

General terms

Business Portal usage is subject to the following terms:

- When a legal entity – user is registered for Business Portal usage, it becomes owner of Portal account and is subject to the specified usage conditions.
- Self-registered user (Portal Administrator or other employee with access rights) knows the defined password and the User is the only responsible for all the activities authorized and performed under any of its user names.
- Telenor has no access to the created User password, therefore access to the User's data on the Business Portal is not possible.
- In case that Portal Administrator for any reason changes information specified in the Business Portal activation request, it is the User's duty to provide Telenor with new information within 5 calendar days.
- Telenor has no impact to administration rights of the Business Portal User, neither can assign or deny them. The user is the only responsible for all the administration rights on the Business Portal.
- Portal Administrator is responsible for opening of user accounts for other employees in the User's organization and for definition of Portal services available to any individual employee, as well as for Portal access denial. Portal Administrator is authorized to define not more than two additional administrator user accounts. Opening, change of parameters and authorizations and closing of other user accounts, the Administrator performs through corresponding user interface at the Business Portal itself. At the same time, user name for all user accounts of other employees is their email address or subscription number entered into following pattern: 6xxxxxxx .
- Apart from the rights described in the previous item, Portal Administrator differs from other users by having access to options "Bill" and "Specification", and is able to see bills and specifications for all subscription numbers assigned to that specific user – legal entity, and also to cumulative bills and specifications. Other users, when the Portal Administrator allows them access to the above specified options, may see only the bill and specification for a single (their own) subscription number. In addition, Administrator has insight into activity list of all individual Portal users on the portal.
- The User uses Business Portal and internet exclusively on his/her own responsibility. Telenor gives no warranties and takes no responsibility for any damage suffered by the User or caused to third persons in case of Business Portal misuse.
- It is the User's duty to fully respect all positive laws and regulations of the Republic of Serbia, especially regulations defining protection of personal information.
- Internet is international computer network not directly controlled by Telenor, but is only connected to it, therefore Telenor cannot guarantee availability of services not under its direct control.
- Telenor will not be held responsible for temporary service provision disruption or for loss of saved data due to maintenance work or sudden and unpredictable technical failure or other technical problems, as well as for disruption of service providing caused by reasons beyond Telenor scope of influence.
- Telenor will not be held responsible for lost profit, data, indirect or consequential damages or losses, as a result of the request of the User or third persons.
- The User undertakes not to use Business Portal services and servers in any way that could endanger their operation.
- Telenor reserves the right to, in accordance with its business policy, change the prices of using Business Portal services, and is obliged to advise the users about it. Information on changed conditions of using these services Telenor will post on the Portal web pages. Telenor reserves the right to change and amend Business Portal. If the user does not agree with the changes and/or does not want to use the Business Portal any more, he/she should advise Telenor Customer service by calling the

number 063 9000 (together with a written request on company letterhead, signed by an authorized person and verified with a seal).