

Terms and conditions for Comviq Mobile subscription

Applicable from January 1, 2013 until further notice

The contractual parties are Tele2 Sverige AB, 556267-5164, Box 62, SE-164 94 Kista, hereinafter referred to as "Tele2" through the Comviq brand, and the Customer, hereinafter referred to as the "Customer"

Definitions

Contract: These general terms and conditions and other documents that comprise part of the Contract between the parties and regulate the Service provided by Tele2 to the Customer.

Subscription Data: Data regarding the Customer such as name, address, personal identity number, subscription number or other data regarding the Customer and the subscription.

Commitment Period: The agreed minimum period during which the Subscription is to apply if notice of termination is notified within the commitment period in the contractual manner.

Comviq: Comviq is a Tele2 brand with its own address, website and customer service. Comviq, SE-106 66 Stockholm. www.comviq.se

Identification Data: Identification data allocated by Tele2 to the customer, such as the subscription number, IP address and other codes necessary for the use of the Service or for identifying the customer in contact between the parties.

Customer: An individual with whom Tele2 has concluded a Contract covering the Service for personal use.

Location Data: Data that is processed in an electronic communications network or by an electronic communications service and which shows the geographic position for terminal equipment for a user.

Tele2: Tele2 Sverige AB (556267-5164), Box 62, SE-164 94 Kista, www.tele2.se.

Service: The mobile telephony service provided by Tele2, with the subscription provided under the Comviq brand.

Traffic Data: Data which, in connection with the Service, is processed and stored for the purpose of dispatching an electronic message via an electronic communications network or for invoicing such a message, ensuring the quality of the Service, managing Customer complaints and fulfilling legal liability.

Notice Period: The period within or beyond the contractual commitment period that, following notice of termination, is to pass prior to termination of the Service and Contract, unless otherwise agreed.

1. Content, connection and delivery of the Service

1.1 Service content

The contracted service involves mobile services in the form of telephony and Internet services via Tele2's mobile network in Sweden as well as to and in other Swedish and international telecom networks and Internet connections. The Service is not tied to utilisation at a specific address. The Customer may contract add-on services to the Service. The Service is specified in greater detail in accordance with the product description applying at any time, which is available at Comviq's website: www.comviq.se The Customer may use the Service in the networks of foreign operators with whom Tele2 has concluded roaming agreements; meaning agreements that offer the Customer the potential to use the Service in other operators' mobile networks in accordance with the particular operator's applicable terms, conditions and prices and in line with Tele2's applicable price list. The foreign operators' networks that are linked to Tele2's mobile network for roaming purposes may be subject to special conditions for use that diverge from Tele2's terms and conditions. It is the responsibility of the Customer to familiarize themselves with the terms, conditions and prices that apply on the occasion of use, and which the Customer undertakes to observe. Current information regarding foreign use of the service is available at: Comviq's website: www.comviq.se

The content of the Service or Services selected by the Customer and any limitations on the right or possibility of the Customer are stated in the Contract between Tele2 and the Customer. Tele2 is entitled to block the Customer's potential to utilise the Service pursuant to legislation or official decisions, such as the blocking of certain number-based premium services should the Swedish Consumer Agency so request on the basis of legislation.

The Service does not include new versions of distributed software.

1.2 Connection

The Customer connects to the Service via a terminal (mobile phone) and the connection point is the terminal.

Since the Service uses a mobile network, the Service is dependent on the communication coverage in the location on each occasion and on the current network load. Accordingly, circumstances may occasionally arise entailing that the Service is not continuously available or that the network quality and capacity are also affected in locations in which coverage is generally available. Tele2 cannot guarantee that the Service will function flawlessly without disruptions. To identify where coverage is available, the Customer can access www.comviq.se The Customer is not guaranteed bandwidth. Neither can the Customer be guaranteed Service quality if the Customer's equipment is a model that does not support the Service.

