN-2-ACN facility is valid for each calendar month. Unused balance cannot be carried forward to the next month. The normal call setup charge applies for these 500 minutes charged at 0.00 krone per minute as published on the price list. When the 500 minutes is used all other ACN-2-ACN calls will be charged as per the published rate for calls to other ACN mobile subscribers as stated in the price list with the applicable call setup charge. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

4.5 SWITCH OF CALLING PLANS

The switch between different ACN calling plans is possible as far as other calling plans are offered. A calling plan switch is only possible if the customer's ACN account is not in arrears or not in a dunning process. All calling plan changes will be activated on the 1st day of the following month after the customer request. Any pro rata charges will be rectified on the next invoice. Changes to calling plans are not allowed in the last 2 days of any calendar month and no more than one change per calendar month will be accepted by ACN. There is no charge to change calling plans.

5. ACN CALLING PLANS NO LONGER SOLD

The following is an overview of the specific features of ACN's calling plans that are still active but are no longer offered.

5.1 ACN LAV

The ACN Lav calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The national per minute rate applies to all calls to mobile and fixed networks in Norway as well as to other ACN mobile subscribers and ACN voicemail. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

5.2 ACN MELLOM

The ACN Mellom calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The national per minute rate applies to all calls to mobile and fixed networks in Norway as well as to other ACN mobile subscribers and ACN voicemail. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

5.3 ACN FRIENDS

The ACN Friends calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The ACN Friends plan is only available to private individuals; business customers cannot make use of this calling plan and if they request this calling plan it will not be provisioned. Each subscription on this calling plan comes with the ACN-2-ACN calling facility which allows for calling with a reduced per minute rate to other ACN Friends subscribers on the ACN mobile network in Norway. The definition of ACN-2-ACN is a voice call made from one ACN mobile subscriber on the ACN Friends plan to another subscriber on the ACN Friends plan in Norway at any time or a call to collect voicemail from with Norway. The ACN-2-ACN facility cannot be used for calls to subscribers on other ACN Mobile calling plans in Norway to other ACN fixed-line subscribers in Norway, for any international calling to other ACN mobile or fixed-line subscribers in other countries or to other ACN Friends subscribers when they are roaming outside of Norway. SMS, MMS, data calls (WAP, HSCSD or GPRS), international calls or calls made whilst roaming (including calls to retrieve voicemail while abroad) are not valid for the ACN-2-ACN calling facility. The national per minute rate applies to all calls to mobile and fixed networks in Norway. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

5.4 ACN HØY

The ACN Høy calling plan has a monthly recurring fee as per ACN's current price list for the provision of the service. The national per minute rate applies to all calls to mobile and fixed networks in Norway as well as to other ACN mobile subscribers and ACN voicemail. This minute rate does not apply for calls made to premium rated or service numbers; these calls are charged individually at the rate published by the service provider. All calls are rated on a per second basis with an applicable call setup fee. For all other charges please refer to ACN's current price list available at www.acnmobile.no.

6. ACN MOBILE VOICEMAIL

ACN sets up a voicemail service for the customer (i.e. a net-integrated, electronic answering machine) as standard. Customers can choose to have this service de-activated on their subscriptions. Incoming calls are redirected to this service when the ACN SIM card is not active or when the customer does not answer the phone. The customer can record a personalized welcome message or an absence message. The service notifies the customer about the messages received. The default notification is done by text message. All calls to the voicemail service are charged at the standard price for a mobile to mobile call. The call setup charge is applied to all calls to retrieve voicemail.

7. ACN CUSTOMER SERVICES

The customer reaches customer services for questions regarding ACN's services by dialling 800 84 094 (calls charged at the applicable national rate in Norway). The customer must identify himself by confirming his phone number as well as confirmation of personal details if required.

8. EMERGENCY CALLS

Calls can still be placed to the international GSM emergency telephone code 112 without the use of the ACN SIM card.

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