

## General Terms

The use of the Business Portal is subject to the terms and conditions described below.

- Legal entity – By registering on the Business Portal, a registered Telenor user becomes the sole owner of a Portal account and is subject to the described terms of use. The responsible person shall submit a request in writing, with the name of the Administrator listed.
- The Portal Administrator or another employee with access to the User's account will have their own password. The User shall be solely liable for all activities on the Business Portal authorised and performed under any of his/her usernames.
- Telenor has no access to the User's password; therefore access to the User's data on the Business Portal is not possible.
- If the Portal Administrator wishes to change the data provided in the Business Portal Activation Request, the User's responsible person shall provide Telenor with the new data within 5 calendar days.
- Telenor has no influence whatsoever on administrator rights of Business Portal users. It can neither grant nor revoke them. The User is solely responsible for all administrator rights on the Business Portal.
- The Portal Administrator is responsible for creating user accounts for Administrator's company employees and defining Portal services which each employee can access individually, as well as for revoking access to the Portal. The Portal Administrator is authorised to set up a maximum of two additional administrator accounts. The administrator will create, change parameters and authorisations and close other user accounts via appropriate user interface on the Business Portal itself. In addition, the username for all user accounts of other employees is their e-mail address or subscriber's phone number, entered in the following format: 6xxxxxxx.
- The Portal Administrator can create a user account for users of the Blue Line service, which includes the option to submit certain requests to Telenor by phone through registered persons. The User, i.e. the Portal Administrator, is solely responsible for creating the Blue Line user accounts, referring requests to Telenor, as well as for all changes or revoking access to the Blue Line service. Persons registered for the Blue Line service may request certain changes in the User's registered numbers by contacting the Call Centre. By accepting these General Conditions, the User agrees with the detailed description of the Blue Line service on [Telenor's website](#).
- Apart from the rights described in these General Conditions, the Portal Administrator is the only Portal user who has access to options "Bill" and "Specification", which means that he/she can access all bills and specifications for all subscribers' phone numbers for each individual Portal user. Other users can access bills and specifications for their phone numbers only, having previously obtained the Portal Administrator's prior permission.

- The User uses the Business Portal and the Internet entirely on his/her own responsibility. Telenor gives no warranties and takes no responsibility for any damages suffered by the User or caused to third parties should the Business Portal be misused.
- The User must fully comply with current laws of the Republic of Serbia, with the emphasis on the regulation concerning personal data protection.
- The Internet is an international computer network and is not directly regulated by Telenor, which is only connected to it. Therefore, Telenor cannot guarantee the availability of a service it does not directly regulate.
- Telenor will not be liable if the services are temporarily interrupted or stored data lost due to maintenance or sudden and unforeseen technical failures, or other technical issues, or due to circumstances beyond Telenor's control.
- Telenor will not be liable for any loss of profit, data, indirect and consequential damages or damages resulting from the User's or third parties' requests.
- The User agrees not to use services and servers of the Business Portal in any manner that could impair them.
- Telenor reserves the right to modify the price of Portal services in accordance with its business policy, and shall notify its users thereof in advance. The information about modified terms of use of Telenor's services will be posted on the Portal's website.
- Telenor reserves the right to amend and supplement the Business Portal. If the User does not agree with the amendments and/or no longer wishes to use the Business Portal, the User shall submit a written request to Telenor, on the company's letterhead, containing the signature and the seal of the responsible person. Should the User fail to submit such a request for deactivation, it shall be considered that the User has agreed with the changes.