1.3 Emergency calls (112)

A user of the telephony service who makes an emergency call should always indicate the location from where he/she is calling (geographic position). In the event of emergency calls via the mobile network, location data is automatically conveyed to the emergency centre in the form of the location of the mobile mast through which the user is connected to the mobile network.

1.4 Number

The Customer is allocated a telephone number in conjunction with signing the Contract. If the Customer has a telephone number that he/she wishes to use with the Service, the Customer may contract to reassign the number to Tele2. By means of a Contract covering number reassignment, the Customer authorises Tele2, on his or her behalf, to request to reassign the number from the Customer's previous operator and simultaneously give notice of termination of the Customer's contract with the previous operator.

Tele2 is entitled to alter or recall telephone numbers that are linked to the Subscription, should this be required by contractual, technical, business or number administration reasons.

The Service entails that the Customer's mobile number is shown on the recipient subscriber's display. The mobile number will not be shown if the subscriber to Tele2 has requested an ex-directory number or if the subscriber has personally elected to hide his/her number from the recipient subscriber's display. However, the number cannot be hidden when the Customer sends text messages, MMS, uses computer services or premium services, or for calls to directory enquiries companies.

1.5 Delivery and period of validity

Delivery of the Service begins at time of sale, normally, immediately after the Customer's order. The delivery period for Service orders via distance sales channels (such as the Internet) is normally about 10 working days from the date of the Customer's order or, if applicable, from the expiry of any cancellation and withdrawal period. Additional time for delivery may arise in conjunction with number reassignment from another operator.

The Service extends until further notice but the Customer must activate the SIM card before the card's period of validity has expired.

2. The Customer's undertakings and liability

The Customer is liable to pay all expenses incurred pursuant to the Contract.

The Customer is obliged to notify Tele2 of any change in name as well as changes in address and contact data submitted to Tele2. If the customer does not provide notification of such change in circumstances, the Customer is responsible for the risk that notices from Tele2 do not reach the Customer. Should the Customer not notify Tele2 of changes and, as a result, Tele2 incurs added costs, the Customer is liable to compensate Tele2 for such costs.

The Customer is responsible for ensuring that he/she has the requisite terminal for the Service and for ensuring that only equipment that meets the requirements prescribed by law, stipulations or technical standards may be connected to the Service. The Customer is responsible for ensuring that the codes, identities, passwords and so forth supplied by Tele2 are stored and used in a secure manner. The Customer is solely responsible for the handling and utilisation of the Service, SIM card and prepaid card and for all equipment provided by Tele2 for the utilisation of the Service. Tele2 has no liability for third parties who have taken actions to use the Customer's code, password, identity and so forth that affect the Service.

If the Customer has elected to disconnect the use of the PIN and PUK codes, the Customer is solely

responsible for the utilisation of the Service. In the event of the loss of a SIM card, or should the codes be mislaid or risk being used in an unauthorised manner, the Customer is obliged to immediately notify Tele2 in this respect.

If the Customer connects systems or other personal applications to the Service, the Customer is personally responsible for such functions and measures. Tele2 can by no means guarantee functionality for systems connected by the Customer or for applications that are not add-on services from Tele2.

The Customer may use the Service only in accordance with the terms and conditions of the Contract and for the Customer's personal use. The Customer may not transfer, further convey or in any other manner transfer the Service or rent out or in any other way make the Service available to another party. Under no circumstances may the Customer attempt unauthorised access to connected networks or computer resources in Tele2's network or other connected networks. Nor may the Customer, without authorisation use, destroy or distort information in Tele2's network or other connected networks.

The Customer is responsible for ensuring that the manner or purpose for which the Customer uses the Service is not illegal or can in some other manner be viewed as irresponsible, offensive or inconsistent with sound practice. The Customer's responsibility includes obtaining the necessary permit to receive, circulate or store material. The Customer is also responsible for ensuring that the manner and purpose for which the Customer uses the Service does not result in damage or inconvenience for other customers, Tele2 or a third party. If damage or inconvenience arises, the Customer is obliged to assist in curtailing the resulting damage or inconvenience.

The Customer is to facilitate fault-tracing measures to the extent possible. If a fault can be attributed to the Customer, Tele2 reserves the right to demand compensation from the Customer for the costs incurred in fault-tracing measures.

Should Tele2 suspect that the Customer's use of the Service does not comply with the Contract, Tele2 is entitled to take actions to reduce inconvenience or damage. Such actions could be to limit the Service or, in the event of significant contractual breaches, to disconnect the Customer from the Subscription and/or the Service and terminate the Contract with immediate effect. Before the Service is disconnected due to the Customer's non-payment, the Customer is firstly to have been requested to pay within a reasonable period and also have been issued with information stating that disconnection will otherwise occur. Tele2 reserves the right to bill the Customer for the actions taken by Tele2 due to the Customer's use of the Service being inconsistent with the Contract.

Tele2 reserves the right, due to legislation or other statutes, official stipulations, decisions, requests or guidelines, to disconnect, modify or limit the Service for the Customer or block equipment that has been notified as having been stolen. Tele2 reserves the right to immediately disconnect the Service should the Customer in any way pursue activities that could damage another customer, Tele2 or some other individual or legal entity.

3. Fees and costs

Fees and costs are stated in the Subscription Contract and are charged in accordance with the price list, or price plan, applicable to the Contract at any time. Information regarding the price plan applicable to the Contract at any time is available via www.comviq.se

Fixed fees may be non-recurring charges or current fees during the term of the Contract, such as the subscription fee.

Variable costs are billed according to the price plan and are calculated, for example, on the basis of the opening fee, tariff per minute or data volume consumption.

Fixed fees are billed to the customer in advance until notice of termination has taken effect, while variable costs are billed as they arise as a result of the Customer's use of the Service.

If the Service is disconnected and subsequently re-opened for traffic, Tele2 is entitled to charge the Customer a special opening fee. If, due to negligence, the Customer has lost the SIM card or on repeated occasions blocked the SIM card, Tele2 is entitled to charge a fee for providing each new SIM card.

If Service faults can be attributed to the Customer, Tele2 reserves the right to demand compensation from the Customer for costs incurred in fault tracing and repair measures. In appropriate cases, Tele2 reserves the right to bill the Customer for costs incurred by Tele2 in conducting measures caused by the Service being used in a manner that is inconsistent with the Contract or for other contractual breaches for which the Customer is responsible.

4. Payment and disconnection of the Service in conjunction with non-payment

The Customer's payment liability for the use of the Service and the related costs as well as payment liability for fixed fees ceases only when the Contract is terminated. The Customer's payment liability vis-à-vis Tele2 remains unchanged if a third party uses the Service without the permission of the Customer and if such use is encompassed by the Customer's liability as a Customer and holder of the subscription.

Fees and costs are paid against an invoice: fixed fees are usually paid in advance and variable costs are usually paid in arrears as they arise through the use of the Service. Any other fees and costs are paid in accordance with the Contract. Tele2 is entitled to charge an invoicing fee for all invoices, unless otherwise stated by the Contract.

Payment is to be made in Swedish currency to the account indicated on the invoice. Payment is deemed complete when the funds have been deposited in the account. Invoicing is normally conducted once monthly. Tele2 is to receive payment no later than the date indicated on the invoice. In the event of late payment, Tele2 is entitled to charge penalty interest, pursuant to the Swedish Interest Act, and a statutory reminder fee, and, in appropriate cases, a debt collection fee. If the invoice is paid by means other than the payment form sent by Tele2, the invoice and OCR numbers must be indicated. In the event of failure to do so, payment is viewed as complete when Tele2 has had reasonable time to settle the payment against the invoice. As a rule, reasonable time is within a month from the date on which the funds were deposited in the account.

During the ongoing invoicing period, Tele2 is entitled to demand immediate payment should the Customer's fees and costs exceed the amount that Tele2 from one time to another applies as the credit limit for the Customer. Information on such credit limits is available from Tele2 and credit limits may be altered if deemed warranted, following special credit assessment.

Tele2 is entitled to disconnect the Customer from utilisation of the Service when the credit limit is reached and until full payment is made. The Customer is liable to pay fixed fees in accordance with the Subscription Contract during the period when the Subscription is closed.

If the Customer requests that Tele2 disconnect the Service from use, Tele2 is to perform such disconnection as soon as possible. If the Customer has requested the disconnection of the Service, the Customer has payment liability for the variable costs based on the use of the Service up until disconnection of the Service is complete. After disconnection, Tele2 is liable for variable costs arising from unauthorised use after disconnection, provided the Customer has not behaved fraudulently or in a grossly negligent manner. When disconnection of the Service is complete at the request of the Customer, the Customer remains responsible for payment of fixed fees during the disconnection period and, when the Service is subsequently re-opened, the Subscription continues to apply in accordance with the Contract.

If the Customer does not provide notification of a switch to another operator and this entails that the Customer cannot use the Service or that the Service cannot be delivered, the Customer remains liable for payment to Tele2 in accordance with the Contract until notice of termination is served and gains legal effect.

If the Customer is late with payment, Tele2 may disconnect the Customer from the use of the Service until full payment has been made. Such disconnection may only be performed after Tele2 has requested that the Customer pay within a reasonable time, with information to the effect that provision of the Service could otherwise be disconnected if the Customer has not paid within the indicated period.

If the Customer has repeatedly paid late, the Service may be disconnected immediately. In such cases, Tele2 is to immediately inform the Customer of the disconnection. Following a reminder, as above, for repeated late payment, Tele2 is also entitled to immediately terminate the Contract for the particular Service and finalise the invoicing of the Customer, provided that the delay pertains to more than an inconsiderable portion of the payment or that the delay, for other reasons, may be deemed significant.

If the invoice is considered incorrect, the Customer must notify Tele2 of this within reasonable time. As

a rule, failure to do so means that the Customer's right to object to the invoice becomes invalid. In the absence of special reasons, reasonable time is one month after the due date of the invoice. If, within a reasonable time, the Customer has objected to the invoice and stated objective grounds for challenging the billing, Tele2 is obliged to grant a respite for the payment of the disputed amount until the dispute is finally settled. However, undisputed amounts must always be paid no later than the due date. Penalty interest is to be charged on that portion of the amount that the Customer has to finally pay.

A Customer who is billed for the use of premium services is entitled to respite with such payment if the Customer believes that some feature of the billing is incorrect. The Customer needs to contact Customer Service and provide notification stating that the billing is incorrect and will then be granted respite until the Customer's dispute with the premium service supplier has been settled. If the Customer's objection is that calls were not made or text messages (SMS) not sent from the Customer's subscription, Tele2 must be able to show traffic data that confirms calls or the sending of text messages.

5. Tele2's Liability and undertakings

Tele2 is to provide the Service in a professional manner and in accordance with the Contract. For the maintenance of the network and so forth, Tele2 may temporarily need to disconnect the Customer from the use of the mobile network. To the extent possible, such maintenance is to be performed during evenings or weekends. In addition, the Service may be modified in terms of scope and content. The modifications may be due, for example, to circumstances relating to connected services or changes in services, service classification or network configurations. Tele2 reserves the right to undertake such modifications.

Any operational disruptions and network faults are dealt with promptly after faults are reported to the Customer Service via comviq.se

Interruptions that occur during planned network maintenance and so forth are not regarded as operational disruptions. Tele2's responsibility in conjunction with operational disruptions and traffic-obstructing faults does not apply insofar as the disruption or fault can be attributed to the Customer or some other factor beyond the control of Tele2. If the Service becomes unusable due to network faults or operational disruption, the Customer is entitled to damages according to legislation or compensation in line with the standard amounts stated below, which are paid instead of other compensation, damages or other consequences. The value of the compensation is credited to the Customer in the form of airtime credits/credit entry.

If the fault or operational disruption has lasted at least:

- five (5) consecutive days, compensation is paid in the amount of SEK 50,
- ten (10) consecutive days, compensation is paid in the amount of SEK 100,
- fifteen (15) consecutive days, compensation is paid in the amount of SEK 150.

Compensation as above is paid instead of damages or other consequences. A request for compensation must be presented to Tele2 with reasonable time.

A request from the Customer for damages according to law and not compensation according to the standard amounts must be presented to Tele2 within reasonable time from the occasion of loss and show the confirmed financial loss, the reason for the loss and the connection with the Service as well as what the Customer has done to reduce his/her own loss.

Tele2 exercises no control over the information that the Customer receives or gains access to through the Service and Tele2 has no responsibility for the information or its content. Tele2 is not liable in cases in which an authorised or unauthorised third party encroaches into the Customer's Service or terminal and acquires access to, destroys or distorts information.

6. Limitation of liability

Tele2 is not liable for faults or the correction of faults attributable to the equipment (mobile phone) used by the Customer, provided that this is not encompassed by Tele2's liability as the seller of the equipment to the Customer. Tele2 is not liable for personal settings that the Customer has performed (e-mail groups, filtration, folders, address book and so forth). Tele2 reserves the right to modify or remove settings and information if this is warranted by the Contract, or for operational or other technical reasons, or because of legislation or other statutes, official orders, decisions, requests or guidelines.

Tele2 is not responsible for software or online services developed by a party other than Tele2.

7. Extenuating circumstances

A party is to be exempted from paying damages and other consequences if completion of certain undertakings is obstructed or made significantly difficult due to extenuating circumstances that the party could not reasonably have controlled or foreseen, or what is referred to as Force Majeure.

If the Contract's completion is significantly prevented over a period exceeding one (1) month due to extenuating circumstances, the Customer is entitled to give written notice for termination of the Service with immediate effect. This special right of notice applies as long as the obstruction continues and assumes that the Customer has requested that Tele2 correct the matter no later than five days prior to serving notice.

8. Period of validity of the Contract and amendment of terms and conditions

The Contract applies as a current Contract until further notice or if the commitment period has been agreed during the minimum period set in the Contract. Notice of termination of Contract triggers the notice period according to the Contract. If the commitment period has been agreed and no notice of termination has been notified, the Contract becomes a current subscription subject to the notice period stated in the Contract and on the terms and conditions set forth in the Contract.

Tele2 reserves the right to request that an oral notice of termination from the Customer be confirmed in writing. A request for the reassignment of a telephone number to another operator or a change of operator as received by Tele2 is equivalent to notice of termination of the Subscription, whereby the Service will cease when the number reassignment has been completed. A telephone number linked to the Subscription and which the Customer has not activated cannot be reassigned.

Tele2 reserves the right to undertake amendments of the terms and conditions. Amendments of the contractual terms and conditions are notified to the Customer at least one (1) month before they come into force and in accordance with requirements stipulated in legislation or official orders. When the Customer becomes entitled to serve notice of termination of the Subscription with effect from the coming into force of the amendment, the Customer is informed of this by means of a message and Tele2 must receive such notice from the Customer before the amendment comes into effect. A customer is deemed to have accepted the amendment if the Service is utilised following the effective date of the amendment of the terms and conditions. If the parties have agreed on the commitment period for the Service, an amendment to the contractual terms and conditions comes into effect no earlier than the expiry of the commitment period. Should the Customer utilise his/her right to serve notice cancelling the Contract due to the amendment of the terms and conditions for the service, any credit balance is to be repaid to the Customer, including any paid periodic fees that pertain to the period after termination of the Contract.

However, should the amendment result from peremptory law, other statutes and official orders, decisions, requests and guidelines or other similar circumstances beyond Tele2's control, Tele2 reserves the right to amend the terms and conditions without this providing entitlement to the Customer to serve notice cancelling the Contract. Such amendment of the terms and conditions may also come into effect during a current commitment period.

9. Notice of termination of the Contract and cessation of the Service

The Customer is entitled to issue notice of termination of the Service to Tele2 and when such notice has come into effect the Contract will cease and the Service disconnected. In the case of notice of termination during the commitment period, the notice gains effect at the end of the notice period, although not earlier than the last day of the commitment period. If the Customer has connected add-on services through the Contract with Tele2, notice must be served on these add-on services separately in accordance with the terms and conditions in each add-on contract.

A request for the reassignment of a number to another operator that is received by Tele2 is equivalent to serving notice on the Subscription. If the Customer has requested the reassignment of a number, the Service will be disconnected after the reassignment of the number to another operator has been completed. A reassignment to another operator requires that the Customer has activated the Subscription. In conjunction with the Customer serving notice or requesting the reassignment of a number to another operator, Tele2 is entitled to immediately finalise the invoicing of the Customer for unpaid fixed fees for the remainder of the commitment period.

If the Service is disconnected, all Customer rights to use the Service, as well as the add-on services, cease automatically. Services that are not utilised in conjunction with the disconnection of the Service are lost and compensation is not provided in this respect. However, this does not apply if the serving of notice or number reassignment to another operator occurs due to the Customer using any right to serve notice of

termination of the Service due to the amendment of the terms and conditions for the Service, in which case any deposited funds are to be repaid to the Customer. Should the Contract cease to apply, so do all rights for the Customer to use the Service. Of the fixed fees paid by the Customer, repayment is made of the portion pertaining to the period after the cessation of the Contract, except in those cases for which the basis of the cessation of the Contract is attributable to the Customer's breach of contract. Neither is any outstanding balance in the form of airtime credits repayable.

In the case of a Contract with a special commitment period, the following applies: the Customer's payment liability remains unchanged even if the Customer requests a reassignment of a number to another operator. Following agreement with Tele2, the Customer will be entitled to redeem the remaining commitment period by paying the outstanding fixed fees according to the Contract and the variable costs that arise up until the expiry of the commitment period. The consequence of this redeeming of the commitment period is that the Contract ceases when payment has been made and the Service is disconnected.

Should a party commit a significant breach of contract, the other party is entitled to serve notice on the Contract with immediate effect by notifying the cancellation of the Contract and stating the reasons.

10. Identification, subscription and traffic data

Tele2 allocates the Customer identification data such as the subscription number, IP address, password and other codes that are required for using the Service. Tele2 may alter the identification data for technical, operational or other special reasons or because of legislation and other statutes, official orders, decisions or guidelines or amendments of these. The Customer is to be informed of such amendments well in advance. The Customer is not entitled to the identification data after the Contract has ceased to apply, unless the parties have otherwise agreed in writing or is otherwise prescribed by law.

At the request of Tele2, the Customer is to provide the data that Tele2 requires for providing the Service. The Customer must without delay inform Tele2 of any changes to such data.

Tele2 processes the Identification, Subscription and Traffic Data, including the component Location Data and personal data in cases in which such arise. Processing is undertaken in order to permit agreements, provide the Service, fulfil agreements and liability according to legislation and other statutes, official stipulations, decisions, requests and guidelines, for register management, for complaints management and for the marketing of the goods and services of Tele2 and those of its business partners. The Customer consents to such processing.

The Customer consents to the data processed by Tele2 being used for the marketing of the goods and services of Tele2 and those of its business partners.

If required for providing the Service, the processed data is distributed to Tele2's business partners and Tele2 is responsible for ensuring that data management complies with legislation and other statutes, official stipulations, decisions, requests and guidelines and Tele2's Contract with the Customer.

To the extent required to ensure operation of the Service, prevent crime or fulfill liability according to legislation and other statutes, official orders, decisions, and guidelines, Tele2 may study the material that is stored or mediated via the Service. The Customer consents to such information procurement and that Tele2, in order to ensure the operation of the Service, prevent crime, the spreading of spam or viruses or equivalent, may remove messages that can be assumed to include such material. Tele2 provides regular information regarding such measures on its website; refer to www.comviq.se/kundservice

Tele2 may release Subscription Data such as the Customer's name, address and telephone number to another party for directory enquiries purposes if the Customer has not notified Tele2 that the data is to be protected.

11. Personal data

Personal data that arises and is processed in connection with this Contract or is otherwise registered in connection with the preparation, or performance, of the Service in accordance with these subscription terms and conditions (such as birth data, credit information and use of the service) is processed by Tele2, by companies in the Tele2 group and by companies with which the group cooperates for administration and fulfillment of concluded agreements, for the performance of measures requested before the Contract was concluded and to provide the Service, and fulfill liability according to legislation and other statutes, official orders, decisions, requests and guidelines. This includes information regarding contacts with Tele2, such as the noting of questions, and complaints etc. Personal data also comprises the underlying material for market and customer analyses, business and method development, statistics and risk management as well as for marketing the goods and services of Tele2 and its business partners.

Following a written and personally signed request in this respect to Comviq, SE-106 66 Stockholm, the Customer may receive information on the Customer's personal data processed by Tele2. A request for a correction of personal data may be made at the same address.

12. Notices, information and marketing

Information from Tele2 regarding the contractual Service and the concluded Contract is sent as a notice to the contact data provided by the Customer and, as far as possible, notices from Tele2 proceed via text messages.

Notices from Tele2 to the Customer sent via text messages, MMS or to the e-mail address or telefax indicated by the Customer are to be deemed to have reached and be available to the Customer immediately. Notices to the customer that are sent by post to the postal address notified by the Customer are to be deemed to have reached the Customer no later than three days after the notice has been sent by post.

By entering into the Contract, the Customer agrees to receive marketing and other information other than that relating to the Service and concluded Contract via calls, text messages or MMS, e-mail or post and so forth from Tele2, from companies in the Tele2 group and from companies with which the group cooperates. The Customer also consents to the use of traffic data for marketing purposes.

If the Customer does not wish to receive marketing and other information other than that relating to the Service and concluded Contract from Tele2 or if the Customer does not want Traffic Data, including Location Data and Personal Data, to be used for marketing purposes, the Customer can notify this to the customer service department via comviq.se or Comviq, SE-106 66 Stockholm. Information on how the Customer should proceed is available at comviq.se

13. Transfer

The Customer may not transfer the Service and Contract to a third party without the written consent of Tele2. Should the Service and Contract be transferred, the outgoing Customer is liable for commitments arising before the transfer and the incoming customer takes the place of the outgoing Customer for commitments arising after the transfer. No transfer is approved before the outgoing Customer has settled in full any debts to Tele2.

Tele2 is entitled to transfer the Contract to another company in the same group. Also in other respects, Tele2 is to be entitled to transfer the Contract without the consent of the Customer, provided there are no special reasons to assume that the company taking over the right will not fulfil his obligations according to the Contract in a manner satisfactory for the Customer.

14. Contact with Customer Service, complaints and disputes

The Customer Service Department may be contacted via www.comviq.se or by post to Comviq, SE-106 66 Stockholm.

When contacting the Customer Service Department, the Customer must be able to identify himself/herself as the subscription holder and if another party represents the Customer, a power of attorney is required from the subscription holder.

Complaints arising from this Contract are to be presented within two (2) months after the Customer has become aware or should have become aware of the circumstances on which the complaint is based.

Disputes are to be initially resolved through negotiation and agreement. If the Customer and Tele2 cannot agree, the Customer may refer the matter to the Swedish Telecom Advisors (Telekområdgivarna) for cost-free and objective advice (www.telekomradgivarna.se). Disputes may be settled by the Swedish National Board for Consumer Disputes or a public court.

COMVIQ